

2014 CLINICAL CLIENT SATISFACTION SURVEY RESULTS

The results shown represent **350** survey responses.

*Thanks to everyone who took the time
to complete a client satisfaction survey!*



Results: Accessible

	Always OR Often	Sometimes	Rarely OR Never
Accessible			
How often are you able to get services in a language of your choice?	97%	1%	2%
How often are you able to get an appointment when you need one?	95%	4%	1%
The staff members are easy to talk to and encourage me to ask questions.	94%	5%	1%
How often do the health centre staff members explain things in a way that is easy to understand?	98%	1%	1%

Results: Accessible continued

	Same day OR Next day	2 – 19 Days	20 or more Days
Accessible			
The last time you were sick, 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?	77%	23%	0%

	Excellent	Very Good	Good	Fair	Poor
Accessible					
How do you rate this?	57%	30%	8%	2%	1%

Results: Client Centred

	Always OR Often	Sometimes	Rarely OR Never
Patient Centred			
The staff help me connect to the services and programs I need at East End CHC or in my community.	91%	7%	2%
The programs and services offered by East End CHC meet me needs.	86%	9%	5%
When you see your doctor or nurse practitioner, how often do they or someone else in the office encourage you to ask questions?	86%	9%	5%
When you see your doctor or nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?	93%	4%	3%
When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you?	95%	3%	2%

Results: Equitable

	Yes	No
Equitable		
I always feel comfortable and welcome at East End CHC.	98%	2%

Results: Effective

	Strongly Agree OR Agree	Neither Agree nor Disagree	Strongly Disagree OR Disagree
Effective			
The programs and services have helped me improve my health and well-being.	95%	5%	0%

Results: Population Health and General

	Strongly Agree OR Agree	Neither Agree nor Disagree	Strongly Disagree OR Disagree
Population Health			
East End CHC has a positive impact on my community.	97%	2%	1%
General			
I know how to make a suggestion or complaint.	82%	11%	7%
I would refer a family member or friend to East End CHC.	99%	1%	0%

Results: General continued

	Excellent	Very Good	Good	Fair	Poor
General					
In general, how would you describe your own health?	12%	35%	36%	15%	2%
Overall, how would you rate the care and services you received at East End CHC?	69%	26%	4%	1%	0%

Clients were asked: Have you ever been unhappy with the services at East End CHC?

70 clients said yes.

And here's why they have been unhappy with services:

Access (39 out of 243 respondents)

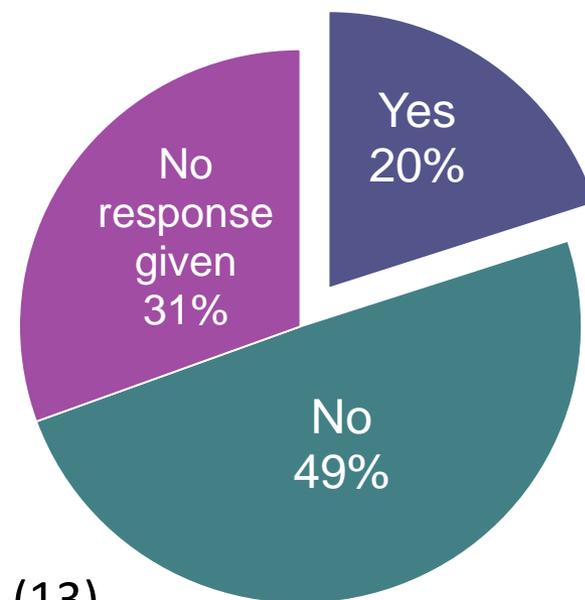
For example, people want:

- shorter wait time for appointments (9)

Service (25 out of 128 respondents)

For example, people want:

- better support from staff (5)
- better quality of staff welcome or communication (13)
- better medication management (3)



**Clients were asked –
Have you ever been happy with services at
East End CHC? Tell us about it.**

257 people answered YES!

And clients said they have felt happy with services because of:

- Quality of service (104)
- Communication with/care from staff (64)
- Access to care (31)
- Group and Programs (9)



**“I always feel treated
with respect about my
healthcare”**

Clients were asked – How could we help you further with your health problems or concerns?

Some of the health concerns that were named:

- Increased accessibility to clinical services and programs (14)
- improved/expanded clinical care and services (11)
- improved communication with the Centre (7)
- more programming/services regarding: physical activity/healthy weight (6)
- dental health (4)
- mental health (3)
- parenting (3)
- chronic disease management (3)

Clients were asked – What other groups would be helpful to you?

Some of the groups that clients identified were:

- mental health/meditation/mindfulness (23)
- exercise (12)
- special populations (11)
- health (6)
- parenting (6)
- social activities (6)
- therapy (5)
- cooking groups (5)
- groups for kids or teenagers (5)

What clients said about East End CHC

I like the way my health issues are explained

I am so proud of my health centre, who it serves - "everybody". I keep telling my friends to look at their local CHC for their own use.
Thank you!

The programs offered increase quality of life

Everyone is very professional and accommodating. Always helpful and knowledgeable.

Without the health team I have, my diabetes and health would not be as good, I've learnt so much from my team!

I always feel welcomed, supported and helped.

I think East End has a positive impact because they are focused about their patients and our primary needs