

Briefing

2023/24 Ministerial satisfaction survey for the Minister of Health

Date due to MO:	N/A	Action required by:	29 July 2024
Security level:	IN CONFIDENCE	Health Report number:	H2024044427
To:	Hon Dr Shane Reti, Minister of Health		
Consulted:	Health New Zealand: <input type="checkbox"/>		

Contact for telephone discussion

Name	Position	Telephone
Celia Wellington	Deputy Director-General, Corporate Services Te Pou Tiaki	s 9(2)(a)
Fergus Welsh	Chief Financial Officer, Corporate Services Te Pou Tiaki	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 Withdrawn | |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:

2023/24 Ministerial satisfaction survey for the Minister of Health

Security level:	IN CONFIDENCE	Date:	24 June 2024
To:	Hon Shane Reti, Minister of Health		

Purpose of report

1. This briefing provides you with information about the 2023/24 Ministerial satisfaction survey and seeks your engagement in completing the questionnaire.

Summary

1. The Department of the Prime Minister and Cabinet (DPMC) requires a ministerial satisfaction survey to be undertaken for the policy advice and related services the Ministry provided during the year. The survey questions are set by the Department of Prime Minister and Cabinet. Other ministerial satisfaction survey questions are used to measure performance and performance improvements.
2. The results will be published in the audited Ministry of Health Annual Report 2023/24 and used for future performance improvement by the Ministry.

Recommendations

We recommend you:

- a) **Note** the DPMC requires a ministerial satisfaction survey to be undertaken for the policy advice and related services the Ministry of Health – Manatū Hauora (the Ministry) provided during the year.
- b) **Complete** the Ministerial satisfaction survey (Appendix One) and return it to **Yes/No** the Ministry by Monday 29 July 2024.



Celia Wellington
Deputy Director-General
Corporate Services | Te Pou Tiaki
Date: 24 June 2024

Hon Dr Shane Reti
Minister of Health
Date:

2023/24 Ministerial Satisfaction Survey for the Minister of Health

Background / context

3. Ministerial satisfaction surveys are used to assess performance of an entity as part of end of year reporting requirements relating to the appropriations you are responsible for, and form part of the Ministry's audited annual report, which is tabled in Parliament each year. These measures are outlined in the Estimates of Appropriation (the Estimates) for Vote Health. For 2023/24 this covers:
 - a. Stewardship of the New Zealand health system multi-category appropriation (MCA) (overarching measure for the MCA) and the following departmental output expenses within the MCA:
 - Policy Advice and Related Services
 - Public health and population health leadership
 - b. Implementing COVID-19 Vaccine Strategy MCA (overarching measure for the MCA)
 - c. National Response to COVID-19 Across the Health Sector MCA (overarching measure for the MCA)
 - d. The assessment by the Ministerial Advisory Committee for Health Reform Implementation (the MAC) on the Ministry's progress in establishing its role in the reformed system.

The survey

4. We are seeking your agreement to complete the 2023/24 Ministerial satisfaction survey (Appendix one). It is designed to take less than 15 minutes to complete. The format is similar to the survey completed by the previous Minister of Health for the 2022/23 year.
5. The survey results will be included in the Ministry of Health 2023/24 Annual Report. In addition to measuring our performance and providing useful information on areas for performance improvement, the results provide written evidence to our external auditors to support your assessment of the Ministry's performance for 2023/24.
6. The survey is in six parts, as shown in the table below.

Table 1: parts of the survey

Part in survey	Focus of questions
Part A	The standard policy advice survey that is recommended by the DPMC and has been adopted by departments for this reporting requirement. Aggregated results of this section are published in the Ministry's audited annual report. The result is determined by calculating the average overall response of questions 1, 3, 5 and 6.

Part B	Your satisfaction of how the Ministry discharged its role as chief steward of health and the New Zealand health system and lead advisor to Government.
Part C	How the Ministry provided leadership on policy, strategy, regulatory, intelligence, surveillance and monitoring of public and population health.
Part D	Your satisfaction with the implementation of the COVID-19 Vaccine Strategy.
Part E	Your satisfaction with the national response to COVID-19.
Part F	Your satisfaction with the Ministry's progress in establishing itself in the reformed health system, based on advice from the MAC and other information.

7. This is the final year we will seek your satisfaction with the implementation of the COVID-19 Vaccine Strategy and the national response to COVID-19, as these appropriations do not exist from 1 July 2024 onwards.

Equity

8. Achieving equitable health outcomes for Māori, Pacific Peoples and disabled people is central to our role as chief steward of the health system. Our role as lead advisor to Government, provision of Ministerial support services, and leadership of public and population health requires us to demonstrate our stewardship role and guide the system toward achieving equitable health outcomes.

Next steps

9. The survey results will be published in the Ministry of Health Annual Report 2023/24, which is expected to be presented to the House of Representatives in mid-October 2024 following the completion of the external audit and signed independent auditors' report.
10. We will seek your comments and feedback on the draft Ministry of Health Annual Report 2023/24 during August 2024.

Minister's Notes

PROACTIVELY RELEASED

Appendix One:

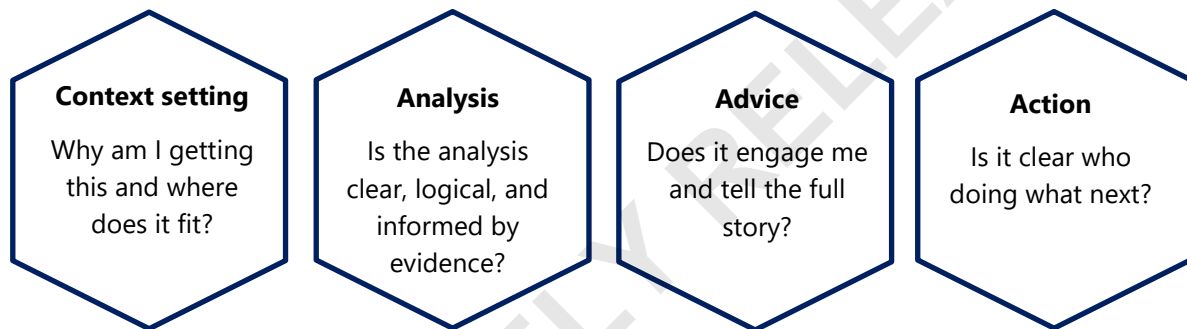
Ministry of Health – Manatū Hauora Ministerial satisfaction survey for the Minister of Health

Part A: Policy Advice

Purpose

This survey asks for your feedback on the policy advice, both written and oral, you have received in the past 12 months (ie, 2023/24 financial year) from the Ministry of Health – Manatū Hauora (the Ministry).

The policy advice you receive should support you to make a fully informed decision(s), or to take the next steps, by answering the following questions.



General satisfaction

1. Thinking about your interactions with the Ministry over the past 12 months, how often did each of the following occur?

	1 Never	2 Some of the time	3 About half the time	4 Most of the time	5 Always
a. I was engaged early enough in the policy process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. I was engaged in a way that reflects how I like to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My feedback was taken on board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I was able to access relevant expertise on the issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. I received advice that demonstrates an understanding of my priorities and context.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. I received advice within the agreed timeframes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please add any comments or suggestions on how the Ministry could improve the support provided to you as Minister, or examples of what has worked well that could be continued.

Quality of policy advice

3. Thinking about the policy advice you received from the Ministry over the past 12 months, how often did the advice:

	1	2	3	4	5
	Never	Some of the time	About half the time	Most of the time	Always

a. Clearly explain the problem or opportunity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Make relevant connections with other portfolios and address any issues that arise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Clearly explain the rationale for intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Reveal diverse views, experiences and insights identified through inclusive and appropriate community engagement strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Incorporate Te Tiriti o Waitangi analysis and te ao Māori, where relevant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Demonstrate how relevant research, evidence, and insights informed the policy advice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Make relevant connections with the work of operations and address any issues that arise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

h. Consider the longer-term implications and anticipate future challenges and opportunities.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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i. Provide the advice you needed to hear and not only what you want to hear

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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j. Enable a clear and informed decision to be made, or next steps to be taken.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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k. Communicate clearly, concisely and coherently.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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l. Adequately consider how the policy will be implemented and will work in practice.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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m. Explain how the policy will be monitored or evaluated to check that it works.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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4. Please add any comments or suggestions on how the Ministry could improve the quality of its policy advice, or examples of what has worked well that could be continued.

<p>PROACTIVELY RELEASED</p>

Overall performance on policy advice

5. I have confidence in the policy advice provided by the Ministry.

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 type="radio"/>	<input type="radio"/>

6. I have trust in the officials I engage with from the Ministry.

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 type="radio"/>	<input type="radio"/>

7. What is one thing that the Ministry could do better?

Part B: Satisfaction with the Ministry's role as chief steward and principal advisor

Purpose

This survey asks for your feedback on how the Ministry has discharged its role as chief steward of health and New Zealand's health system and the principal advisor to Government, over the past 12 months (the 2023/24 financial year).

Questions

1. I am satisfied with the how the Ministry has discharged its role as chief steward of health and the health system.

1	2	3	4	5
Never	Some of the time	About half the time	Most of the time	Always



2. Please add any reflections or suggestions on how the Ministry could improve its chief stewardship role.

3. As the Minister of Health, I am satisfied with the how the Ministry has discharged its role as principal advisor to Government.

1
Never

2
Some of the
time

3
About half
the time

4
Most of the
time

5
Always



4. Please add any reflections or suggestions on how the Ministry could improve its role as principal advisor to Government.

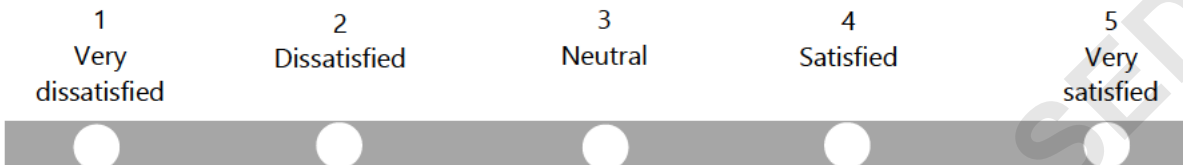
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Part C: Public and population health leadership

Purpose

This section asks you about your satisfaction with how the Ministry provided leadership on policy, strategy, regulatory, intelligence, surveillance and monitoring of public and population health.

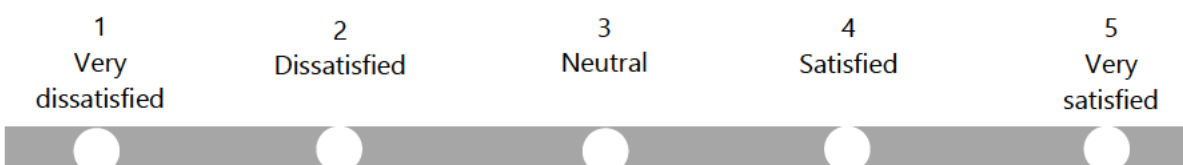
1. I am overall satisfied with how the Ministry provided leadership on policy, strategy, regulatory, intelligence, surveillance and monitoring of public and population health.



2. Please add any comments or reflections on the overall performance of the Ministry regarding leadership on policy, strategy, regulatory, intelligence, surveillance and monitoring of public and population health.

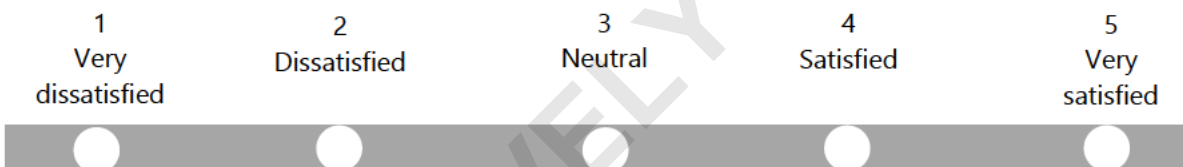
PROACTIVELY RELEASED

3. I am satisfied with how the Ministry provided leadership on policy regarding public and population health.



4. Please add any comments or reflections on how the Ministry provided leadership on policy regarding public and population health.

5. I am satisfied with how the Ministry provided leadership on strategy regarding public and population health.



6. Please add any comments or reflections on how the Ministry provided leadership on strategy regarding public and population health.

7. I am satisfied with how the Ministry provided leadership on regulation regarding public and population health.

1
Very
dissatisfied

2
Dissatisfied

3
Neutral

4
Satisfied

5
Very
satisfied



8. Please add any comments or reflections on how the Ministry provided leadership on regulation regarding public and population health.

NOT TO BE RELEASED

9. I am satisfied with how the Ministry provided leadership on intelligence regarding public and population health.

1
Very
dissatisfied

2
Dissatisfied

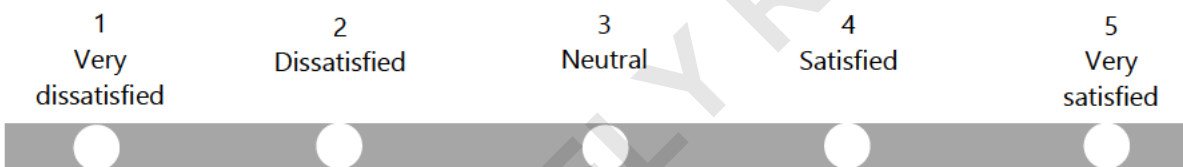
3
Neutral

4
Satisfied

5
Very
satisfied

11. Please add any comments or reflections on how the Ministry provided leadership on intelligence regarding public and population health.

12. I am satisfied with how the Ministry provided leadership on monitoring regarding public and population health.



13. Please add any comments or reflections on how the Ministry provided leadership on monitoring regarding public and population health.

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Part D: COVID-19 Vaccine and Immunisation Strategy

Purpose

This survey asks for your feedback on policy advice on the implementation of the COVID-19 Vaccine and Immunisation Strategy, led by the Ministry over the past 12 months (the 2022/23 financial year).

Questions

1. I am satisfied with the Ministry's advice in relation to the COVID-19 vaccine strategy.

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

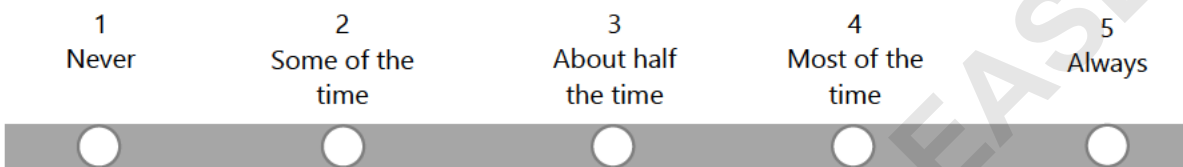
2. Please add any comments or suggestions on the Ministry's advice in relation to the COVID-19 vaccine strategy, that can be improved, or examples of what has worked well that should be continued.

Part E: National Response to COVID-19

Purpose

This survey asks for your feedback on the work of the Ministry and Health New Zealand – Te Whatu Ora (Health New Zealand) to prioritise a set of COVID-19 services as part of a transition towards a longer-term approach, targeting communities at greatest risk of serious illness from COVID-19 over the past 12 months (the 2023/24 financial year).

I am satisfied with the work undertaken by the Ministry and Health New Zealand to prioritise a set of COVID-19 services as part of a transition towards a long-term approach, targeting communities at greatest risk of serious illness from COVID-19.



1. Please add any comments or suggestions on how the prioritised set of COVID-19 services as part of a transition towards a long-term approach, could improve, or examples of what has worked well that should be continued.

PROACTIVELY RELEASED

Part F: Ministerial Advisory Committee on Health Reform Implementation assessment of the Ministry of Health

Purpose

The Ministry of Health 2022-26 Strategic Intentions outlines the Ministry's commitment to seeking the views of the Ministerial Advisory Committee on Health Reform Implementation (MAC) on the Ministry's progress in establishing its role in the reformed system. MAC's independent assessment to support future focused health reform implementation (November 2023) has been used as a performance measure in the 2023/24 Supplementary Estimates. The results will be published in our audited 2023/24 Annual Report.

1. Based on the MAC's assessment and other information received, is the Minister satisfied with the overall progress that the Ministry has made in the past 12 months (2023/24) in establishing its role in the reformed health system.

1 Very dissatisfied	2 Dissatisfied	3 Neutral	4 Satisfied	5 Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please add any comments or reflections on the overall progress of the Ministry in establishing its role in the reformed health system.

Thank you for your feedback.