

Briefing

2020/21 Ministerial satisfaction survey – Minister for COVID-19 Response

Date due to MO:	N/A	Action required by:	23 July 2021
Security level:	IN CONFIDENCE	Health Report number:	H20211410
To:	Hon Chris Hipkins, Minister for COVID-19 Response		

Contact for telephone discussion

Name	Position	Telephone
Celia Wellington	DDG, Corporate Services	s 9(2)(a)
Amanda Kent	GM, Ministry Strategy & Performance	s 9(2)(a)

Minister's office to complete:

- | | | |
|---|------------------------------------|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Decline | <input type="checkbox"/> Noted |
| <input type="checkbox"/> Needs change | <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn | |

Comment:

2020/21 Ministerial satisfaction survey – Minister for COVID-19 Response

Security level: IN CONFIDENCE **Date:** 24 June 2021

To: Hon Chris Hipkins, Minister for COVID-19 Response

Context

1. Ministerial satisfaction surveys are used as performance measures for appropriations in Vote Health with results published in the Ministry's Annual Report. This is part of the Ministry of Health's commitment to be transparent and accountable for its performance.
2. As the Minister for COVID-19 Response you are the responsible for the 'National Response to COVID-19 Across the Health Sector' appropriation in Vote Health. The measures for the National Response to COVID-19 appropriation were added at the 2020/21 Supplementary Estimates for the new appropriations (see H202101379).
3. The Minister of Health is responsible for the 'Implementing the COVID-19 Vaccine Strategy' appropriation and has been provided with a Ministerial satisfaction survey relating to that appropriation.
4. This report discloses all relevant information and implications.

Ministerial satisfaction performance measures

5. The table below states the performance measures for the appropriation that are results from a Ministerial satisfaction survey. We ask that you please complete the Ministerial satisfaction survey in Appendix One.

Table 1: Ministerial satisfaction performance measures

Appropriation	Category	Performance measures	Budget standard
National Response to COVID-19 Across the Health Sector	Multicategory Appropriation as a whole	Ministerial satisfaction with the national response to COVID-19 across the health sector	Equal to or greater than 4 out of 5
<i>National Response to COVID-19 Across the Health Sector</i>	<i>National Health Response to COVID-19</i>	<i>Ministerial satisfaction with the Ministry of Health's management and coordination of the national response to COVID-19 across the health sector</i>	<i>Equal to or greater than 4 out of 5</i>

6. Measures in *italics* are not currently part of the Estimates of Appropriation but we may look to include these in the future.

The survey

7. Your Ministerial satisfaction survey is appended as Appendix One and is designed to take less than five minutes to complete.

8. You are asked to rate your satisfaction, on a one to five scale, with the national response to COVID-19 across the health sector, and the Ministry's management and coordination of the national response. The result to question 1 is published in the Ministry's Annual Report.
9. We have included further questions to inform how the Ministry and health sector can improve performance.

Equity

10. Equity for Māori, Pacific Peoples and disabled people was central to the national response to COVID-19 across the health sector, and a vital consideration for the Ministry in leading the sector's response.

Next steps

11. The rating you provide will be published in the Ministry's 2020-21 Annual Report.
12. Your response, including any further feedback you provide, will support the Ministry to continually improve the response to COVID-19 across the health sector.

Recommendations

We recommend the Minister for COVID-19 Response:

- a) **Complete** the appended Ministerial satisfaction survey (Appendix One) and **Yes** **No** return it to the Ministry by Friday 23 July.



Celia Wellington
Deputy Director-General
Corporate Services
Date: 24/6/21



Hon Chris Hipkins
Minister for COVID-19 Response
Date: 27/6/2021

ENDS.

Appendix One: Minister for COVID-19 Response – Ministerial satisfaction survey

Purpose

This survey asks for your feedback on the national response to COVID-19 across the health sector, led by the Ministry of Health, over the last 12 months (the 2020/21 financial year).

1. I am satisfied with the national response to COVID-19 across the health sector:

1	2	3	4	5
Never	Some of the time	About half the time	Most of the time	Always
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

2. Please add any comments or suggestions on how the national response to COVID-19 across the health sector could improve, or examples of what has worked well that should be continued.

Flows of information relating to case investigations, contact tracing etc are improving, but speed is vitally important. Templates for early information to ensure all relevant info is provided as soon as possible can be improved (and are being).

More emphasis needs to be placed on following-up previous decisions and ensuring that improvements identified have been implemented.

The system needs to build in more resilience and contingency. A small number of people still seem to be carrying a lot of the load.

