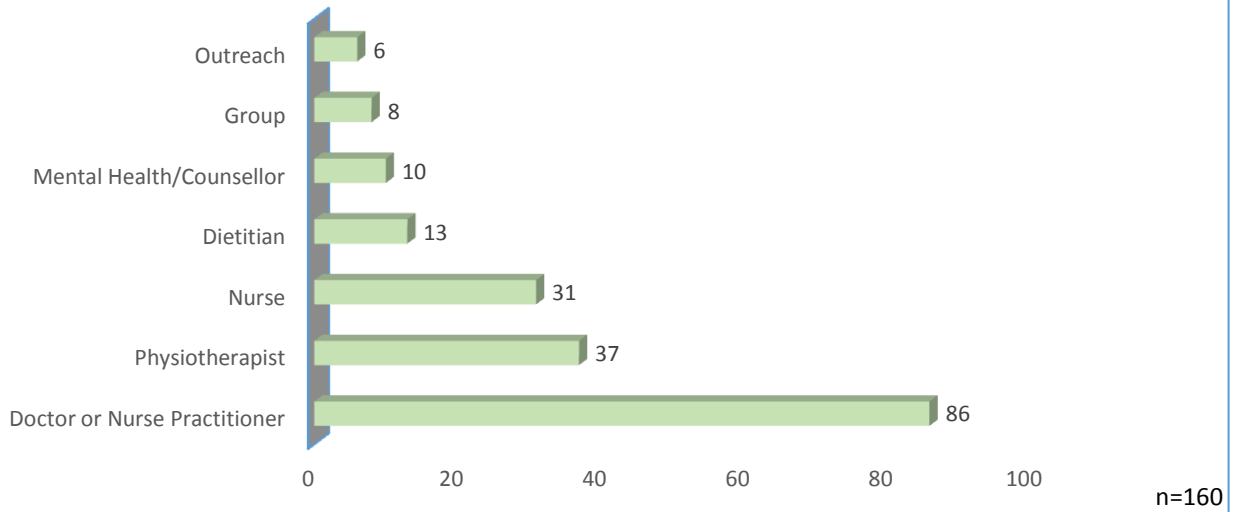


Client Experience Survey Report

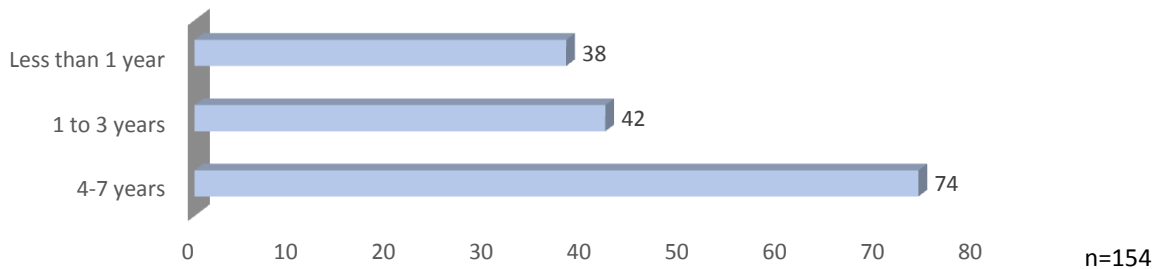
160 Surveys 2017/18



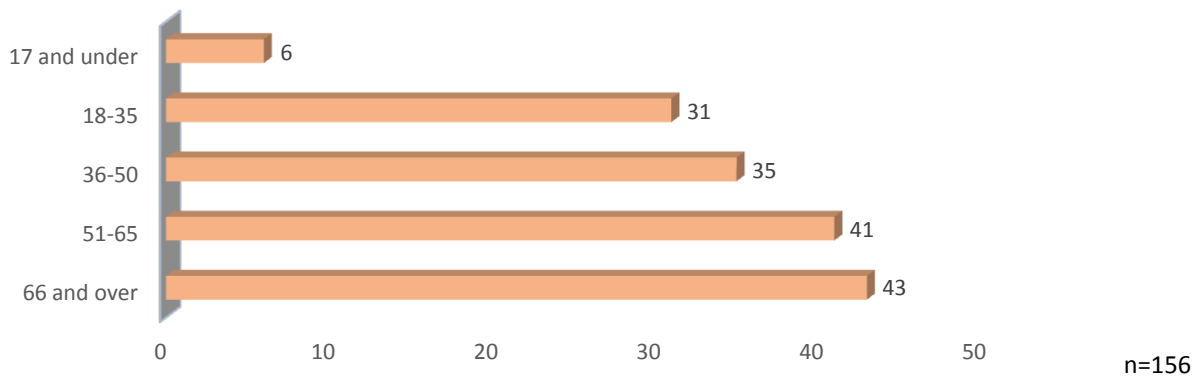
What service did you access today?



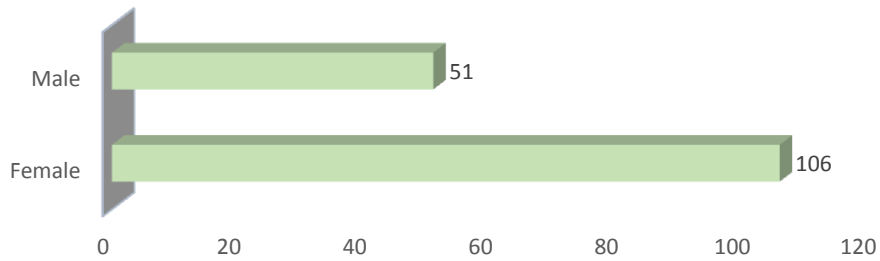
How long have you been a client of the OCCHC?



How old are you?

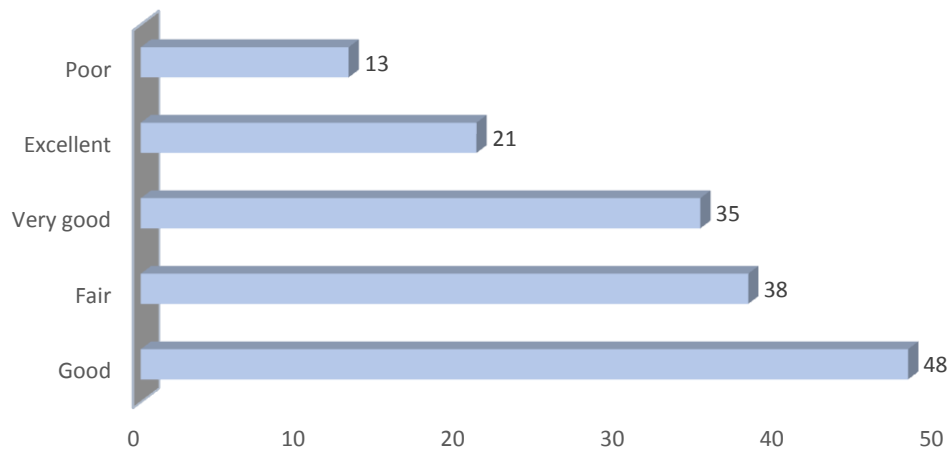


How do you gender identify?



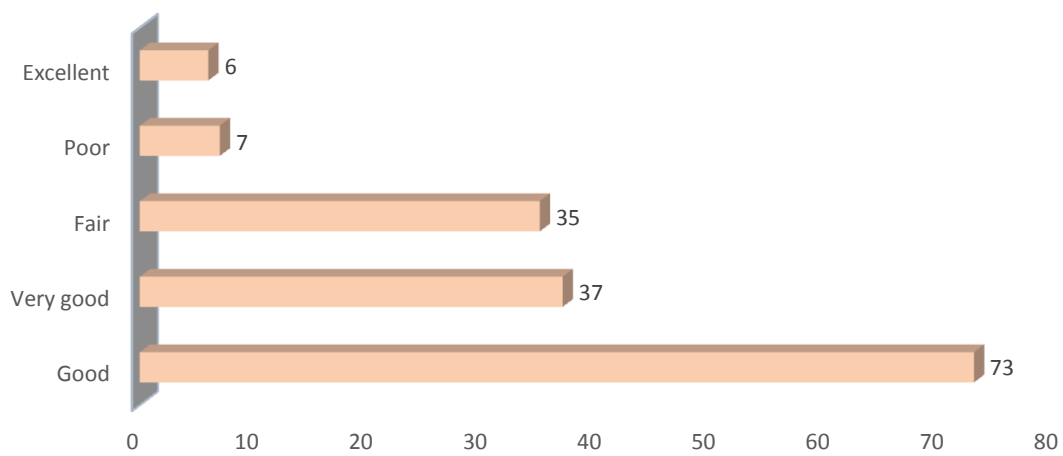
n=158
*some values suppressed ≤ 5

How is your mental health?



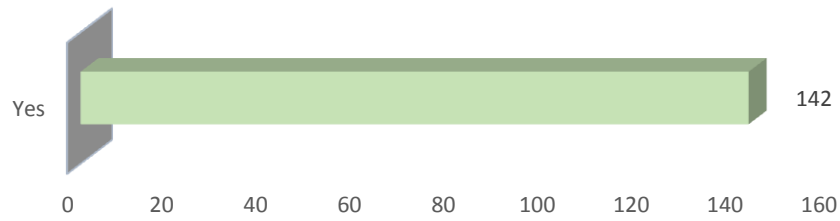
n=155

How is your overall health?



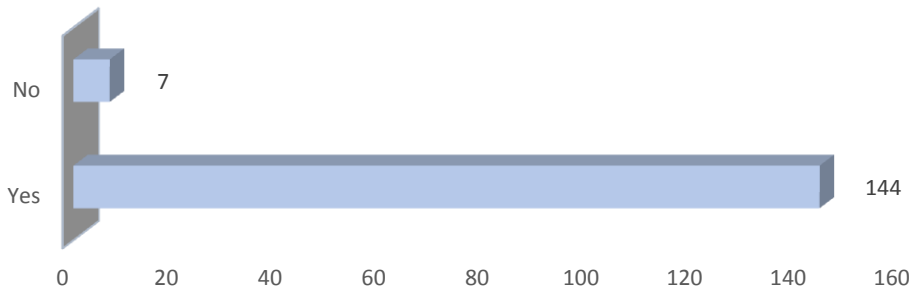
n=155

Have our health centre services improved your health?



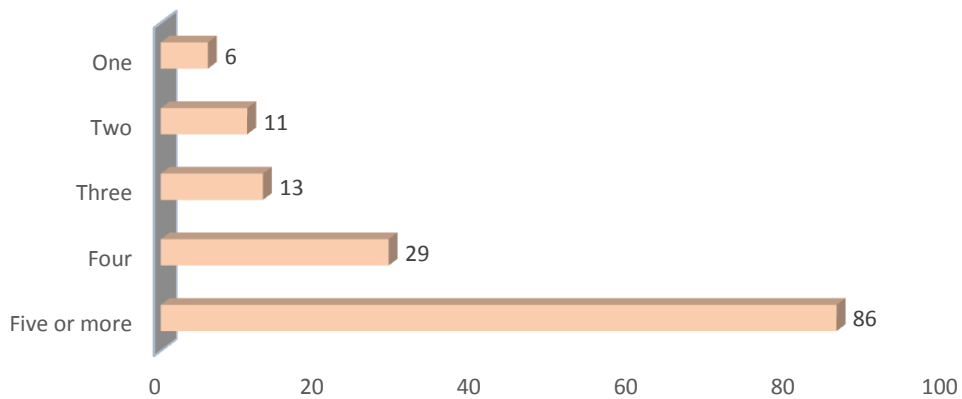
n=145
*some values suppressed ≤ 5

Is the health centre accessible?



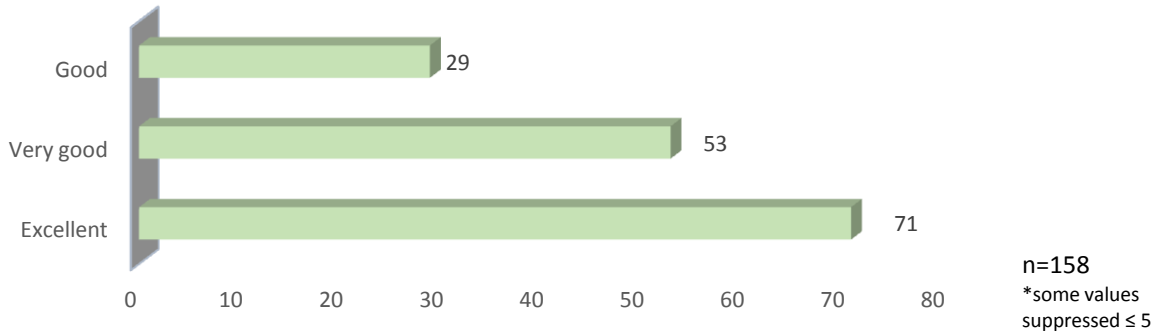
n=151

How many times did you visit us over the past year for your own personal medical care?

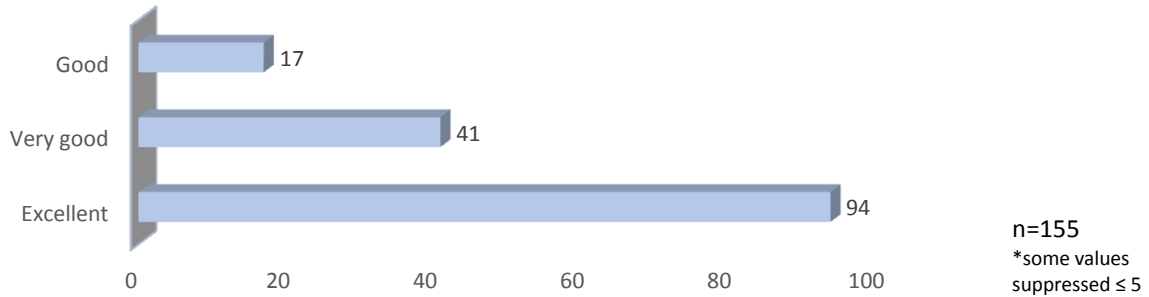


n=155

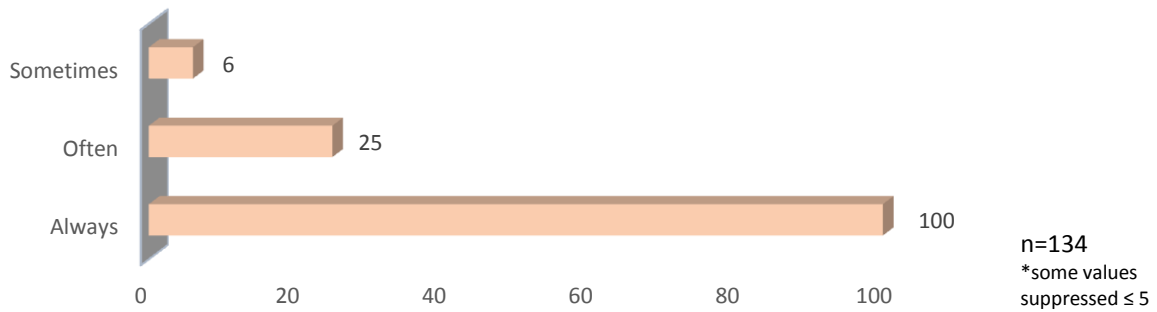
How would you rate your wait time in reception?



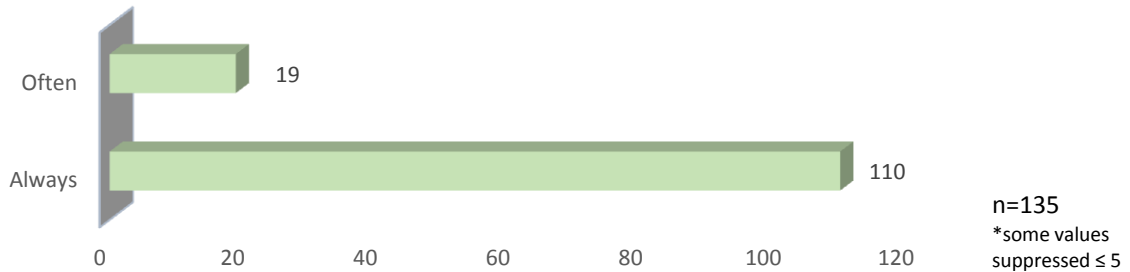
How is your overall experience with our reception staff?



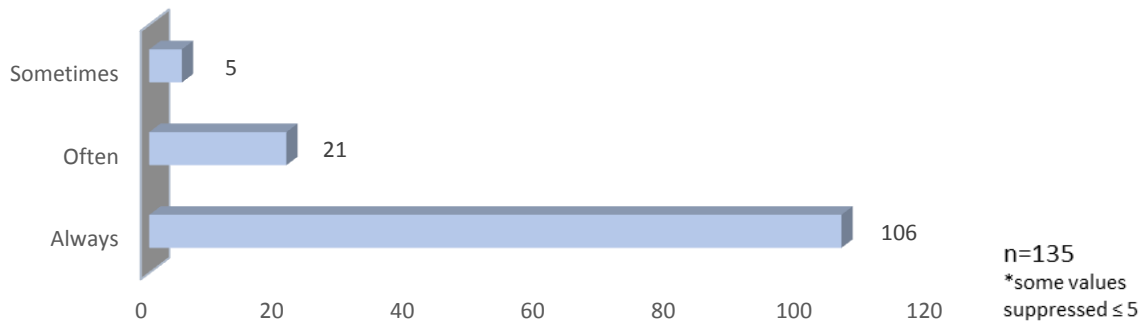
Does your doctor or nurse practitioner involve you in decisions about your care and treatment?



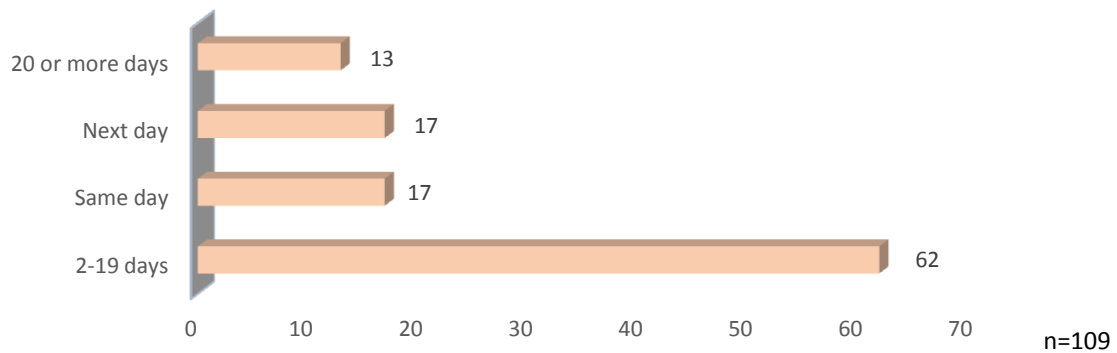
When you see your doctor or nurse practitioner, are you given the opportunity to ask questions about the recommended treatment?



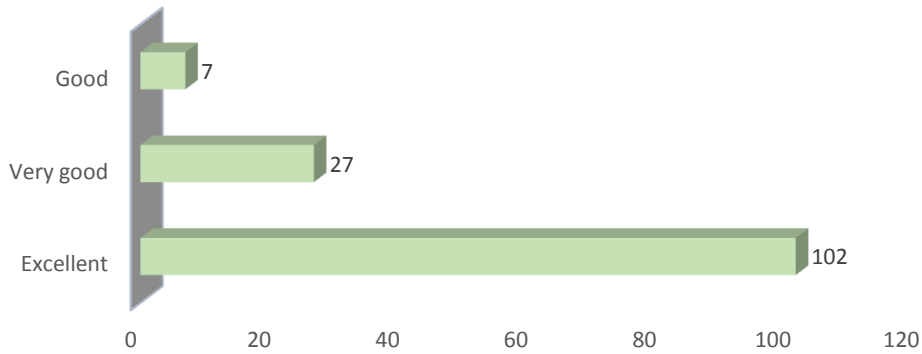
When you see the doctor or nurse practitioner, how often do they spend enough time with you?



The last time you were sick, how quickly could you get an appointment?

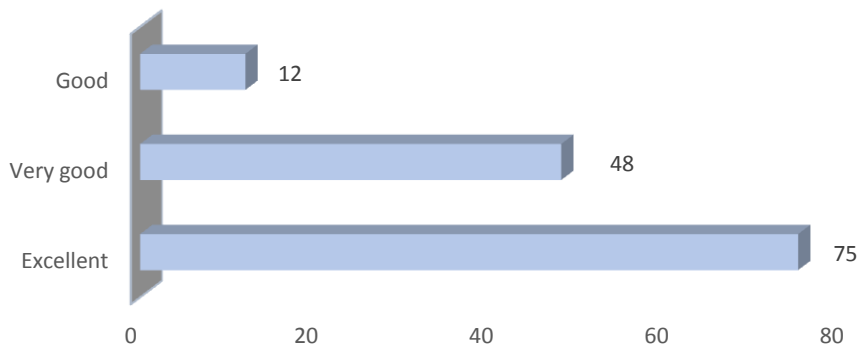


How would you rate your main health care provider in terms of listening to your concerns?



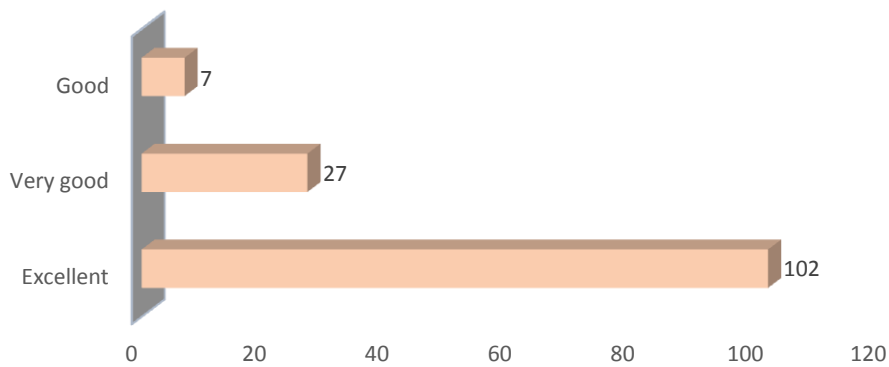
n=139
*some values suppressed ≤ 5

How would you rate your main health care provider on his/her knowledge about your medical history?



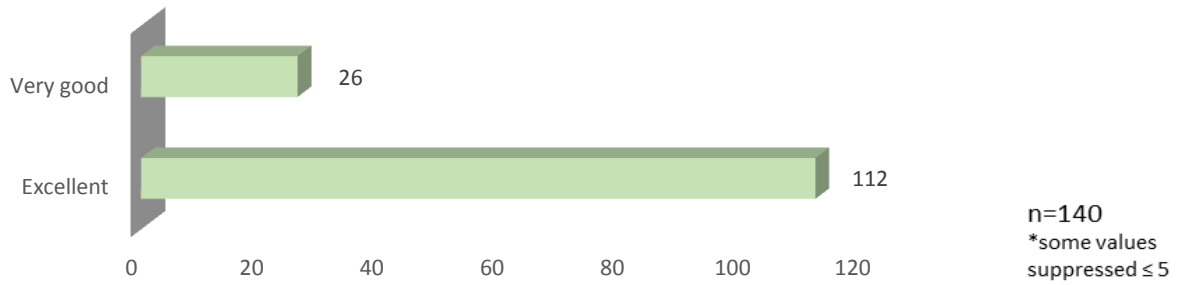
n=140
*some values suppressed ≤ 5

How would you rate your main health care provider on his/her ability to listen to your concerns?

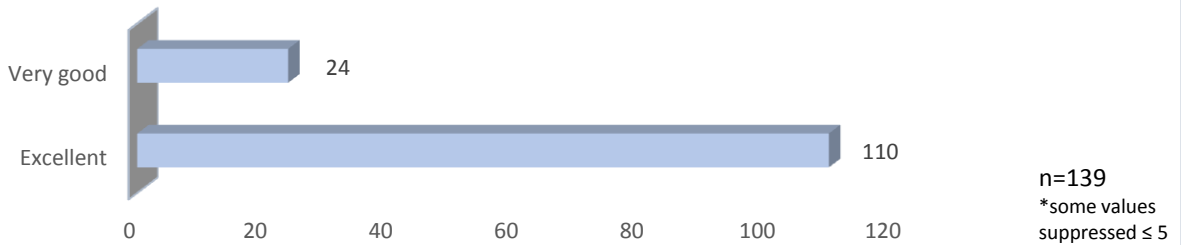


n=139
*some values suppressed ≤ 5

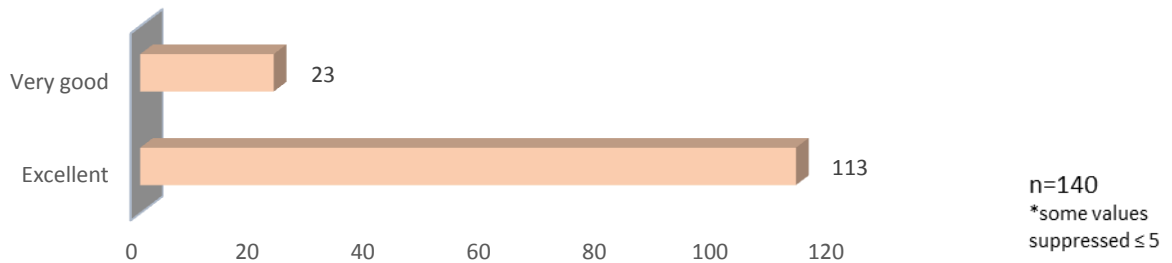
How would you rate your main health care provider on his/her ability to communicate with you in a language that you understand?

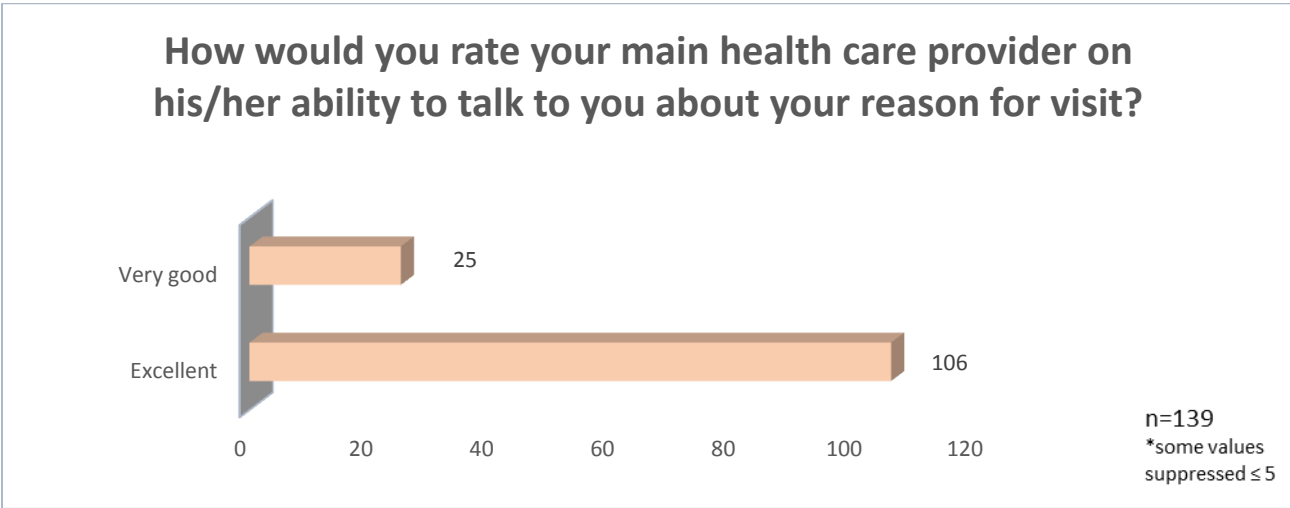
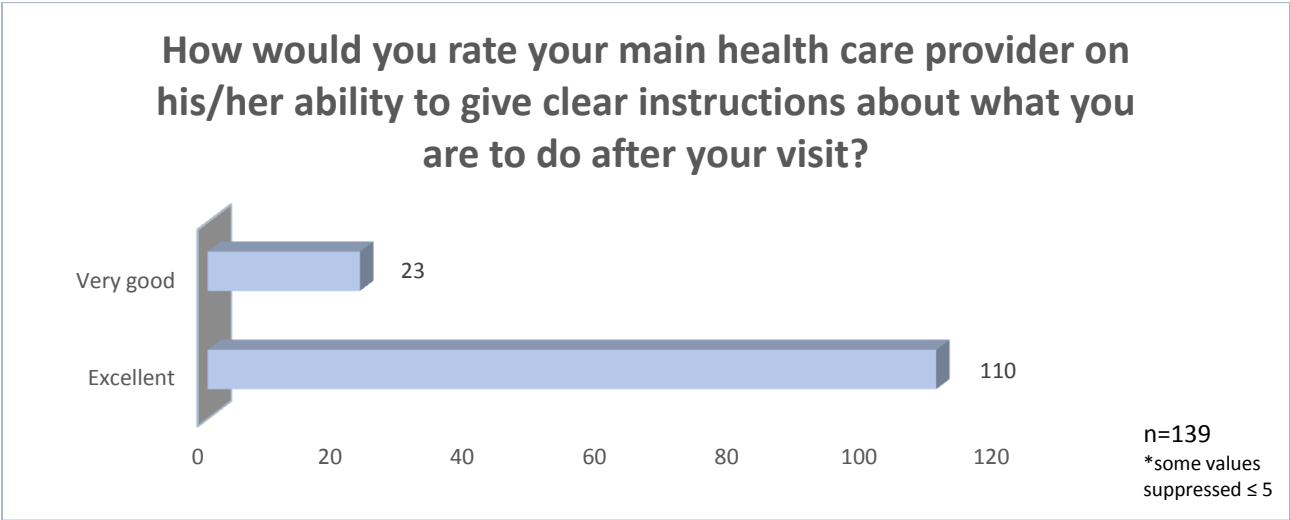
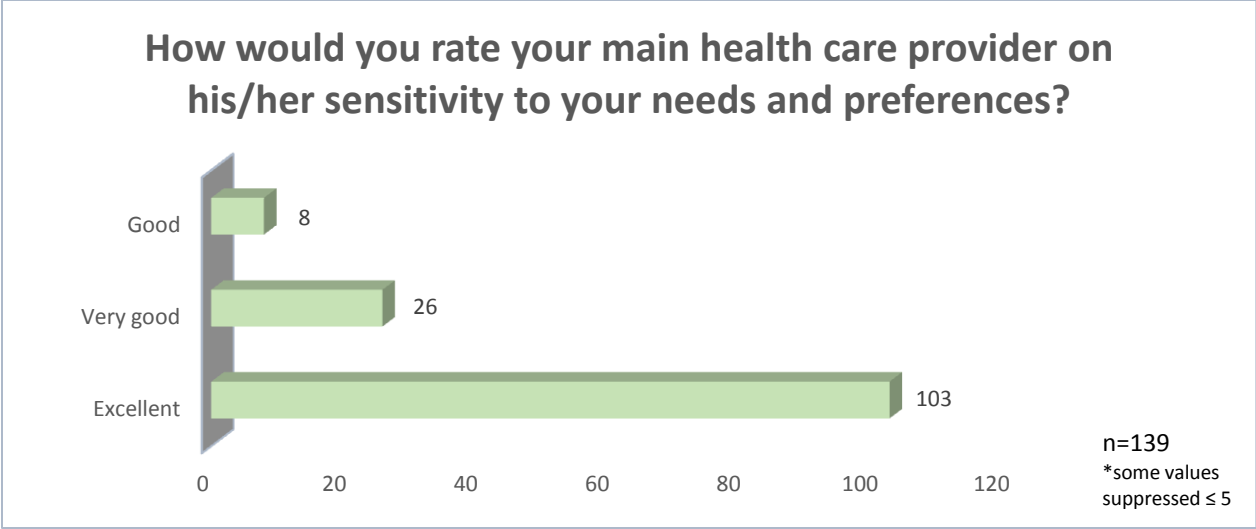


How would you rate your main health care provider on his/her ability to explain things in a way that you can understand?

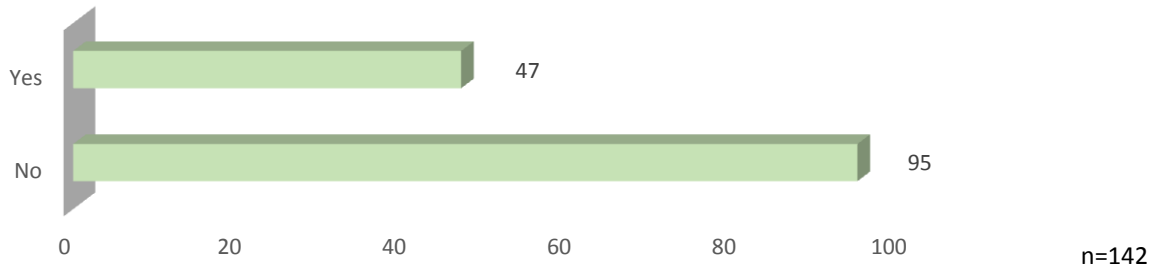


How would you rate your main health care provider on how he/she treats you with dignity and respect

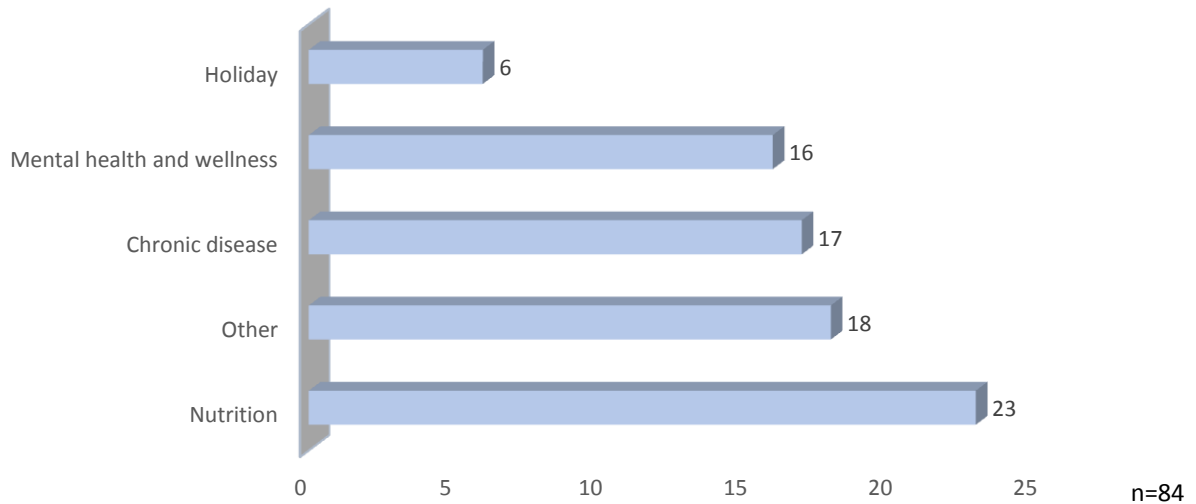




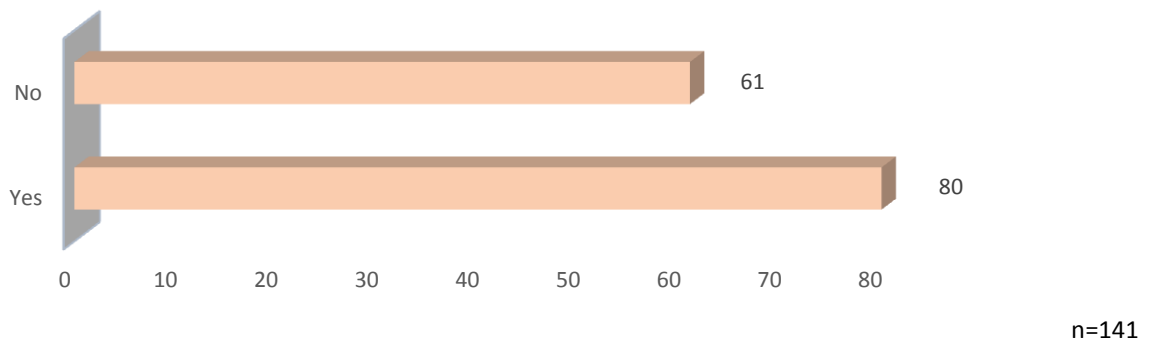
Did you attend any OCCHC groups?



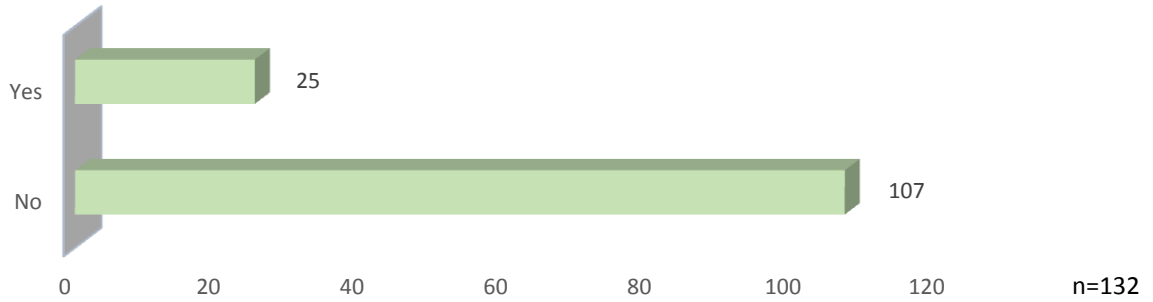
What groups did you attend?



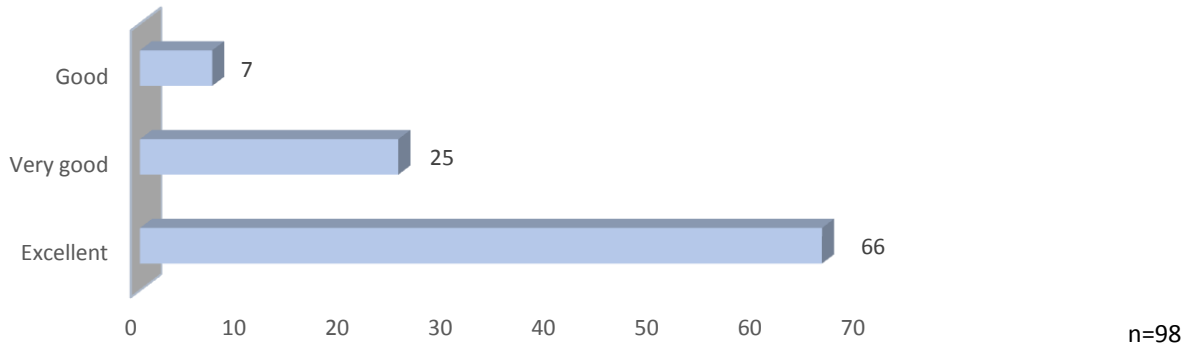
Did you receive a copy of our 2018 program calendar?



Have you ever used our website?



How would you rate your overall experience at the health centre?



How do you find our staff?

“They listen well”

“I think everyone is doing their best”

“Friendly staff”

“Everybody is helpful and caring”

“Things are explained thoroughly”

“Friendliness and professionalism”

“Easy to talk to”

“Full spectrum of services for my needs”

“Showed concern for wellbeing”

“sympathetic, advocator, caring”

“Most have really made me feel like I matter and that they care”

“down to earth, realistic, caring, sympathetic....I can't say enough”

“Everyone is friendly and are here to make you feel better”

“They listen to issues”

“We trust the staff”

“Offering alternative ways to improve health”

“Give great advice”

“Respect and really looking into answers to my health”

How can we improve?

“The waiting room furniture is uncomfortable and actually aggravates my condition”

“Since I became a patient I have had 4 Doctors. Why?”

“Telephone system; going through too many "press 1?"

“A monthly news letter featuring upcoming events/groups”

“It's important to have stable doctors, with the turnover this is a huge concern”

“Additional evening hours/days”

“More same day appointments”

“Better advertising of groups being offered and hopefully more groups (self-esteem related)”

“Difficult to make an appointment”

“More doctors”

“More evening appointments”

“It would be nice to have a regular doctor that stays forever”

“Internet access to client service people”

Have we made a difference?

“my life has been drastically improved”

“These people, this clinic and all the things I do from it are a huge part of my life. Wouldn't trade them for the world”

“I'm always very happy here”

“I would just like to say how grateful I am to be treated with dignity”

“I always feel very involved in my own health care and love coming here”

“Thank you for all of your services”

“I feel they allow me to speak freely with no judgement”

“They have saved my life and improved everything”

“I could not have done it without your perfect team. You are awesome!”

“I feel that I'm important and my concerns are taken seriously”

“they treat me like a real person”