He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

# Questions and Answers for suppliers and providers about the Patient Reported Experience Measures (PREMs) survey

These Q&As provide more information about the PREMs survey that was launched on 2 November 2026. Any further questions can be directed to MentalHealth@acc.co.nz.

## Topics:


About the survey
Survey eligibility and timing
Consent and claim file information
How results will be used


## About the survey

### What is the PREMS survey?

PREMS stands for Patient Reported Experience Measures.

The survey asks kiritaki (clients) about their experience of receiving support through the Sensitive Claims Service. It is designed to help ACC understand what is working well and where there may be opportunities to improve the service.

### Why is ACC introducing PREMS?

We want to better understand the experiences of kiritaki receiving Sensitive Claims Services.

PREMS will capture feedback from kiritaki about their experience of care and support, complementing existing information such as Patient Reported Outcome Measures (PROMs) and service performance data.

### How is PREMS different from PROMs?

Patient Reported Experience Measures (PREMS) and Patient Reported Outcome Measures (PROMs) measure different aspects of service delivery.

- PREMS focus on kiritaki experience of care and support.
- PROMs focus on changes in kiritaki health, wellbeing, or recovery outcomes over time.

Together, they provide a more complete view of how services are working for kiritaki.

**What topics does the survey cover?**

The survey focuses on the kiritaki experience of receiving support.

Questions may cover:

- communication and information sharing
- feeling listened to and respected
- whether support met their needs
- cultural safety
- overall experience of the service.

The survey does not ask kiritaki to disclose or revisit experiences of sexual abuse or assault.

**What should providers tell kiritaki if they receive a survey invitation?**

Providers can reassure kiritaki that:

- the survey is voluntary
- responses are confidential
- the survey will not affect their treatment or ACC support
- the survey asks about their experience of the service, not details of their mental injury or events, and
- their feedback will help ACC improve services for kiritaki accessing the service in the future.

## Survey eligibility and timing

**Who will receive the PREMs survey**?

The survey is sent to selected kiritaki receiving support through the Sensitive Claims Service at specified points during their recovery. Kiritaki are invited via email or SMS and are not surveyed more than once within a 12-month period.

**Is participation mandatory for kiritaki?**

No. Participation is entirely voluntary. Kiritaki can choose whether to complete the survey, and their decision will not affect their ACC support or treatment.

**When in their recovery journey will kiritaki receive the survey?**

The timing of the PREMs survey is dependent on whether the kiritaki is in short- or long-term support.

Survey invitations may be sent at the following points in support:

- **Short Term Support to Wellbeing:** After a Completion Report is submitted.
- **Tailored Support to Wellbeing Packages A and B:** After the first Progress Report is submitted, and again when the relevant completion report is submitted.

**How has ACC considered the sensitivity of sensitive claims kiritaki?**

The survey focuses on experiences of receiving care and does not ask about experiences of sexual abuse or assault. Additional support information is provided with survey materials, and processes are in place to manage situations where clients indicate they may be at risk of harm.

**How does ACC protect kiritaki privacy?**

Kiritaki privacy is a key consideration in the survey design. Responses are reported in aggregate, identifying information is removed from comments before sharing, and kiritaki will not be identified in reports or research outputs.

The aggregate data will be used to understand the overall experiences of kiritaki receiving sensitive claims services and to identify opportunities to improve the Sensitive Claims Service.

**Will all kiritaki be invited to complete the survey?**

No, not all kiritaki will be invited to complete the survey. Kiritaki under the age of 16 or with a vulnerable indicator will not receive an invitation to complete the survey.

**Can kiritaki choose not to take part?**

Yes, survey participation is optional. Kiritaki can opt out at any point in the survey and can also opt out of being surveyed by informing their Recovery Partner or calling our 0800 number (0800 735 566).

**What should providers do if a kiritaki has concerns about the survey?**

Providers should encourage kiritaki to:

- Read the information provided with the survey invitation.
- Contact ACC using the details supplied in the survey materials if they have questions.
- Decide for themselves whether they wish to participate.

Participation is always optional.

## Consent and claim file information

**Will survey responses be added to the claim file of kiritaki claim file?**

No, they will not be added to the claim file. The results will be aggregated every six months to assist ACC with necessary reporting.

## How results will be used

**Will the survey assess individual therapist performance?**

No. The PREMS survey is designed to understand kiritaki experiences of the Sensitive Claims Service at a system and service level. The survey results are reported in aggregate and are not intended to be used to assess individual clinicians or individual practices.

**Will individual providers be able to see kiritaki responses?**

No. Individual survey responses are confidential and are not shared with therapists or providers. Survey findings are combined with responses from other kiritaki before reporting and all identifying information is removed.

**How will ACC use the results?**

ACC collects both Patient Reported Experience Measures (PREMs) and Patient Reported Outcome Measures (PROMs) to help evaluate the effectiveness and value of the Sensitive Claims Service.

This information together with other information will support ACC to:

- understand kiritaki experiences
- identify opportunities for service improvement
- monitor experience trends over time
- compare outcomes across injury types and kiritaki groups, particularly Māori, and
- evaluate the effectiveness of the Sensitive Claims Service.