

Client Experience Survey

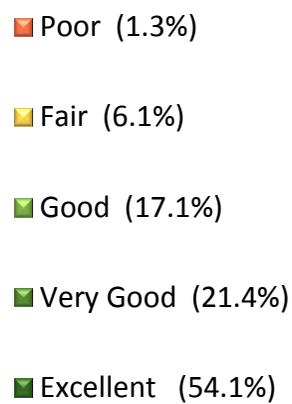
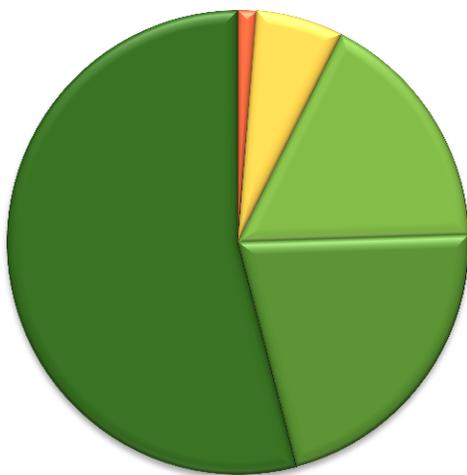
From January to December 2017 we surveyed 403 clients!

Thanks for your feedback. Here are the results.

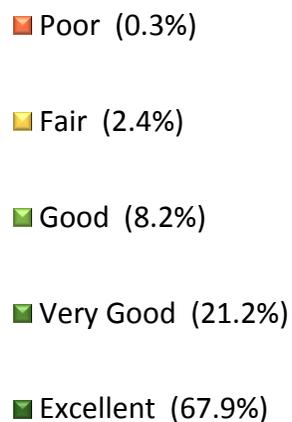
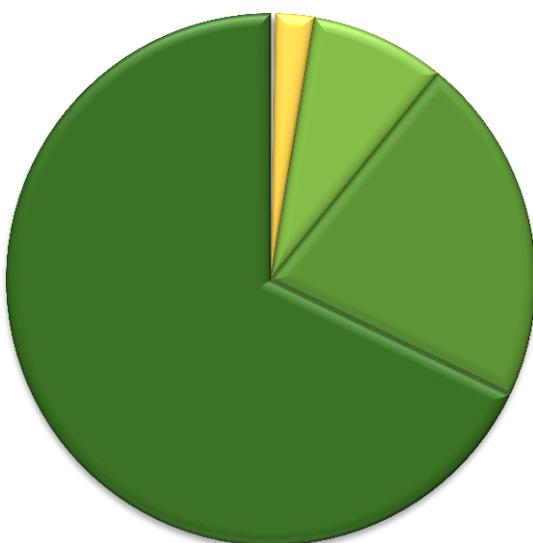
Section 1: Contacting Us

Thinking about the visit you just had, on a scale of poor to excellent, how would you rate the following?

a. The length of time it took between making your appointment and the visit you just had

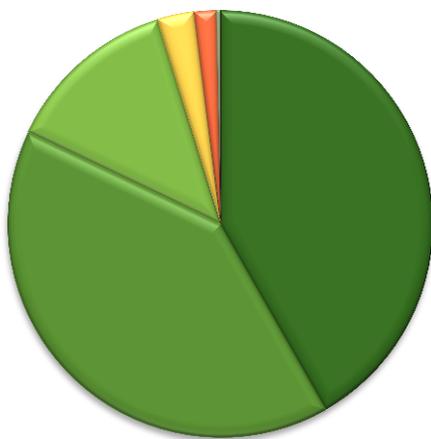


b. Your overall experience accessing the centre



Section 2: Arriving and waiting at the Centre

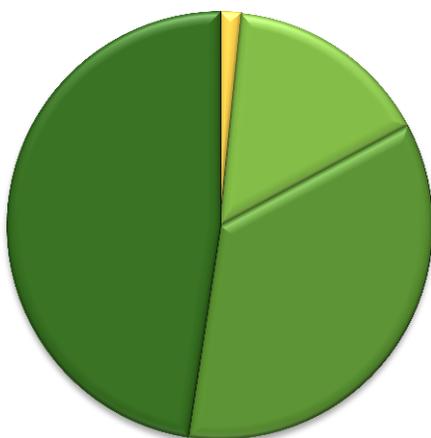
How long did you wait in the reception area past your appointment time?



- Less than 5 minutes (41.7%)
- 5 to 10 minutes (40.3%)
- 11 to 20 minutes (13.2%)
- 21 to 30 minutes (2.8%)
- More than 30 minutes (1.7%)

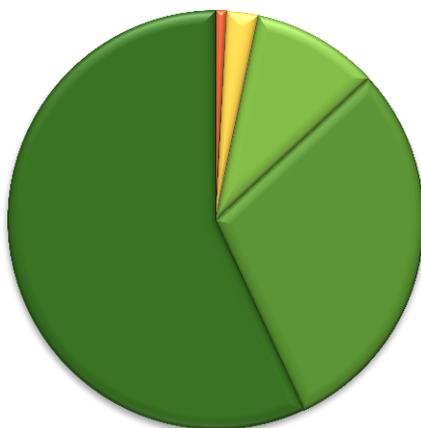
On a scale of poor to excellent, how would you rate the following....?

a. The hours that we are open



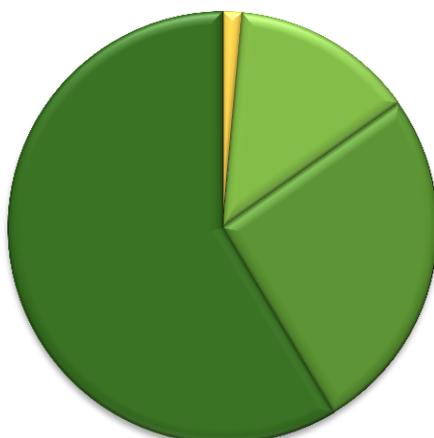
- Poor (0.0%)
- Fair (1.6%)
- Good (5.6%)
- Very Good (35.2%)
- Excellent (47.6%)

b. The overall experience with our reception staff



- Poor (0.8%)
- Fair (2.5%)
- Good (9.9%)
- Very Good (29.9%)
- Excellent (57.0%)

c. The length of time you had to wait in the examination room before you spoke to the health care provider about the reason for your visit

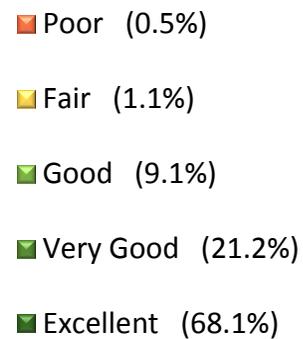
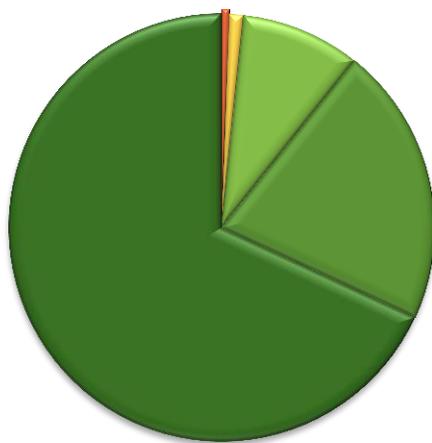


- Poor (0.0%)
- Fair (1.4%)
- Good (13.8%)
- Very Good (26.1%)
- Excellent (58.6%)

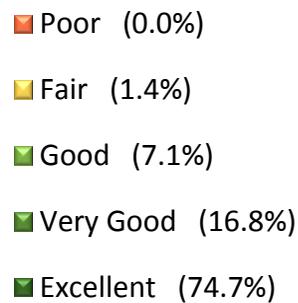
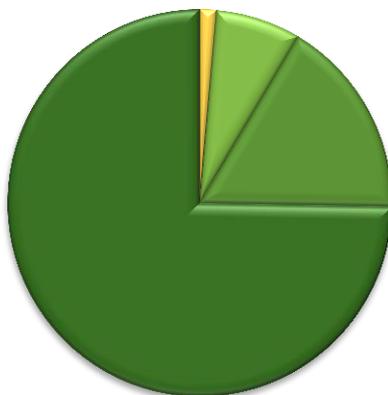
Section 3: Your Appointment

Thinking about the MAIN health care provider you spoke with during the visit, on a scale or poor to excellent, how would you rate this person on the following....?

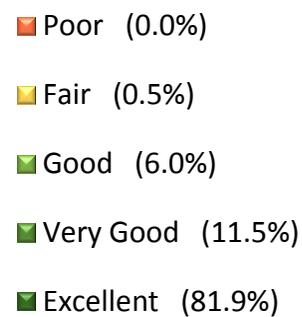
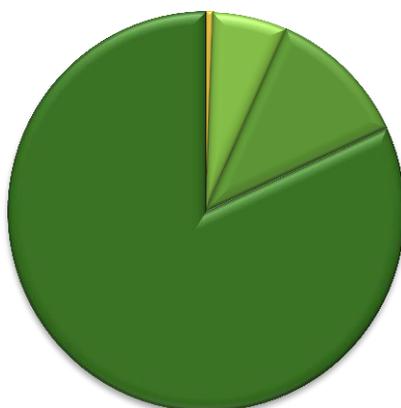
a. They knew your medical history



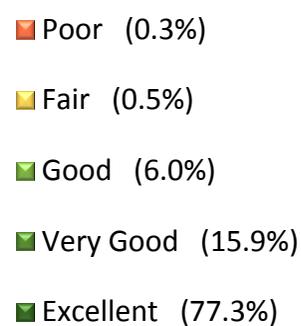
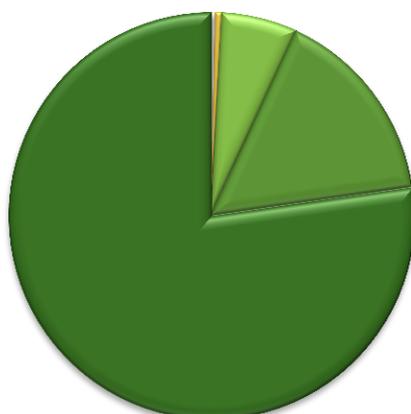
b. They listened to your concerns



c. They spoke using a language you could understand



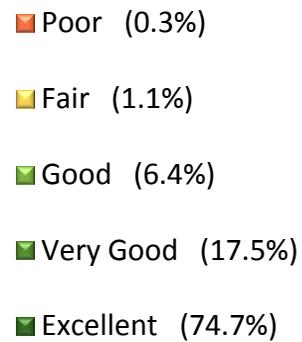
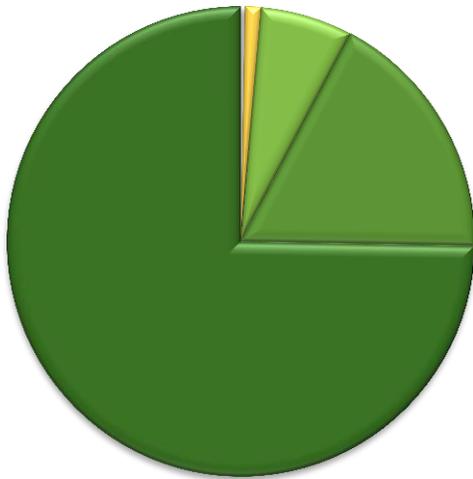
d. They explained things in a way that was easy to understand



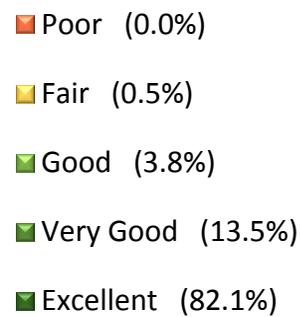
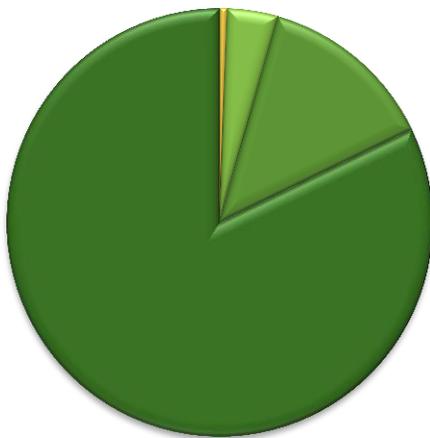
Section 3: Your Appointment

Thinking about the MAIN health care provider you spoke with during the visit, on a scale or poor to excellent, how would you rate this person on the following....?

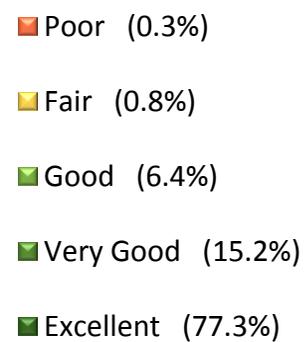
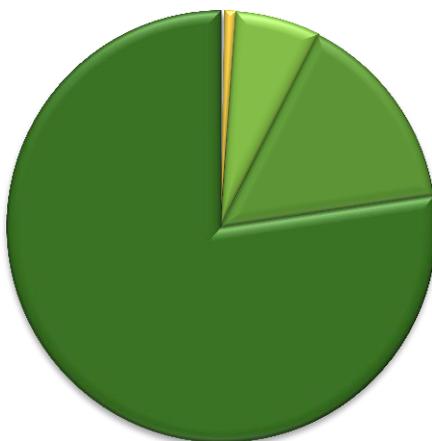
e. They were sensitive to your needs and preferences



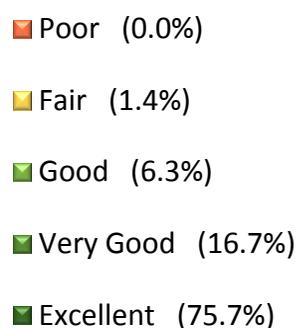
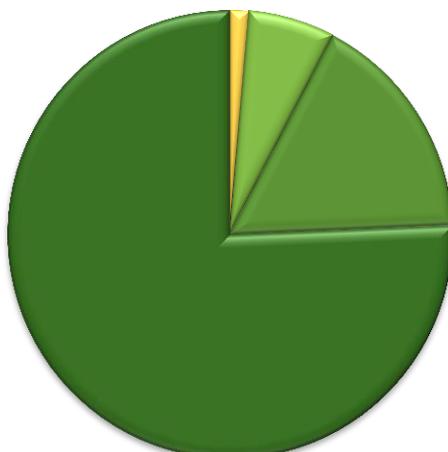
f. They treated you with dignity and respect



g. They gave you clear instructions about what you need to do after your visit



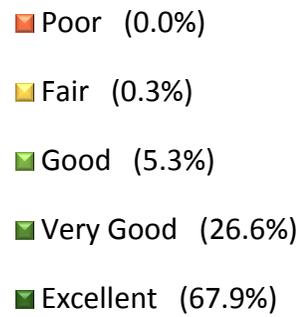
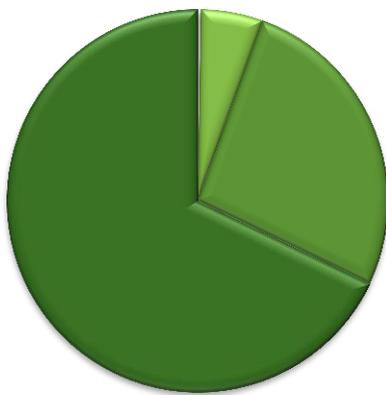
h. Your overall experience speaking with the health care provider about the reason for your visit



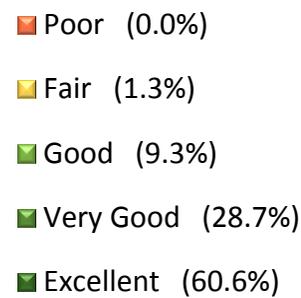
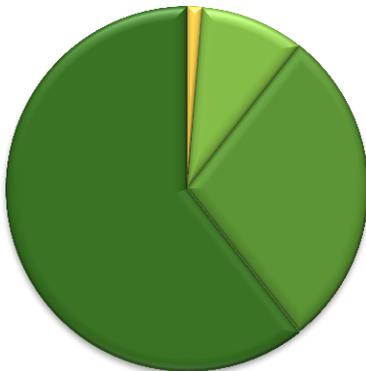
Section 4: Your Overall Experience with this visit

Thinking about this, visit, on a scale of poor to excellent, how would you rate..?

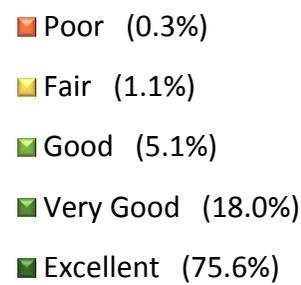
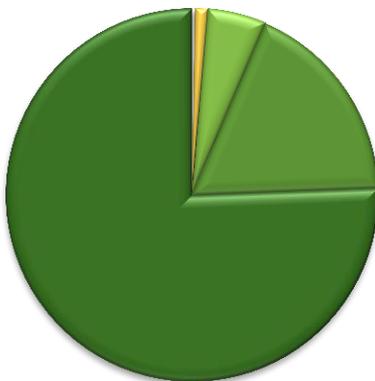
a. The overall cleanliness of the centre



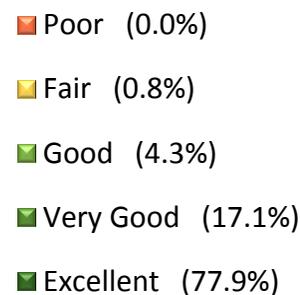
b. The overall physical comfort of the centre



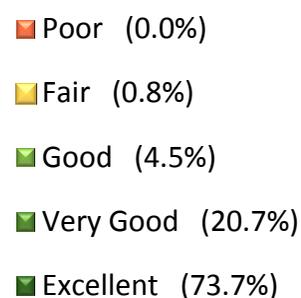
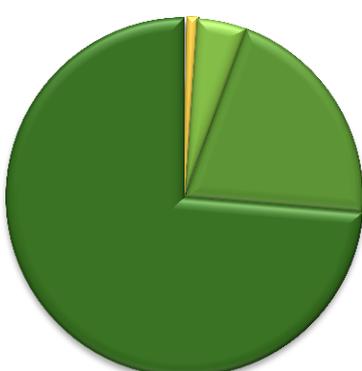
c. Your confidence in the doctor/ health care provider(s) you saw during the visit



d. Your confidence that your health information was treated with the level of privacy/confidentiality you expect



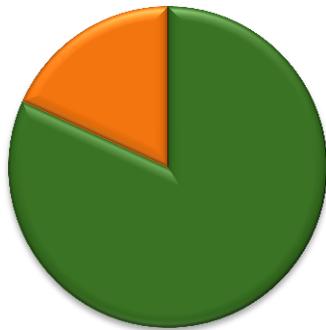
e. Your overall experience with the visit you just had with us



Section 5: Your Experiences Visiting with us over the Last Year or So

The last time you were sick or were concerned you had a health problem...

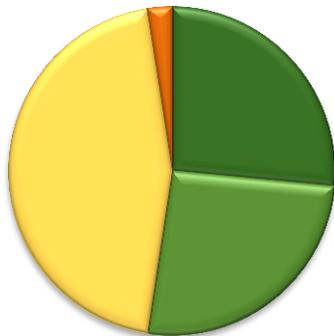
a. Did you get an appointment on the date you wanted?



■ Yes (81.7%)

■ No (18.3%)

b. how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?



■ Same Day (26.5%)

■ Next Day (25.9%)

■ 2 - 19 Days (45.2%)

■ 20 or More Days (2.4%)

**When you see your doctor or nurse practitioner,
how often do they or someone else in the office....?**

a. Give you an opportunity to ask questions about recommended treatment



■ Never (2.7%)

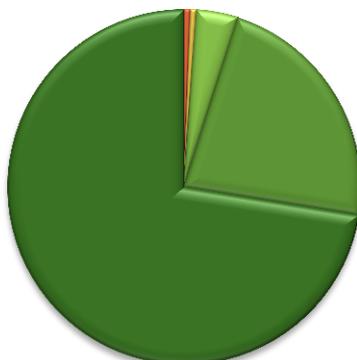
■ Rarely (1.1%)

■ Sometimes (6.6%)

■ Often (25.3%)

■ Always (64.4%)

b. Involve you as much as you want to be in decisions about your care and treatment



■ Never (0.5%)

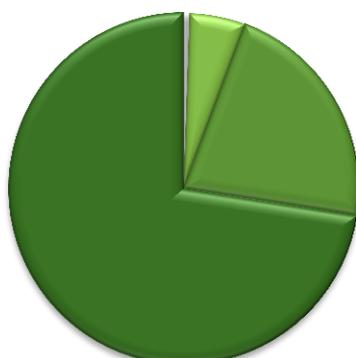
■ Rarely (0.5%)

■ Sometimes (3.8%)

■ Often (22.6%)

■ Always (72.5%)

c. Spend enough time with you



■ Never (0.3%)

■ Rarely (0.3%)

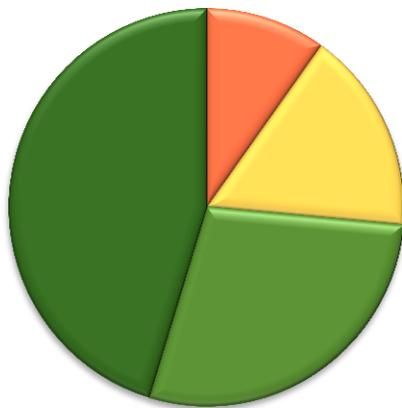
■ Sometimes (5.2%)

■ Often (21.7%)

■ Always (72.6%)

Section 5: Your Experiences Visiting with us over the Last Year or so

On another issue, the last time when you needed medical care in the evening, on a weekend, or on a public holiday, how easy was it to get care without going to the emergency department?



- Very Difficult (9.9%)
- Somewhat Difficult (16.6%)
- Somewhat Easy (28.3%)
- Very Easy (45.3%)

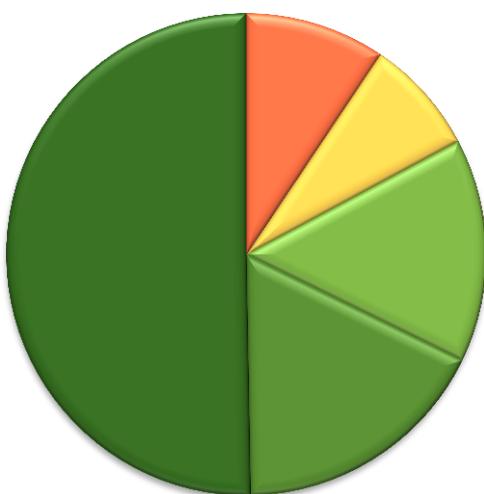
I always feel comfortable and welcome at East End CHC



- Yes (97.8%)
- No (2.3%)

Section 6: Context /Demographics

How long have you been visiting us for your health care?



- Less than six months (9.4%)
- Between six months to less than one year (7.8%)
- Between one year to less than three years (15.0%)
- Between three years to less than five years (17.5%)
- Five years, or longer (50.3%)

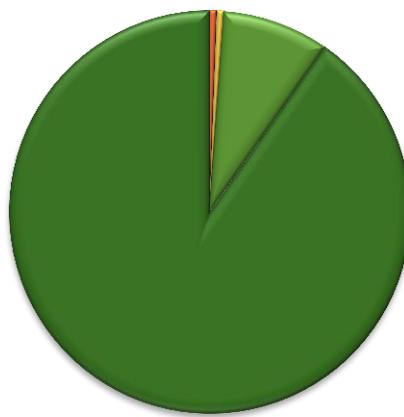
Section 6: Context /Demographics

Using your best guess, how many times did you visit us over the last year or so for your own medical care?



- One (5.0%)
- Two (9.4%)
- Three (17.8%)
- Four (12.8%)
- Five or more (55.0%)

Would you recommend our services to friends or your family?
Check ONE only.



- Definitely no (0.6%)
- Probably no (0.6%)
- Probably yes (8.6%)
- Definitely yes (90.3%)

FEEDBACK

“Almost immediate access to my doctor or NP”

“Always treated with respect + dignity - taken seriously”

“Attending to a variety of areas physical, social, and mental health”

“Empathy/ support. Love the staff & my doctor”

“Speed to assistance in urgent care is excellent”

“Make me feel welcomed and never feel judged”

“Welcoming space - great information in the waiting room”

“Everything is always explained clearly and I feel comfortable asking questions without feeling rushed”

“I am always taken seriously no matter how minor my issue may seem”

“I am seen as a very important person in my medical management - team approach”

“Receptionists are always welcoming and helpful on the phone and in person”

“I feel like I am building a close/trustworthy relationship with my nurse practitioner. She is attentive to all my concerns”

“The docs & nurse practitioners make me feel like they care and are concerned about me.”