



CLIENT EXPERIENCE SURVEY (CES) 2023

**From
January 2023 to November 2023
we surveyed 561 visits!**

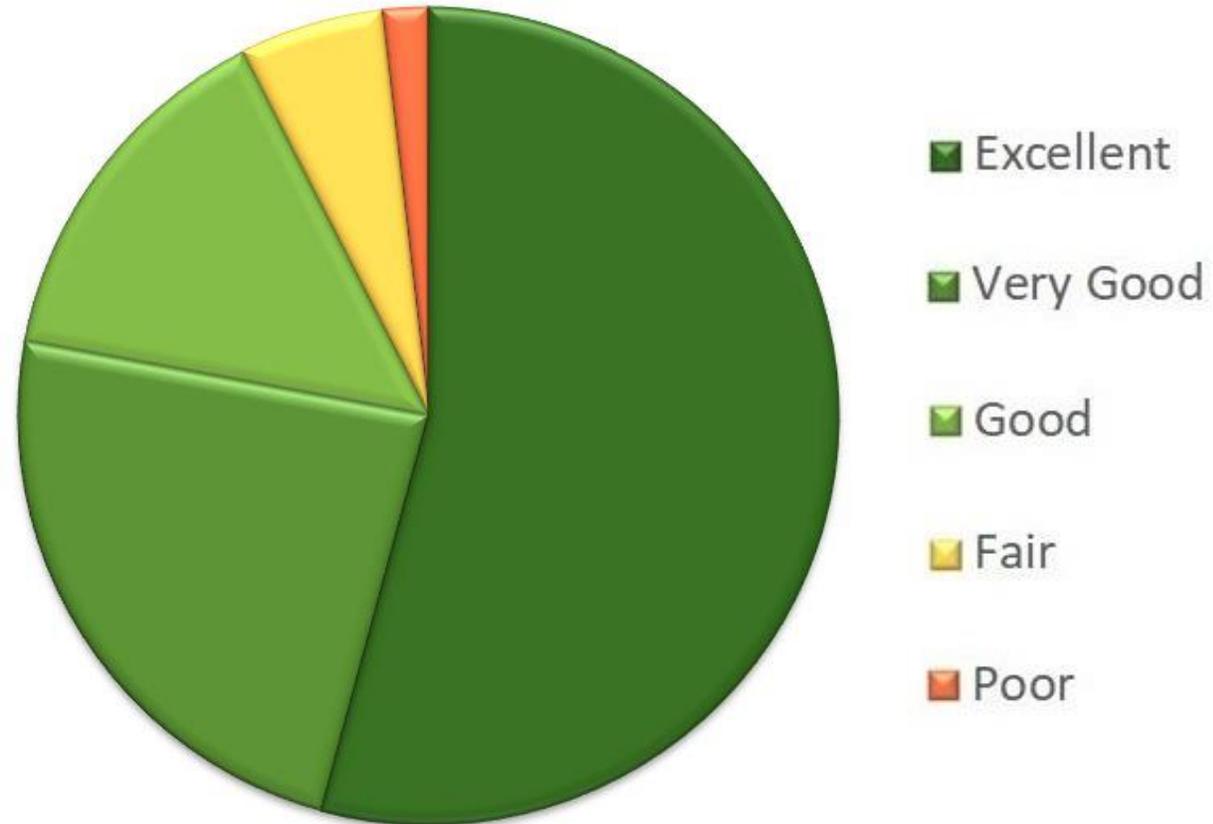
Thank you for your feedback.
Here are the results.



Contacting Us

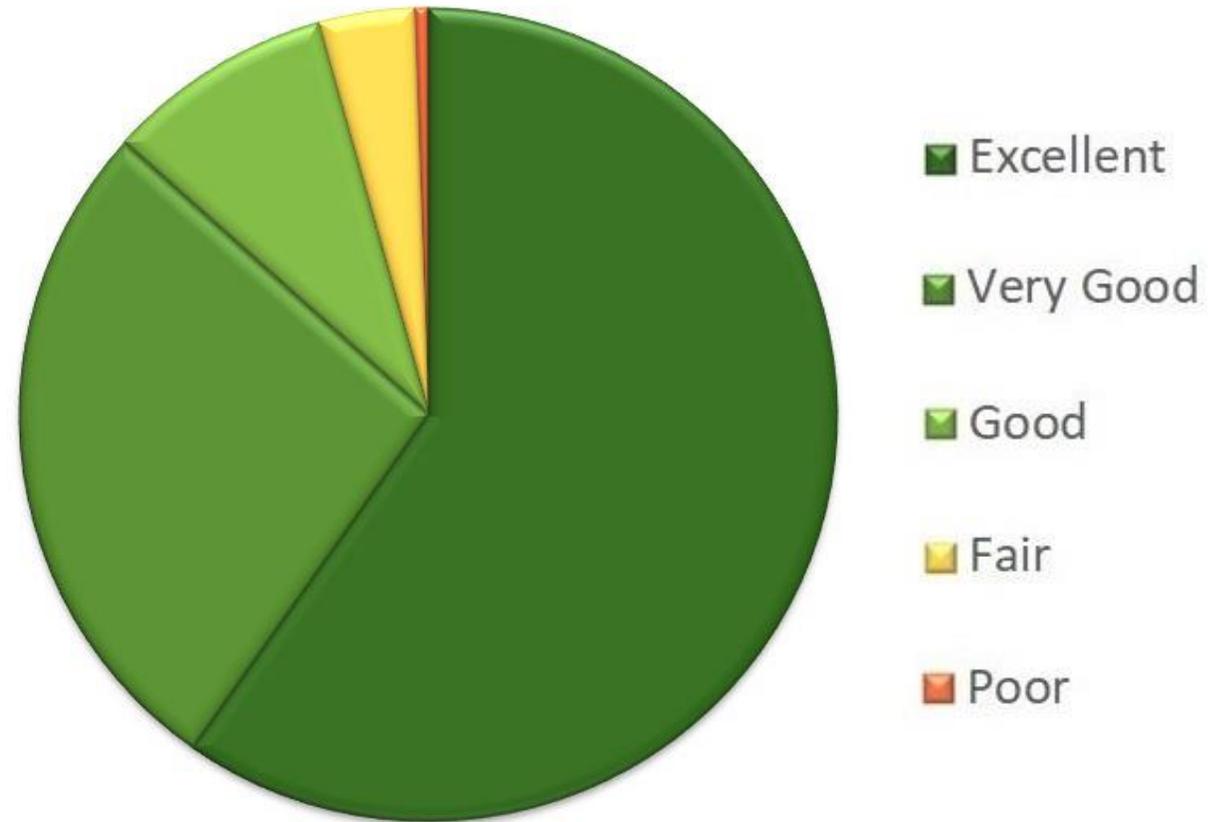
Thinking about the visit you just had, on a scale of poor to excellent, how would you rate the following ... ?

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



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

Your overall experience accessing the centre

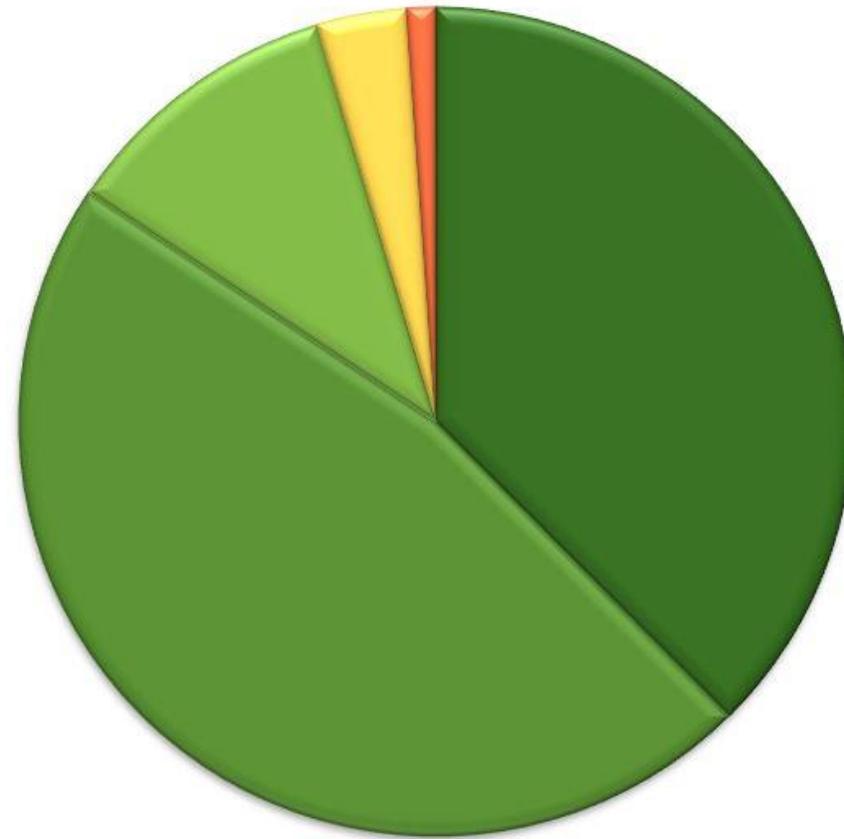




Arriving and Waiting at the Centre

Still thinking about the visit you had ...

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



■ Less than 5 minutes

■ 5 to 10 minutes

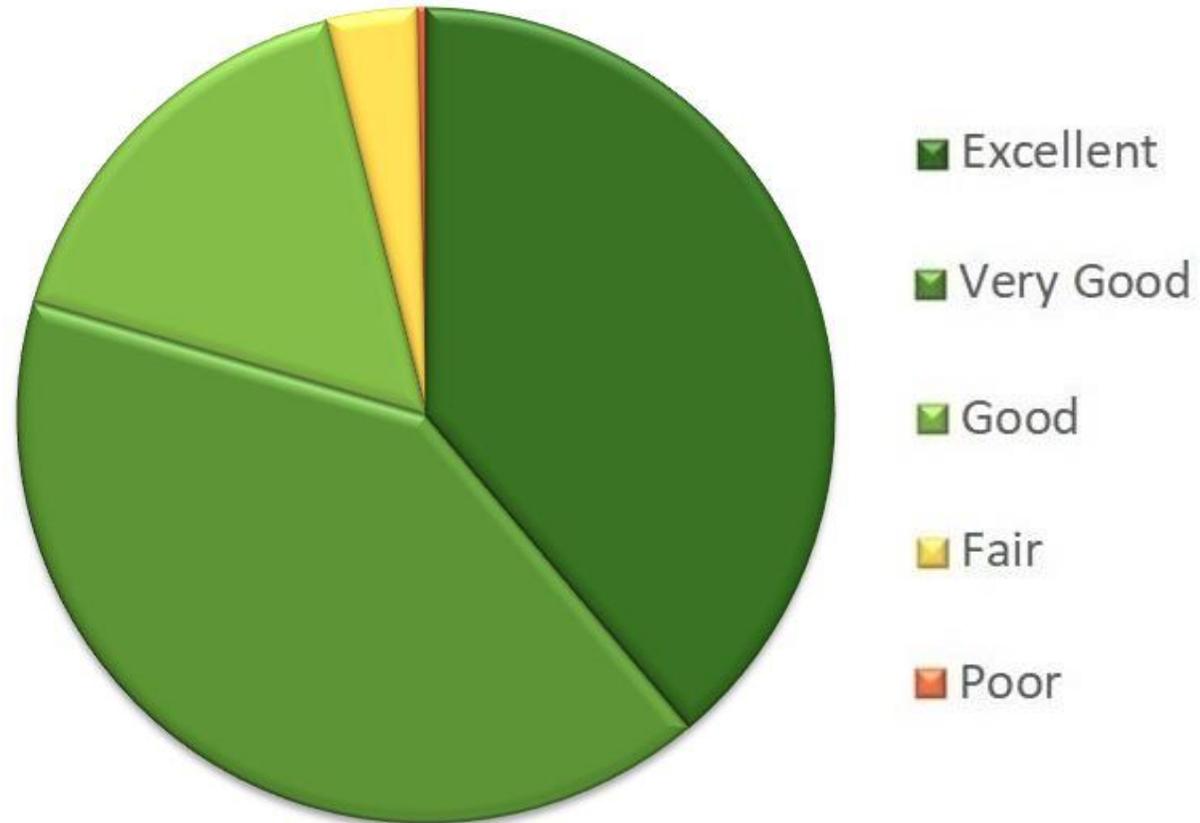
■ 11 to 20 minutes

■ 21 to 30 minutes

■ More than 30 minutes

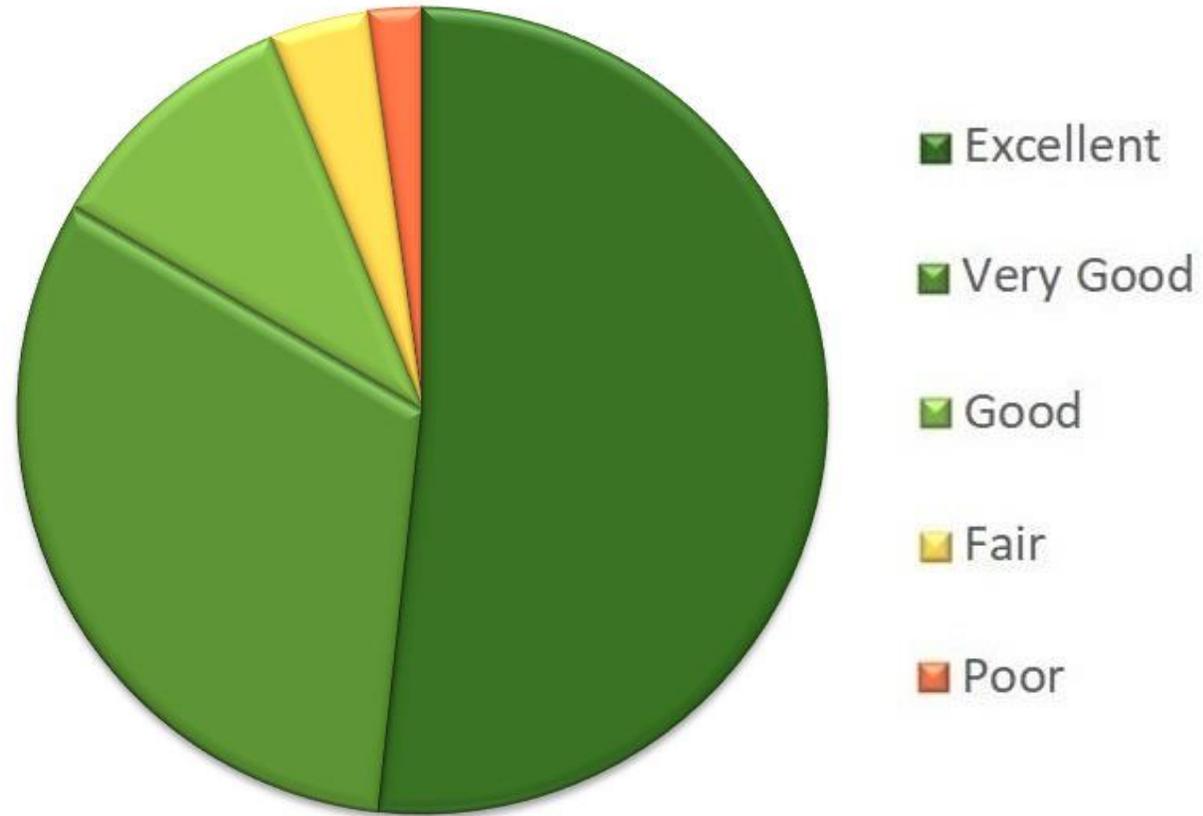
On a scale of poor to excellent, how would you rate the following ... ?

The hours that we are open



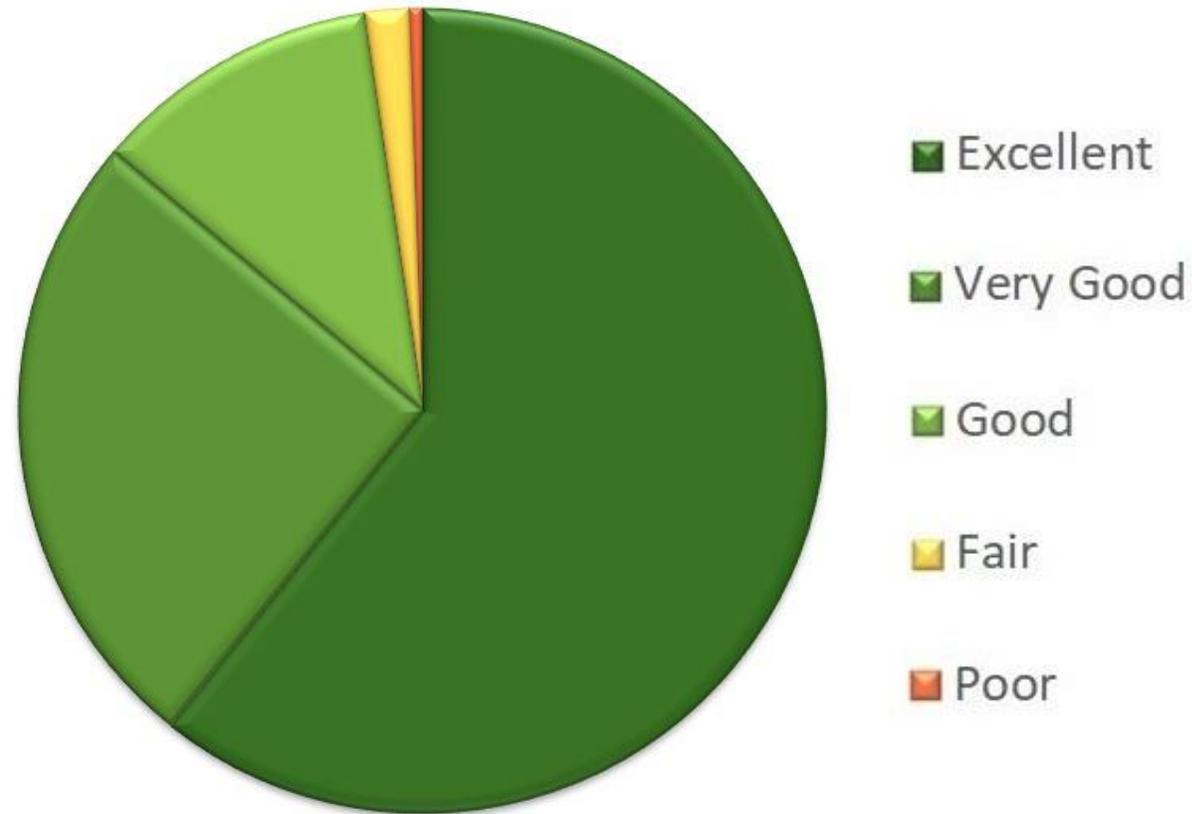
On a scale of poor to excellent, how would you rate the following ... ?

The overall experience with our reception staff



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

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

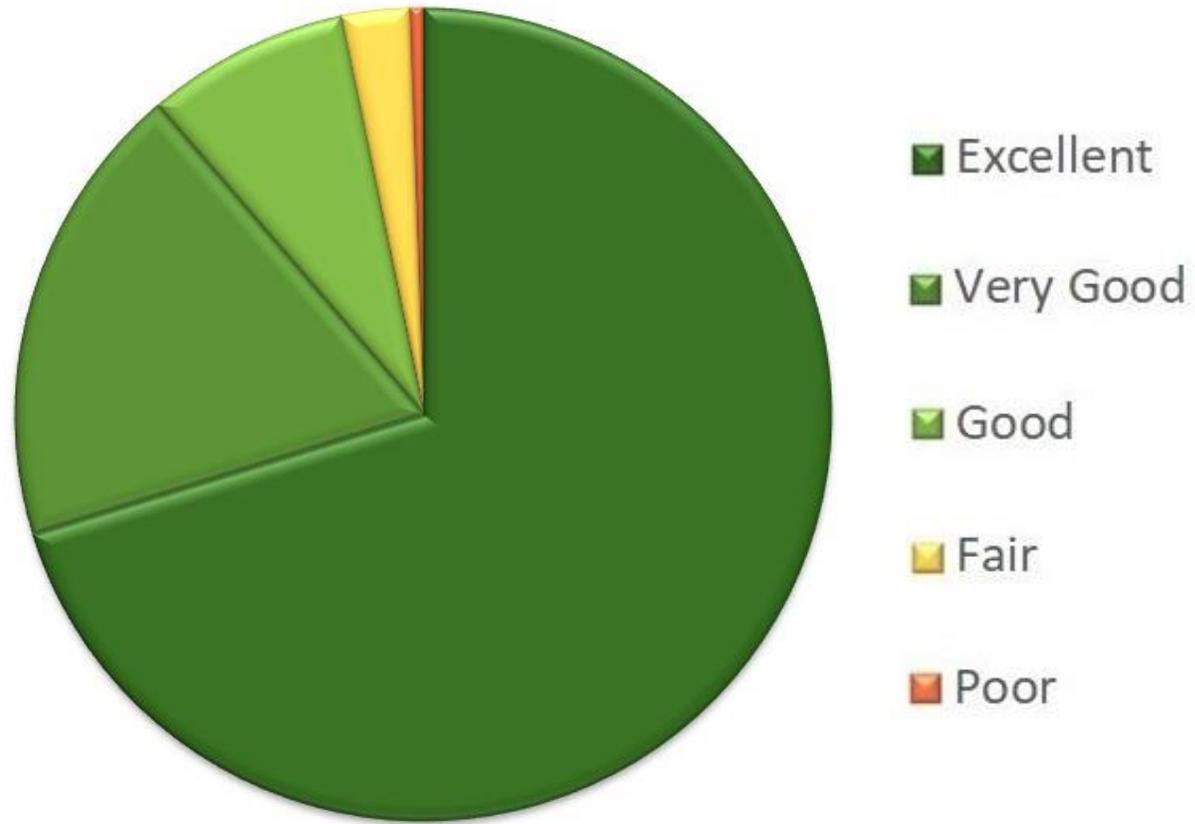




Your Appointment

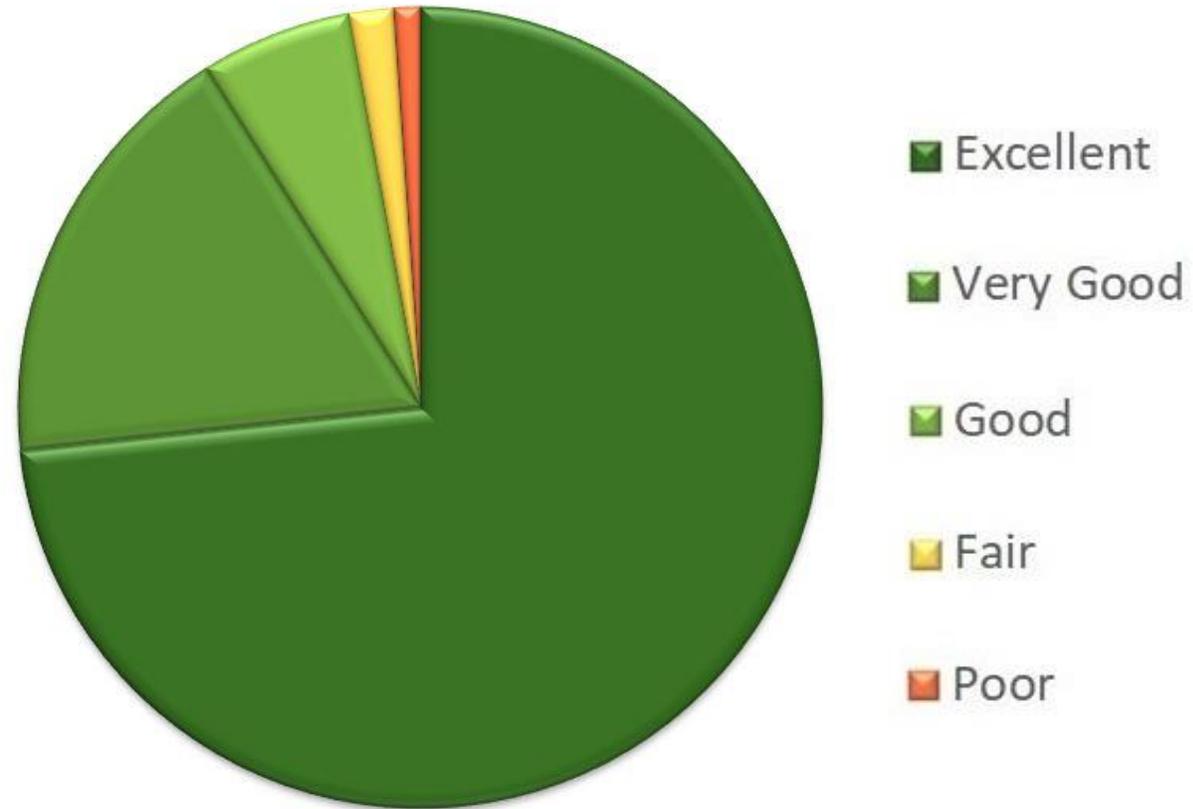
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They knew your medical history



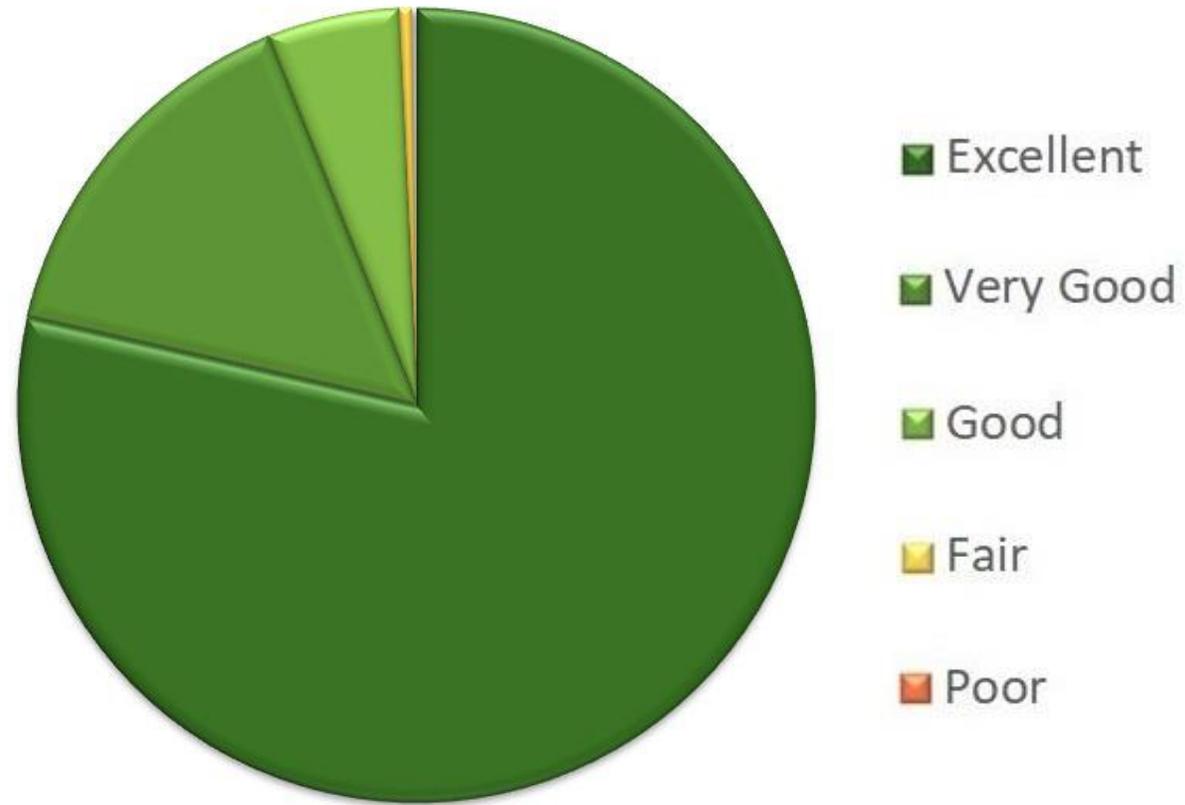
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They listened to your concerns



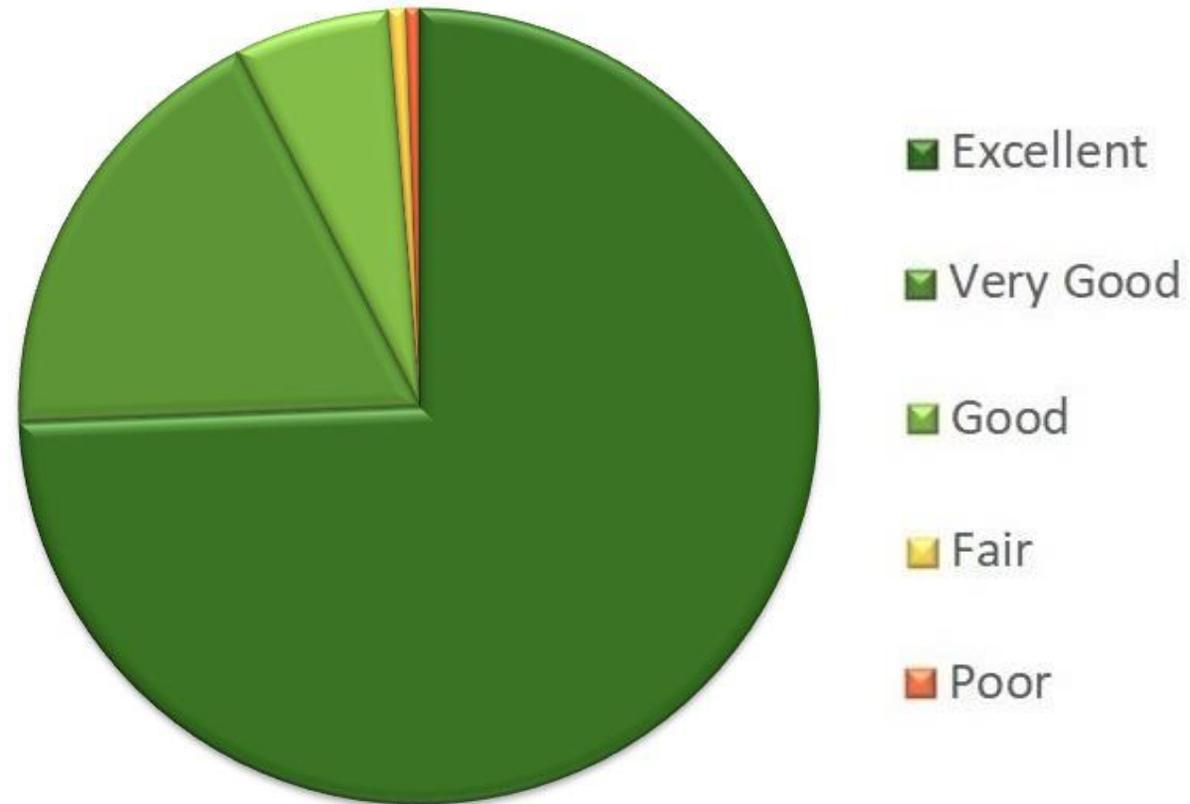
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They spoke using a language you could understand



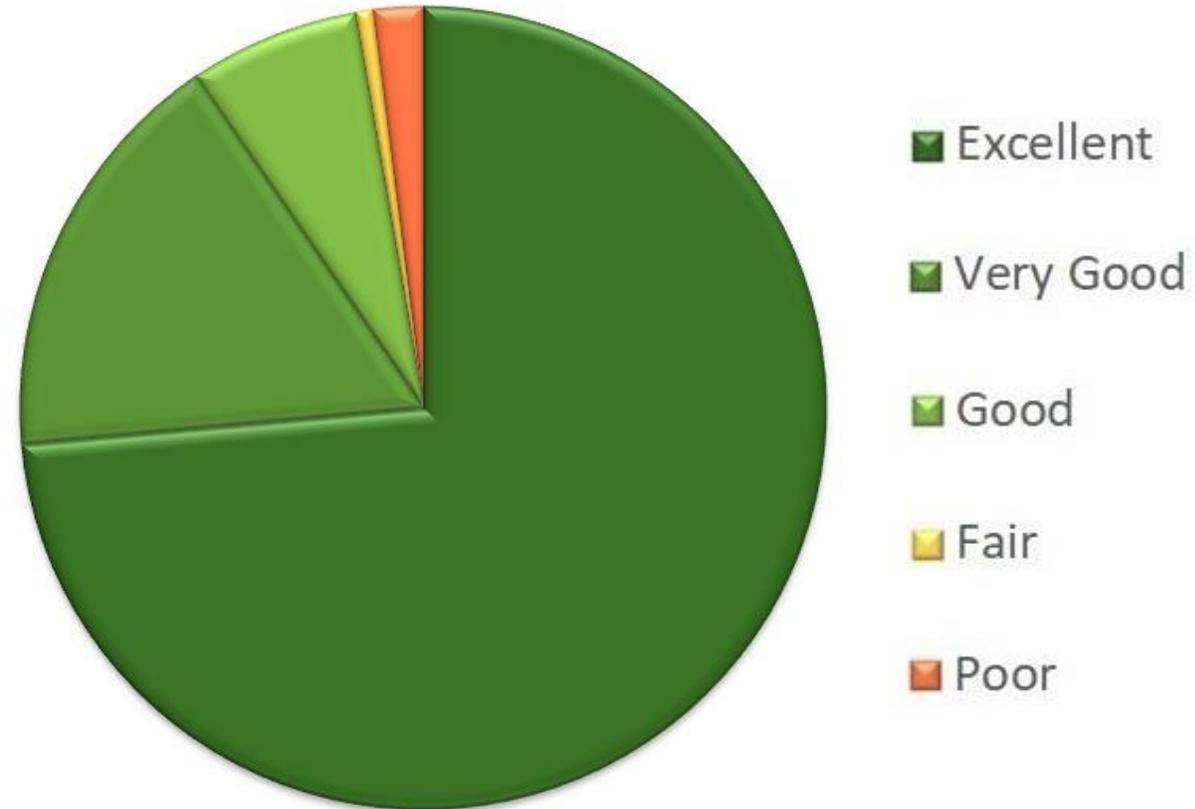
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They explained things in a way that was easy to understand



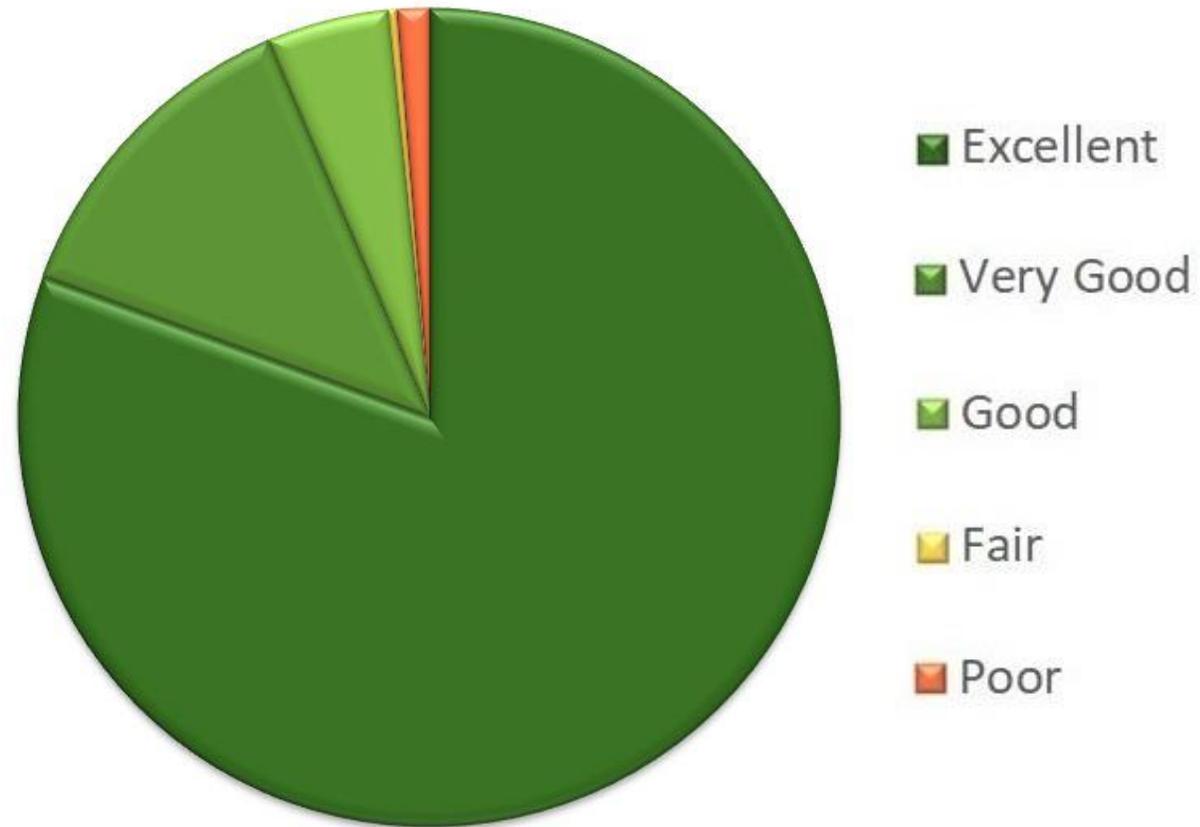
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They were sensitive to your needs and preferences



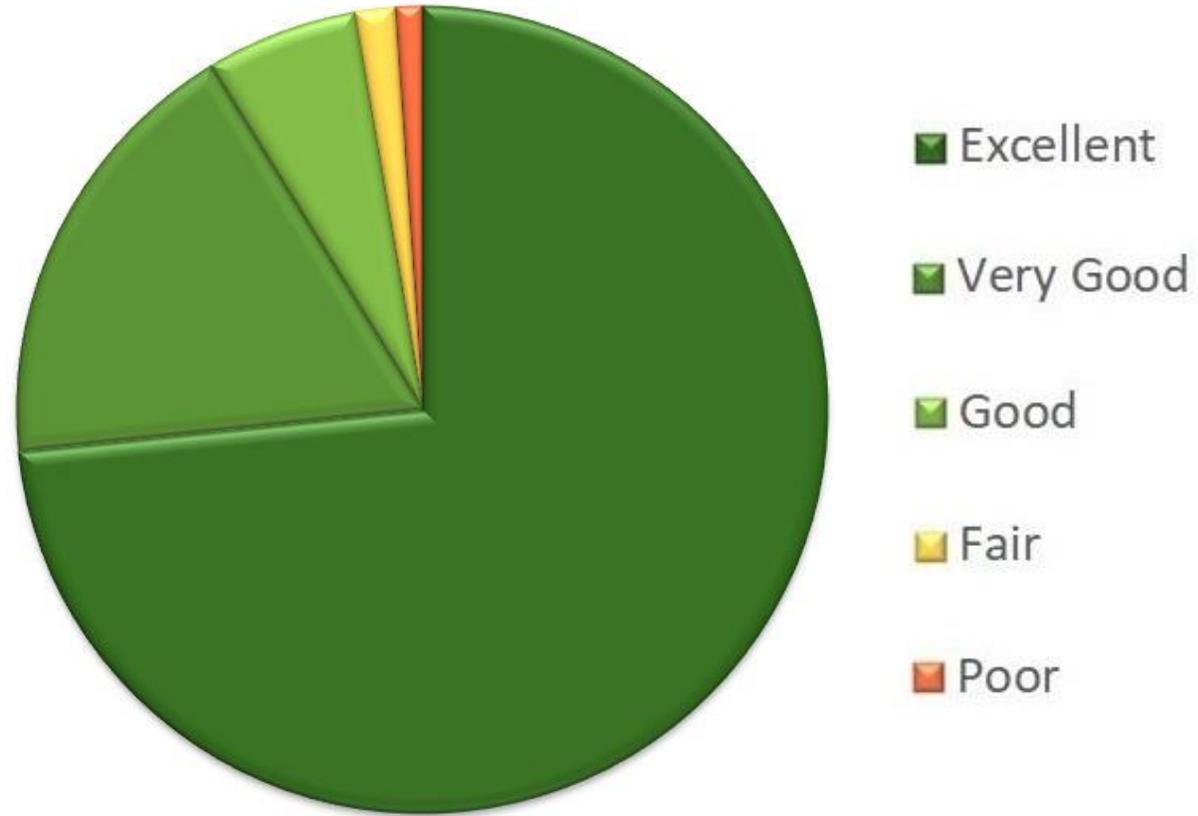
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They treated you with dignity and respect



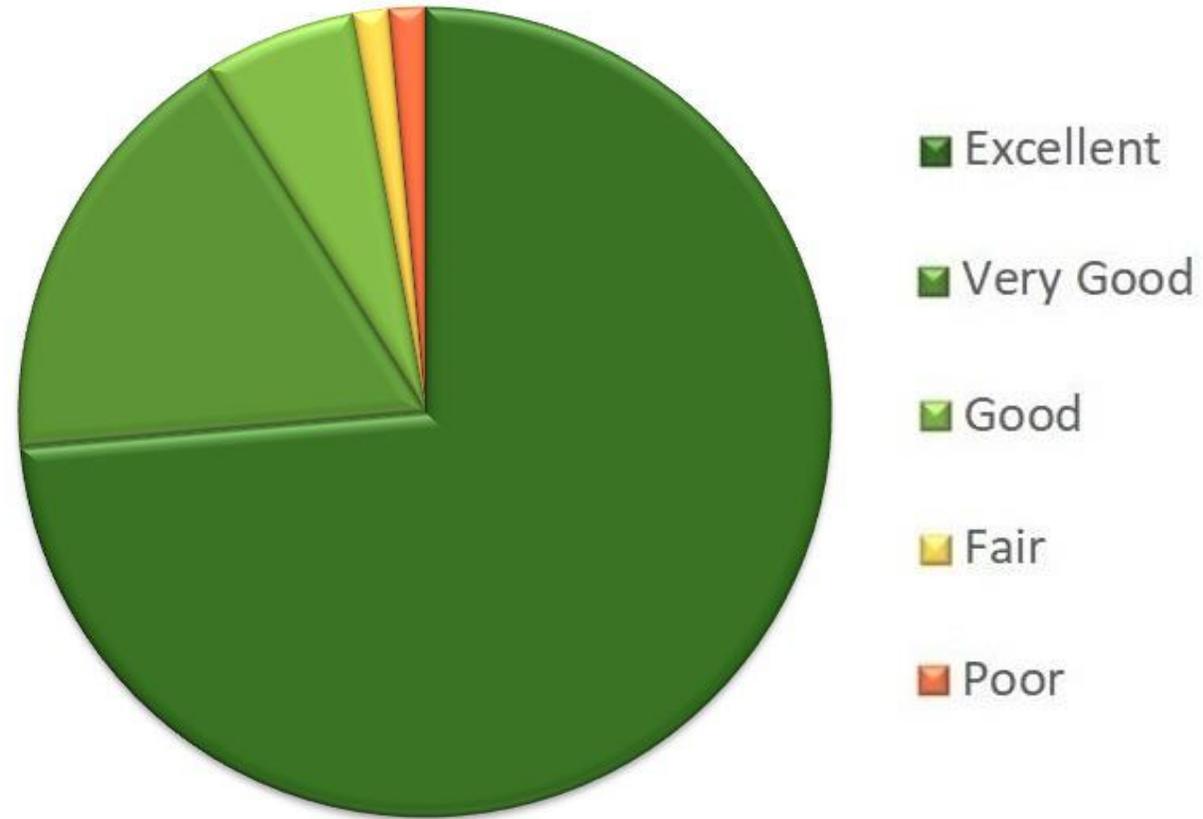
Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

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



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

Your overall experience speaking with the health care provider about the reason of your visit

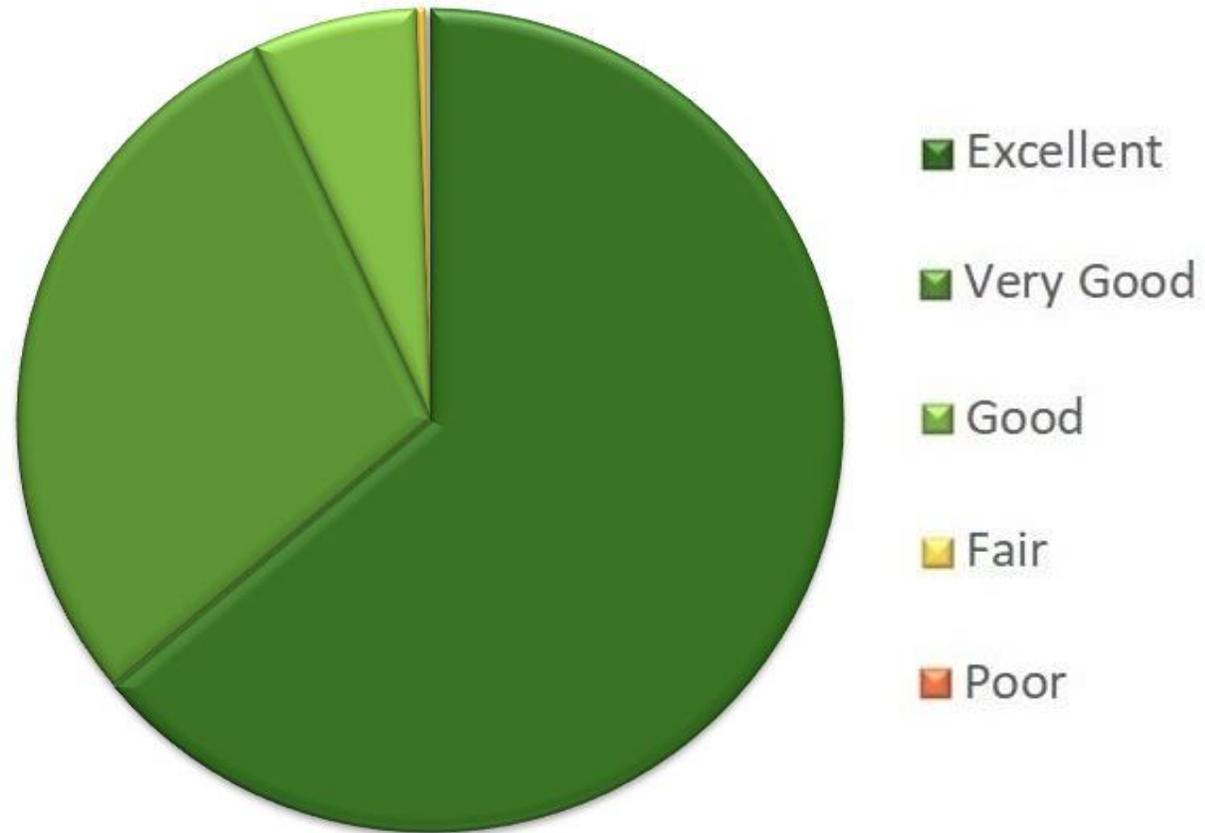




**Your Overall Experience
with This Visit**

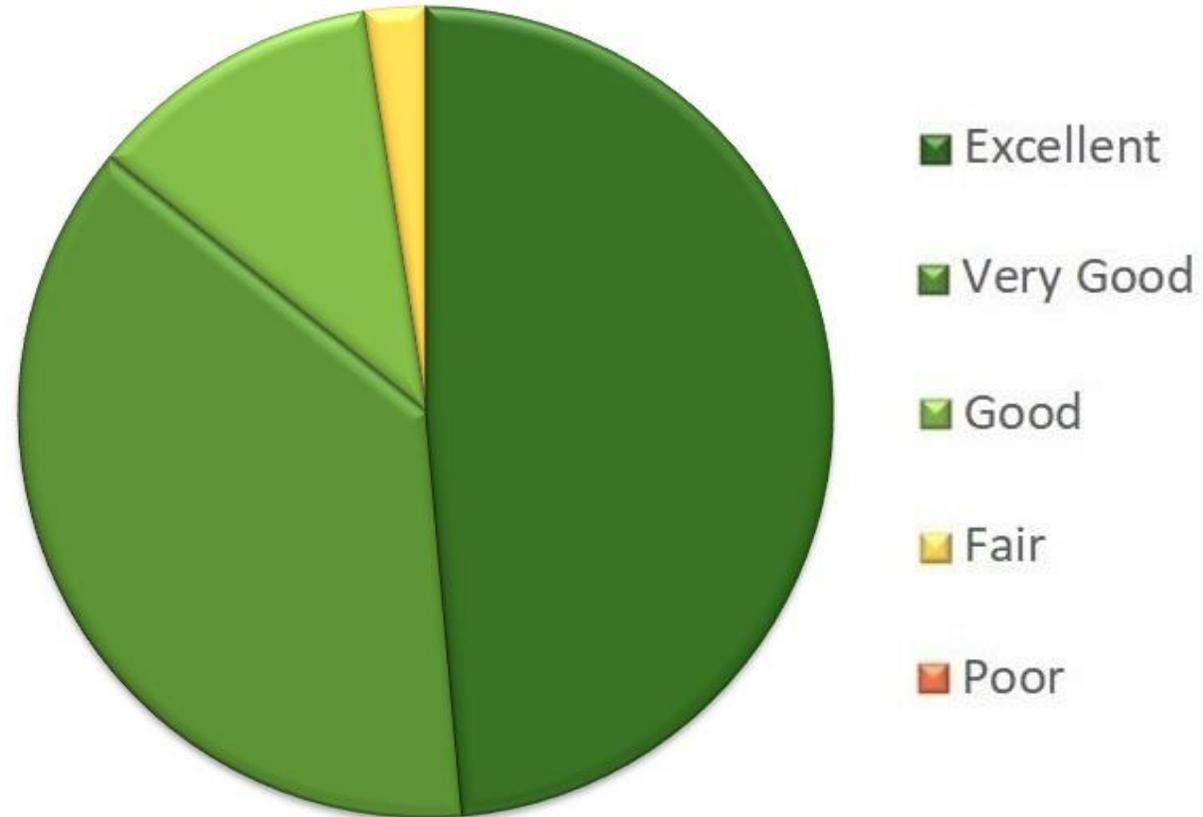
Think about this visit, on a scale of poor to excellent, how would you rate ... ?

The overall cleanliness of the centre



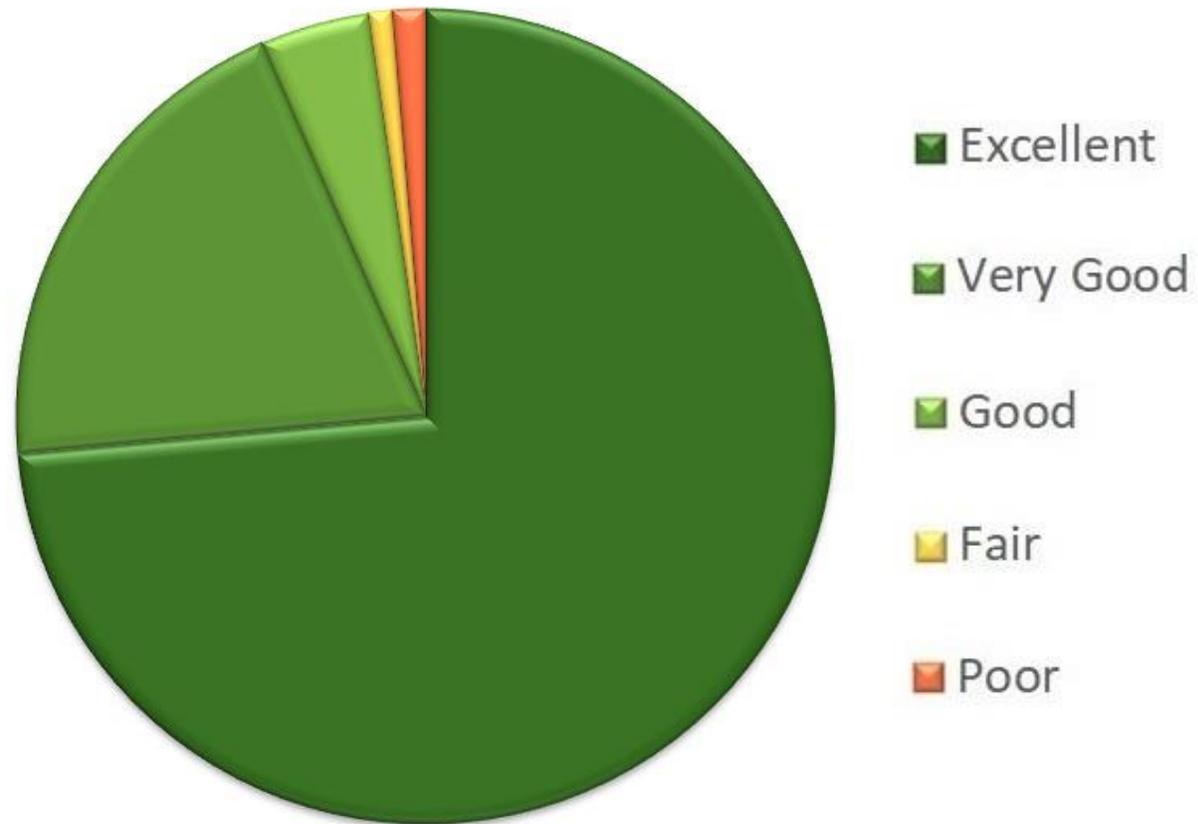
Think about this visit, on a scale of poor to excellent, how would you rate ... ?

The overall physical comfort of the centre



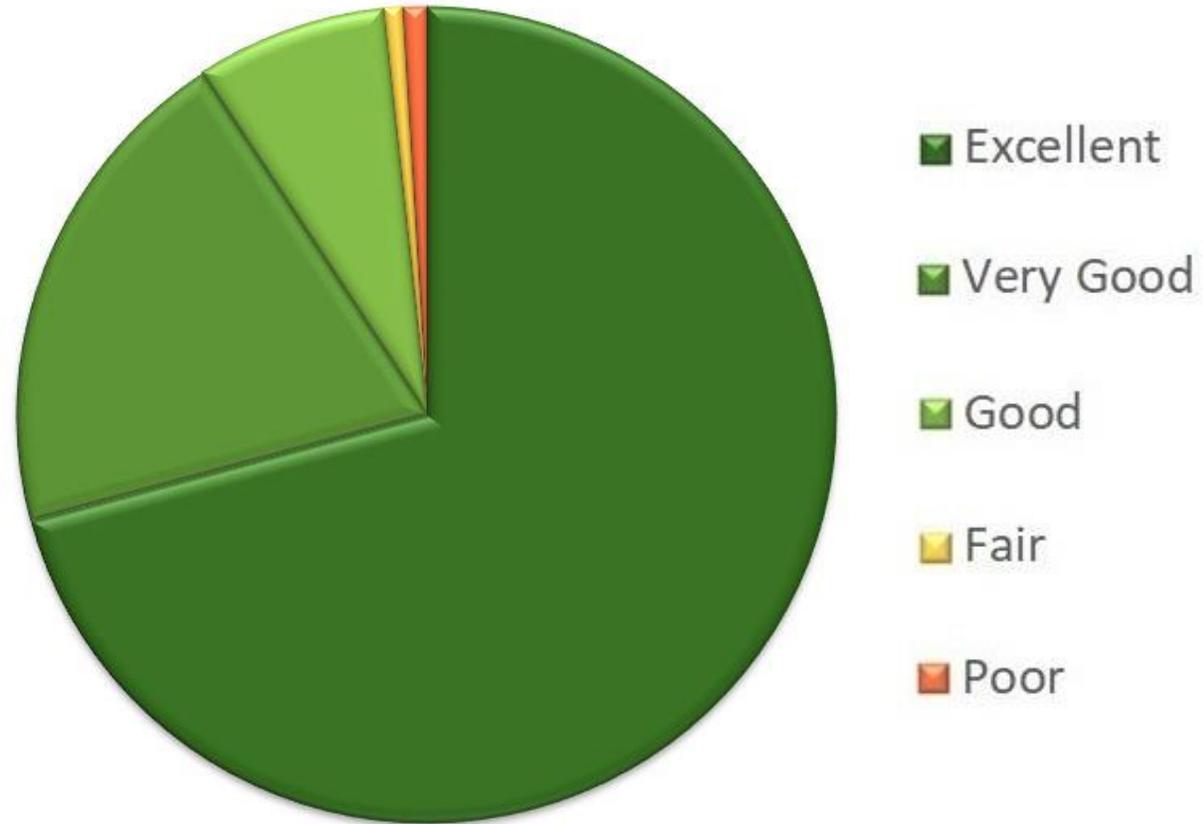
Think about this visit, on a scale of poor to excellent, how would you rate ... ?

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



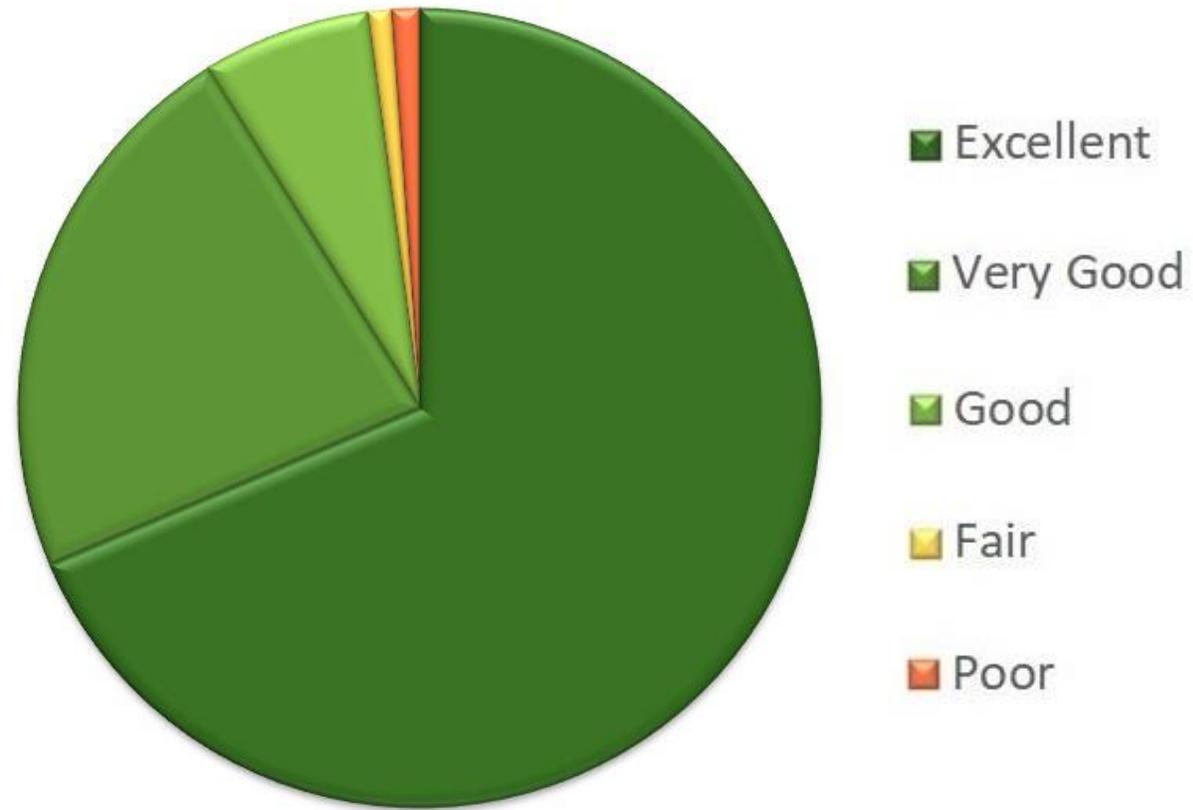
Think about this visit, on a scale of poor to excellent, how would you rate ... ?

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



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

Your overall experience with the visit you just had with us

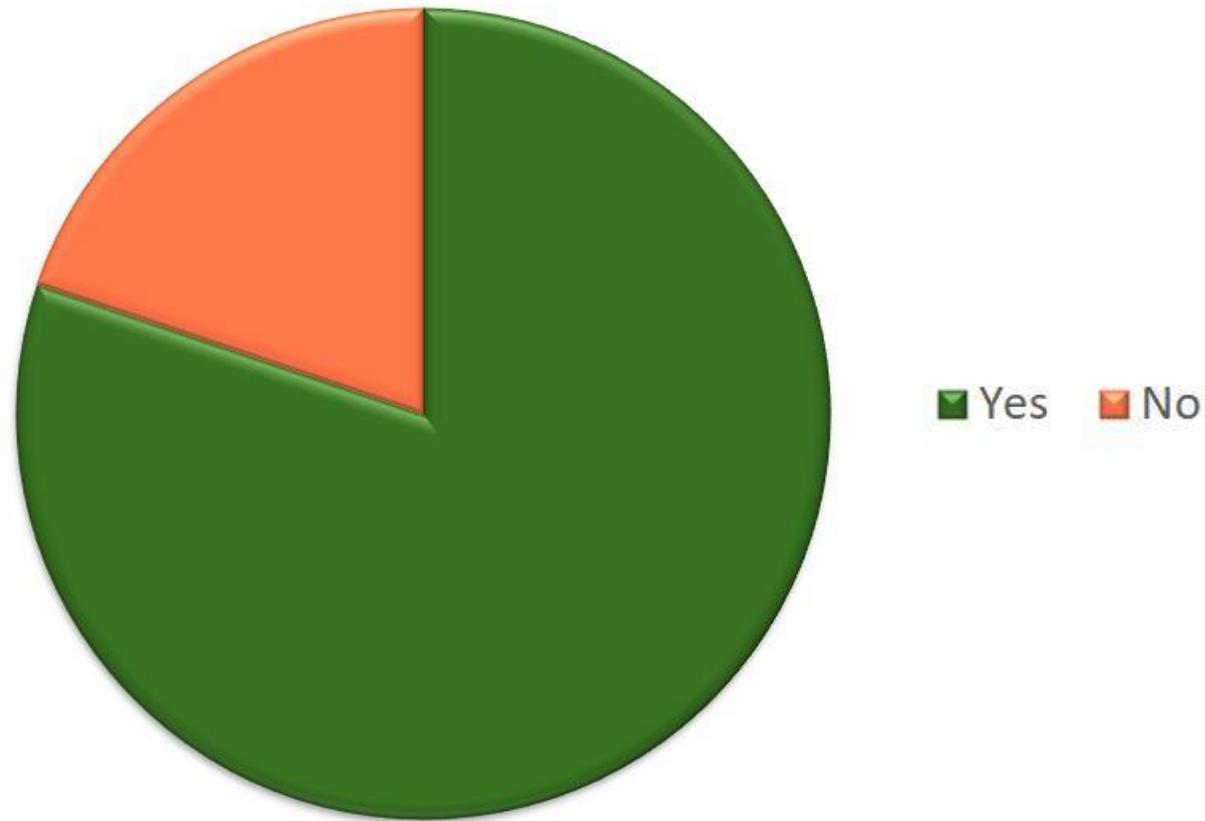




**Your experience visiting us
over the last year or so**

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

Did you get an appointment on the date you wanted?



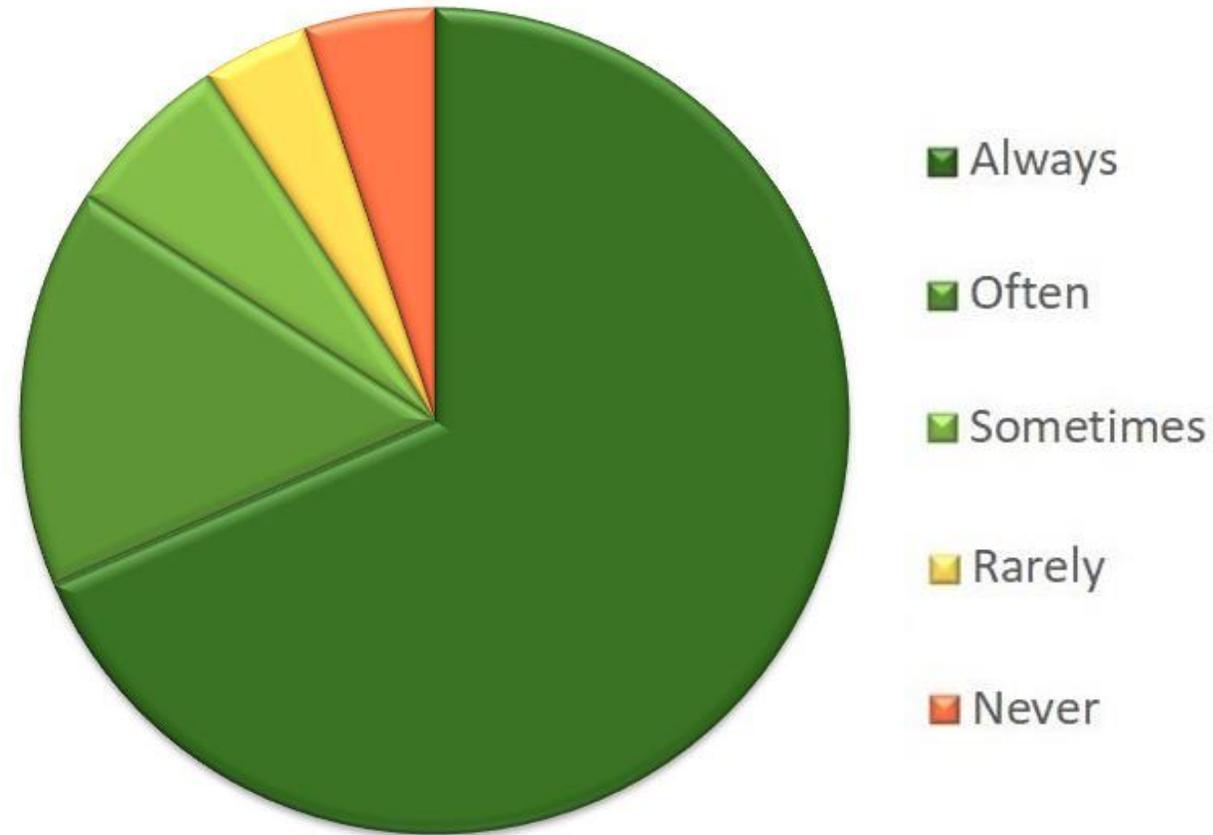
The last time you were sick or were concerned you had a health problem ...

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?



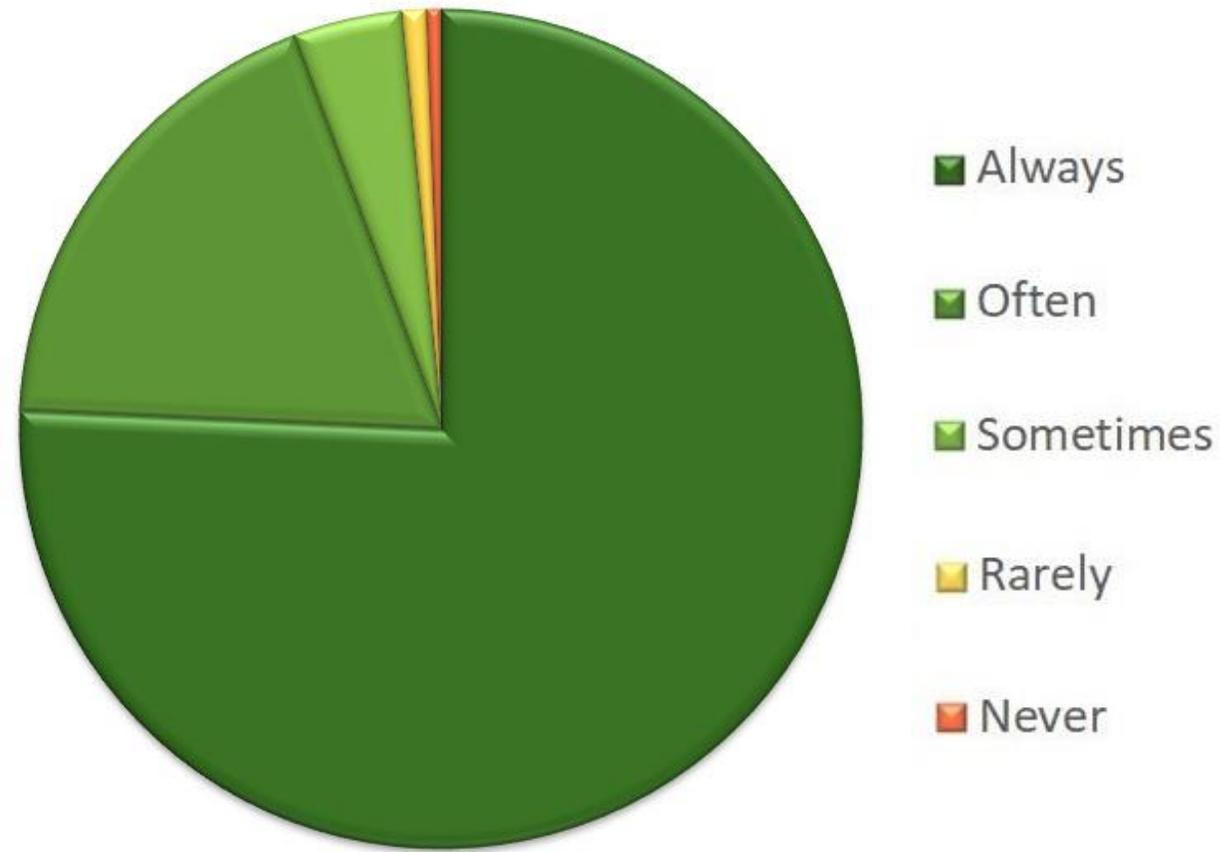
When you see your doctor or nurse practitioner, how often do they or someone else in the office ... ?

Give you an opportunity to ask questions about recommended treatment



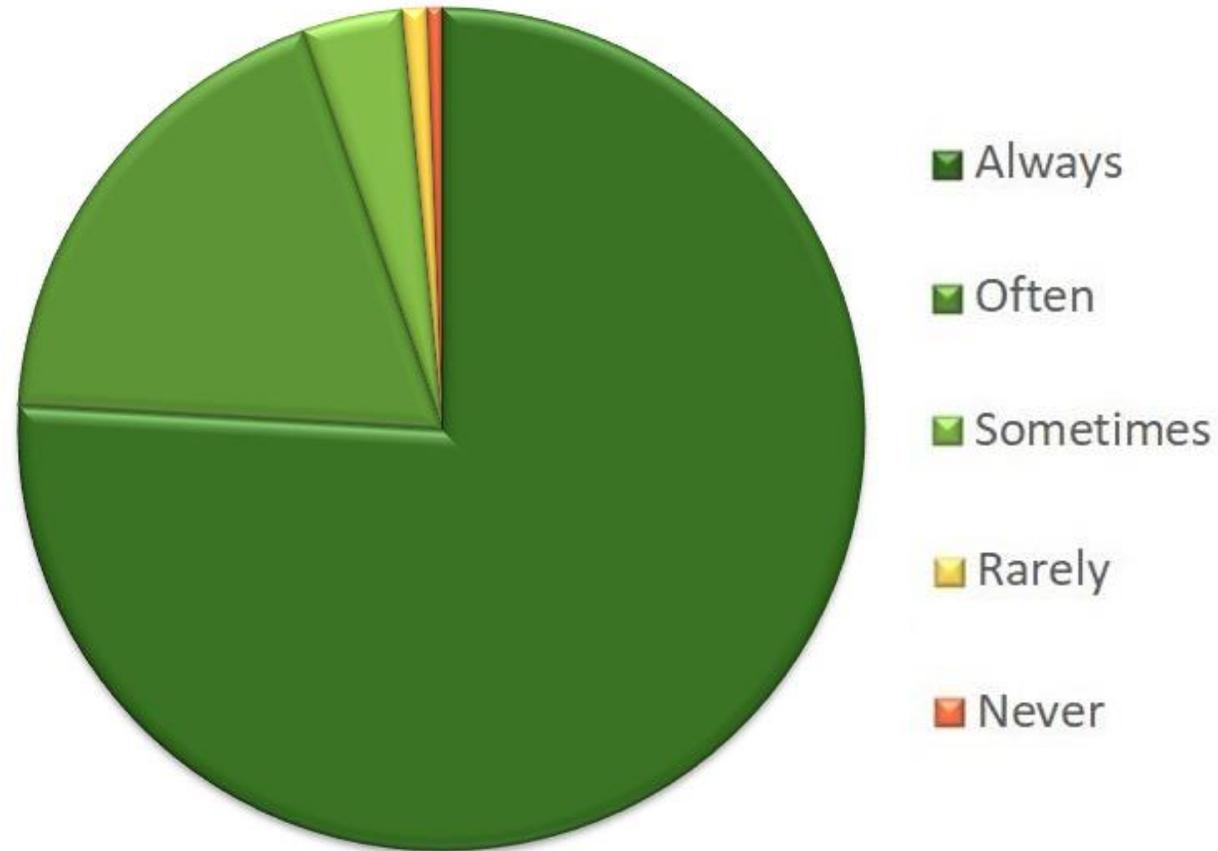
When you see your doctor or nurse practitioner, how often do they or someone else in the office ... ?

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



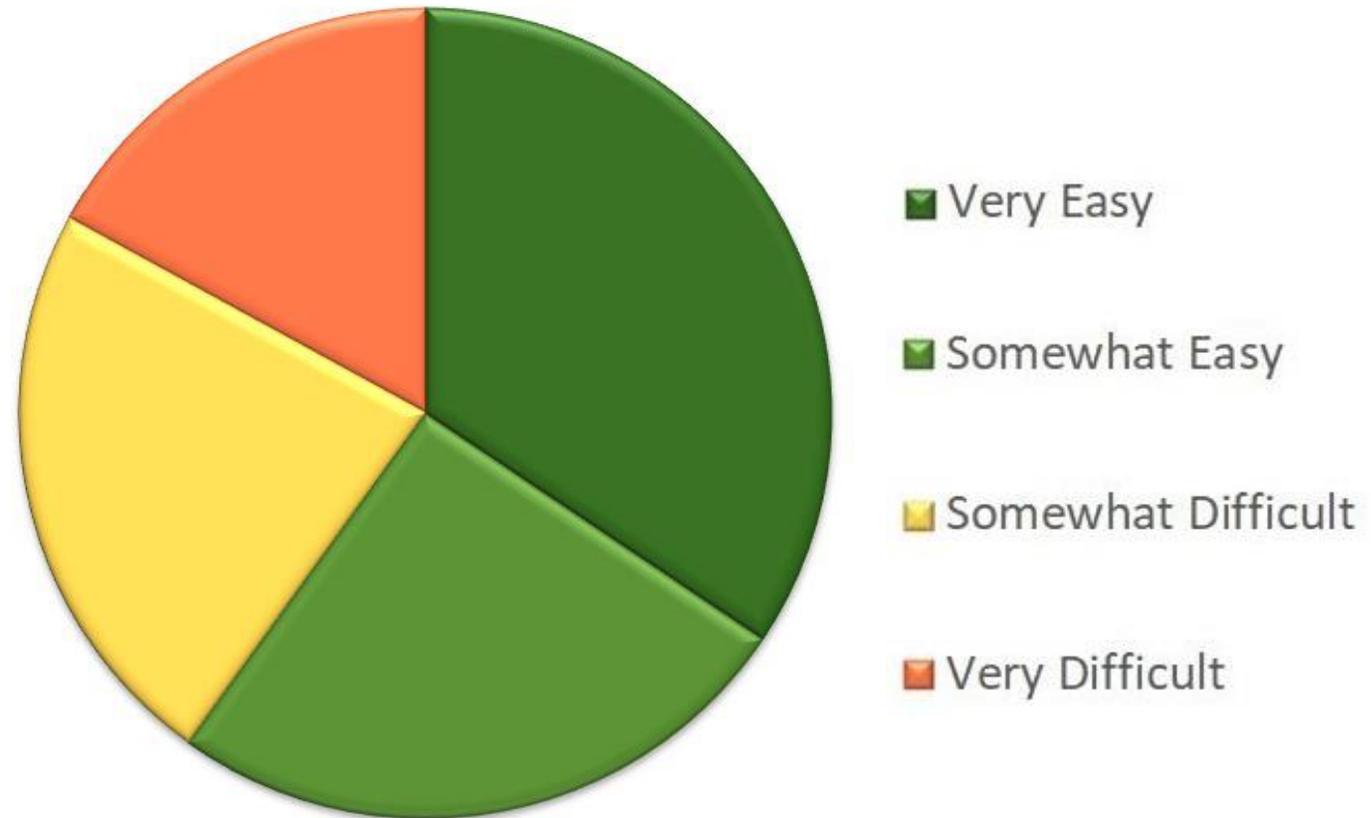
When you see your doctor or nurse practitioner, how often do they or someone else in the office ... ?

Spend enough time with you

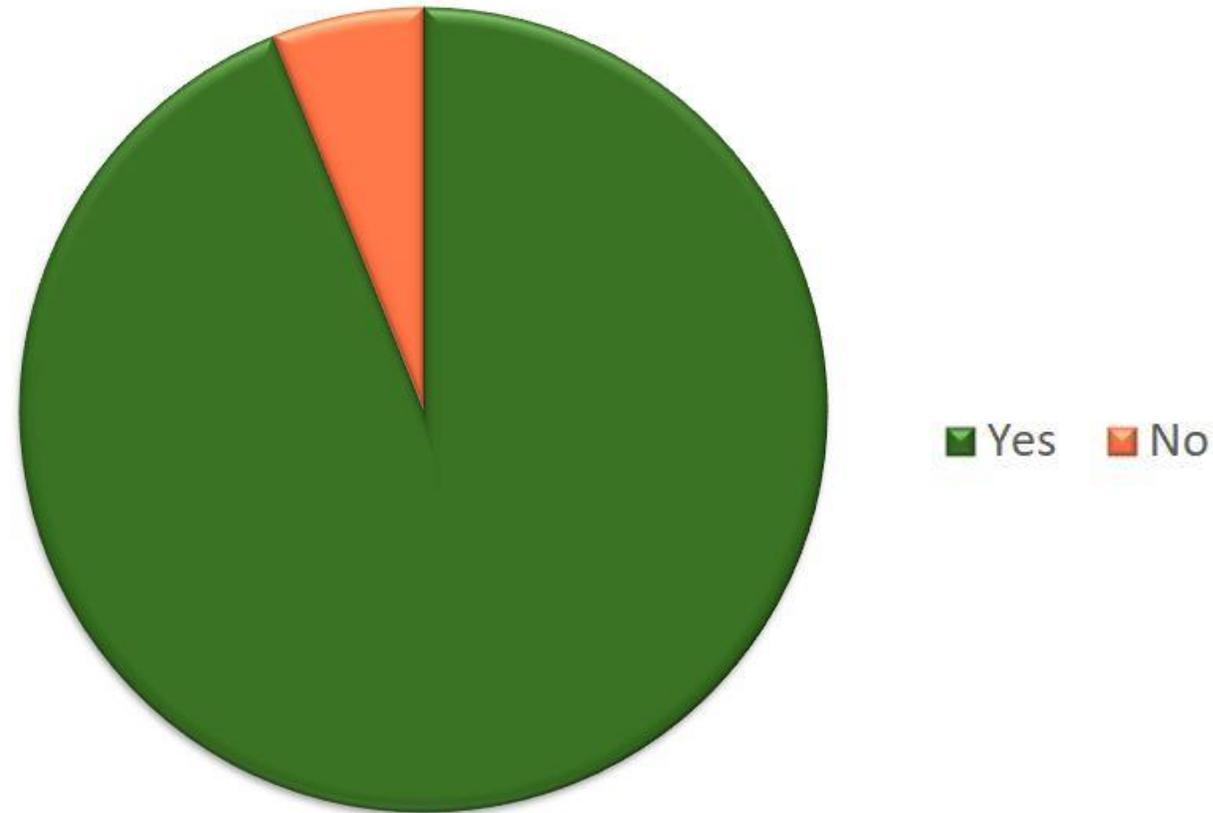


The last time when you needed medical care in the evening, on a weekend, or a public holiday ...

How easy was it to get care without going to the emergency department?



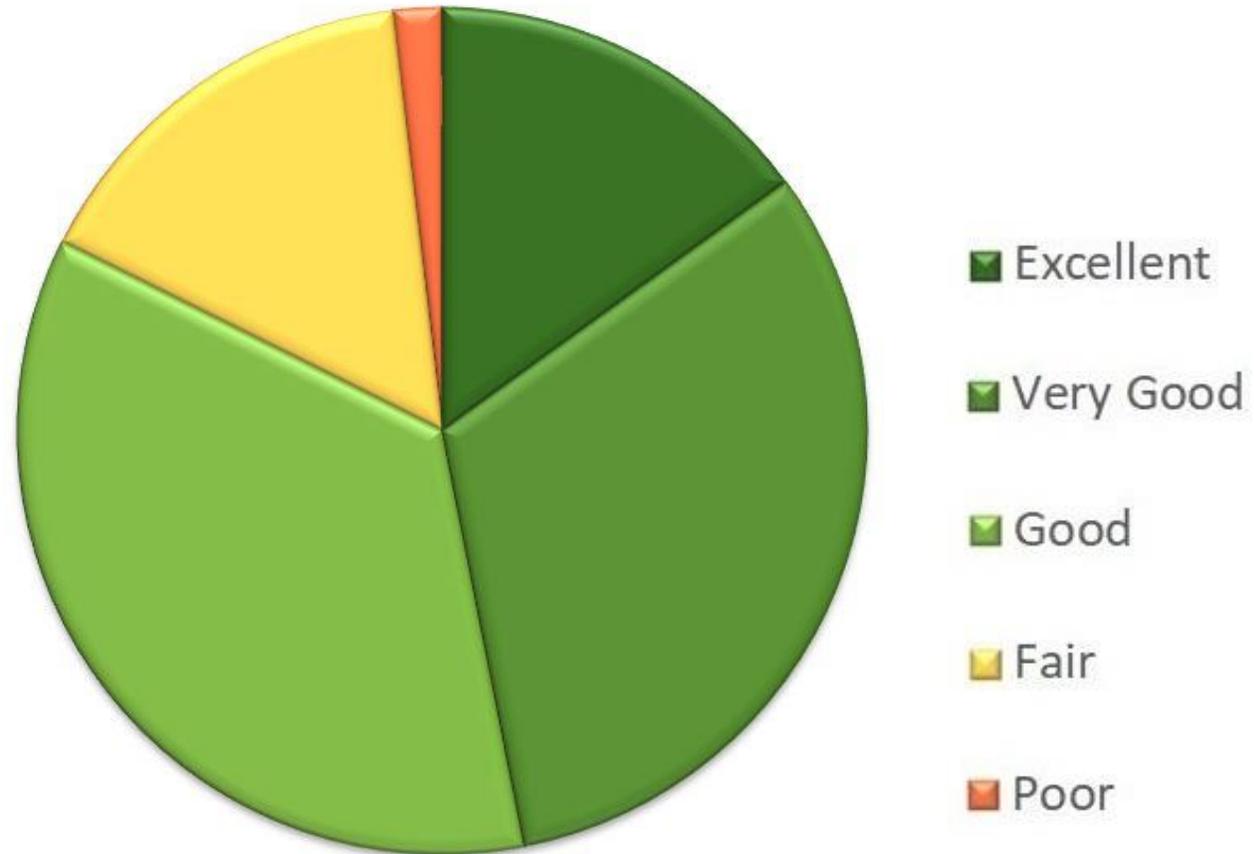
I always feel comfortable and welcome at the East End Community Health Centre



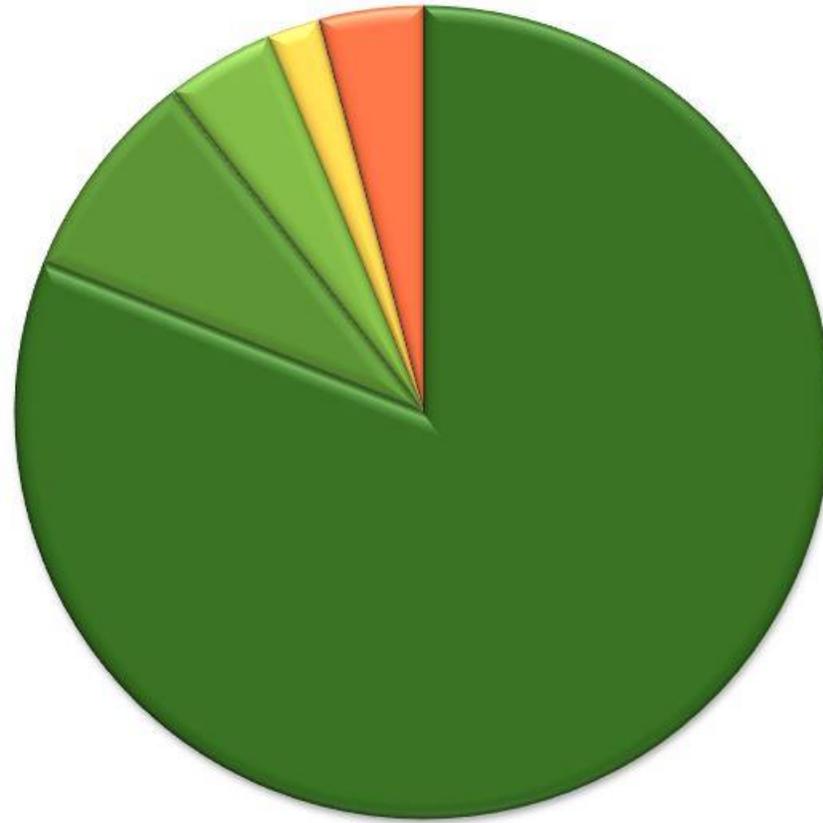


Context / Demographics

In general, how would you rate your overall health?

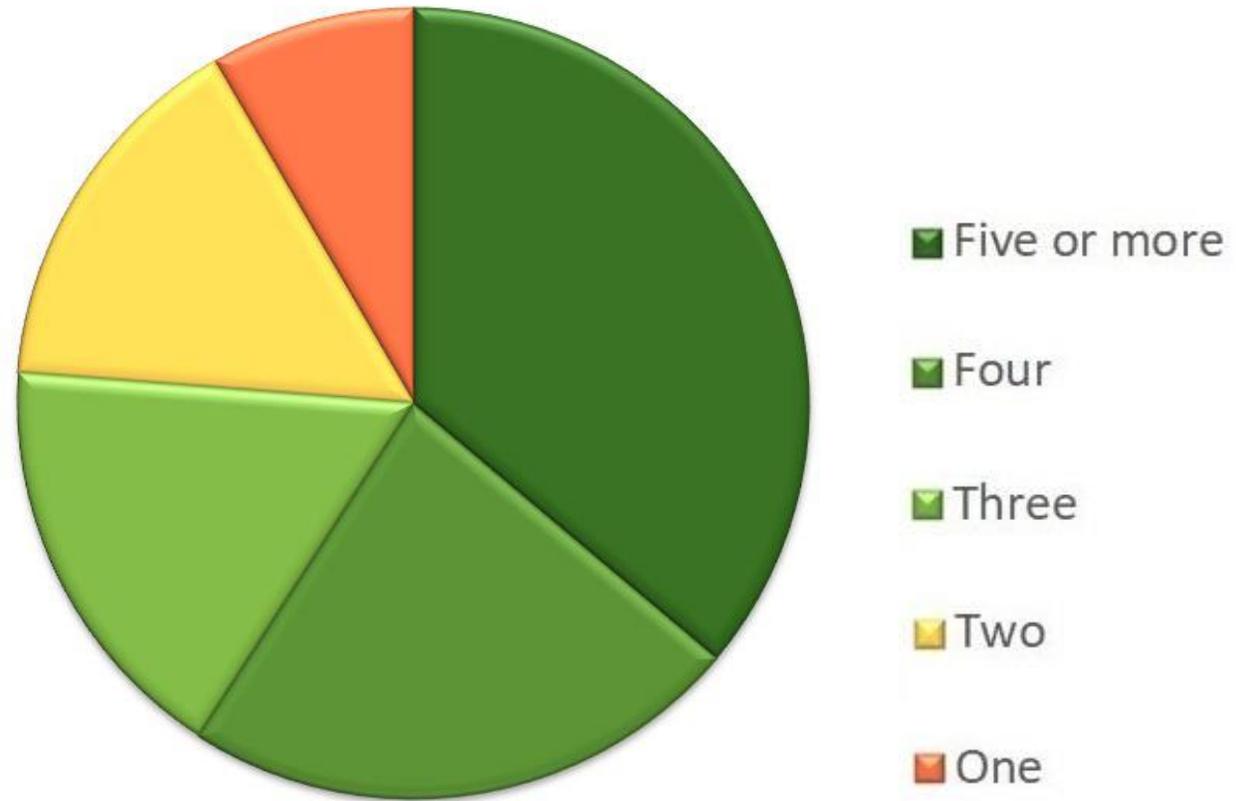


How long have you been visiting us for your health care?

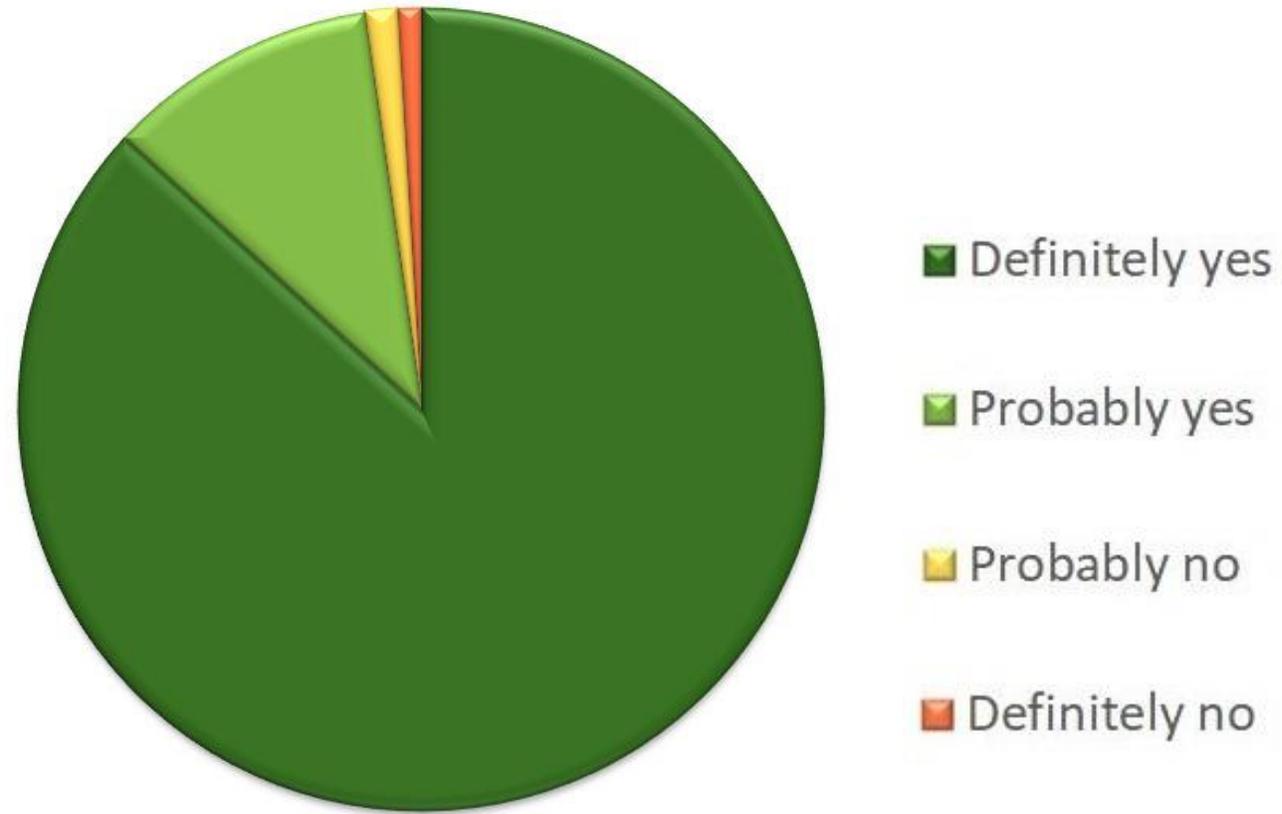


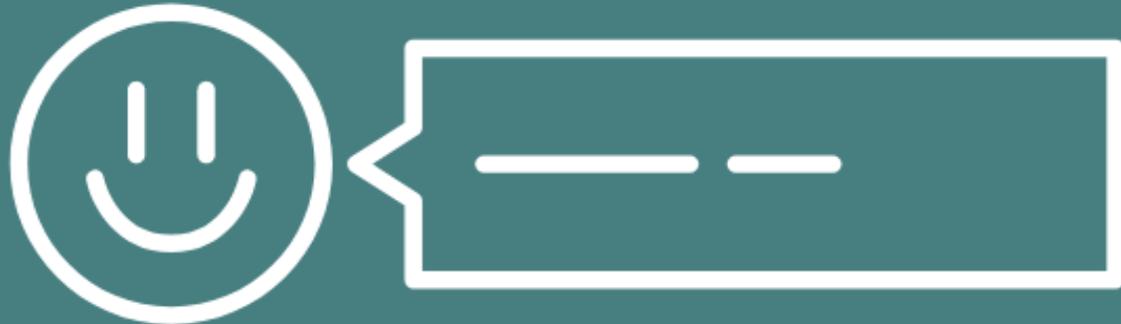
- Longer than five years
- Between three and five years
- Between one and three years
- Between six months and a year
- Less than six months

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



Would you recommend our services to your family or friends?





Feedback

Feedback: Things that can be improved

“Wait time for appointments” and “Hard to book urgent appointment with own clinician” Wait times for appointments continue to improve as we move further from the pandemic. To maintain evening and weekend hours and access to same-day appointments, we use a team-based approach to urgent care needs. This means that you will not always be able to see your own clinician.

“More ability to take on family and friends of existing clients”

We limit the number of new clients to those with the most urgent needs to ensure we have capacity to deliver services in a timely manner.

“Calling reception I often get put on hold or have to wait for a call back.” The team is small and often very busy. We appreciate your patience as our staff are working hard to answer your call.

“Online booking” and “Appointment reminders” and “Email communication”

Our funder, Ontario Health, discontinued funding for Online Appointment Booking. We are unable to continue to offer online appointment booking and most email appointment reminders, but continue to advocate for funding to support this and secure messaging.

“Having the back door locked is inconvenient”

The back door to the parking lot, which was closed to manage client flow during the pandemic, is now open during Monday to Friday until 5 pm to improve accessibility.

Feedback: Things done particularly well

“Access to excellent medical care. Reception is great at listening and responding with the appropriate resource. The medical staff is attentive, compassionate and well-informed.”

“Blood work done in house is great. Notification of vaccines arrival and clinic in house.”

“Booking appointments is so easy and staff are very helpful. Appointments take place on time which is the reason I come here.”

“Easy to build long-term relationships with all the staff. Listening and including me in health care decisions. Respect for patients. Caring.”

“Everyone at the Centre is incredible and goes the extra mile.”

“First the receptionist is friendly, kind and professional at their job. The center is always clean.”

“I am always very satisfied with the care received from my doctor and nurse practitioners. I have been a patient with east end for over 30 years and would not wish to be cared for by any other health care team. My thanks and appreciation to the team of staff.”

Feedback: Things done particularly well

“I would say the cooperation among the various health disciplines of personnel at the centre, works very well to provide a comprehensive form of health care to its patients.”

“Keeping the centre clean and welcoming; working around my schedule and getting me in for an appointment within a very reasonable timeframe; ALWAYS listening to my concerns and treating me with respect and kindness. I truly feel cared for at East End CHC.”

“Staff are very professional, efficient and effective, caring, respectful, personable, open minded and responsive and proactive.”

“Reception is very friendly and calm. East End feels very peaceful/quiet, feels like a safe space. Nurse/practitioner made me feel very comfortable and I felt like someone/east end actually cares about me and my well being.”

“Your doctors, nurse practitioners and reception are probable the nicest and most helpful group of people I’ve ever known. I have been a patient there for over 20 years and everyone has always, always gone up and above my expectations.”

“Doctors and NPs always listen to concerns and give adequate time for discussions. Reception staff are friendly and professional and have remembered our whole family!”

Feedback: Things done particularly well

“Doctor always show concern with my problems. Never hurries me. We mutually agree on next step. I’ve been a patient here for over 25 years and glad.”

“Environment is clean, washrooms are well maintained, and infection control protocol are very organized. Providers see you within a reasonable time any arrival. Effective communication when it comes to your health care. Love the email means of communication as well.”

“It’s not at all unusual for me and my spouse, listening to media report on the floundering health care system to turn to each other and say, “We are SO lucky to have East End...””

“I am very satisfied with the care I receive-I don’t feel that I am rushed because my situation requires more time.”

“reception is very accommodating, polite, and helpful. Best in the business. I’ve always found practitioners at the centre listen very well, and don’t leap to conclusions. When it’s urgent, you’re on it... When it isn’t, there can be a wait (makes sense to me).”

“Thank you to the administrative staff – they are extremely busy, but always manage to stay professional and help troubleshoot any logistical issues.”