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23 March 2021

9(2)(a)

RE Official information Act request CDHB 10562

I refer to your email dated 27 February 2021 to the Ministry of Health which they subsequently transferred to us on 15 March 2021 requesting the following information under the Official Information Act from Canterbury DHB. Specifically

- I seek copies of all surveys held by the Ministry done by facilities and DHBs of people who have stayed at managed isolation and quarantine facilities.

Canterbury DHB has kept 'Managed Isolation Facility Guest Survey' information since September 2020, please refer to **Appendix 1** (attached) for survey information from that date to January 2021.

I trust this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the Canterbury DHB website after your receipt of this response.

Yours sincerely



Ralph La Salle
Acting Executive Director
Planning, Funding & Decision Support

What are our guests saying in Christchurch?

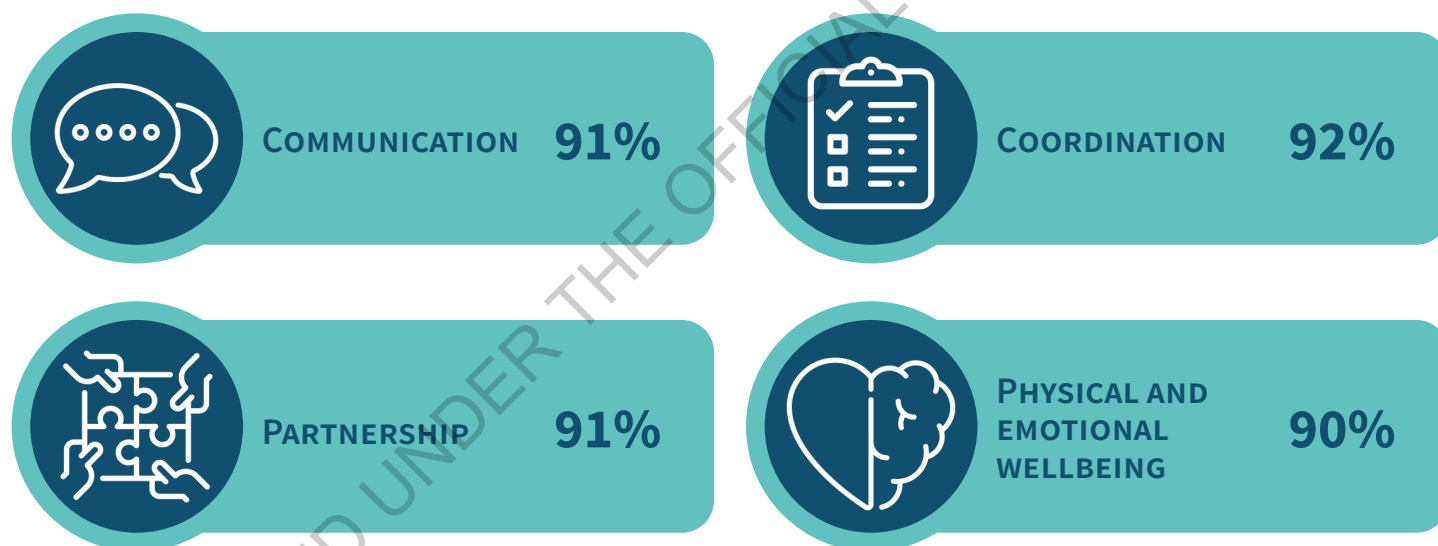


Canterbury District Health Board (CDHB) Managed Isolation Facilities team is committed to providing the best possible experience for guests in our isolation facilities. Understanding how people experience their stay gives us valuable insight into what went well and what could be done better. We are undertaking this survey on behalf of all agencies that contribute to their stay.

An invitation to participate in the survey is delivered via email. Taking part is voluntary. The survey asks guests to rate and comment on their experiences in four domain areas: communication, partnership, co-ordination and physical/emotional needs.

Responses are completely anonymous. Comments are reviewed to ensure staff and patient confidentiality. Feedback is verbatim, and comments are published as submitted (including spelling and grammatical errors).

OVERALL RATINGS FOR SEPTEMBER 2020



HIGHEST RATED QUESTIONS

Did staff discuss the isolation process in a way that was easy to understand?	96%
Did you always feel well supported by staff while you were in isolation?	96%
Did you feel staff were supportive of your needs while in managed isolation?	96%

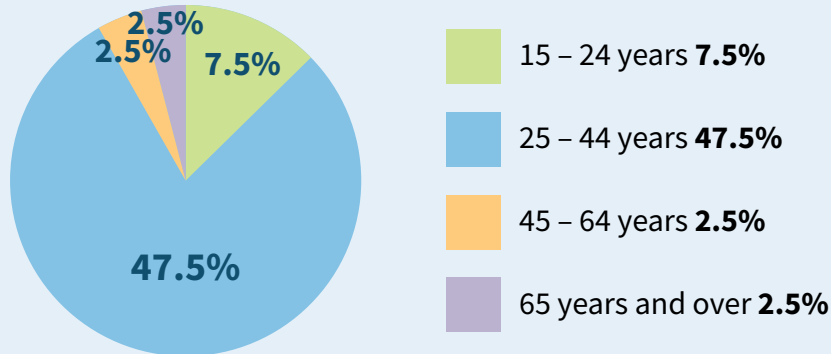
LOWEST RATED QUESTIONS

Do you feel you were given consistent information by staff members?	50%
Was religious, spiritual or cultural support available when you requested it?	81%
Did staff support you to remain virtually connected with friends, family/whānau when you wanted to while you were in isolation?	85%

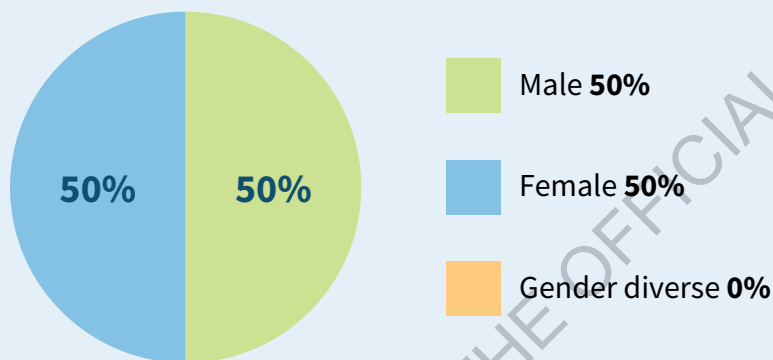
RESPONSE STATS

Of the 1,063 surveys sent, 300 were completed, a response rate of 28% with over 1,100 comments.

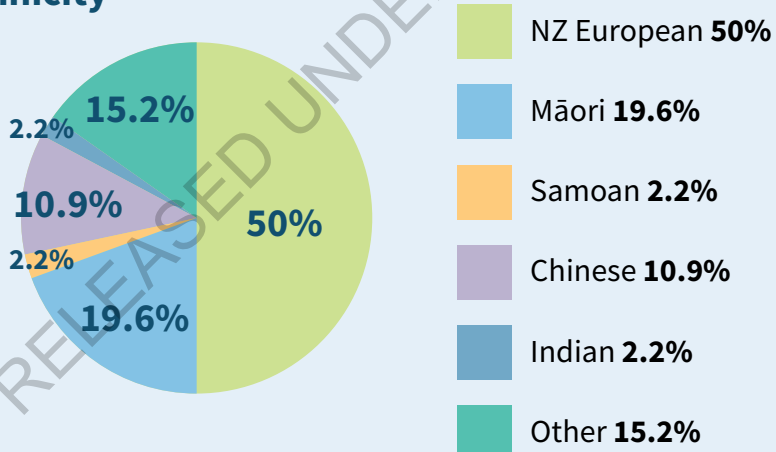
Age groups



Gender



Ethnicity



GUEST COMMENTS

We weren't treated like objects or 'dangerous', I think there was a level of respect, with the wellbeing team calling up to talk to us about any difficulties we faced in isolation, and how the nurses and military conducted themselves as well.

You guys were incredible. So accommodating. The nurses were very friendly. The meals were splendid; please say thank you to the chef for me!! I got kinda used to my little room. I'm gonna miss it.

Felt uneasy when new guests came into quarantine.

*Hotel staff rushed all guests out of rooms for check out early in the morning although the paper print out time 'leave no later than:****' was confusing. The nurses hadn't finished doing health checks yet. Very chaotic. Left guests scrambling out of their rooms.*

Overall the quarantine process was good. But the communication of the check out process was muddled with the hotel staff not communicating with the nurses or security. All being told different things.

Now that we have the guest survey data, we can start using it to make our guest's experience better

What are our guests saying in Christchurch?

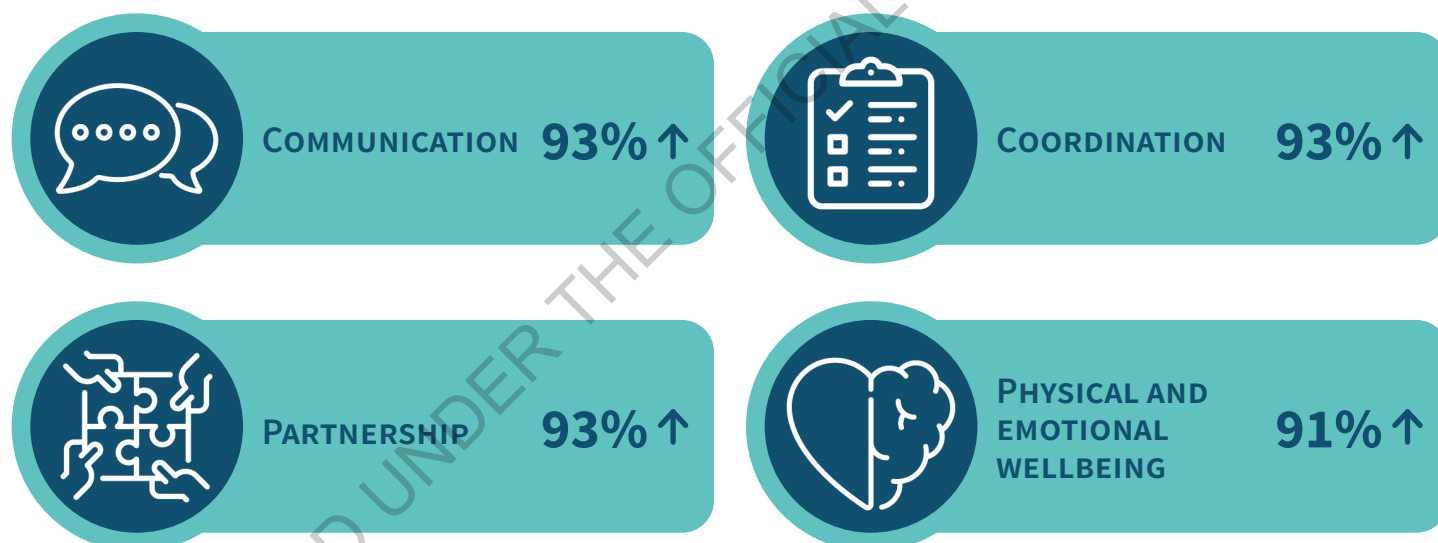


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OVERALL RATINGS FOR OCTOBER 2020



HIGHEST RATED QUESTIONS

Overall, did you feel the staff treated you with kindness and understanding while you were in isolation/quarantine? **98%**

Overall, did you feel the staff treated you with respect and dignity while you were in isolation/quarantine? **97%**

Did you always feel well supported by staff while you were in isolation? **96%**

LOWEST RATED QUESTIONS

Do you feel you were given consistent information by staff members? **58%**

Was religious, spiritual or cultural support available when you requested it? **84%**

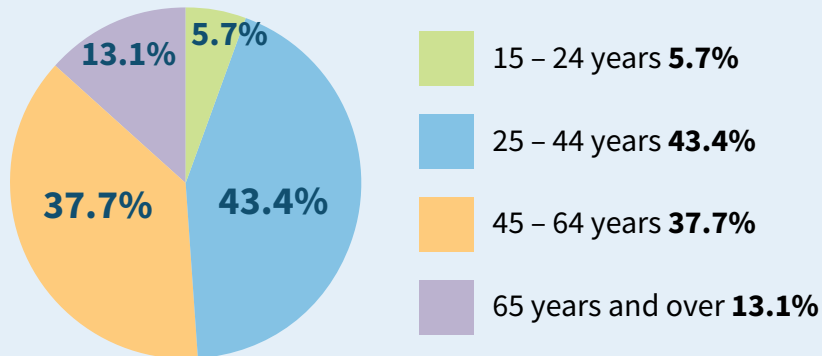
Did staff support you to remain virtually connected with friends, family/whānau when you wanted to while you were in isolation? **84%**

RESPONSE STATS

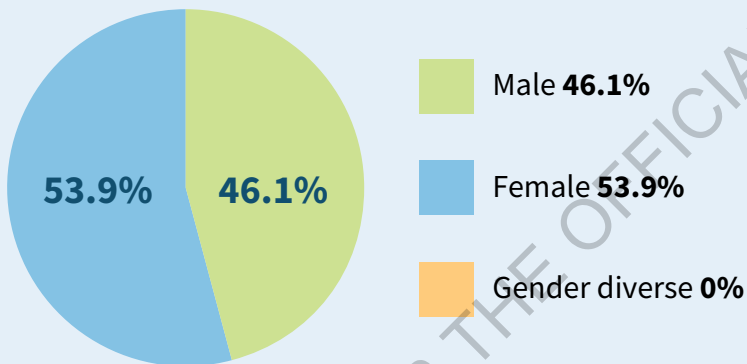
Of the 1,385 surveys sent, 549 were started, 403 were completed, a response rate of 29%, with over 1,300 comments.

6.1 % close contacts answered the survey, 0.3% COVID-positive guests answered the survey.

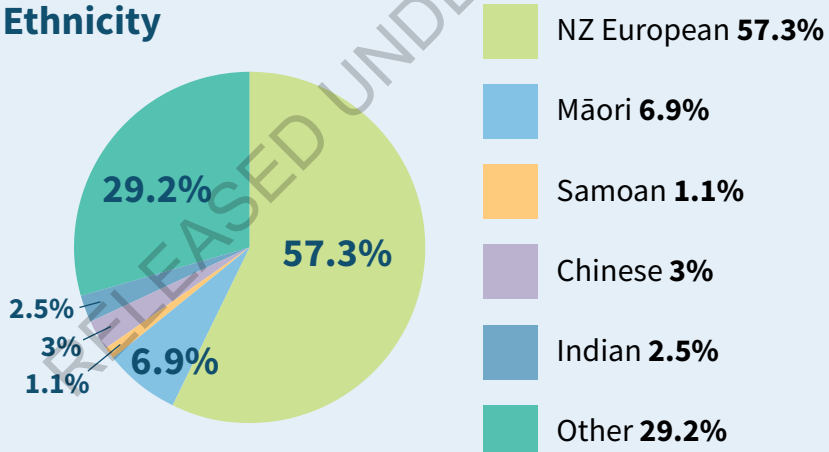
Age groups



Gender



Ethnicity



GUEST COMMENTS

The officer in charge of the managed isolation facility introduced himself on the bus, and the wellbeing team introduced themselves when they phoned, but I don't remember the nurses doing the checks and tests or the team by the exercise area introducing themselves.

A special thank you to the nursing team who did the swab tests – they really clearly explained how it would work and always had a smile and laugh with us.

Signage, staff support, organization/logistics were incredibly impressive. I know some people may complain but I'm amazed at the scale of this operation and how smoothly those involved in ensuring our health, safety and well-being carried out their responsibilities. Everyone – from the defence forces to airline staff to wellness, nursing, and hotel staff are to be commended for this operation.

From the time we arrived at our Isolation destination Christchurch, transport, medical interview, Room allocation etc was all handled with precision. We were all given information packs so we knew what was expected of us to keep ourselves and fellow guests and workers safe.

People were not always keeping a distance and no one ever really did anything about it.

The info booklet should make it clearer when your release time/ date is. You don't know if day of arrival is day 1, or if arrival into AKL or arrival into your managed isolation is your arrival time.

It is the little things we do which make big difference. These survey results show the big difference you are making to our guests time with us here in Christchurch.

What are our guests saying in Christchurch?

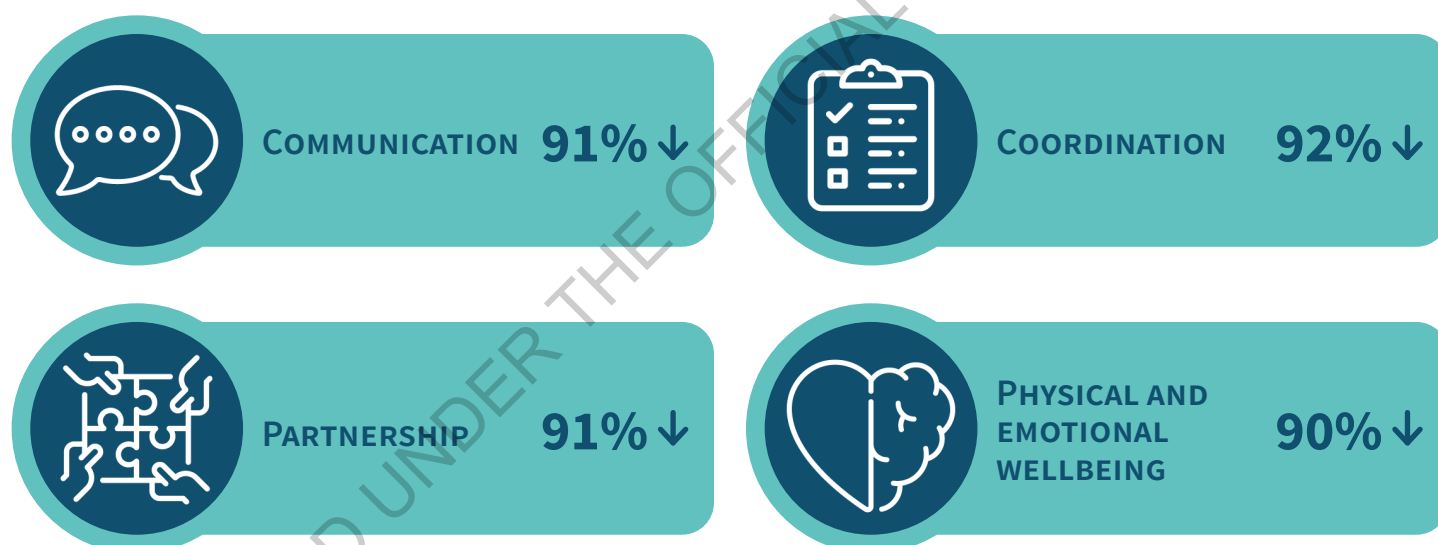


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OVERALL RATINGS FOR NOVEMBER 2020



HIGHEST RATED QUESTIONS

Overall, did you feel the staff treated you with kindness and understanding while you were in isolation/quarantine? **96%**

Overall, did you feel the staff treated you with respect and dignity while you were in isolation/quarantine? **96%**

Did you always feel well supported by staff while you were in isolation? **94%**

LOWEST RATED QUESTIONS

Do you feel you were given consistent information by staff members? **57%**

Did staff support you to remain virtually connected with friends, family/whānau when you wanted to while you were in isolation? **80%**

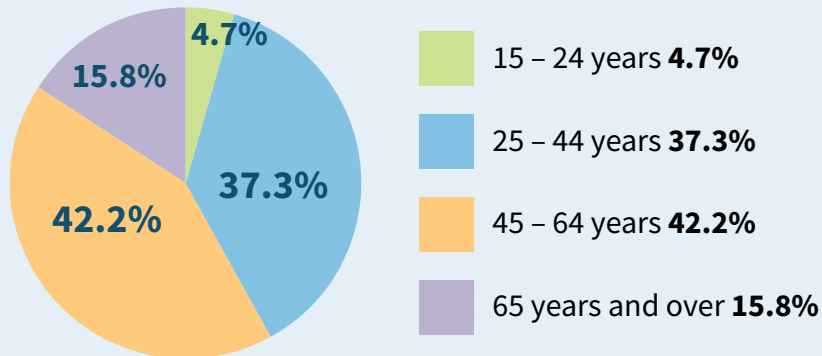
Was religious, spiritual or cultural support available when you requested it? **84%**

RESPONSE STATS

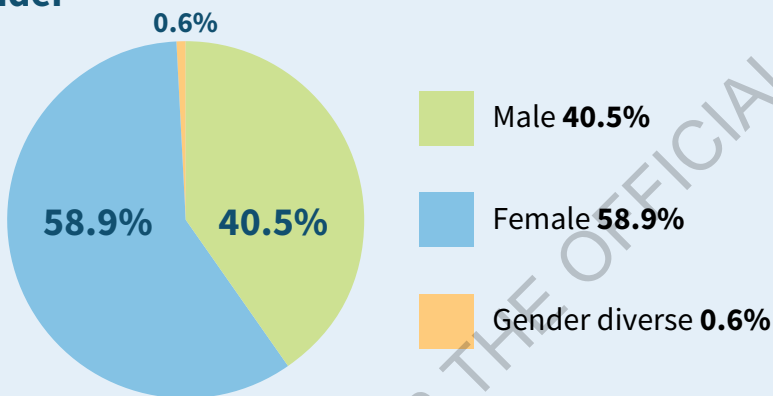
Of the 1,529 surveys sent, 559 were started, 491 were completed, a response rate of 32%, with over 1,918 comments.

3.6% close contacts answered the survey, 0.4% COVID-positive guests answered the survey.

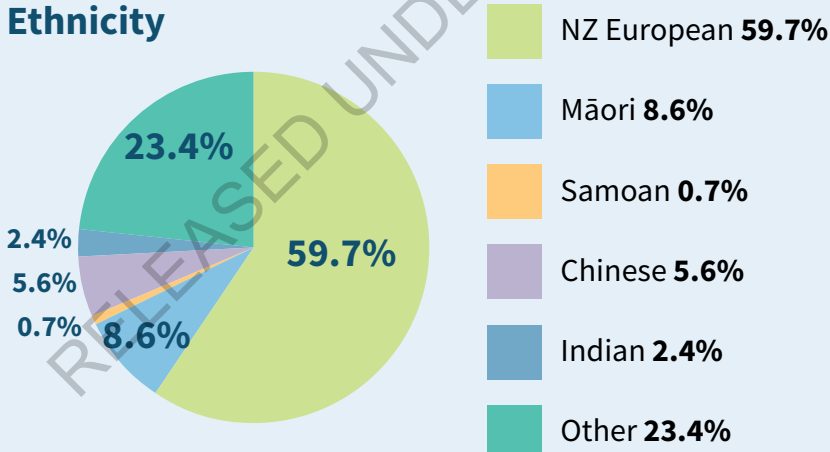
Age groups



Gender



Ethnicity



GUEST COMMENTS

Fantastic job by everyone. Incredibly important for NZ so really happy to see it being run so well.

It was an experience which exceeded my expectations. The hotel, food and staff were brilliant as was the outdoor area available to us. Thank you.

Everyone was always, kind, respectful, helpful and supportive.

Everything was clear from the start, everyone was professional but friendly. I thought the whole operation was very impressive.

We were anxious about an ambulance taking away someone and thought that Covid was in our hotel but the nurse answered our questions fairly, respecting everyone's privacy.

Do not group high risk country arrivals with low risk countries. Coming from Brisbane I did not expect to be grouped with plane arrivals from London and Singapore. Have a bit more consideration for families in regards to city of isolation. As a family with young children having an additional 6hrs added to our trip with nothing but a snack pack offered to us or ability to by a dinner was not ideal. If possible even a 24hr notification that this was going to happen would make a massive difference.

Thank you, thank you all for ensuring we remained healthy and free of covid. Thank you also for keeping us safe and welcoming us home embraced with our easy going kiwi attitude. Kia ora.

What are our guests saying in Christchurch?

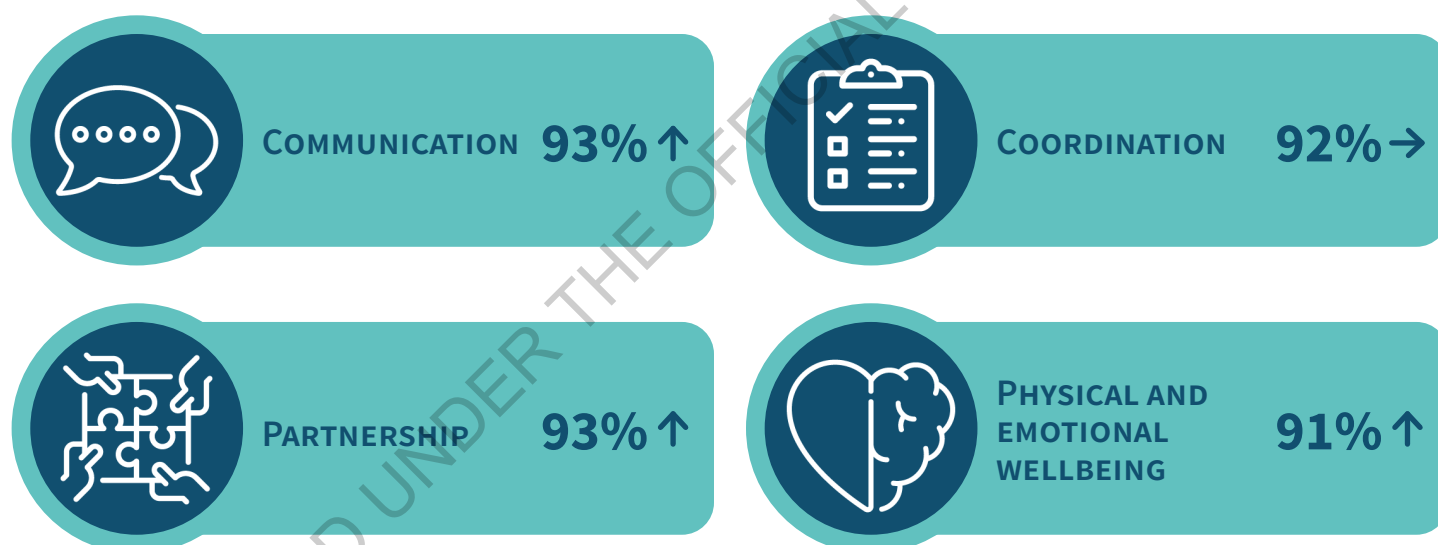


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OVERALL RATINGS FOR DECEMBER 2020



HIGHEST RATED QUESTIONS

Overall, did you feel the staff treated you with kindness and understanding while you were in isolation/quarantine? **98%**

Overall, did you feel the staff treated you with respect and dignity while you were in isolation/quarantine? **96%**

Did staff discuss the isolation process in a way that was easy to understand? **95%**

LOWEST RATED QUESTIONS

Do you feel you were given consistent information by staff members? **57%**

Did staff support you to remain virtually connected with friends, family/whānau when you wanted to while you were in isolation? **83%**

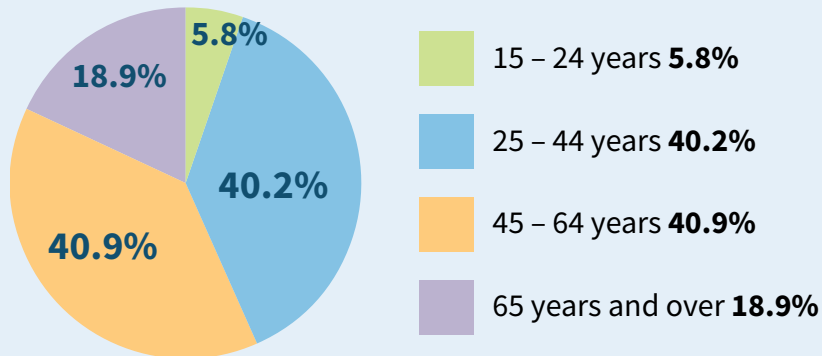
Did staff introduce themselves to you and tell you who they were? **87%**

RESPONSE STATS

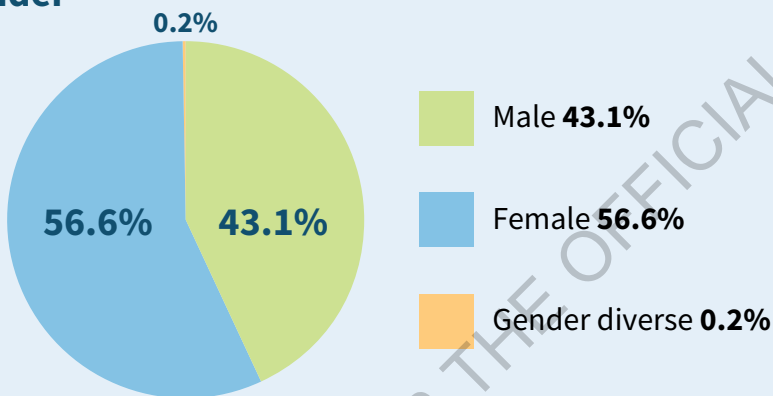
Of the 1,413 surveys sent, 570 were started, 513 were completed, a response rate of 36%, with over 1,570 comments.

3.6% close contacts answered the survey, 0.4% COVID-positive guests answered the survey.

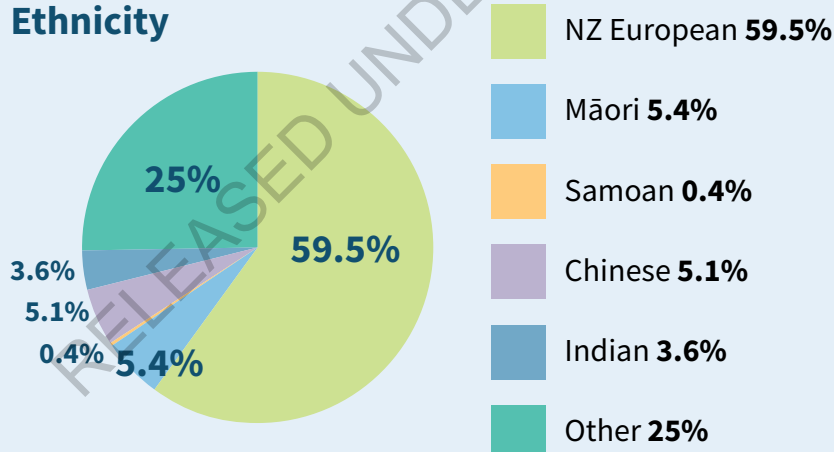
Age groups



Gender



Ethnicity



Thank you all for working so hard over the holiday period and keeping our country safe. We all really appreciate it.

GUEST COMMENTS

I just want to thank everyone for making my stay comfortable, from the regular calls from the wellness team, the housekeeping team, guest services and all other staff that kept the cogs turning. To the nurses, NZDF personnel and security, thank you.

I LOVED that we could be outside in the exercise yard a lot. Being treated as an adult was awesome (I have heard terrible stories in Australia). The nurses and well-being officers were kind and caring and made me feel valued. The govt website had all the information I needed. Well done.

Amazing staff, very accommodating with dietary restrictions (vegan), tasty food, comfortable bed, supplies were provided.

They were so kind and polite and caring every single one of them went above and beyond.

The staff were unilaterally amazing – responsive to all of our needs and always on the lookout to make sure that we had the best possible experience – we are beyond appreciative for their service.

I think everything was outstanding and I am so thankful to be home in New Zealand. I was in isolation over Christmas and New Year and the hotel provided special meals, etc. to make those occasions memorable.

The only reason for a less than perfect score is that the paperwork we received on arrival could have been better. It was a jumble of different notices with overlapping information, and it was not clear where to look to answer a particular question. I guess that this is a result of the evolving nature of MIQ and of the overlapping responsibilities of the hotel, NZDF, Ministry of Health and so on.

What are our guests saying in Christchurch?



Canterbury District Health Board (CDHB) Managed Isolation Facilities team is committed to providing the best possible experience for guests in our isolation facilities. Each fortnight guests are invited to participate in a survey. Understanding how people experience their stay in managed isolation gives us valuable insight and an opportunity to celebrate our success, do more of what we are doing well and to consider how we can do better.

An invitation to participate in the survey is delivered via email. Taking part is voluntary. The survey asks guests to rate and comment on their experiences in four domain areas: communication, partnership, co-ordination and physical/emotional needs.

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OVERALL RATINGS FOR JANUARY 2021



Last 5 months:	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
	91%	93% ↑	91% ↓	93% ↑	91% ↓



Last 5 months:	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
	92%	93% ↑	92% ↓	92% →	92% →



Last 5 months:	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
	91%	93% ↑	91% ↓	93% ↑	91% ↓



Last 5 months:	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21
	90%	91% ↑	90% ↓	91% ↑	89% ↓

HIGHEST RATED QUESTIONS

Overall, did you feel the staff treated you with respect and dignity while you were in isolation/quarantine? **97%**

Overall, did you feel the staff treated you with kindness and understanding while you were in isolation/quarantine? **96%**

Did you always feel well supported by staff while you were in isolation? **94%**

LOWEST RATED QUESTIONS

Do you feel you were given consistent information by staff members? **57%**

Did staff support you to remain virtually connected with friends, family/whānau when you wanted to while you were in isolation? **77%**

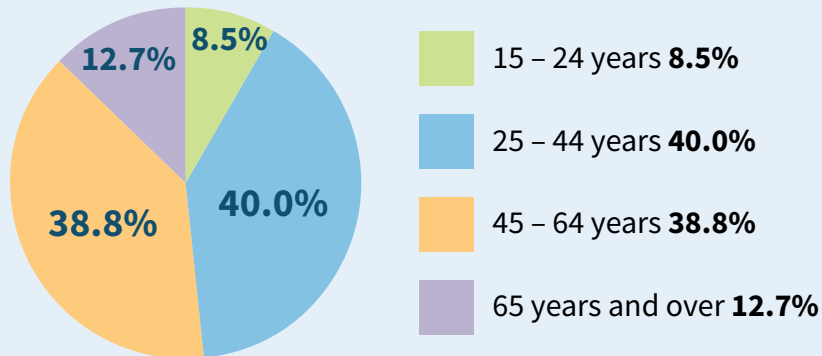
Did staff introduce themselves to you and tell you who they were? **82%**

RESPONSE STATS

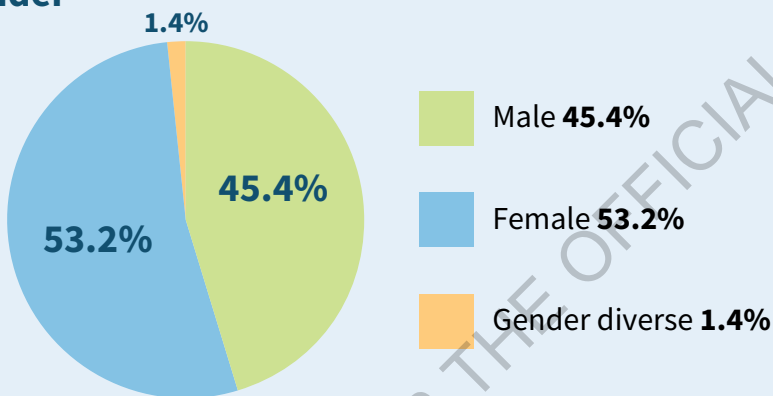
Of the 1,317 surveys sent, 465 were started, 425 were completed, a response rate of 32%, with over 1,401 comments.

1.9% close contacts answered the survey, 0.7% COVID-positive guests answered the survey.

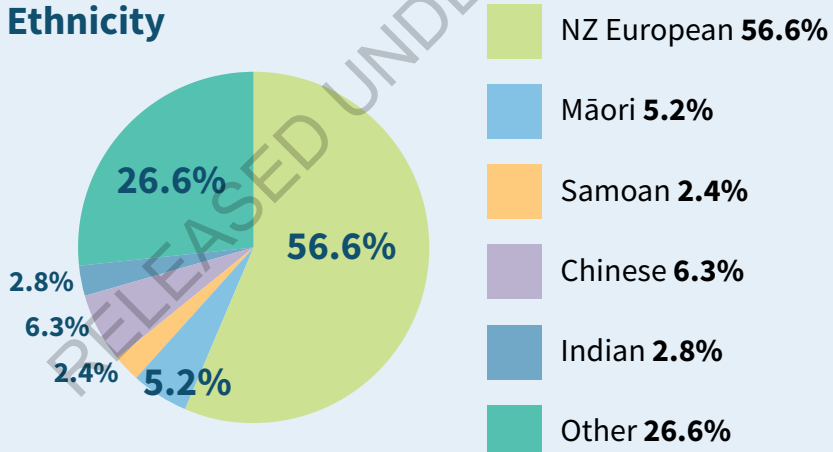
Age groups



Gender



Ethnicity



**Continuous
improvement is better
than delayed perfection**

GUEST COMMENTS

The DF guys were excellent on arrival and the hotel, health, police and support staff continued with excellent service. I cant fault anyone involved. The hotel was excellent and comfortable. Any query I had was clearly resolved. Great work everyone.

I'd like to thank the team who made my stay a pleasant experience. Keep up the great work. This time around was great I was completing my third lot of isolation (I had done 2 times in Australia) this was by far the best I completed.

The team were great and the NZDF team were outstanding. Overall it was as good an experience as could be expected under the circumstances.

Everyone was professional, helpful and friendly. It felt like they really cared, not just doing their job. I appreciated all their hard work and concern. Many thanks to them a d to NZ for keeping everyone safe

More detailed information as to how the MIQ will happen a few days prior to our arrival in NZ would have helped us plan and pack accordingly. Also, more details on what is available and what is not at our specific location would have helped. We had to guess on what we can request and what we could not.

I felt that the process was not very transparent and we were not given a good understanding of what to expect from day to day basis, what resources are available, what else can be requested and so on.

Didn't seem initially very clear as to when I'd be leaving/where I'd be going, a lot of initial uncertainty.