

Ngā Poutama survey of consumers, family and whānau: Privacy summary

This is a summary of how your privacy is protected throughout the Ngā Poutama survey. More information is available in the privacy impact assessment at: www.hqsc.govt.nz/MHA-consumer-survey.

How is my privacy protected?

Taking part in the survey

The survey is voluntary and your responses are anonymous – you will not be asked to provide information that could identify you, like your name, contact details or date of birth.

Your responses will be stored securely on New Zealand servers. Only the Health Quality & Safety Commission (the Commission) team and the survey provider will have access to your responses. After the survey closes, the survey provider will delete their copy of all survey responses.

Your individual survey responses will not be shared with family or whānau members or used in any way except as described below.

Use of survey results

Your survey responses will only be used for quality improvement of mental health and addiction services.

We will share the findings with the mental health and addiction sector, consumer, family and whānau organisations, and the public. We will only share findings that cannot reasonably be expected to identify any individual person, family or whānau grouping.

When we share findings, we will protect your privacy in two ways:

1. *Closed-ended questions* (where you respond on a scale or by choosing an option). Responses to these questions will be combined across groups of people when published. Individuals' results will not be reported, nor will the results of groups that are too small to protect privacy.

For example, we are interested in the percentage of people who agree they were treated with respect by the staff of the same service (eg, Auckland District Health Board [DHB]). Your responses will be grouped together with others' responses about

Auckland DHB. The number of people in each group will be large enough so it does not compromise your privacy.

2. *Open-ended questions* (where you write comments in your own words). For these questions there are reminders not to include any details that would identify you (eg, names). The Commission also reviews every open-ended response and removes any identifying details before sharing them.

The individual responses to open-ended questions will be shared with DHBs on request. These individual responses will not be combined with any other survey data (eg, your ethnicity or gender), so everything stays anonymous. We think it is important that providers hear about your experiences in your own words.

If the survey is anonymous, why did I receive an invitation addressed to me?

If you received an email, text message or postal invitation, this means your DHB has included your name and contact information on a list of people who are eligible to take part in the survey, and shared this list securely with our survey provider. They have not shared any other information about you.

Your name and contact details will only be used to send you the survey invitation and a reminder, and will be deleted when the survey closes.

Your name and contact details will not be linked, at any time, to your survey responses. This means nobody will know whether or not you took part in the survey – neither the survey provider nor your mental health or addiction service provider (unless you choose to tell them).

I didn't think my DHB could use my information in this way?

Health providers store your name and contact details alongside your health information. They collect and store health information so they can assess and provide support, care and treatment. They also use this information for things like:

- planning what health services their communities will need in the future
- monitoring the quality of health services.

This survey is part of monitoring the quality of health services. Your DHB sharing your contact details for the purpose of this survey is also consistent with the Health Information Privacy Code.

If you give information to a health provider, in most cases they should tell you how it will be used at the time you first give it – this could be on a poster, by talking with a health professional, or with a privacy statement like the following example:

GENERAL PRIVACY STATEMENT

We collect your health information to provide you with appropriate care, to plan for and fund health services, to carry out teaching and to monitor quality. We share this information with other health care providers and agencies involved in your care. We treat your information as confidential and ensure that it is kept secure and only accessed by authorised persons. You have a right to request access to your records and to request correction of the information. Information may be supplied to family, support people or other agencies if you give us your permission or disclosure is authorised by law.

To make people using mental health and addiction services aware they may receive a survey invitation, we have arranged for advertising (posters and flyers) and reminders from health professionals to go out before and during the survey period with information about using personal information for monitoring quality.

If you have any privacy concerns, please contact us by email at MentalHealthAddiction@hqsc.govt.nz or contact the Office of the Privacy Commissioner.

For more information about your privacy rights, see:

- www.privacy.org.nz/your-rights/your-privacy-rights/
- privacy.org.nz/news-and-publications/guidance-resources/health-information-privacy-fact-sheet-1-overview/