



Clinical Client Experience Survey 2025

Client Experience Survey 2025

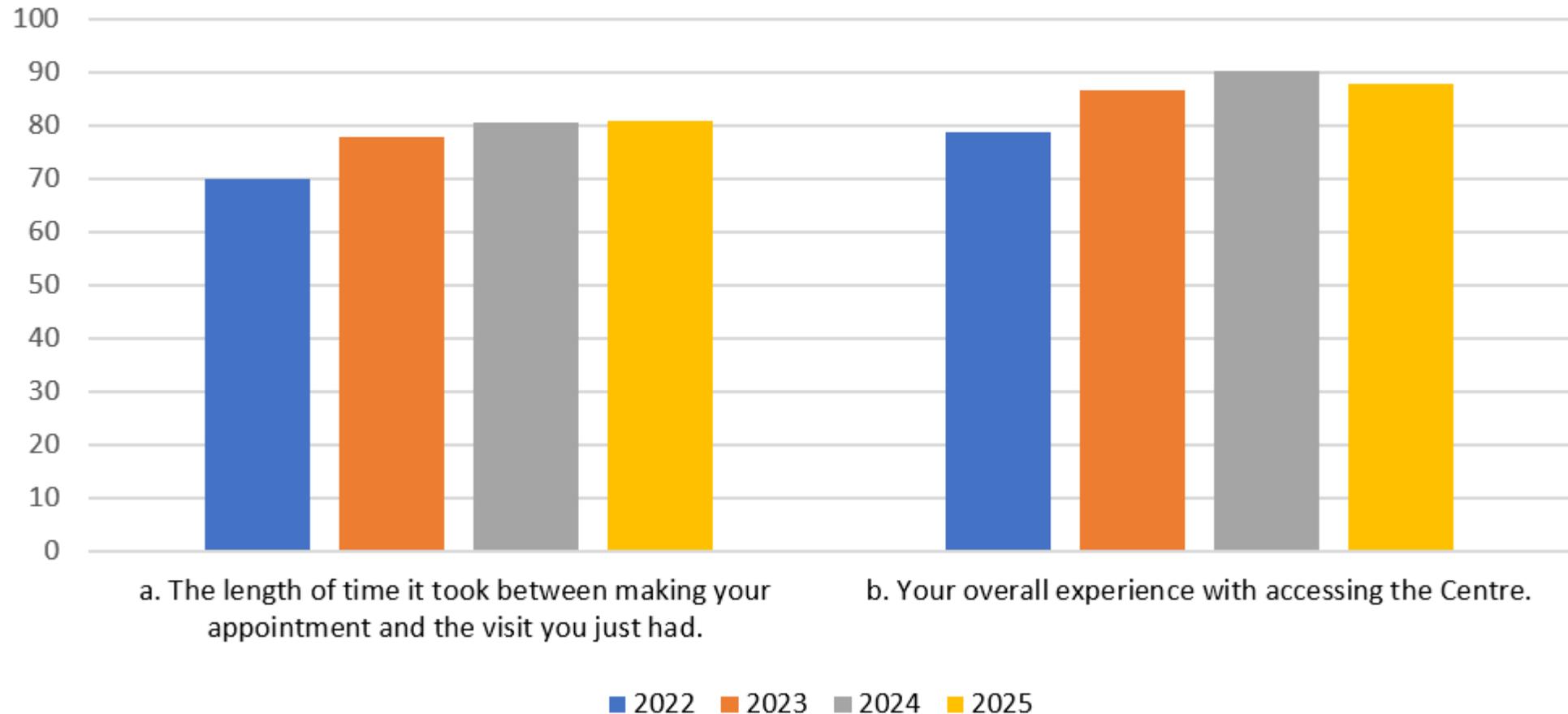
**From January to December 2025
we surveyed 363 visits!**

Thank you for your feedback.

Here are the results.

Contacting us

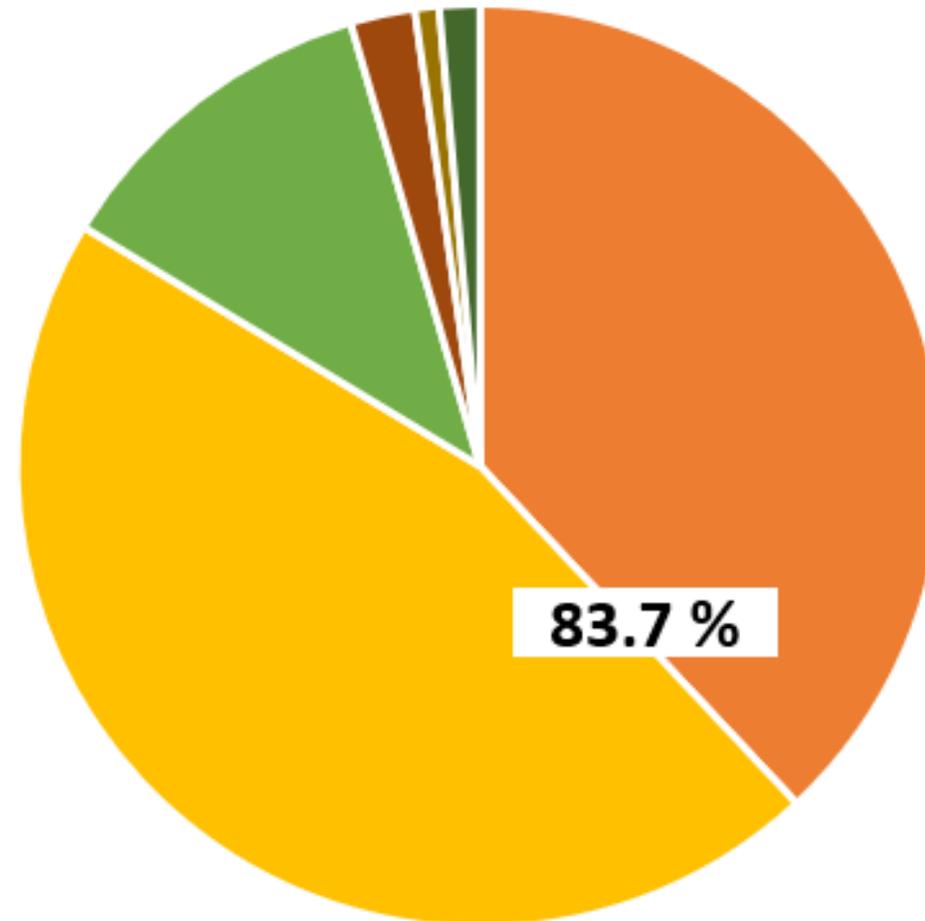
Thinking about the visit you just had, how would you rate the following?
(% very good + excellent)



Arriving and waiting at the centre

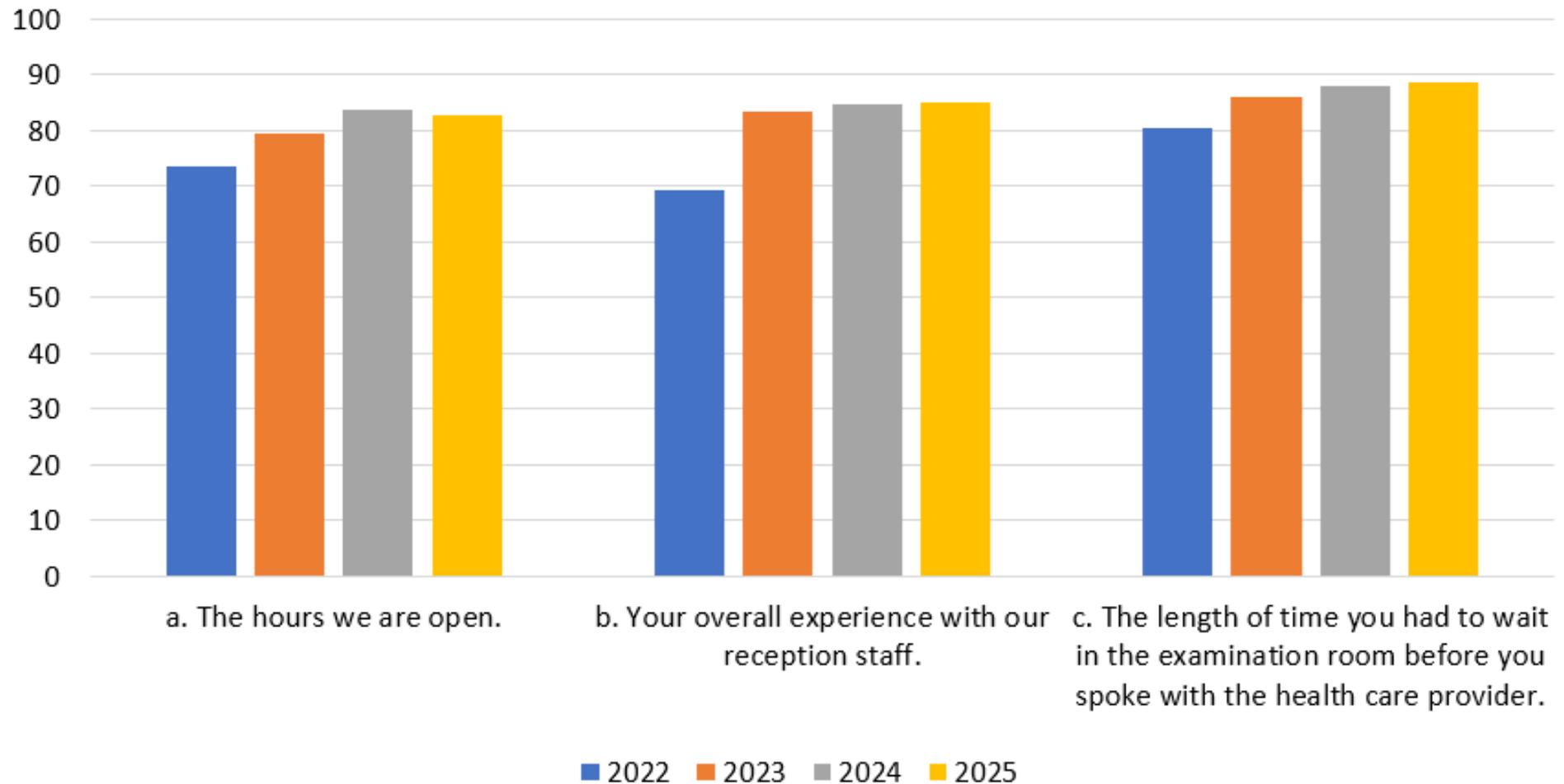
How long did you wait in the reception area past your appointment time?

- Less than 5 min.
- 5 to 10 min.
- 11 to 20 min.
- 21 to 30 min.
- More than 30 min.
- I did not make an appointment



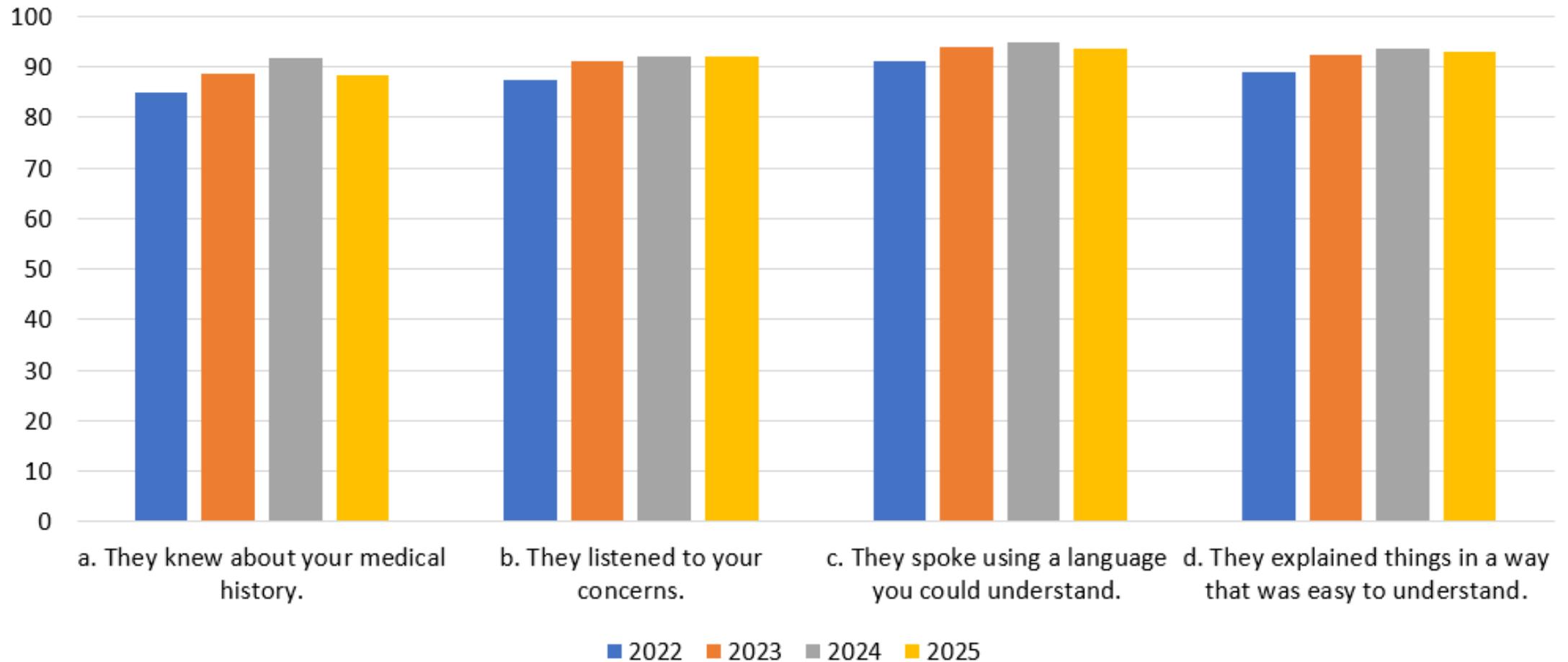
Arriving and waiting at the centre

How would you rate the following...?
(% very good + excellent)



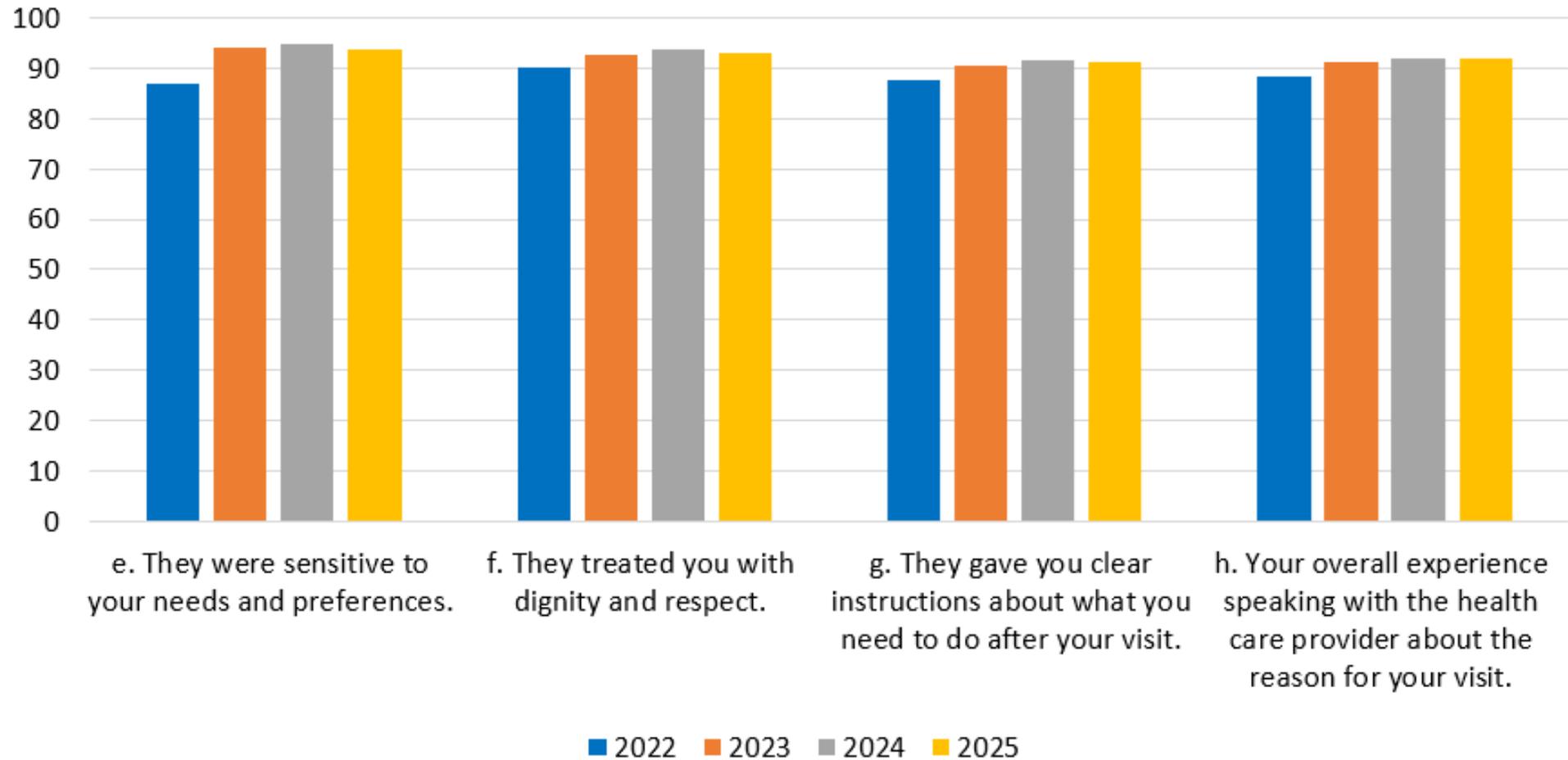
Your appointment

How would you rate the main healthcare provider you spoke with during the visit
(% very good + excellent)



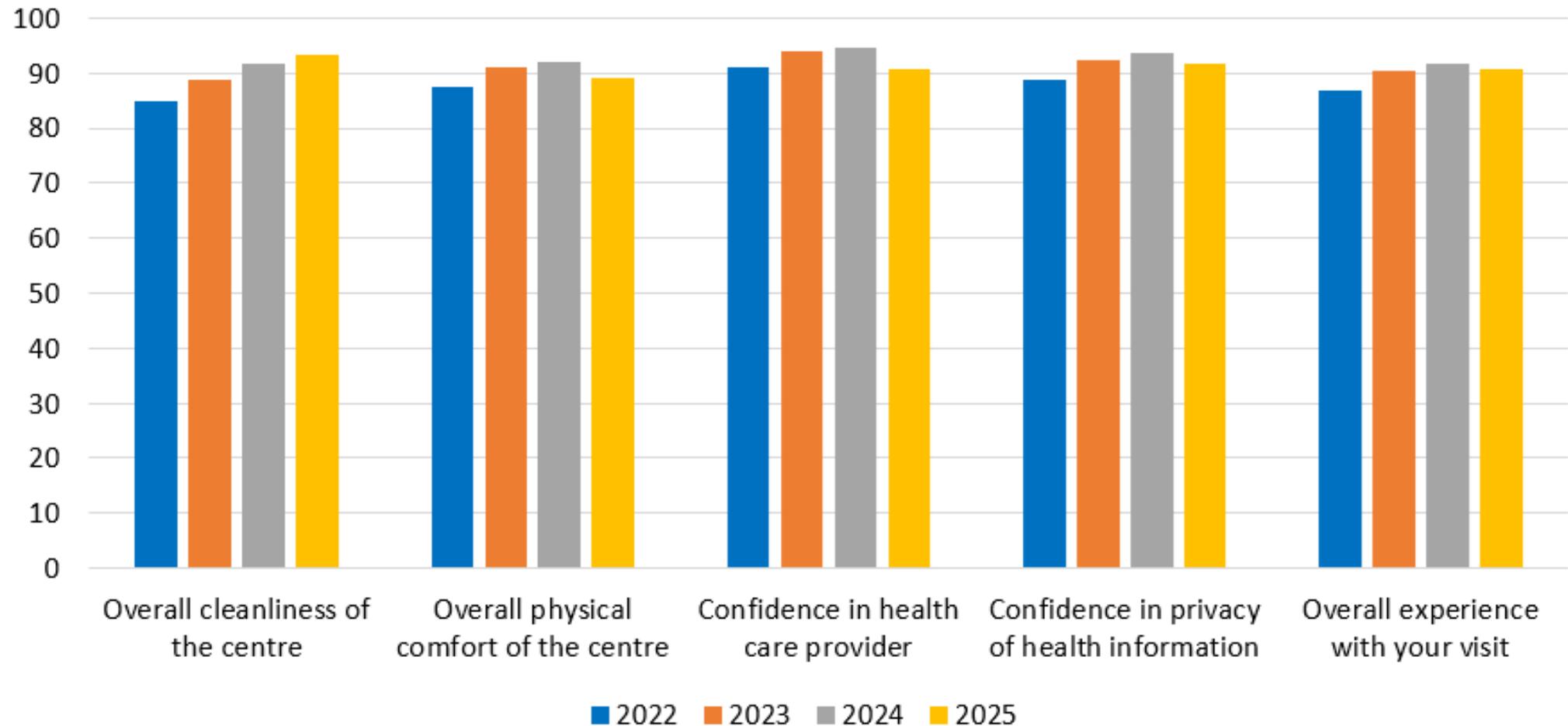
Your appointment (cont'd)

How would you rate the main healthcare provider you spoke with during the visit
(% very good + excellent)



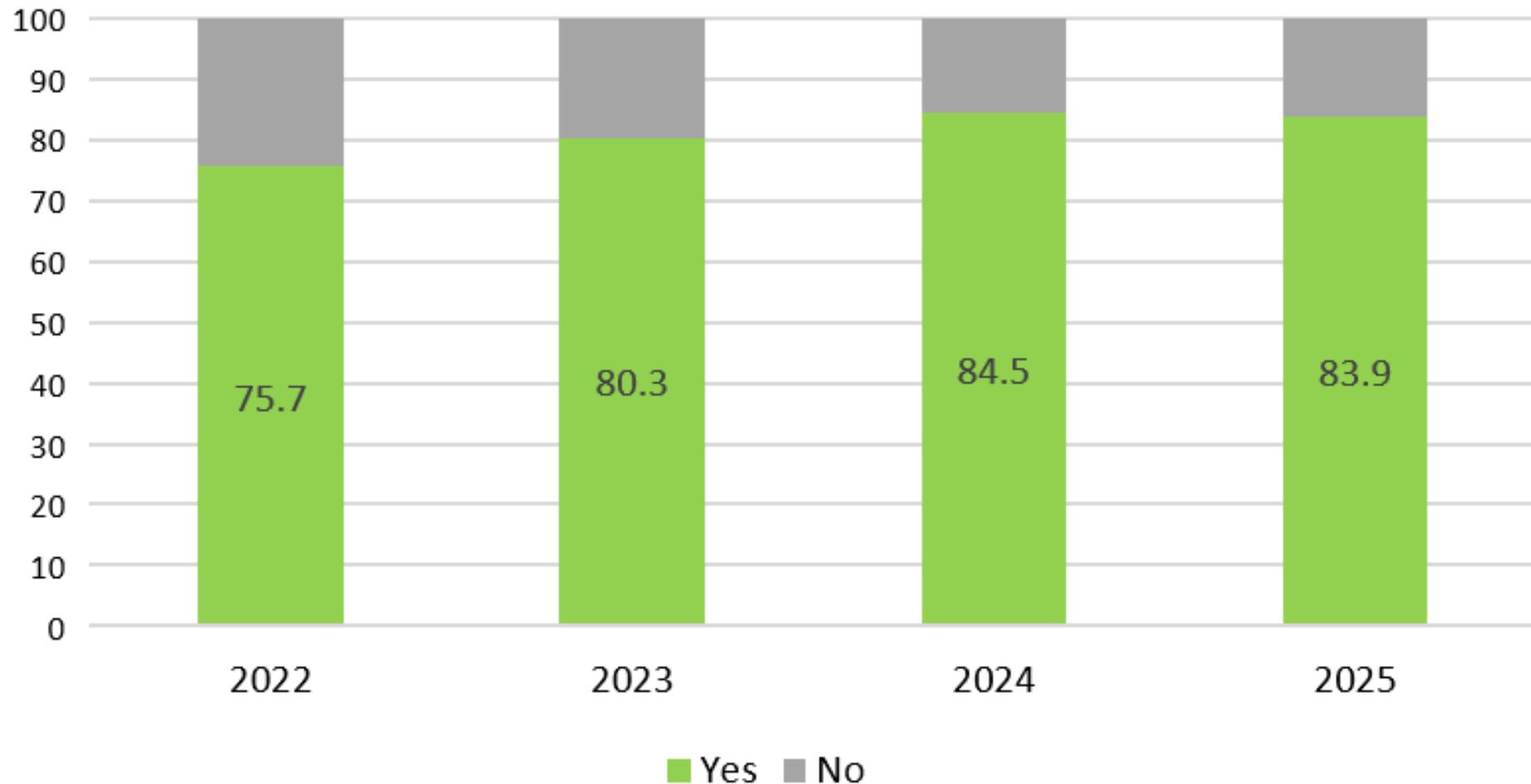
Your overall experience with this visit

Your overall experience with this visit
(% very good + excellent)



Your experience visiting us over the last year

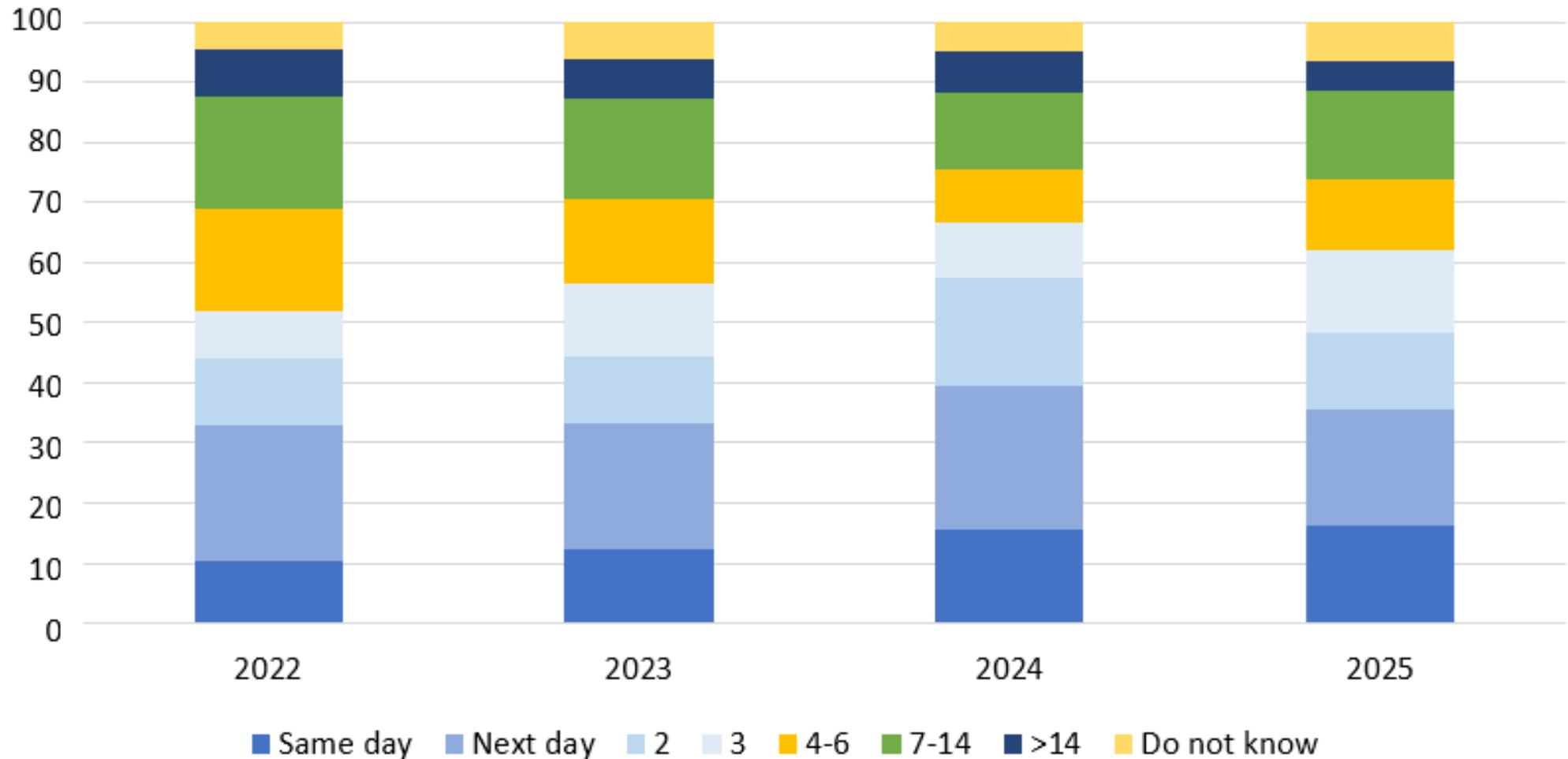
Did you get an appointment on the date you wanted?



Your experience visiting us over the last year

Number of days to see your doctor or nurse practitioner

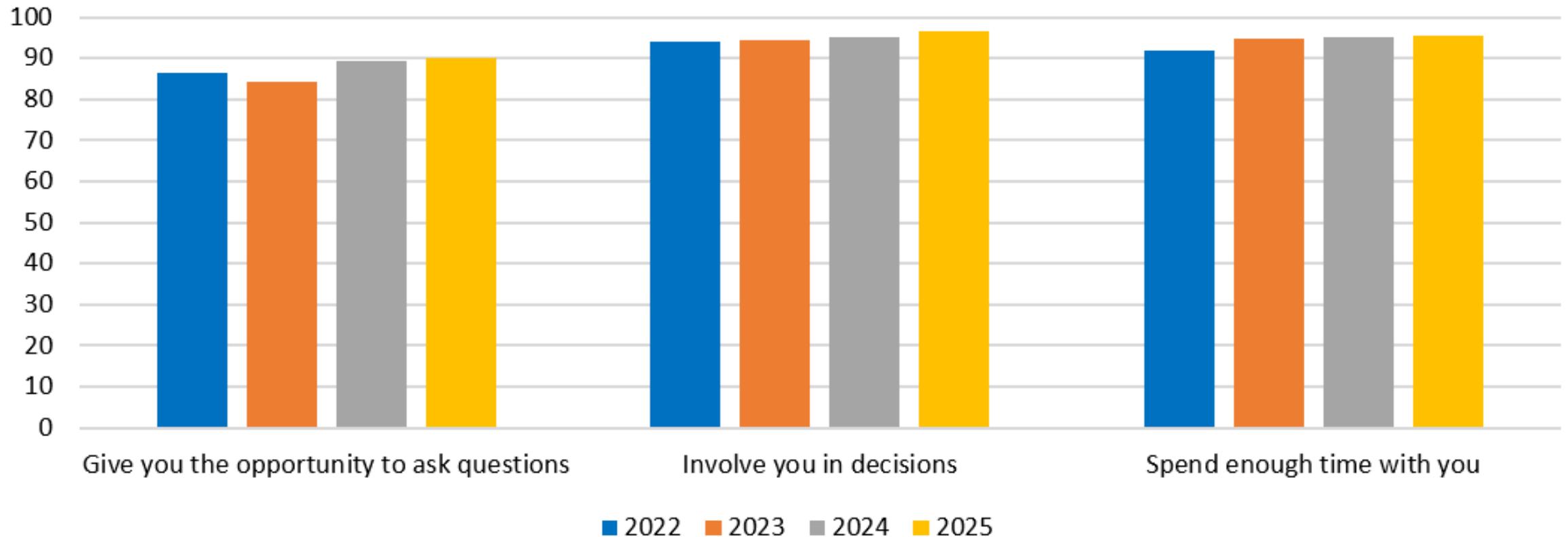
(cont'd)



Your experience visiting us over the last year

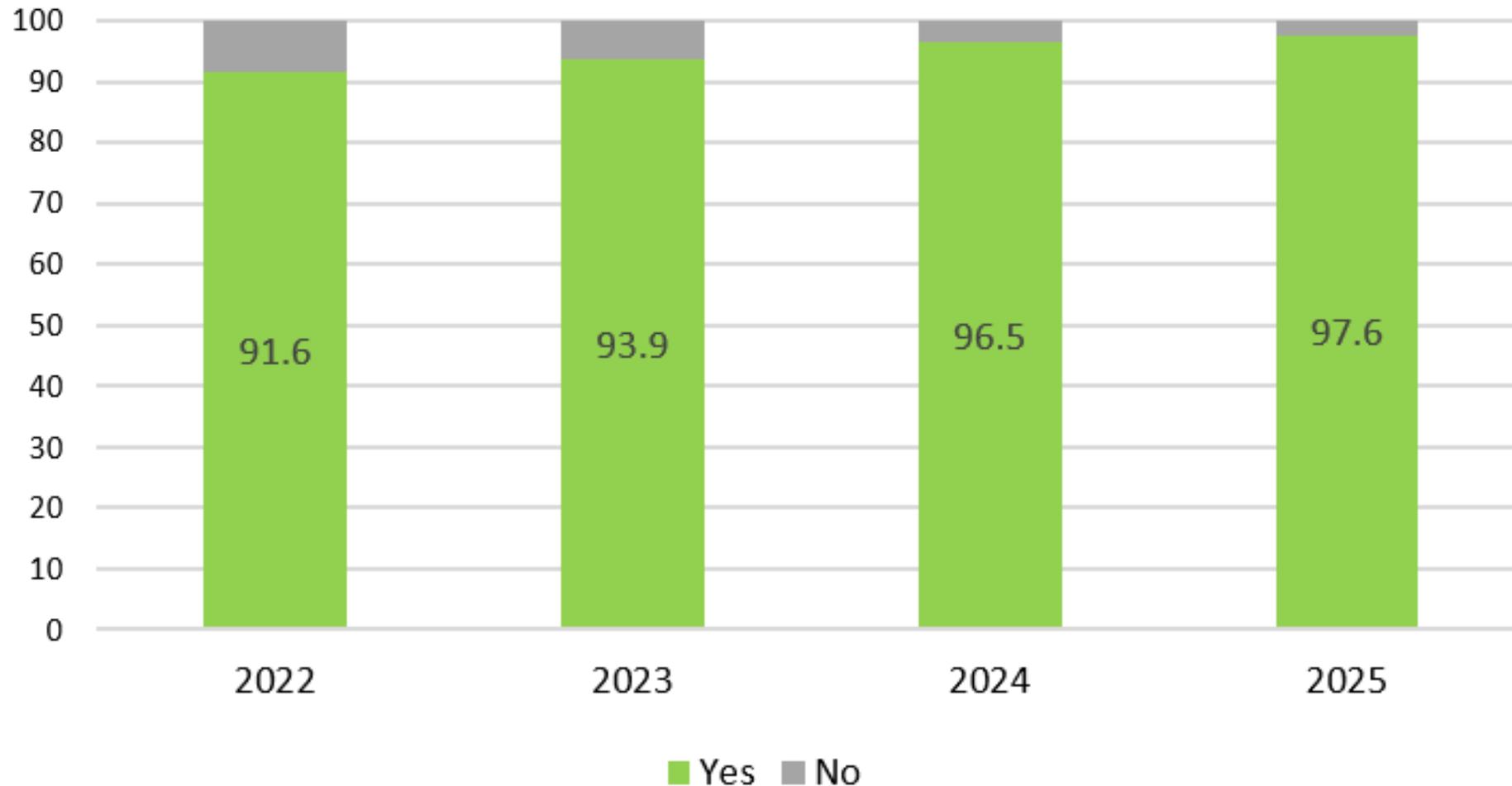
(cont'd)

When you see your doctor or NP, how often do they...
(% often + always)



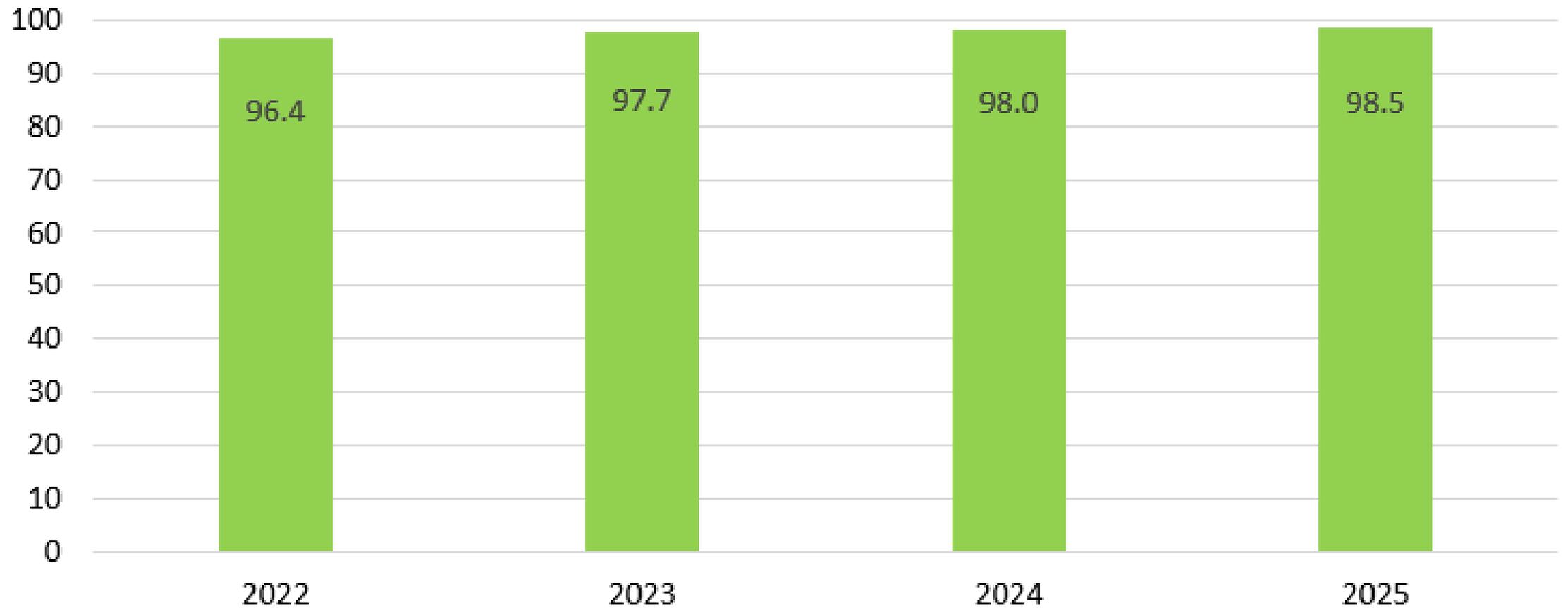
Your experience visiting us over the last year

I always feel comfortable and welcome at East End CHC (cont'd)



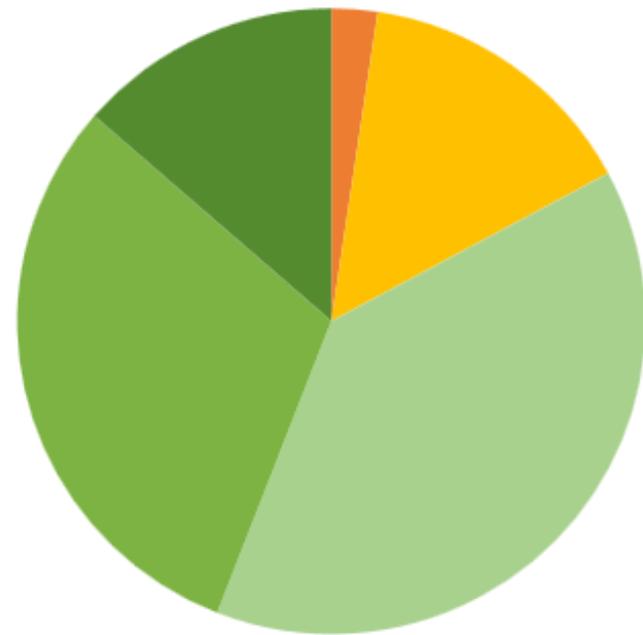
Context and demographics

**Would you recommend our services to your family or friends?
(% probably + definitely)**



Context and demographics (cont'd)

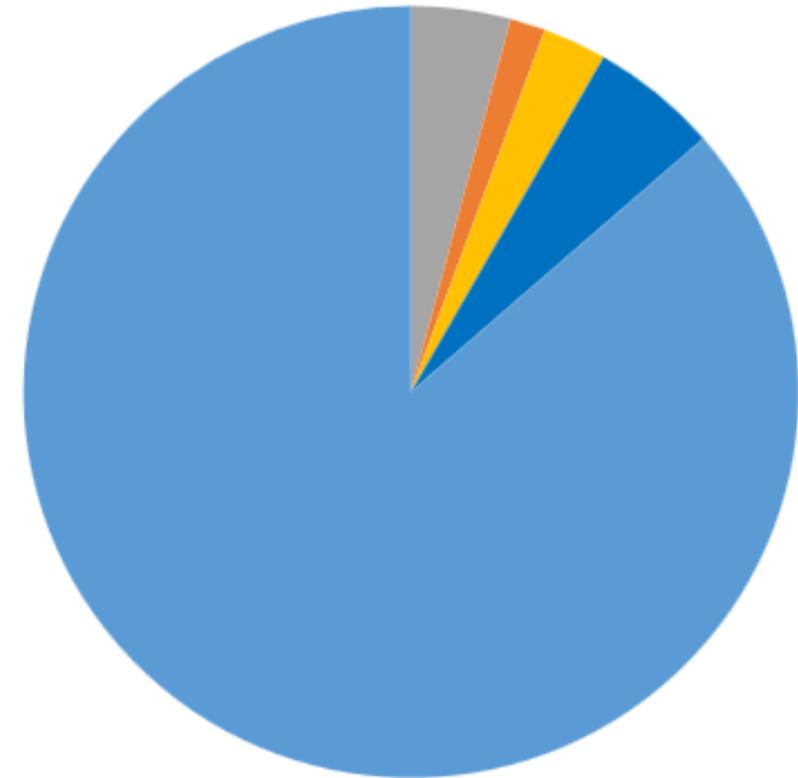
How would you rate your overall health (2025)?



■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

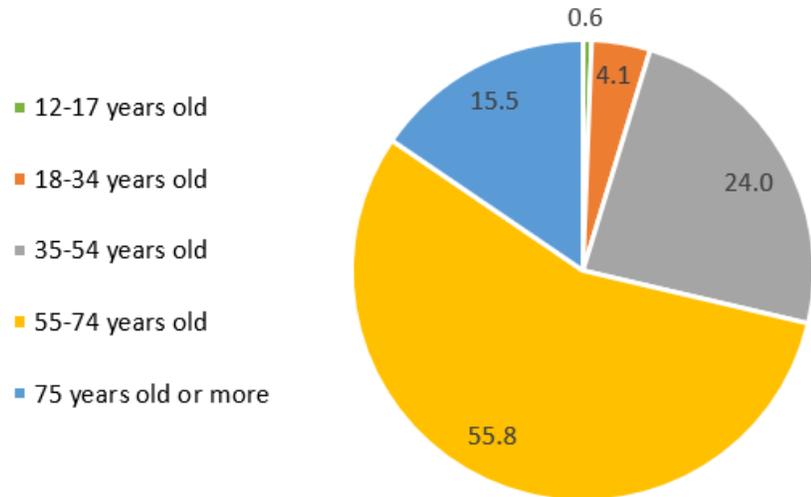
How long have you been visiting us for your health care (2025)?

- Less than six months
- Six months to less than one year
- One year to less than three years
- Three years to less than five years
- Five years or longer



Context and demographics (cont'd)

Age range of respondents



Family income before taxes



- Starting in 2024, we added some basic sociodemographic questions to the survey
- Survey respondents:
 - 55.8% were 55-74 years old
 - 42.2% reported family income >\$60,000
 - 65.6% identify as women
 - 70.9% identify as white
 - 1.3% identify as transgender
 - 11.4% identify as other than heterosexual/straight
 - 3.2% self-identify as First Nations, Metis, Inuk/Inuit

Feedback: Things that can be improved

More than half of clients said no changes are needed. We are grateful for this positive feedback. We also carefully reviewed suggestions for improvement.

What Clients Told Us

- It can be hard to reach reception by phone, and wait times can be long. Some clients feel reception staff seem rushed at times.
- It can take time to get an appointment with primary provider.
- Some clients would like expanded hours.
- Clients are interested in online booking.
- Some clients would like more comfortable seating in the waiting room.
- Some families would like us to accept more family members as patients.

What We Are Doing

- Reviewing processes to improve phone access and client experience. We appreciate your patience, as our reception team is small and often very busy.
- Maintaining a team-based approach which results in urgent appointments booked with any available provider.
- Maintaining access four evenings per week and Saturdays.
- Exploring funding options for digital solutions.
- Updating waiting room seating through a grant from the Ontario Trillium Foundation.
- Working to streamline our waitlist processes to improve access for family members and priority populations.

Feedback: Things done particularly well

- Many clients described their overall experience as excellent, with several saying “everything” stood out.
- Clients value having multiple services in one convenient location that meets their needs.
- Staff are consistently described as kind, caring, respectful, and attentive.
- Clinicians are praised as professional, knowledgeable, and thorough, taking time to listen and provide clear follow-up.
- Reception staff are recognized as friendly, helpful, and responsive, making booking easy and welcoming.

A selection of comments:

- “The staff are so lovely and caring, I always feel safe and cared for when I visit.”
- “I have been a client for many, many years and I am so grateful for everything the clinic has done for me. Thank you to everyone involved!”
- “I just wish there were more CHCs so more people could have the health care I do. I feel very lucky.”
- “Doctor open to cutting edge ways to deal with my long Covid symptoms and helped me work on a plan that respected my goals”
- “Doctors and other professional staff listen attentively and respond knowledgeable and respectfully.”
- “Friendly reception staff, short wait times in waiting area, many services offered”
- “Great Doc. I can relate to them. Speak my mind. Disagree with them too.”
- “I really appreciate that there is not a high turnover in staffing. I especially like having a NP as my primary care provider.”
- “Seamless care; a caring primary care provider -- so thorough! Love that I can get blood tests done on the spot. Your hours are more flexible than most.”



We appreciate all feedback and are committed to improving our services for our community.