

Briefing

 \square See Minister's Notes

Comment:

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 Str	ategy & Performance	s 9(2)(a)			
Minister's office to complete:						
\square Approved	☐ Decline	□ Note	d			
\square Needs change	☐ Seen	□ Over	taken by events			

☐ Withdrawn

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

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
- 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:



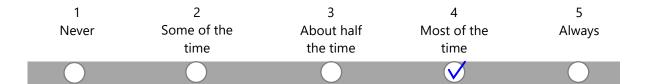
2. Please add any comments or suggestions on how the national response to COVID-19 across the health sector could improve, or examples of what has worked well that should be continued.

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 indentified 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.

3. I am satisfied with the Ministry of Health's management and coordination of the national health response to COVID-19:



4. Please add any comments or suggestions on how the Ministry could improve its management and coordination of the national health response to COVID-19, or examples of what has worked well that should be continued.



Thank you for your feedback