

Reo Ora – Health Voice

Frequently Asked Questions

The Reo Ora - Health Voice panel is for Auckland District Health Board to engage with our community and to hear from panel members through surveys about how services are, and could be provided, and proposed improvements and plans. We will also tell our panel members about other related events and activities.

What will I be asked to do?

As a member of the Reo Ora - Health Voice panel you will receive occasional email invitations to take part in our surveys. From time to time, we may send you information about, or invitations to other activities such as workshops or meetings.

Do I need to have had something to do with the Auckland District Health Board to join?

We want to hear from a wide range of people so regardless of the health services you may have used; we are still keen to hear your opinion.

Will the health care or hospital staff see my details or comments?

No. Clinical staff will not see your details. Our staff will use summaries of comments and results to help us in planning and in improving services. If we use verbatim (word for word) comments, we do not name individuals and we remove identifiable information.

If I need to contact health care or hospital staff about something, can I do it here?

This link has details about [Auckland DHB contact information](#). The main phone number for Auckland District Health Board is (09) 367 0000.

If I update my details here, do I still need to tell the health care or hospital staff?

Yes. The Reo Ora – Health Voice panel is entirely separate from Auckland District Health Board clinical information and records. If you need to update or change information held by Auckland District Health Board for clinical purposes or for us to contact you about your clinical care, please contact the Information Management team via email at dataquality@adhb.govt.nz, or speak to the receptionist or ward clerk when you are next on site at one of our locations.

Who will see my responses?

We take your privacy seriously. The project team working on the survey will see your responses but not your personal details. A range of people will see summaries of responses. Read our Privacy Statement for more information.

How can I find out what happened with my feedback?

As soon as we can, we will add a summary of what happened to the [Surveys and forums page](#) on our website.

Does it cost me anything to join?

No, it doesn't cost anything to join.

How do I join?

To join the panel, all you have to do is complete a few questions about yourself. This will take less than 5 minutes.

Why do you ask personal questions about me after I join?

These details help us send you survey invitations that are relevant to you and to make sure we are hearing from a

wide range of people. Remember, all the information is secure and confidential. You can read more about this in our Privacy Statement.

Do I need to be living in Auckland to join?

No, if you have a connection to Auckland DHB we want to hear from you, regardless of where you live.

How much time will this take?

Surveys range from very short, say 5-10 questions, to an occasional longer one, say up to 25 minutes. The majority of surveys will take 10 minutes. We'll let you know the length of each survey in the emails we send out so you can decide whether you have time to take part. If you are too busy, just delete our email.

How long do I have to complete a survey?

This will differ from survey to survey. Sometimes we need really fast feedback and we may only leave the survey open for a few hours (this won't happen very often). Other times we may leave a survey open for a few weeks. In general, the best thing is to do them as soon as you receive the email and then you can be confident they won't be closed when you are ready to start.

What happens if I get interrupted half way through a survey?

You simply click on the original email and link we sent, and this will take you to where you got to before you were interrupted.

How do I update or change my personal information, including my email address?

You can reply to our emails to let us know of any changes and we will also send you links to update your details.

What do I do if I haven't received a survey invitation for a while?

Check your 'Junk' folder to make sure our emails aren't being treated as spam. If you find an email from us in your Junk folder, mark our email address as a 'safe sender'.

I'm taking a survey and am caught in a loop OR the survey site is really slow; it is taking a long time for pages to load. Is there a problem?

Both slow survey response time and survey loops are usually due to the speed of Internet connections rather than a problem with the survey itself. Slow page loads may also be due to graphics which take longer to load. We try to keep these to a minimum.

You invited me to complete a survey, but clicking on the link in the invitation email did not work. How can I access the survey?

If you are having problems with the link in the invitation email, you can select the email link that is found in the email, then copy it and paste it into the Address field of a new browser window (e.g. Chrome or Firefox) and press the Enter key.

Can I unsubscribe?

Yes, you can unsubscribe at any time. Every link we send you will have this option in it.

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