



# CLIENT EXPERIENCE SURVEY (CES) 2024

**From  
January 2024 to December 2024  
we surveyed 422 visits!**

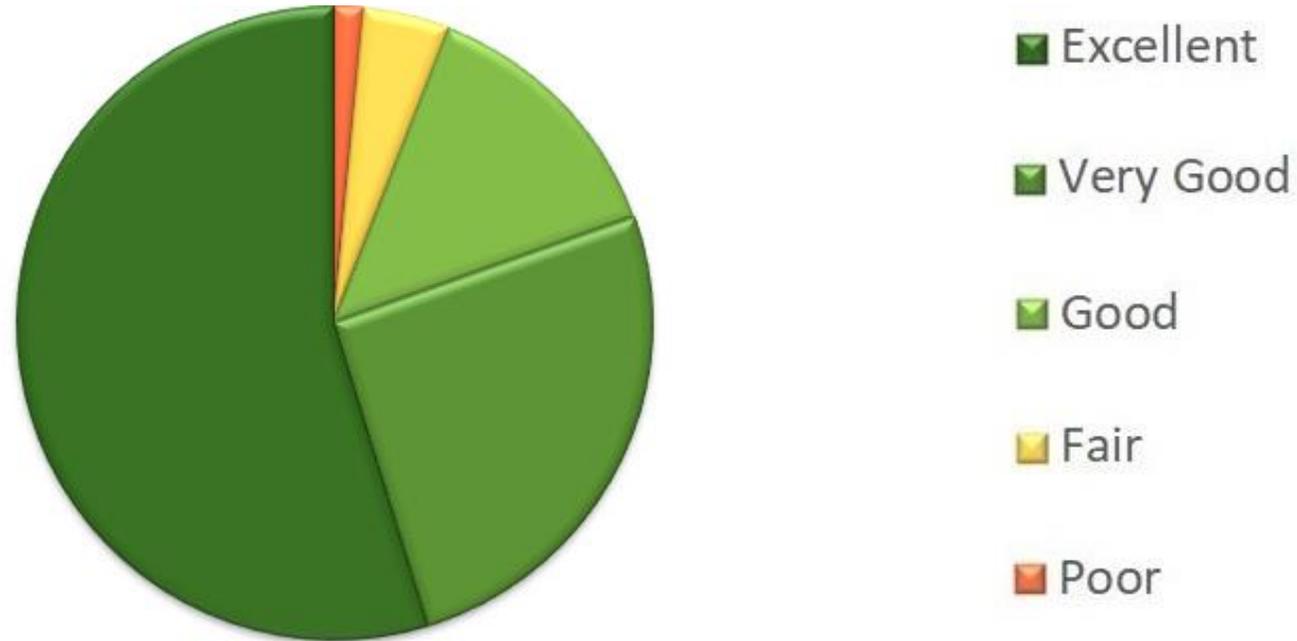
Thank you for your feedback.  
Here are the results.



**Contacting Us**

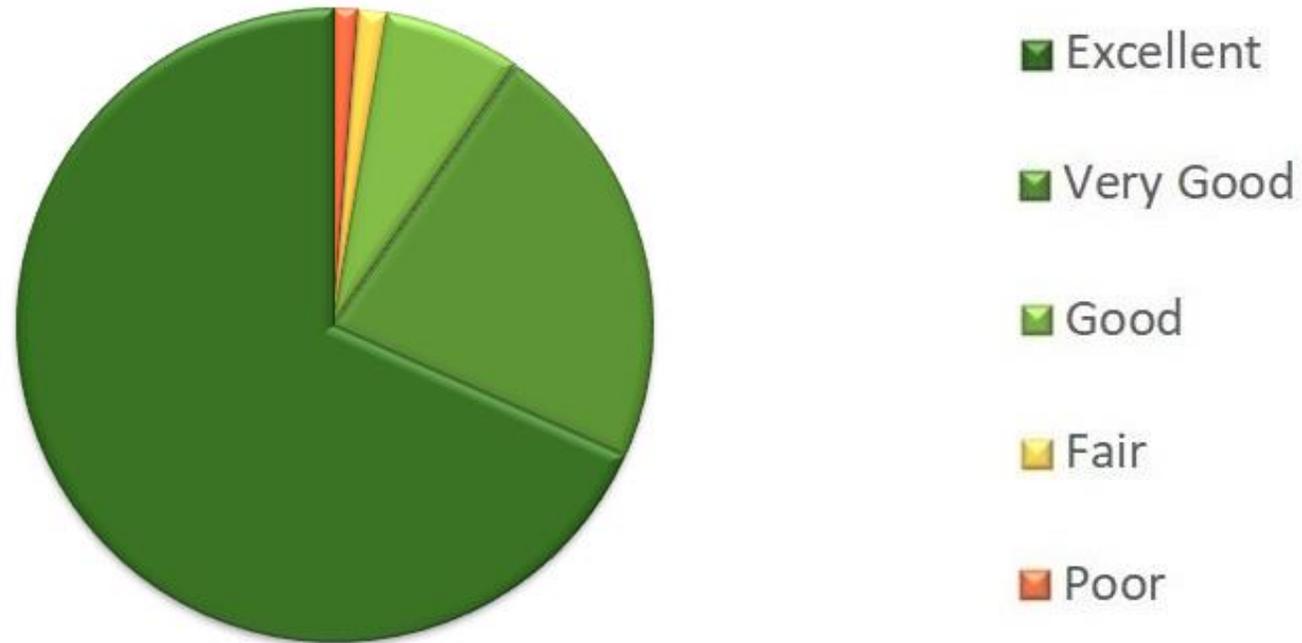
# Thinking about the visit you just had, on a scale of poor to excellent, how would you rate the following ... ?

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

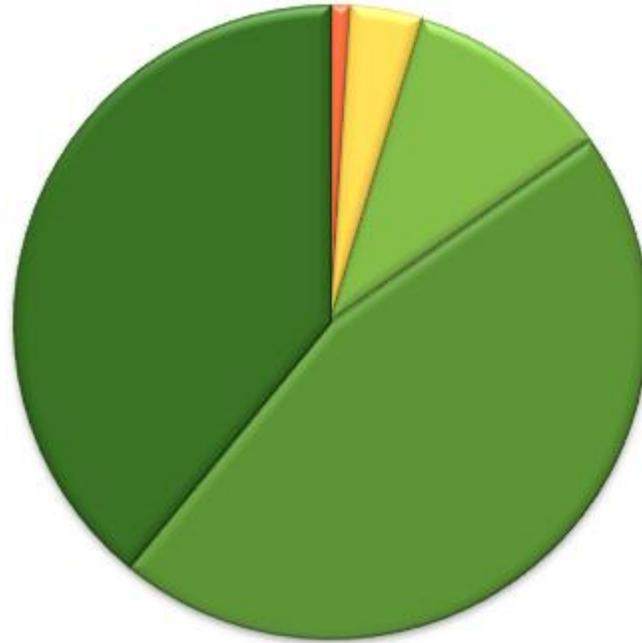




# Arriving and Waiting at the Centre

## Still thinking about the visit you had ...

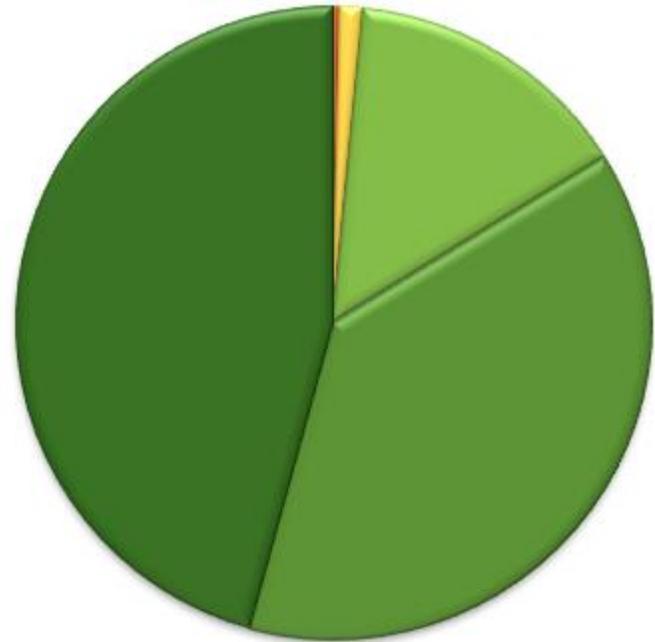
How long did you wait in the reception area past your appointment time?



- 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 ... ?

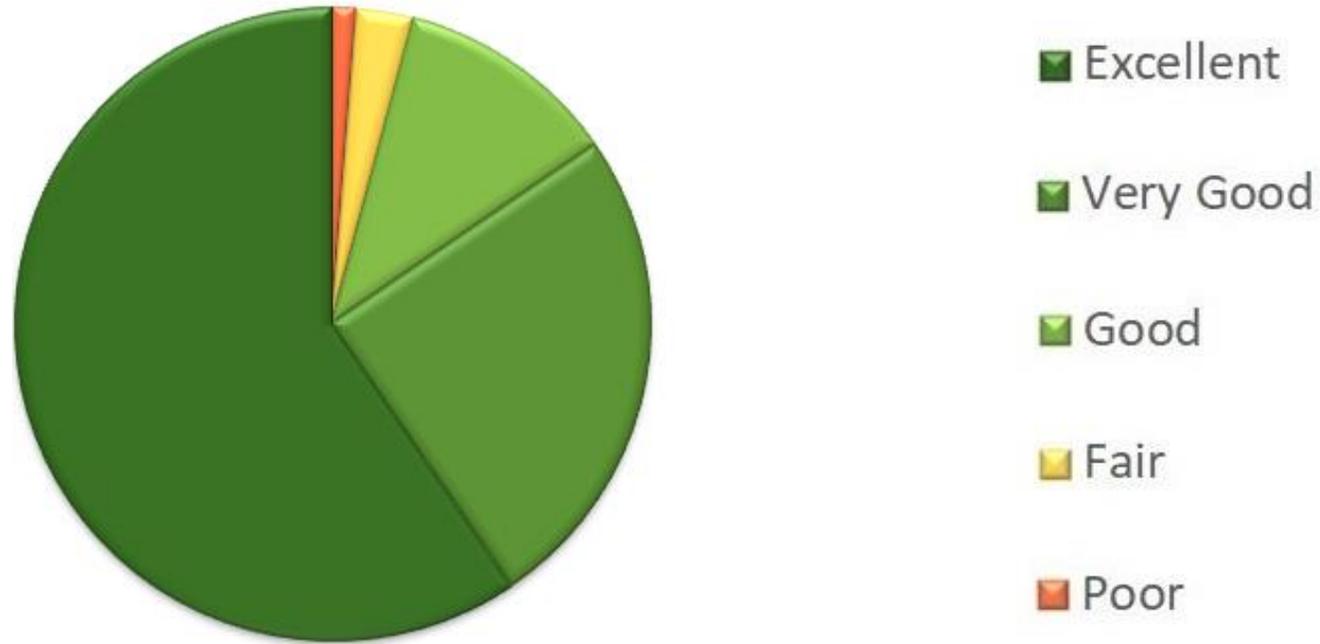
The hours that we are open



- Excellent
- Very Good
- Good
- Fair
- Poor

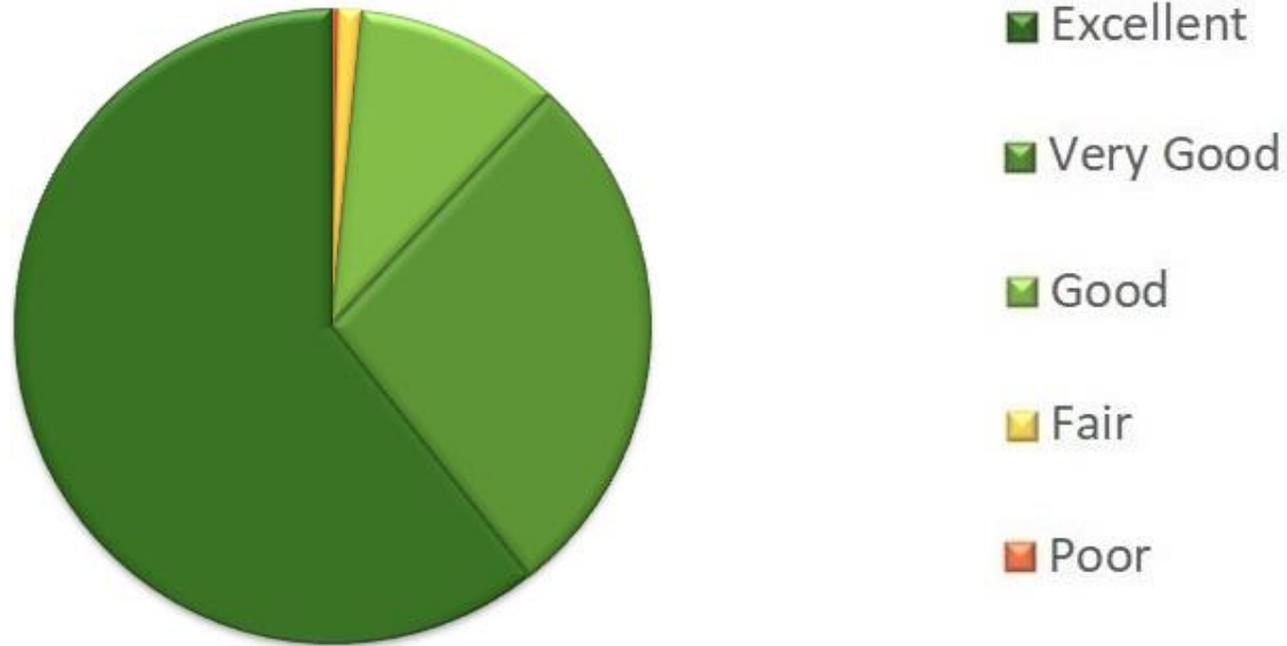
# On a scale of poor to excellent, how would you rate the following ... ?

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

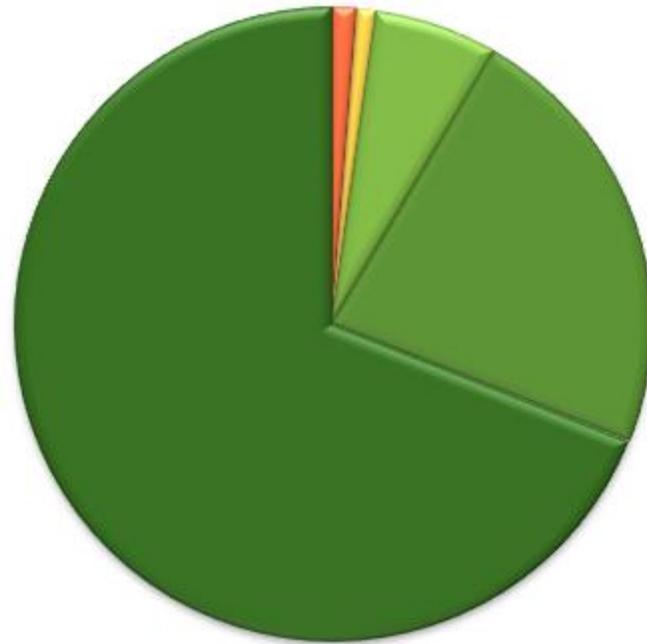




# Your Appointment

# 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?

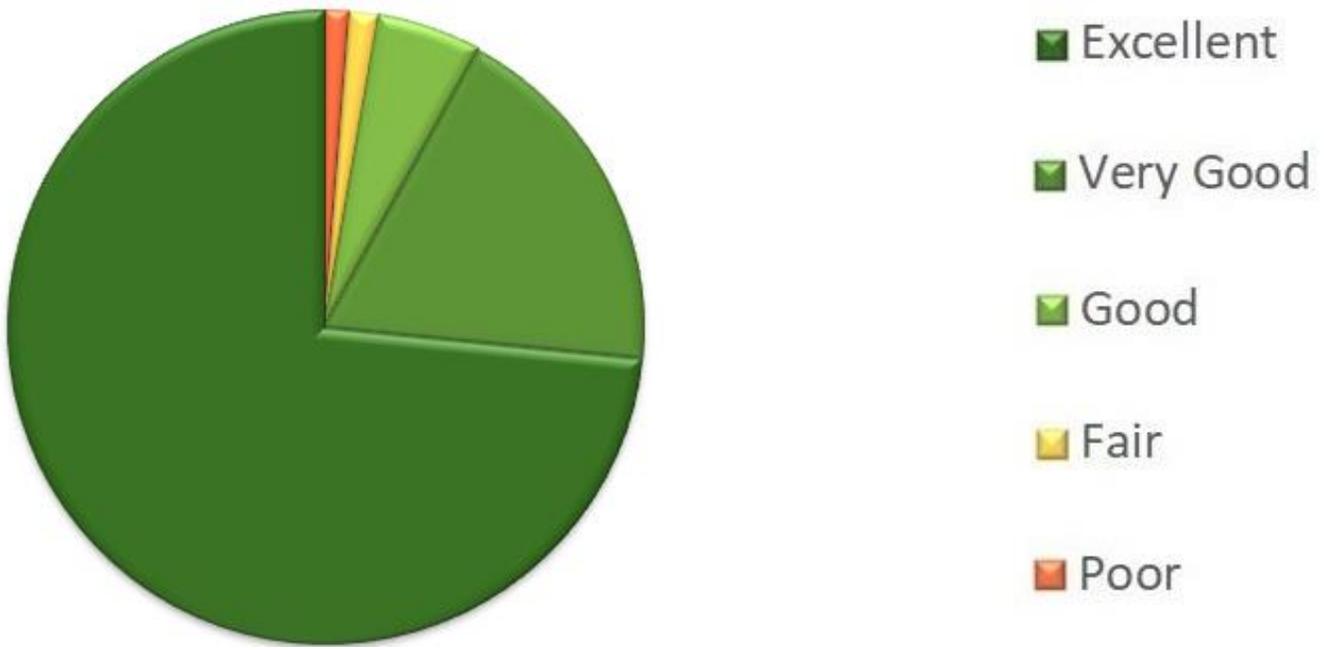
They knew your medical history



- Excellent
- Very Good
- Good
- Fair
- Poor

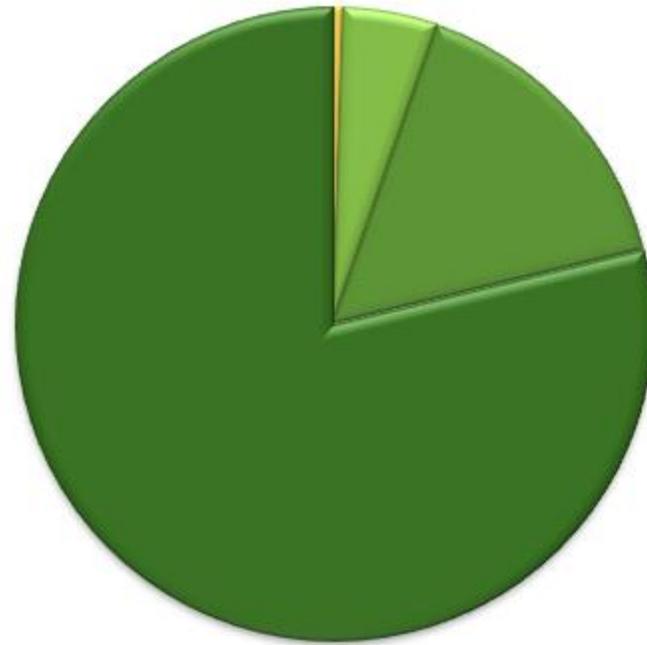
# Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

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?

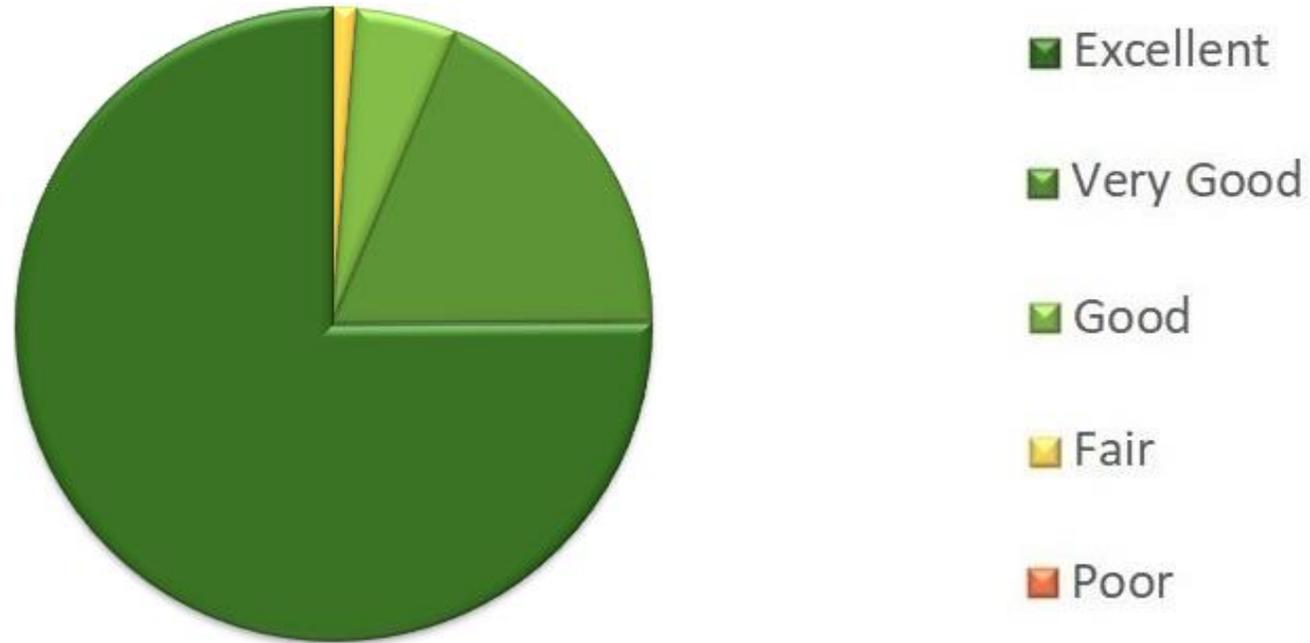
They spoke using a language you could understand



- Excellent
- Very Good
- Good
- Fair
- Poor

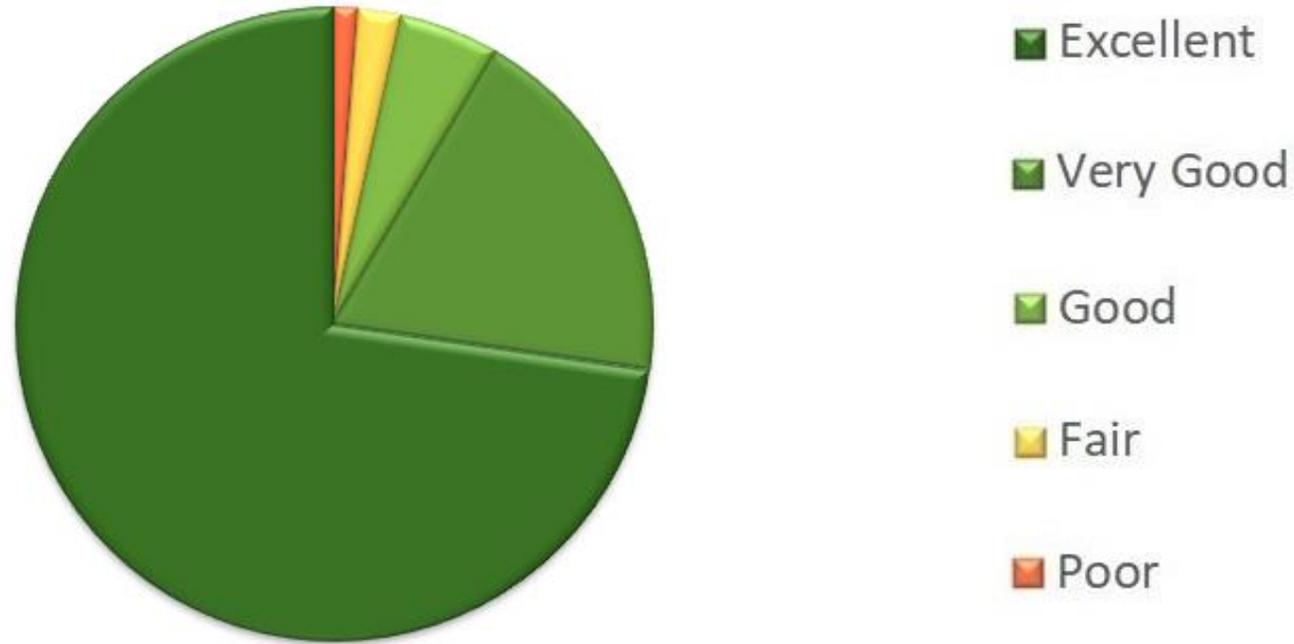
# Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

They explained things in a way that was easy to understand



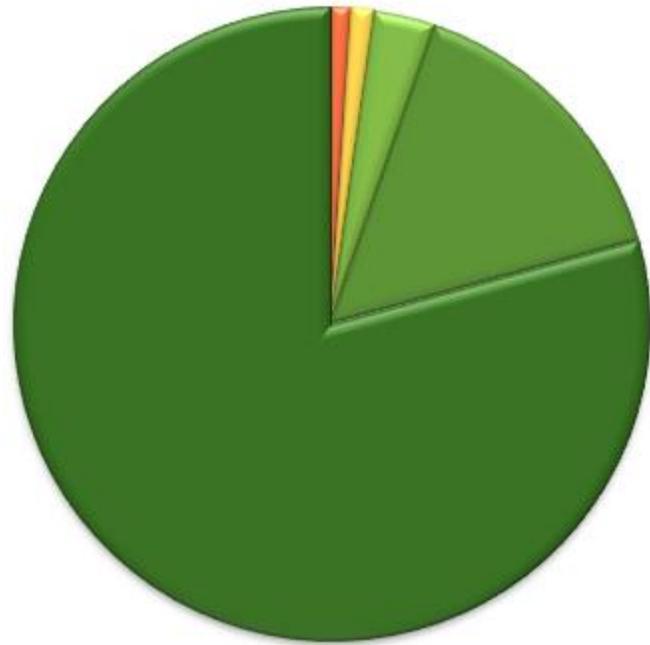
# Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

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?

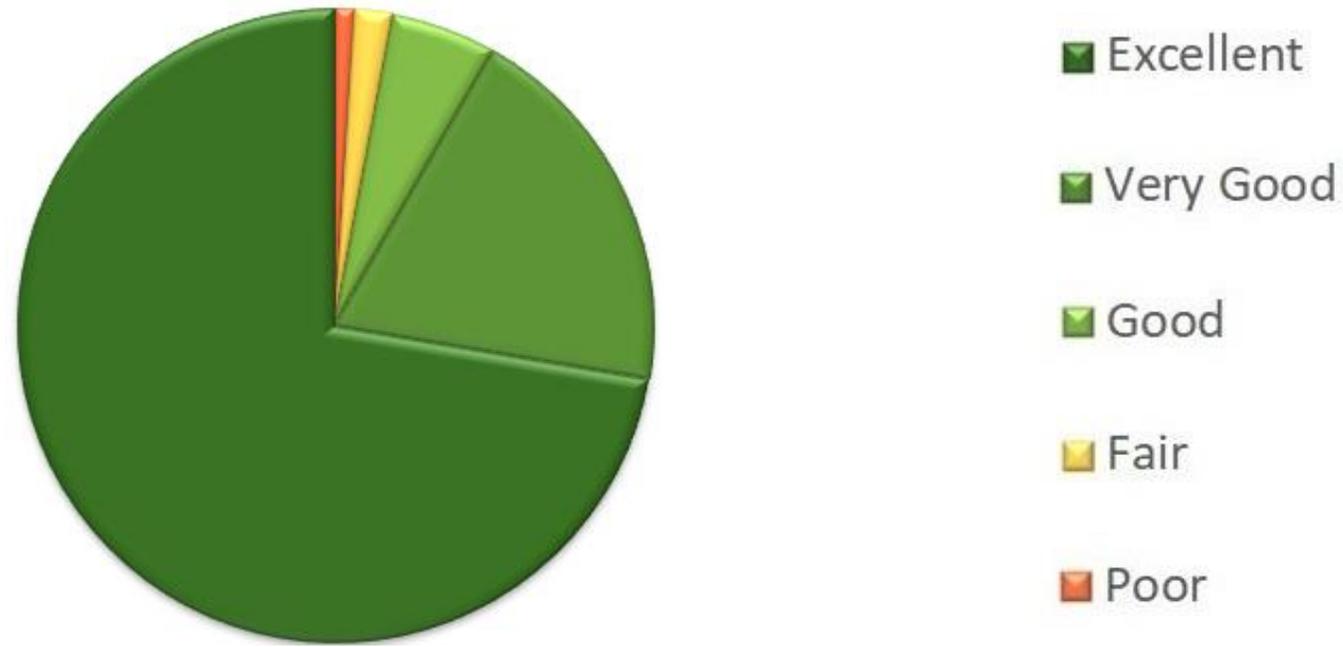
They treated you with dignity and respect



- Excellent
- Very Good
- Good
- Fair
- Poor

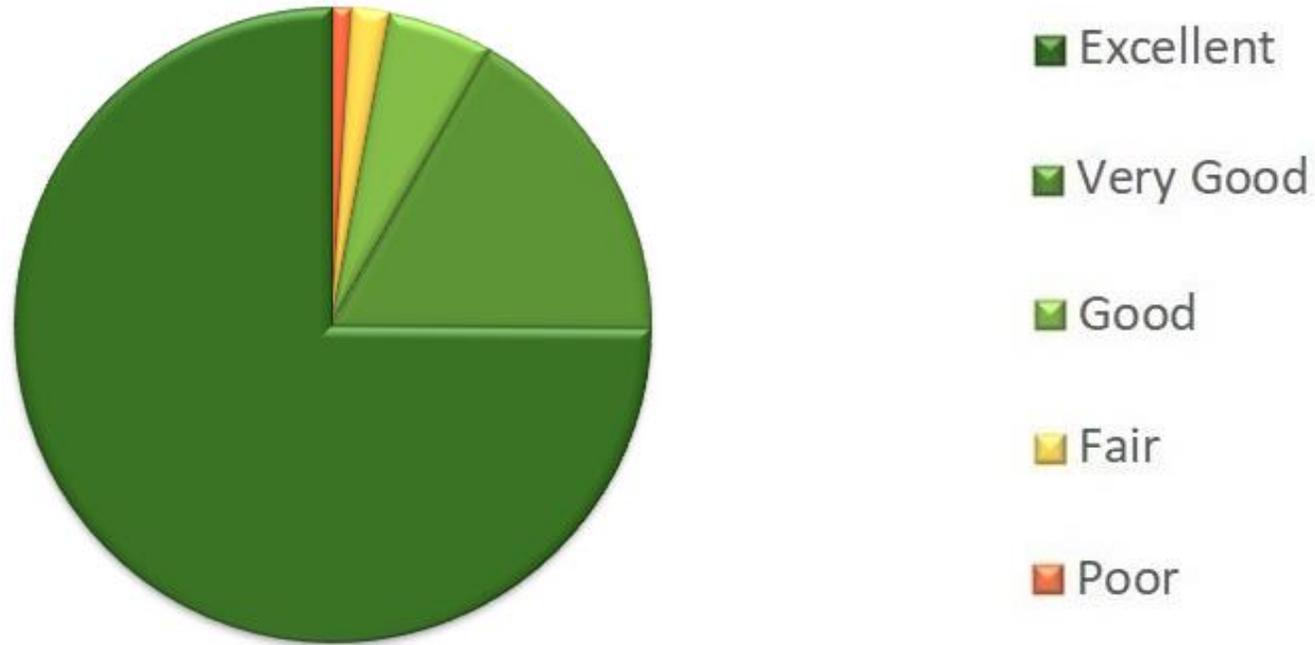
# Thinking about the MAIN health care provider you spoke with during your visit, on a scale of poor to excellent, how would you rate this person on the following?

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

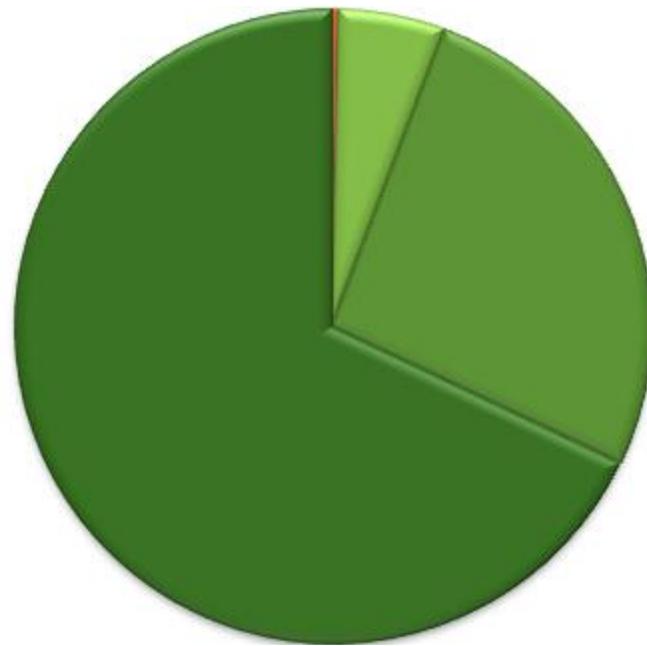




**Your Overall Experience  
with This Visit**

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

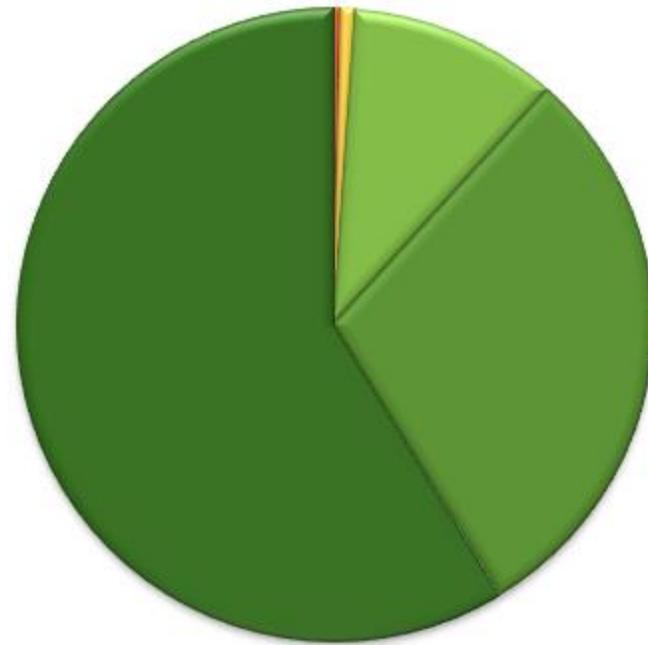
The overall cleanliness of the centre



- Excellent
- Very Good
- Good
- Fair
- Poor

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

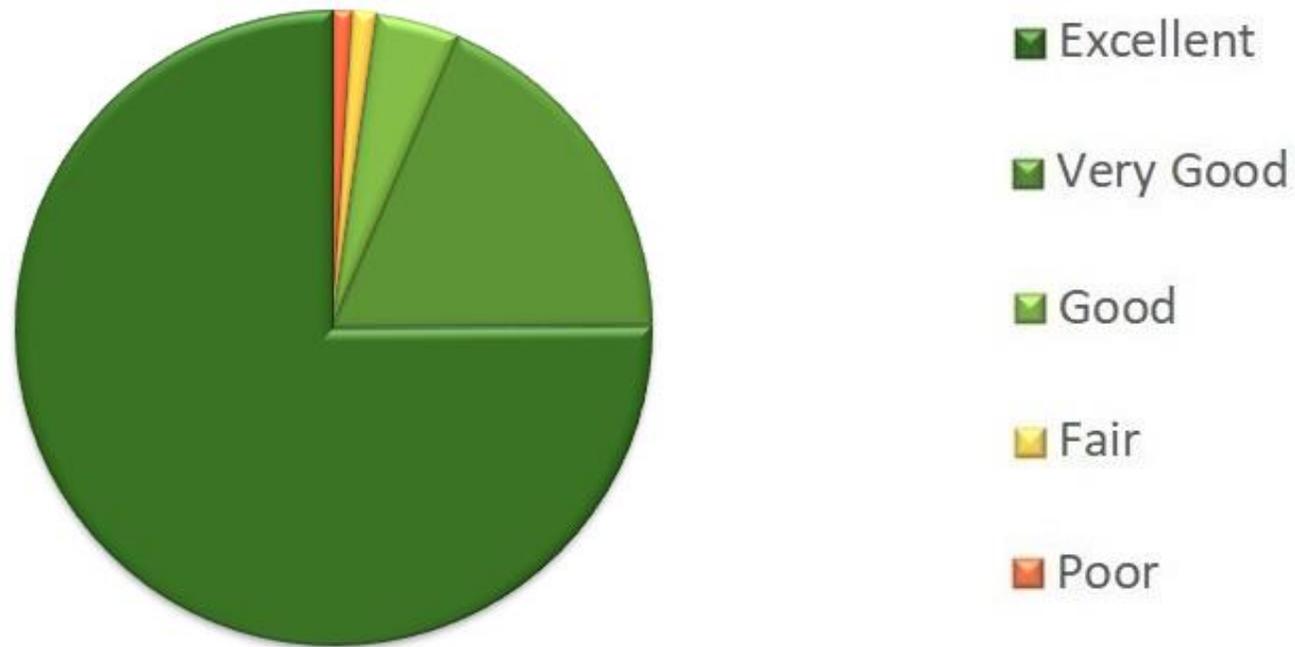
The overall physical comfort of the centre



- Excellent
- Very Good
- Good
- Fair
- Poor

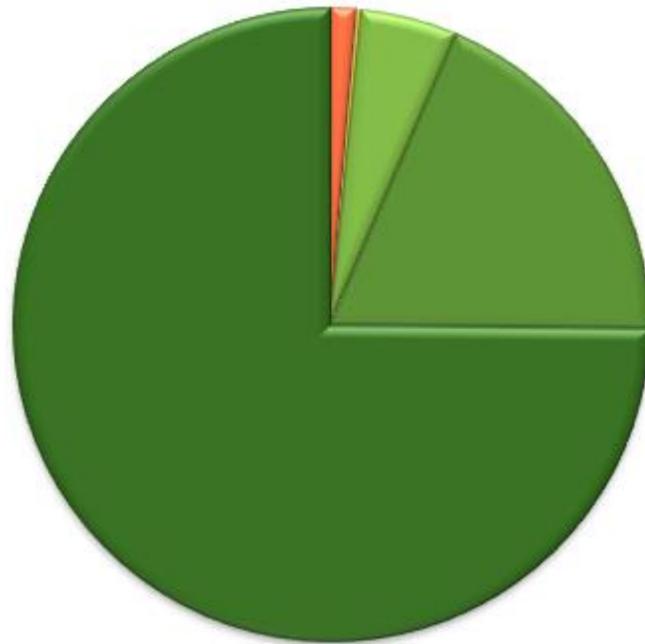
# Think about this visit, on a scale of poor to excellent, how would you rate ... ?

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 ... ?

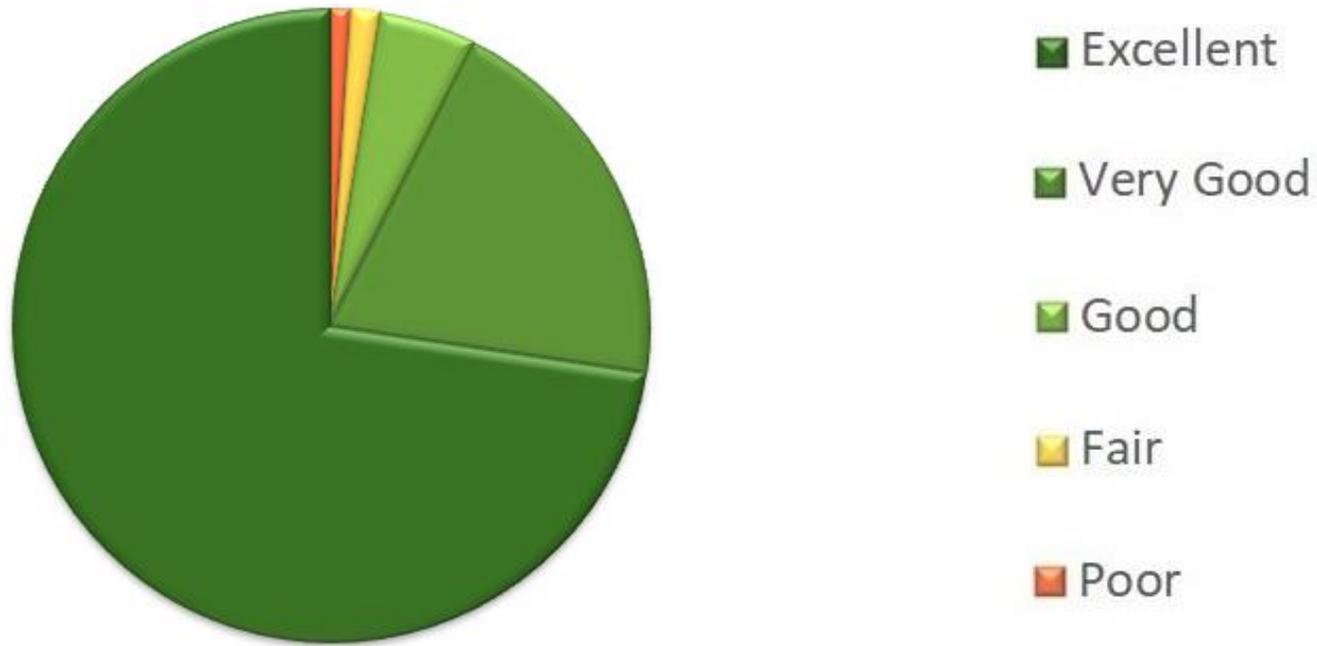
Your confidence that your health information was treated with the level of privacy / confidentiality you expect?



- Excellent
- Very Good
- Good
- Fair
- Poor

# 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

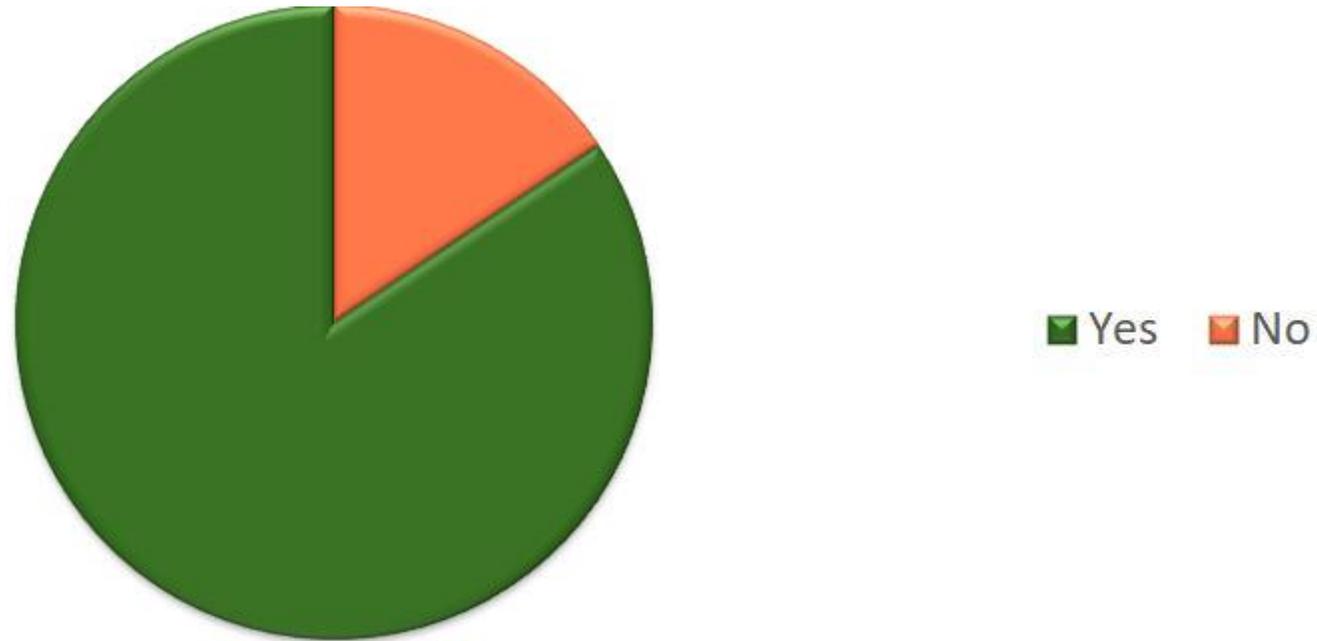




**Your experience visiting us  
over the last year or so**

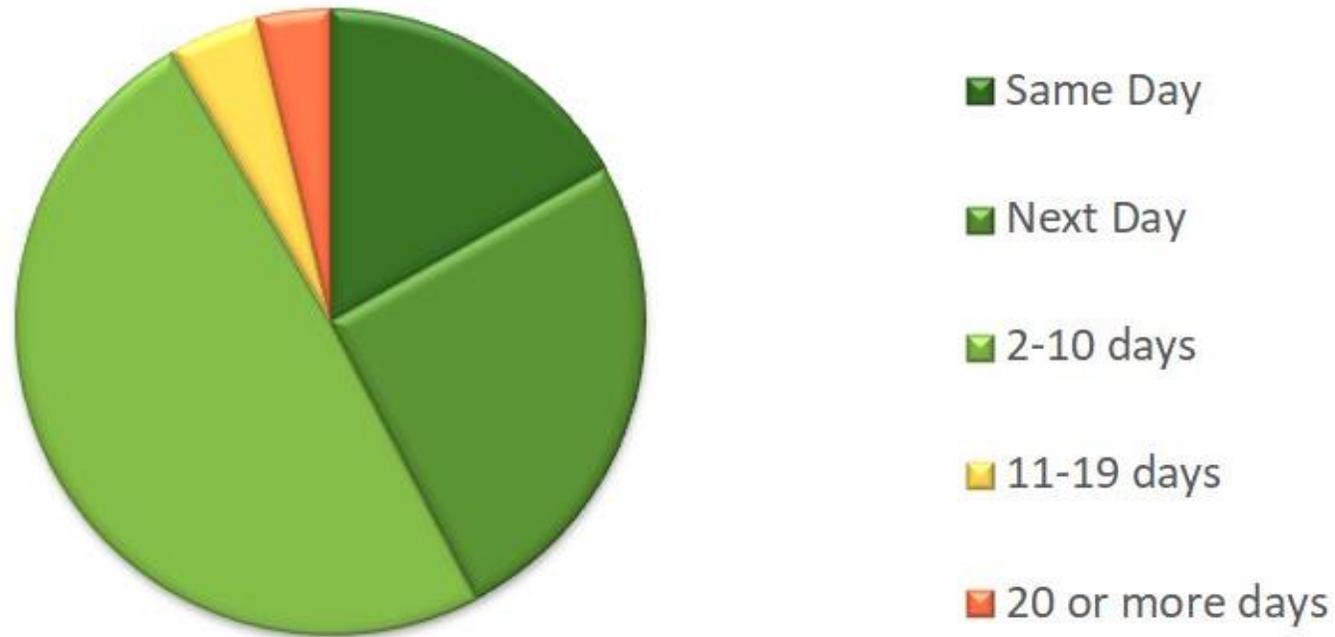
# The last time you were sick or were concerned you had a health problem ...

Did you get an appointment on the date you wanted?



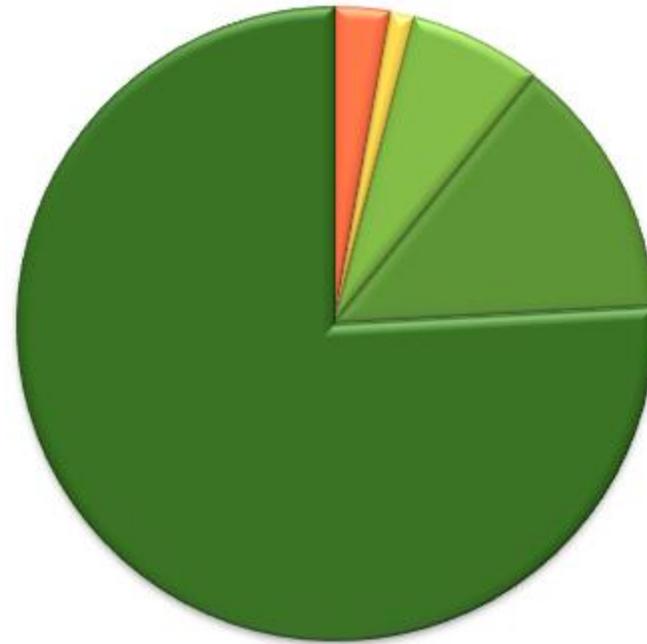
# The last time you were sick or were concerned you had a health problem ...

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 ... ?

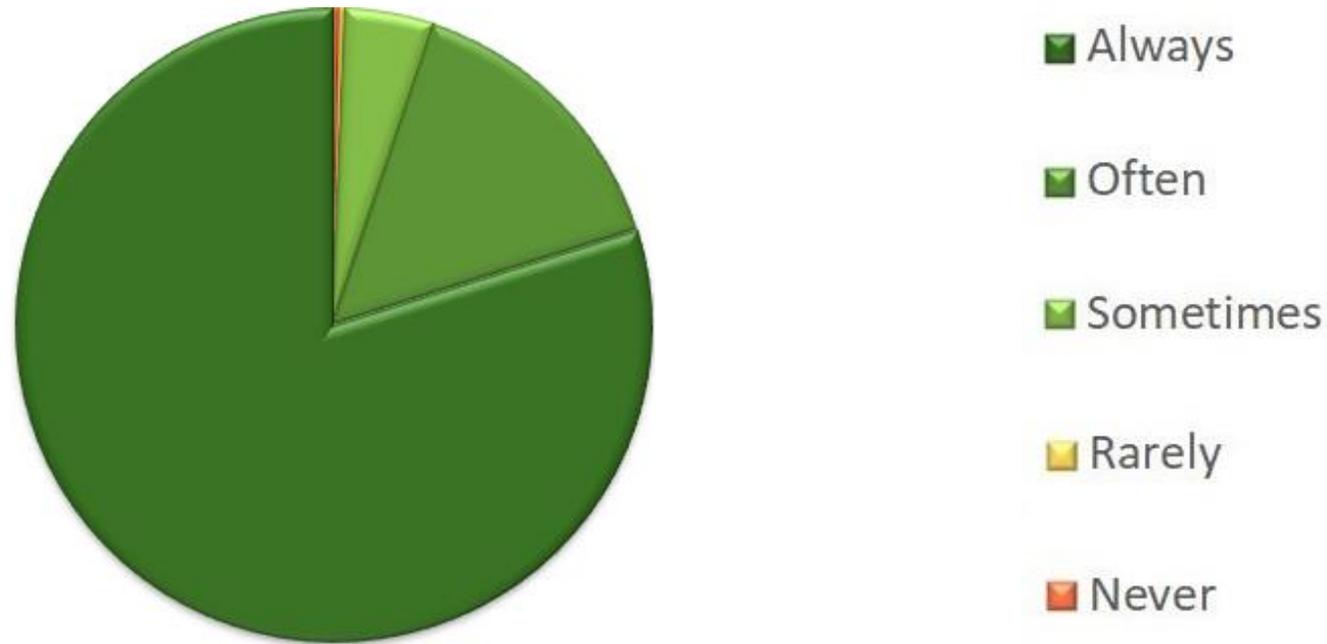
Give you an opportunity to ask questions about recommended treatment



- Always
- Often
- Sometimes
- Rarely
- Never

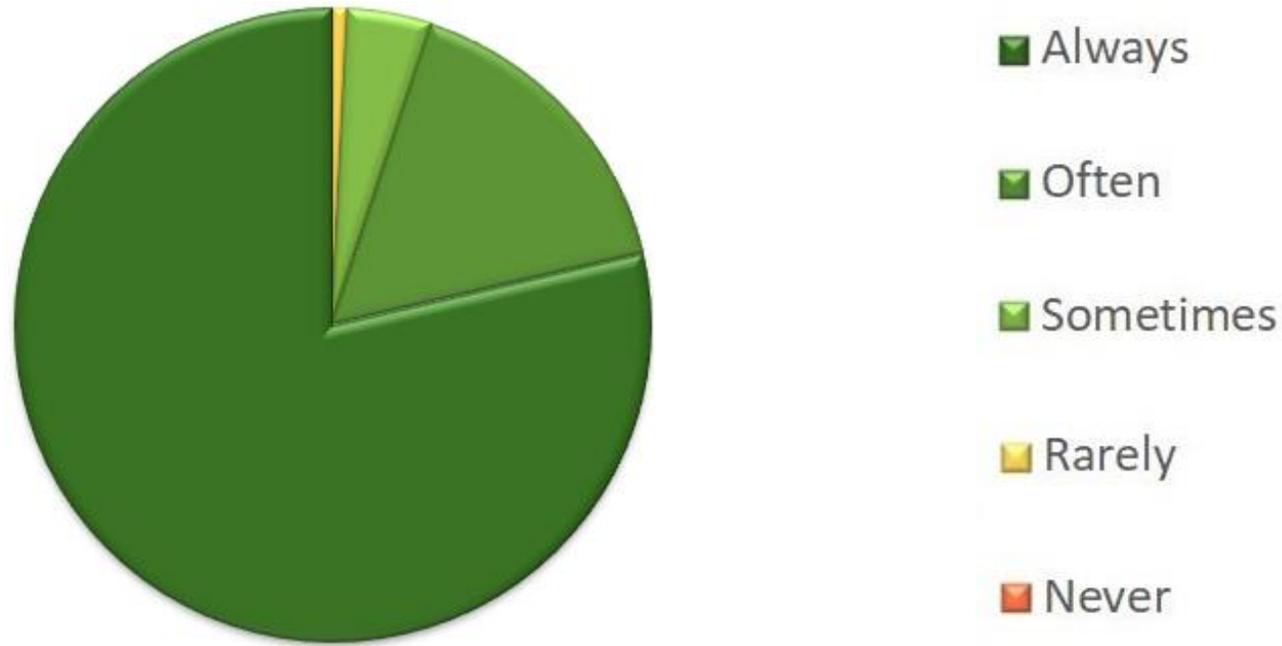
# When you see your doctor or nurse practitioner, how often do they or someone else in the office ... ?

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



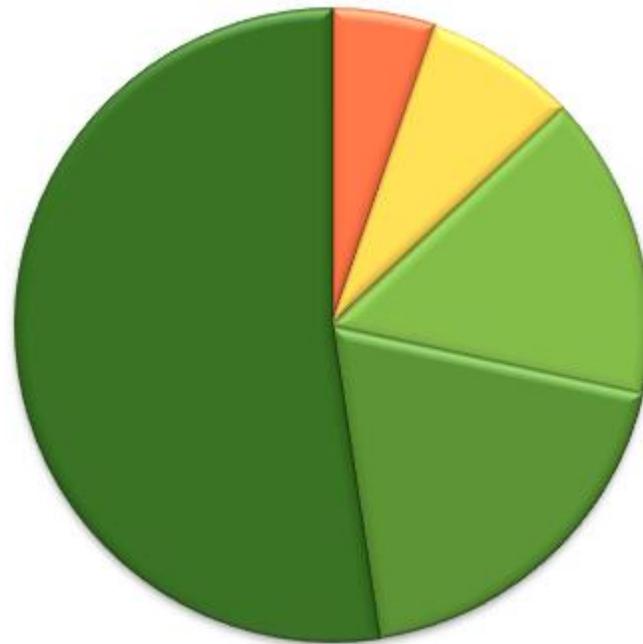
# When you see your doctor or nurse practitioner, how often do they or someone else in the office ... ?

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?



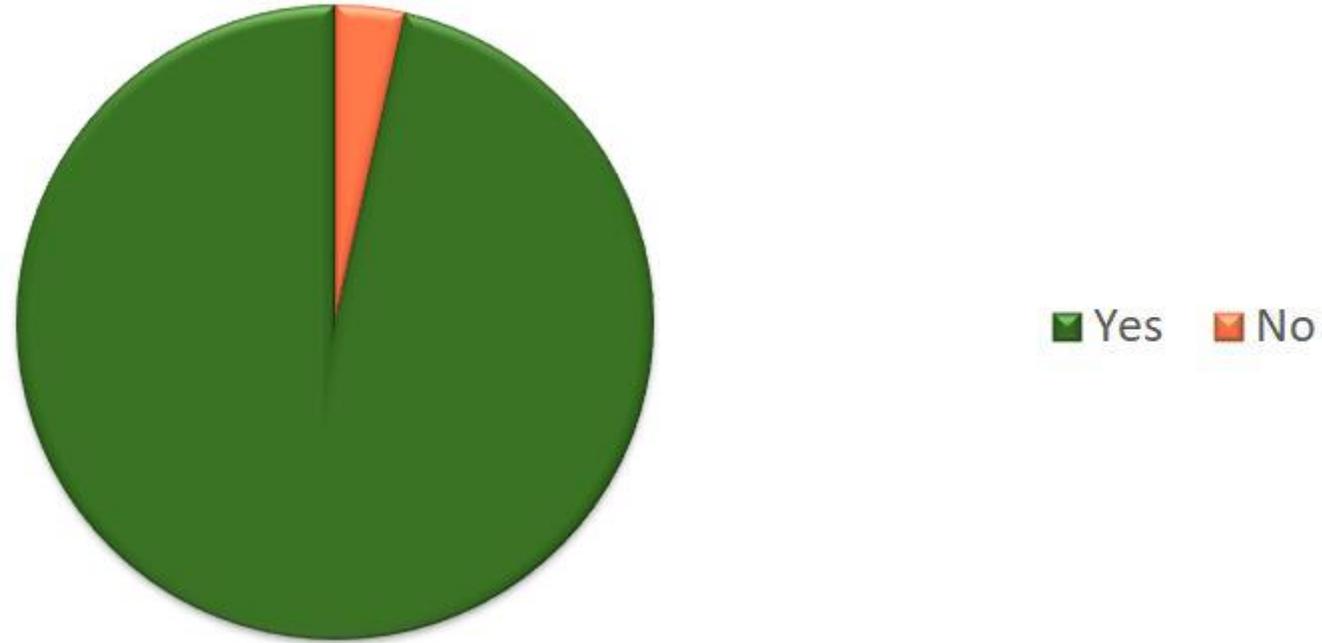
Very Easy

Somewhat Easy

Somewhat Difficult

Very Difficult

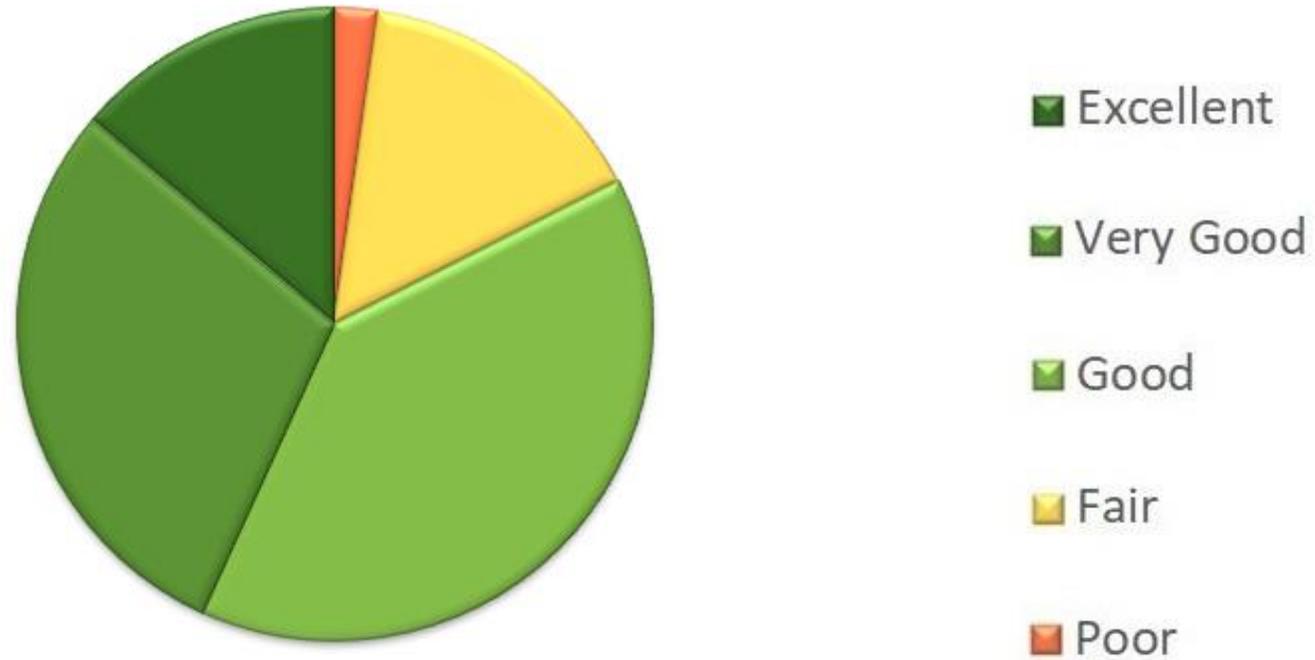
# I always feel comfortable and welcome at the East End Community Health Centre



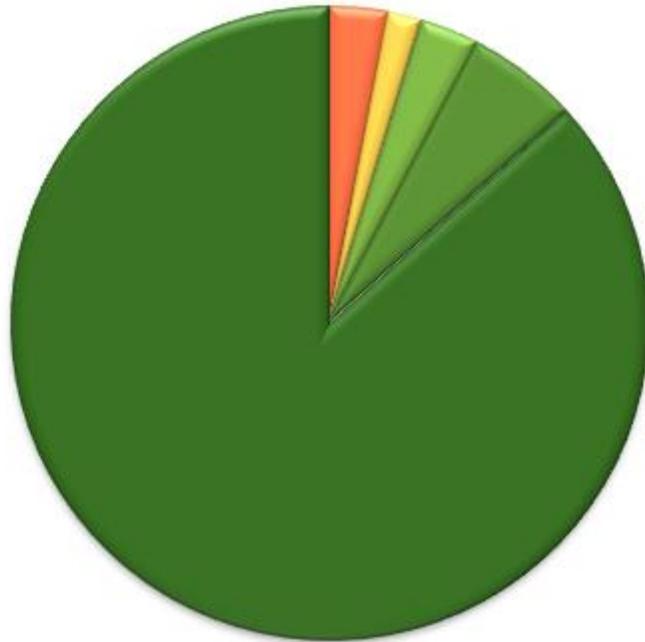


**Context / Demographics**

# In general, how would you rate your overall health?

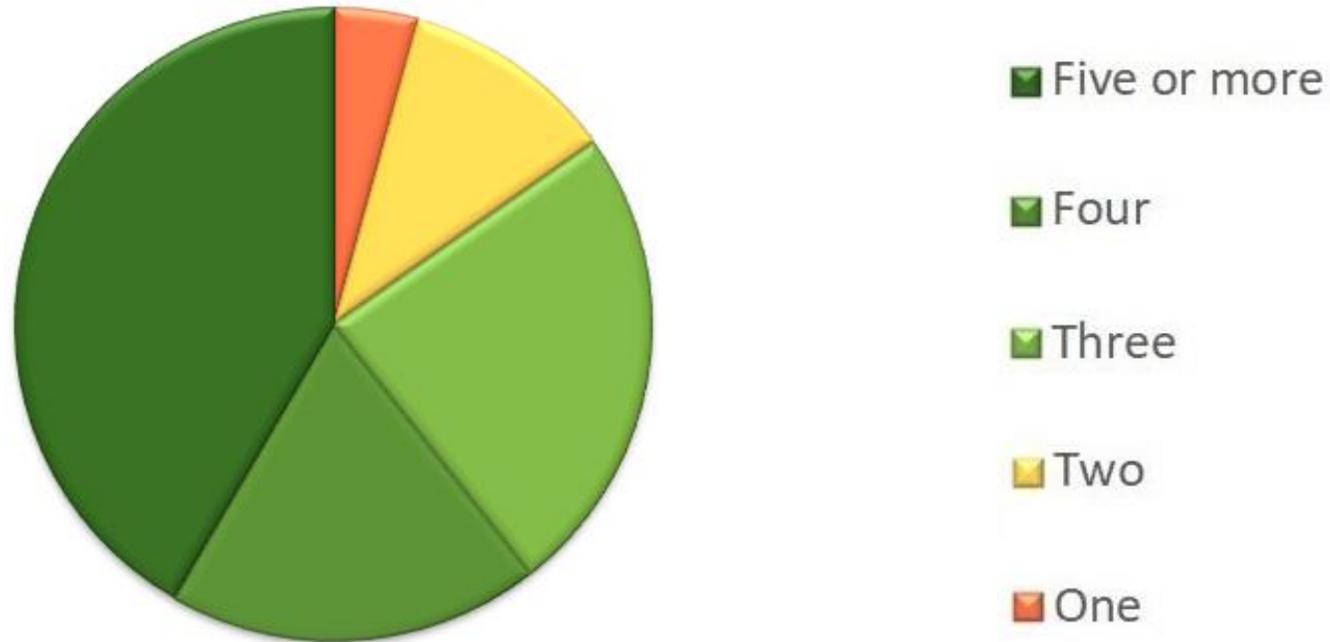


# How long have you been visiting us for your health care?

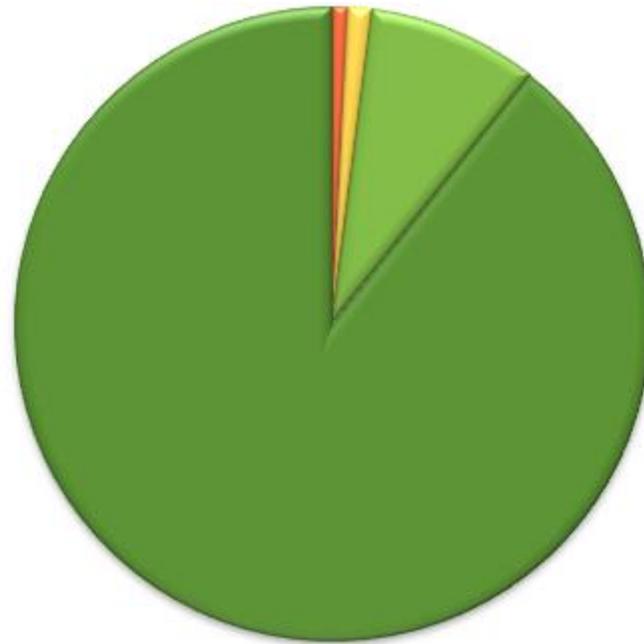


- Longer than five years
- Between three and five years
- Between one and three years
- Between six months and a year
- Less than six months

# 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?



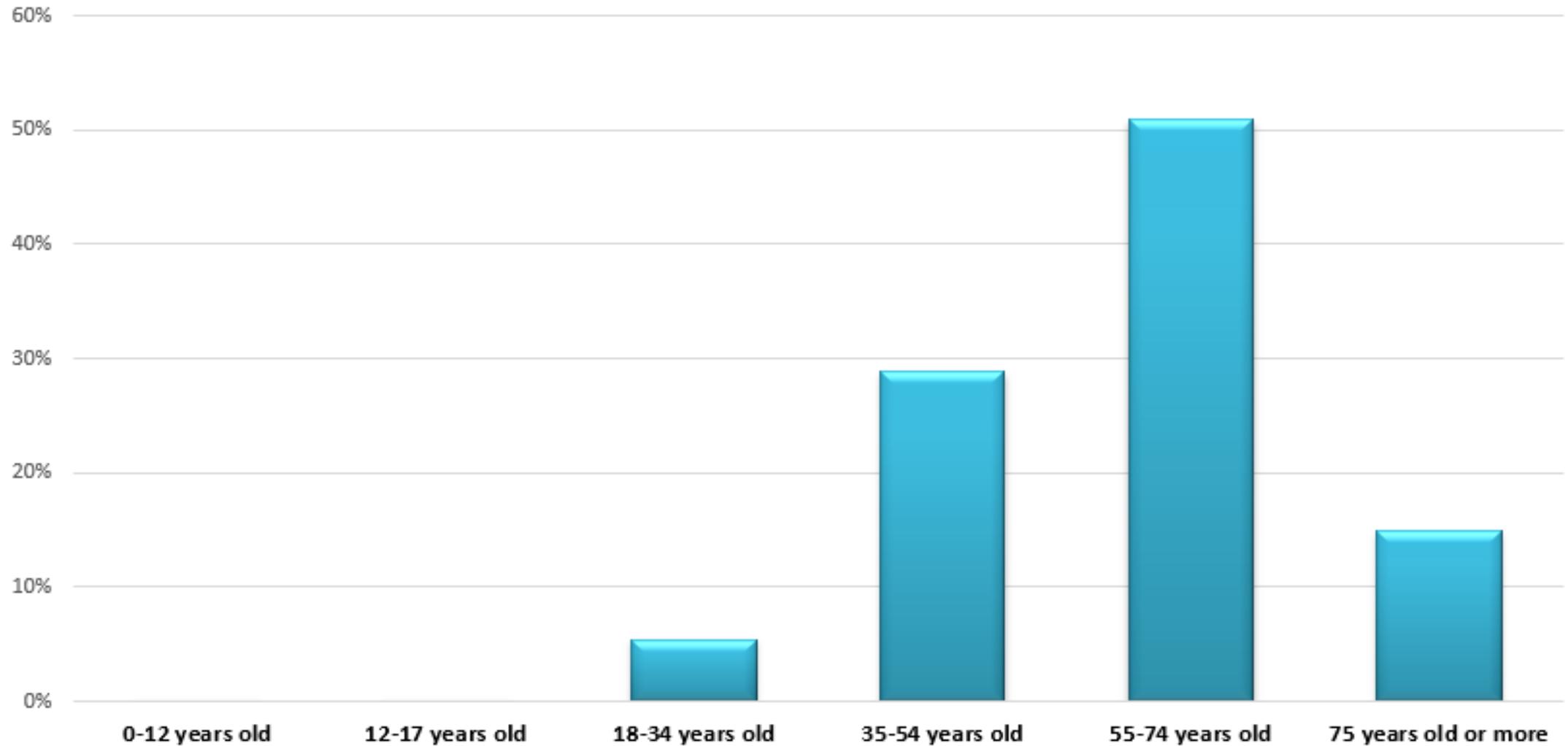
■ Definitely yes

■ Probably yes

■ Probably no

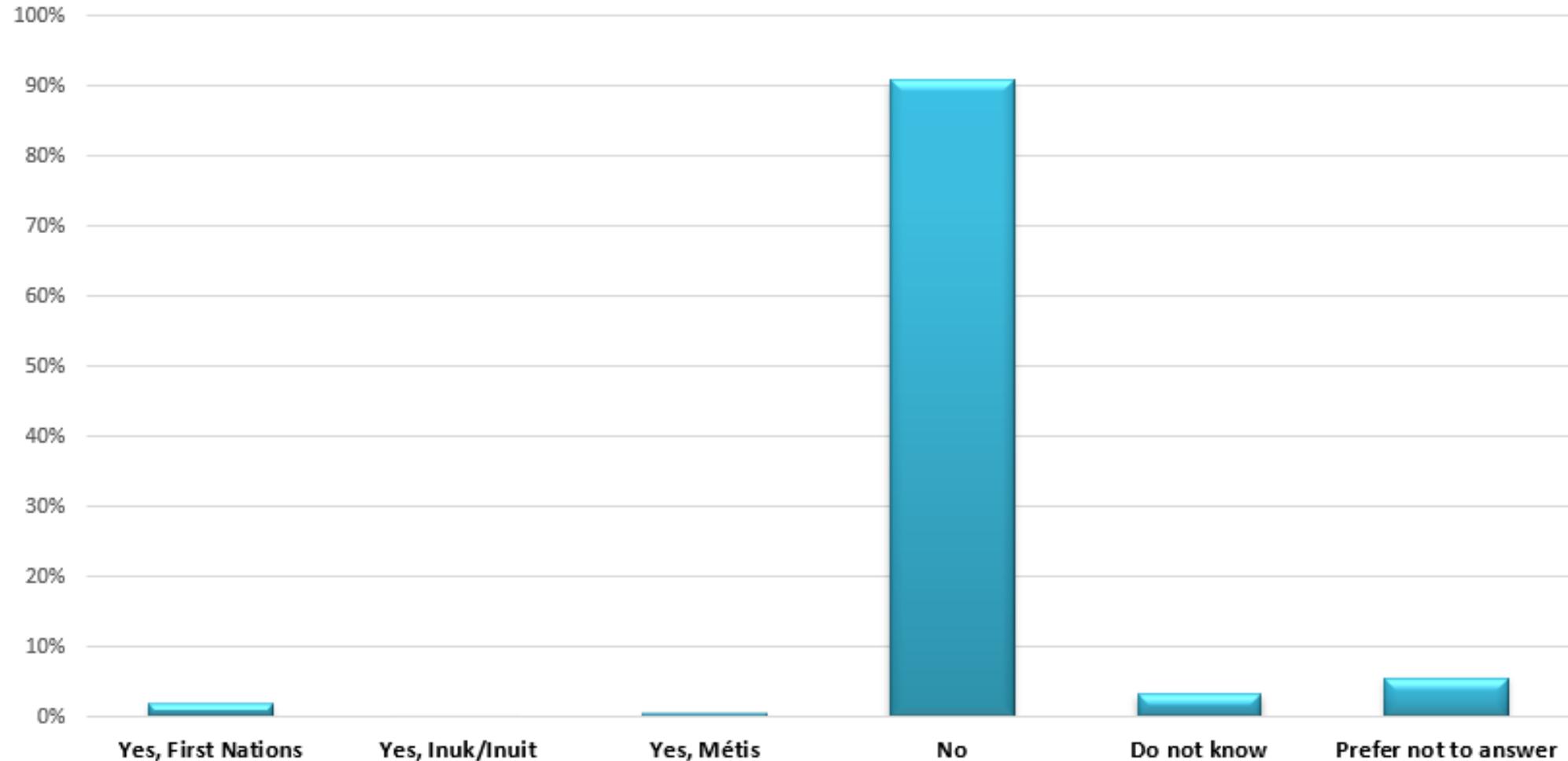
■ Definitely no

# What is your age range? (Select only ONE)



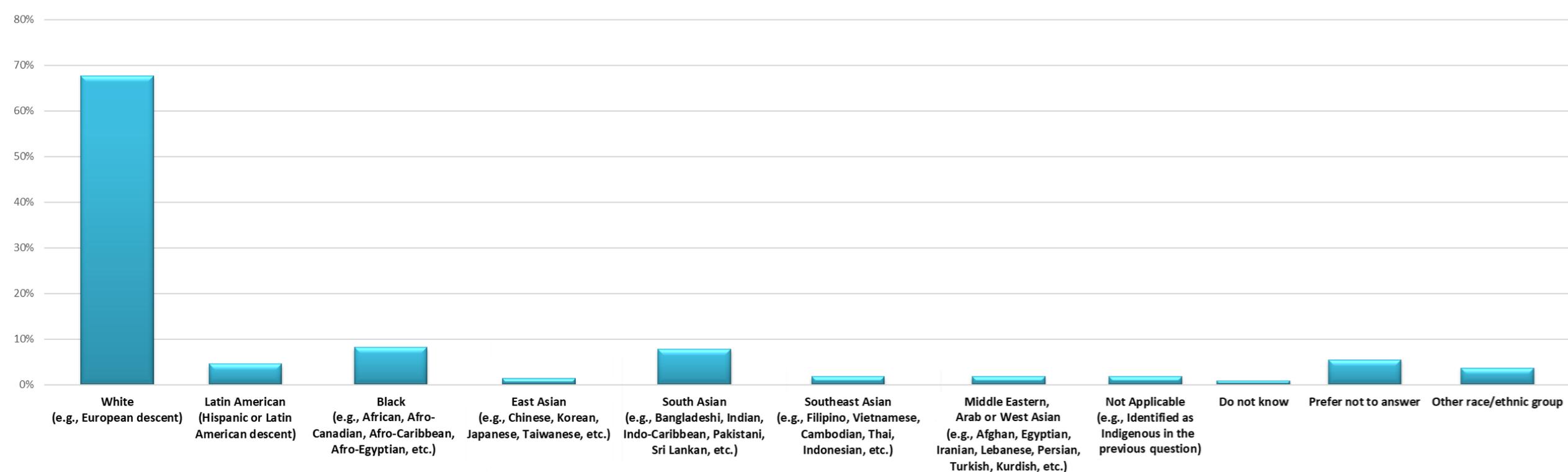
# Do you identify as First Nations, Métis, and/or Inuk/Inuit?

(Check ALL that apply)

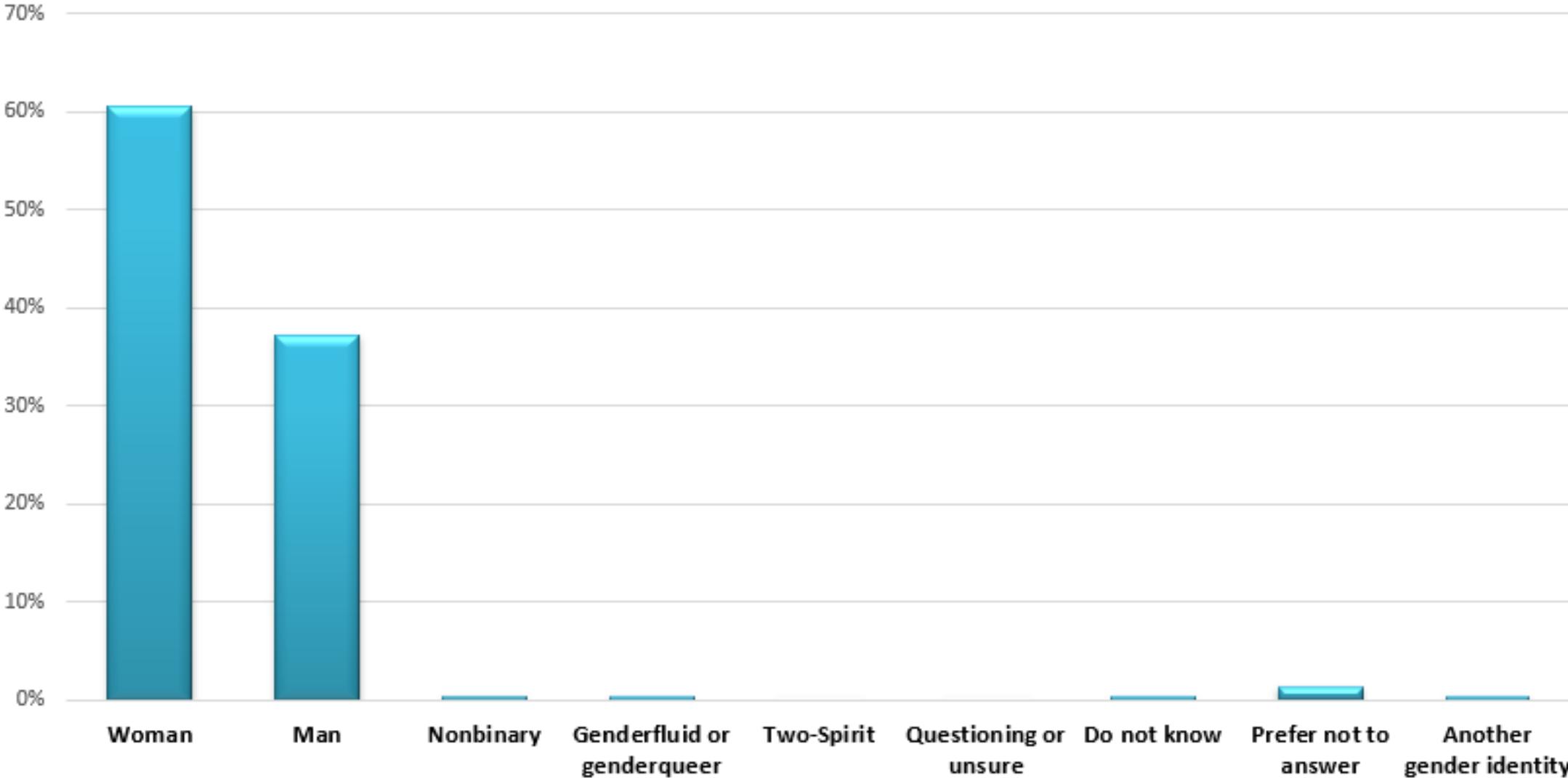


# Which of the following best describes your racial group?

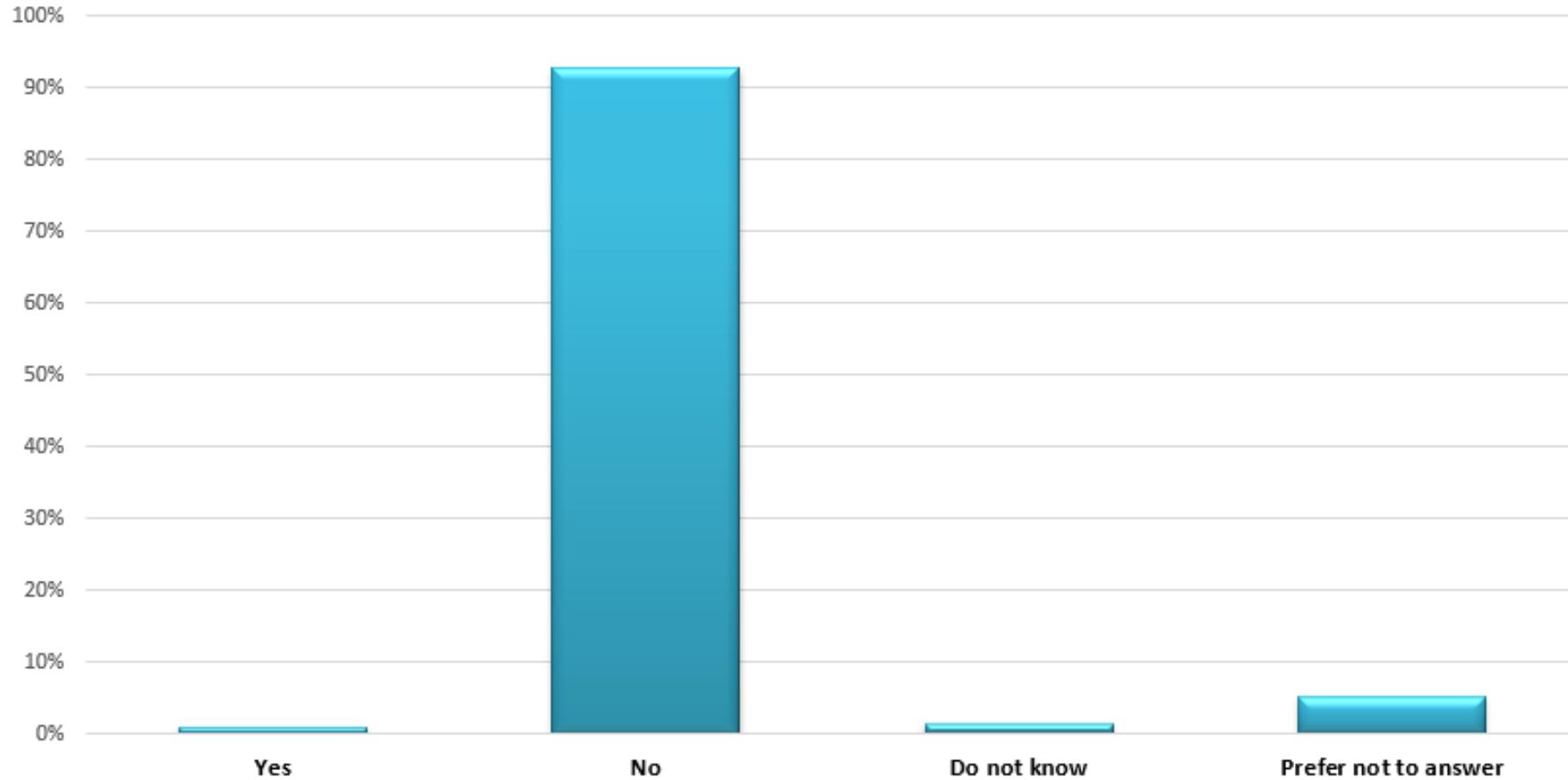
(Check ALL that apply, for example if you are multi-racial or mixed race)



# What is your current gender identity? (Check ALL that apply)

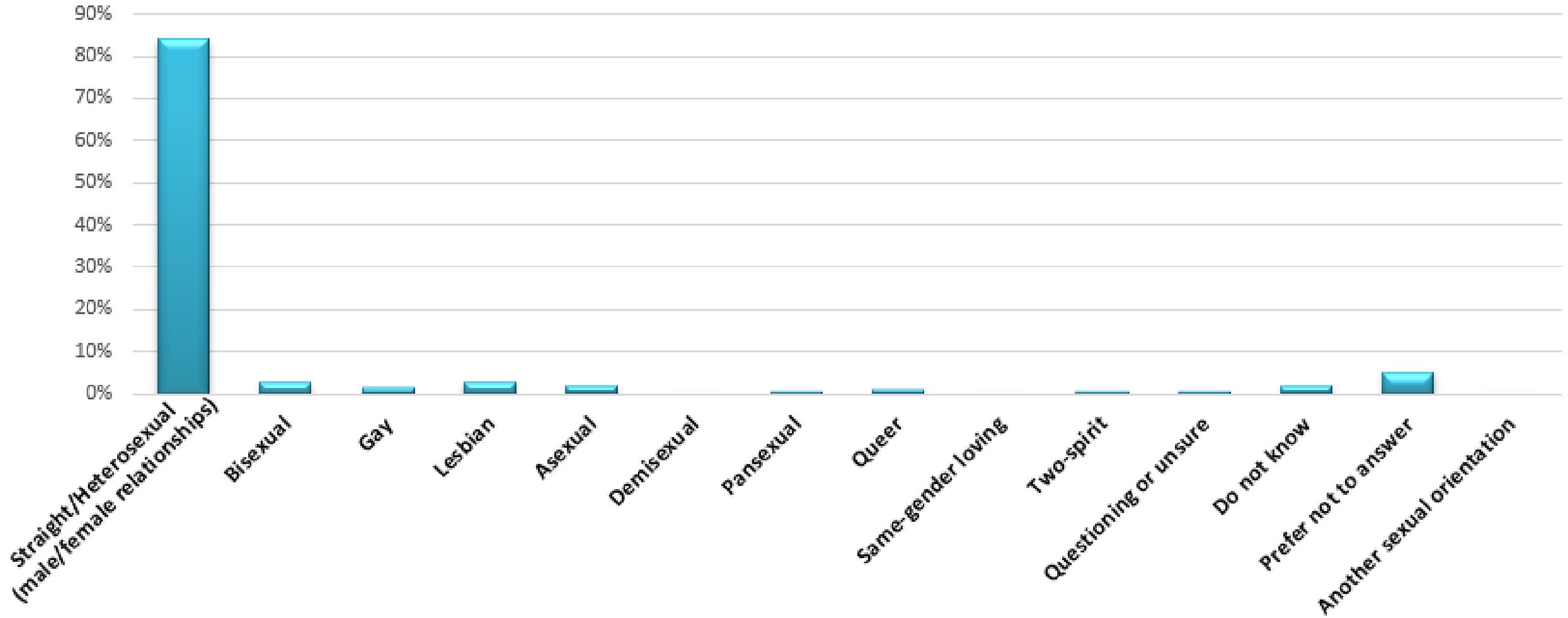


**Do you identify as transgender?** Transgender is an umbrella term used to describe people whose gender identity or gender expression differs from the sex they were assigned at birth.

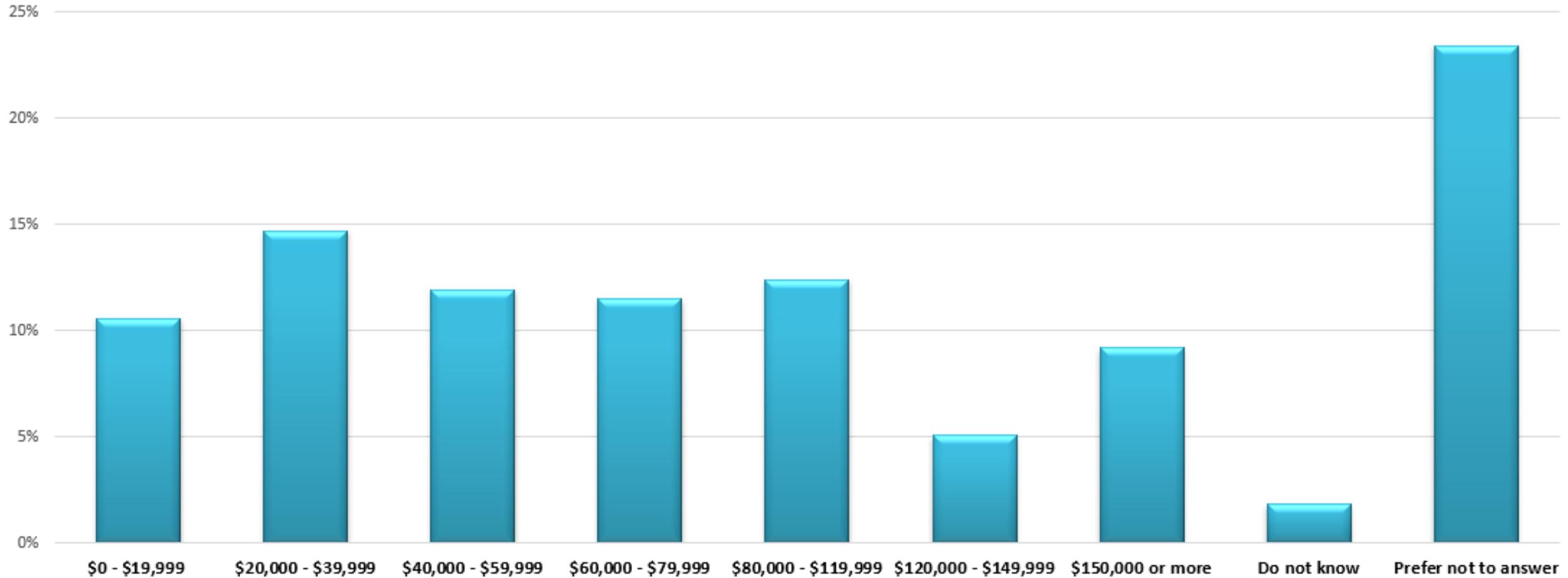


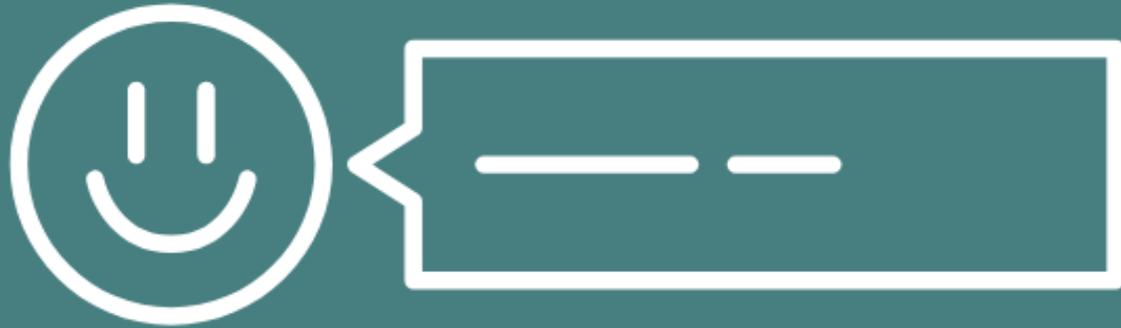
# Which category (ies) best describe your sexual orientation?

(Check ALL that apply)



# What was your total family income before taxes last year?





**Feedback**

# Feedback: Things that can be improved

“Reception staff are too busy” and “Calling reception, I 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.

“Sometimes hard to book an urgent appointment with my doctor” Wait times for appointments continue to improve as we have returned to normal operations after 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 provider.

“Chairs in the waiting room are uncomfortable” and “Offer free Wi-Fi in the waiting area.” It is important to have chairs that are easy to disinfect, and we will look into options when they are due for replacement. As of November 2024, there is now free Wi-Fi available for Centre clients to use.

“Online appointment booking” and “Increased 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 enhanced secure messaging.

# Feedback: Things done particularly well

“Personal care, open respectful, caring”

“Onsite blood taking, other samples, blood pressure etc is great!”

“All providers – particularly (my MD) – seem to be constantly updating their knowledge and researching the latest medical advances. That is so important.”

“Always accommodated well in every respect”

“Appointments and scheduling efficient and flexible. Excellent receptionists.”

“Being seen within minutes of my arrival – always!”

“Caring and friendly and know me well. Also appreciate that I can see several of my health providers in one location.”

“Communication, follow up, kindness, punctuality, listening, teamwork, efficiency, technology”

“East End provides me with excellent care”

“Ensuring that I feel heard, cared for, and that I am informed about my options. Referrals to outside care providers (specialists) and services offered in the clinic.”

# Feedback: Things done particularly well

“Every person is well looked after. We are lucky to have such a great place in our area.”

“(My NP) is an exemplary human being. (They are) possibly one of the most caring, understanding, and competent people I have ever met. I am grateful for (their) help and incredible responsiveness. There is ample parking, the environment and architecture are excellent, the front desk reception is fantastic, and I see co-workers caring for each other. Overall, it's an incredible experience that you should all be proud of.”

“Great doctor, very polite and helpful reception”

“In-house lab work, variety of practitioners (physio, therapist, etc), same-day appts on reserve for urgent care, option to speak with nurses on phone via triage”

“Kindness by reception, washrooms were clean. Help with scheduling appointments with NO trouble.”

“My family doctor is wonderful. (They) are very knowledgeable, professional, and very caring with lots of patience and consideration to me. I trust (them) with my health.”

“Nurse Practitioners are fantastic and over the many years have provided me with almost 100% of my health care.”

# Feedback: Things done particularly well

“Reception, length of visit, atmosphere of caring and support, professionalism of staff, doctor, cleanliness, response time”

“Staff are approachable. Caring...not rushed open to talk.”

“Staff retention – you have long-term staff who recognize us when we come in. doctors and nurse practitioners are superb.”

“The centre is always clean and clients are attended at their appointment time so there is never a lot of people in the wait room.”

“The centre is available when I need them. I never have to wait long to see a Doctor or a Nurse Practitioner.”

“The Health Centre does everything well. During the pandemic they were never closed and offered other ways if you could not make it in.”

“There is a particular front desk admin, who always remembers my name and greets me warmly when I arrive. I appreciate this.”

“Very welcoming and knowledgeable from the front desk to the doctor’s office.”