



Mārama Real-time Feedback

Mental Health and Addiction Services for
Service Users, Family / Whānau.

What do you think of our service? Anonymous,
average 1-3 mins to complete

Touch Screen to Begin

We invite you to complete a survey after each appointment or interaction as your experience may be different each time.

Tap 'Start' and select your preferred language

Start

Please select your preferred language



English



Samoan



Chinese



Tongan



Hindi



Korean



Māori



15%

Thinking about your most recent experience with the service/people who support you how much do you agree or disagree with the following statements...

I feel respected





23%

I am involved in decision making





31%

The people I see communicate with each other when I need them to



Don't know



38%

My family / whānau are given information and encouraged to be involved



Didn't want



46%

I have the support I need for the future





54%

Our plan is reviewed regularly





62%

I would recommend this service to friends and family / whānau if they needed similar care or treatment.



Next



77%

Is there anything you want to say about your recent experience with the service or anything you think we can improve on?

longer opening hours

Next



69%

What ethnic group/s do you belong to?

- | | |
|--|----------------------------------|
| <input checked="" type="checkbox"/> New Zealand European | <input type="checkbox"/> Niuean |
| <input checked="" type="checkbox"/> Māori | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Samoan | <input type="checkbox"/> Indian |
| <input type="checkbox"/> Cook island Māori | |
| <input type="checkbox"/> Tongan | |

Next



85%

What age range do you belong to?

- | | | | |
|----------------------------------|----------|-----------------------|----------|
| <input type="radio"/> | 1-11yrs | <input type="radio"/> | 45-54yrs |
| <input type="radio"/> | 12-19yrs | <input type="radio"/> | 55-64yrs |
| <input type="radio"/> | 20-24yrs | <input type="radio"/> | 65-74yrs |
| <input type="radio"/> | 25-34yrs | <input type="radio"/> | 75+ |
| <input checked="" type="radio"/> | 35-44yrs | | |



92%

What gender are you?



Other



100%



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga



Some services will be showing their results on bulletin boards, on their own websites or in newsletters. You will also be able to view results online by going to www.patientexperiencesurvey.co.nz

Your feedback will help make sure your local mental health, addictions or support services are providing the right services for you, your loved ones and your local community.

Finish



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