



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

13 February 2020

Gloria Ashton

By email: fyi-request-11878-347b6c99@requests.fyi.org.nz

Dear Miss Ashton

Re: Information Request
Our ref: E19HDC02873

Thank you for your email of 12 December 2019 requesting “the reported statistic of ‘65% of respondents agreed or strongly agree’ from the 2015 Annual Report broken down into consumers and providers AND any data from the 2015 satisfaction survey AND any breakdown or analysis of the 2015 satisfaction survey data held by the HDC AND (if available) a copy of the survey questionnaire that was sent out. In addition I would like a copy of any available documentation of the decision to stop undertaking satisfaction surveys”.

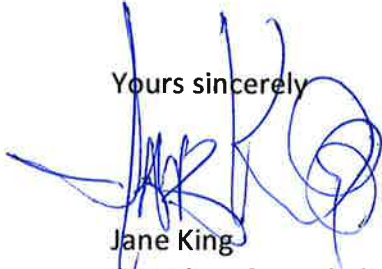
We have considered your request under the Official Information Act 1982.

Please find **enclosed** a copy of a document “Satisfaction surveys 2015” total figures and a copy of the survey questionnaire that was sent out. No further analysis of the data was carried out.

We have been unable to locate any documentation of the decision to stop undertaking satisfaction surveys, however, staff recollection is that the biennial survey was not repeated because its unsophisticated methodology did not provide particularly useful quality improvement data. Planning for a more effective process for gathering complainant and provider feedback is underway.

You may seek a review of this decision from the Office of the Ombudsman.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'JK', with a large circular flourish to the right.

Jane King
Associate Commissioner, Legal

8 May 2015



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

«Title_» «FN» «LN»
«Group_Provider»
«Corr_Org»
«Position»
«Corr_Org»
«Street_»
«Suburb_»
«City_» «Postcode_»

Dear «Title_» «LN» «Position»

Re: HDC Satisfaction Survey 2014-2015
Our ref: «Number_» - Please provide your feedback by 22 May 2015

We are conducting a brief survey on our processes. Your details have been selected randomly from our complaints closed between 1 October 2014 to 31 March 2015. **The survey should take no more than two minutes to complete.**

The results will be reported confidentially with no information presented or published that could be identifiable in any way. We have, for administrative purposes, allocated a unique identification number which is on the survey form attached. This will be used to track the survey. Once the completed survey is received by HDC, the information will be collated and the survey response destroyed.

If you have any questions about this survey, please telephone Lisa Hawkeswood, Executive Assistant on 09 373 1030 or free phone 0800 11 22 33.

We would prefer if you do have access to a computer to complete the survey online by typing in the below link into your internet browser. Once the survey is open you will need to type in your unique identification number. Otherwise please complete the survey form attached and either return by post in the reply paid envelope or email or fax back by **Friday 22 May 2015**.

Survey Link: survey.online.hdc.org.nz

Unique Identification Number: «Unique_ID»

Yours sincerely

A handwritten signature in black ink that reads 'Theo Baker'.

Ms Theo Baker
Deputy Health and Disability Commissioner

Enc HDC Satisfaction Survey
Reply Paid Envelope

SATISFACTION SURVEY 2015

TOTAL FIGURES

Postal Survey	
Row Labels	Count of Q1B (I understood the reason for HDC's decision)
Strongly Agree	63
Agree	79
Disagree	28
Grand Total	170

Email Response	
Row Labels	Count of Q1A (I understood the reason for HDC's decision)
Strongly Agree	21
Agree	42
Disagree	49
Grand Total	112

Total Postal & Email Response		
TOTAL		Percentage
Strongly Agree	84	29.79%
Agree	121	42.91%
Disagree	77	27.30%
Grand Total	282	

Summary to the question: I understood the reason for HDC's decision
73% Of consumers and providers understood the reason for HDC's decision.

Postal Survey	
Row Labels	Count of Q1C (I was satisfied with HDC's process)
Strongly Agree	56
Agree	73
Disagree	41
Grand Total	170

Email Response	
Row Labels	Count of Q1B (I was satisfied with HDC's complaint process)
Strongly Agree	13
Agree	41
Disagree	58
Grand Total	112

Total Postal & Email Response		
Total		Percentage
Strongly Agree	69	24.47%
Agree	114	40.43%
Disagree	99	35.11%
Grand Total	282	

Summary to the question: I was satisfied with HDC's complaint process.
65% Of consumers and providers were satisfied with HDC's process.