**The Terrace Medical Centre**

**Ministry of Health National Enrolment Service (NES)** – fact sheet

**What is the NES?**

The National Enrolment Service (NES) is a secure database which provides a single source of truth for all national primary health organisation enrolment data. It allows health services to maintain and update patient identity and enrolment information.

**Who can view and update enrolments in NES?**

Only those organisations authorised by the Ministry of Health can use the NES web services to access NHI and enrolment information. Health providers and their authorised staff can view and update NES enrolment and NHI information.

**Why does an enrolment in NES require an NHI number?**

The NHI number and NHI information is used to confirm your identity:

* An NHI number enables important health information about you to be shared between healthcare service providers if required. It is important that the NHI contains your most recent information so that when other providers you may visit (e g another doctor, the hospital, or an after-hours medical centre) access the NHI to confirm your identity, they are able to find the correct person.
* Your age, gender, ethnicity and deprivation quintile (based on your address) recorded in the NHI are used for the calculation of healthcare funding when NES is used as the source of enrolment information. A residential address needs to be recorded on the NHI for you so that you can be allocated to a district health board (DHB): e g for health funding allocation purposes. If you request that your residential address is kept confidential, we can record “Request address kept off NHI”

**Primary Care Patient Experience Survey (PES)**

Our practice participates in a national survey about people’s health care experience and how their overall care is managed across the health system. Taking part is voluntary. All new patients enrolling at a practice can indicate whether they would like to be included in the survey or not and confirm their contact details for the survey if they do. These preferences are entered into NES. Existing patients are asked about their preferences relating to the survey when they attend for an appointment during the survey week (quarterly) . Practice staff will enter their preferences into NES when they visit.

Your responses to the following questions can be recorded in NES:

* I do not wish to participate in the Patient Experience Survey
* What is your preferred cell phone number to text the survey invitation to?
* What is your preferred email address to send the survey invitation to?

**Please speak with a staff member if you have any concerns about your information or the privacy of your information.**