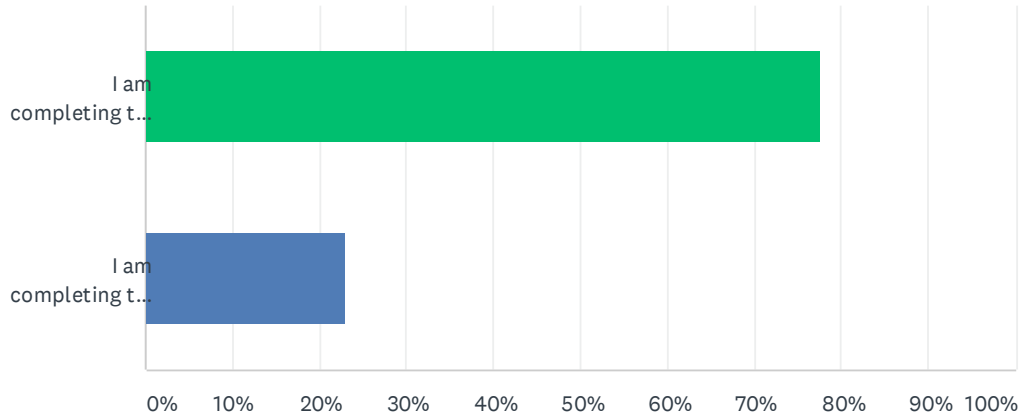


Q1 Are you completing this survey for yourself or for another person?

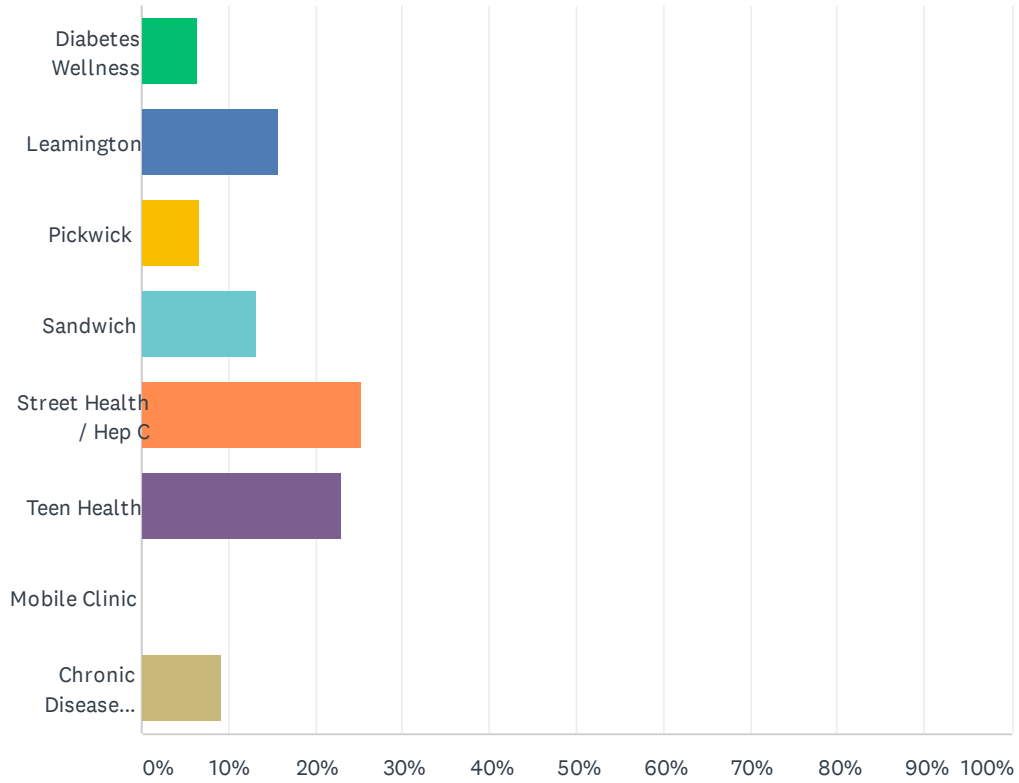
Answered: 357 Skipped: 5



ANSWER CHOICES	RESPONSES	
I am completing this survey for myself	77.59%	277
I am completing this survey for another person	22.97%	82
Total Respondents: 357		

Q2 Location / Program where you receive services:

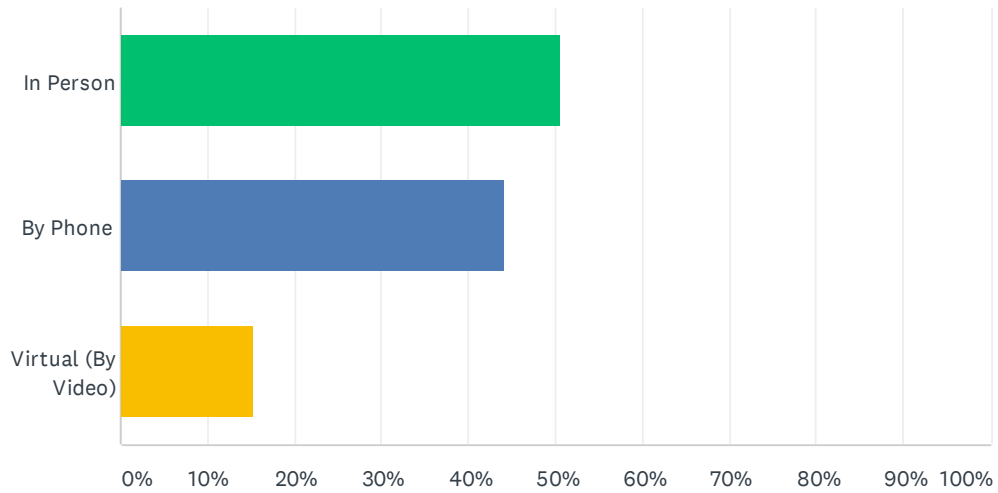
Answered: 355 Skipped: 7



ANSWER CHOICES	RESPONSES	
Diabetes Wellness	6.48%	23
Leamington	15.77%	56
Pickwick	6.76%	24
Sandwich	13.24%	47
Street Health / Hep C	25.35%	90
Teen Health	23.10%	82
Mobile Clinic	0.00%	0
Chronic Disease Management (CDM)	9.30%	33
TOTAL		355

Q3 How was your care provided?

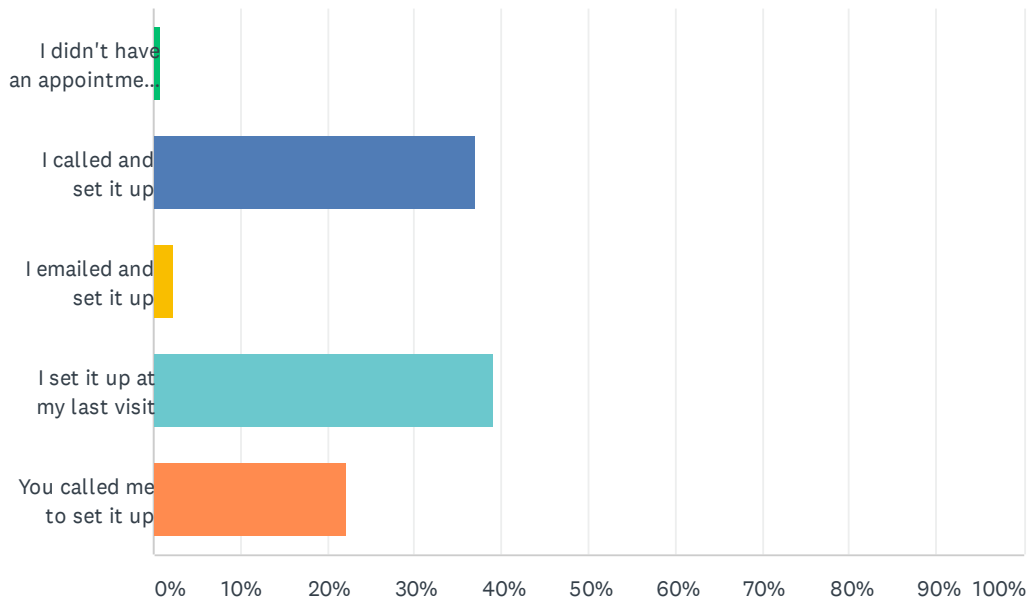
Answered: 355 Skipped: 7



ANSWER CHOICES	RESPONSES	
In Person	50.70%	180
By Phone	44.23%	157
Virtual (By Video)	15.21%	54
Total Respondents: 355		

Q4 Section 1: Contacting UsHow was the appointment for your most recent visit made?

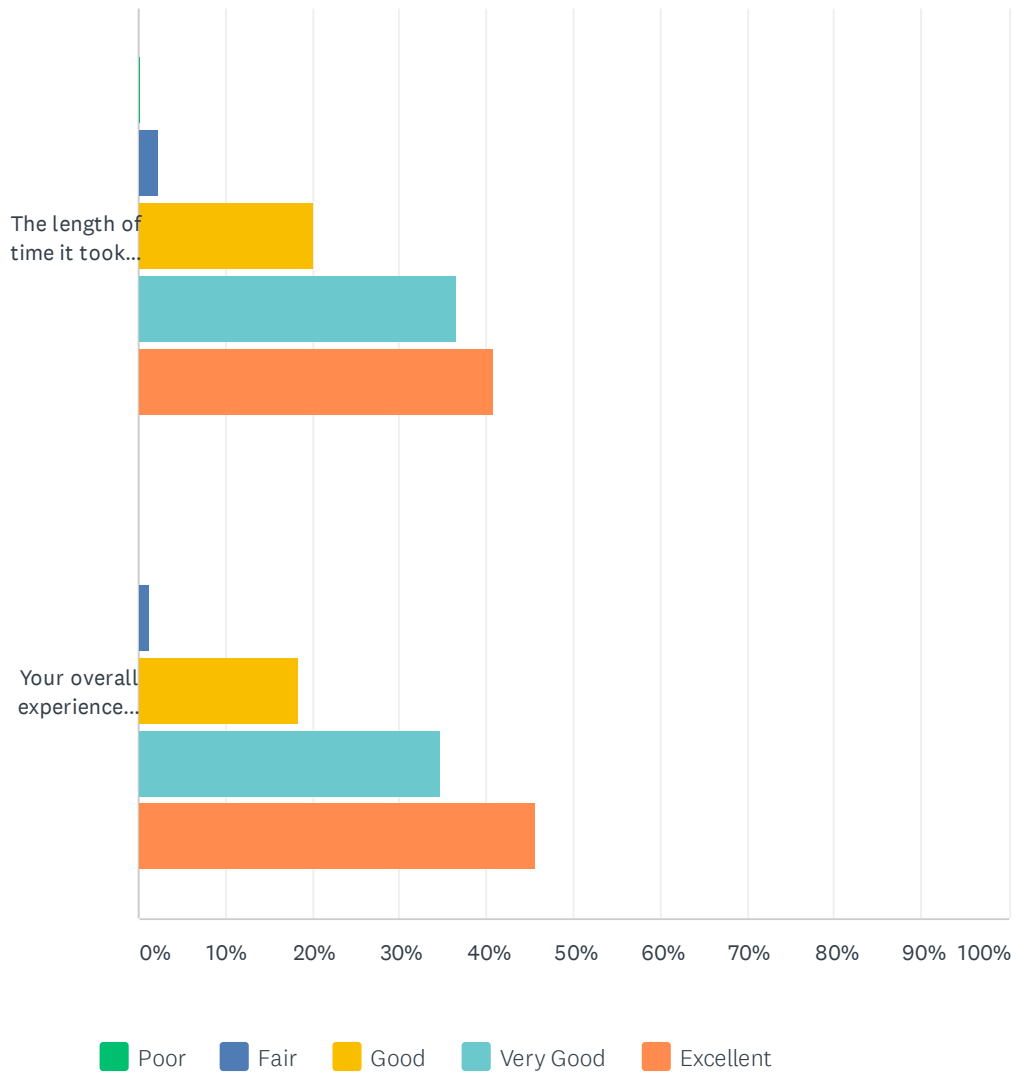
Answered: 334 Skipped: 28



ANSWER CHOICES	RESPONSES	
I didn't have an appointment - I just dropped in	0.90%	3
I called and set it up	37.13%	124
I emailed and set it up	2.40%	8
I set it up at my last visit	39.22%	131
You called me to set it up	22.16%	74
Total Respondents: 334		

Q5 Section 1: Contacting UsThinking about your most recent visit, on a scale of poor to excellent, how would you rate the following ...

Answered: 347 Skipped: 15

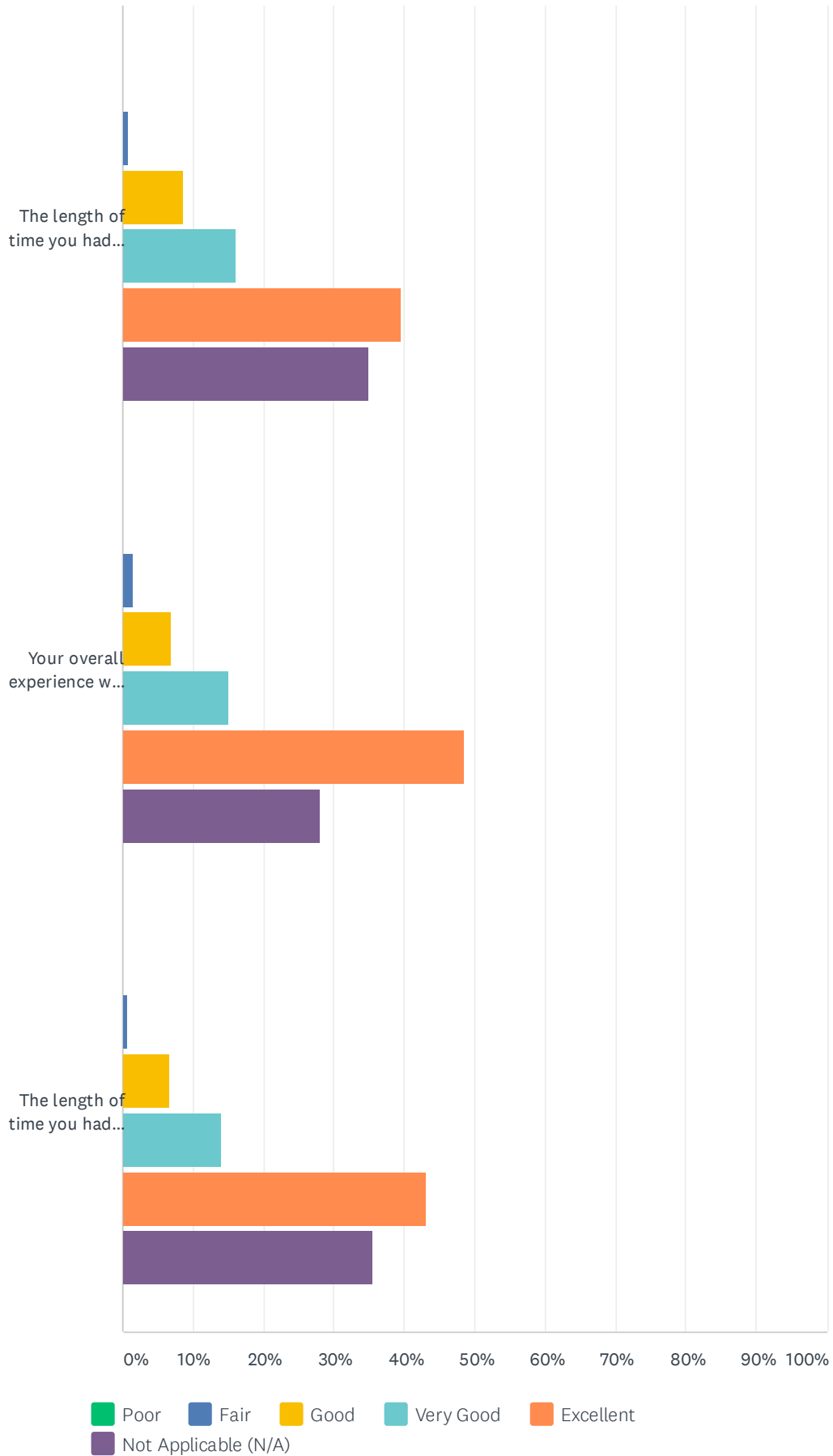


	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
The length of time it took between making your appointment and the visit you just had	0.29% 1	2.33% 8	20.06% 69	36.63% 126	40.70% 140	344
Your overall experience accessing the centre	0.00% 0	1.23% 4	18.46% 60	34.77% 113	45.54% 148	325

Q6 Section 2: Arriving and Waiting at the Centre On a scale of poor to excellent, how would you rate the following:

Answered: 349 Skipped: 13

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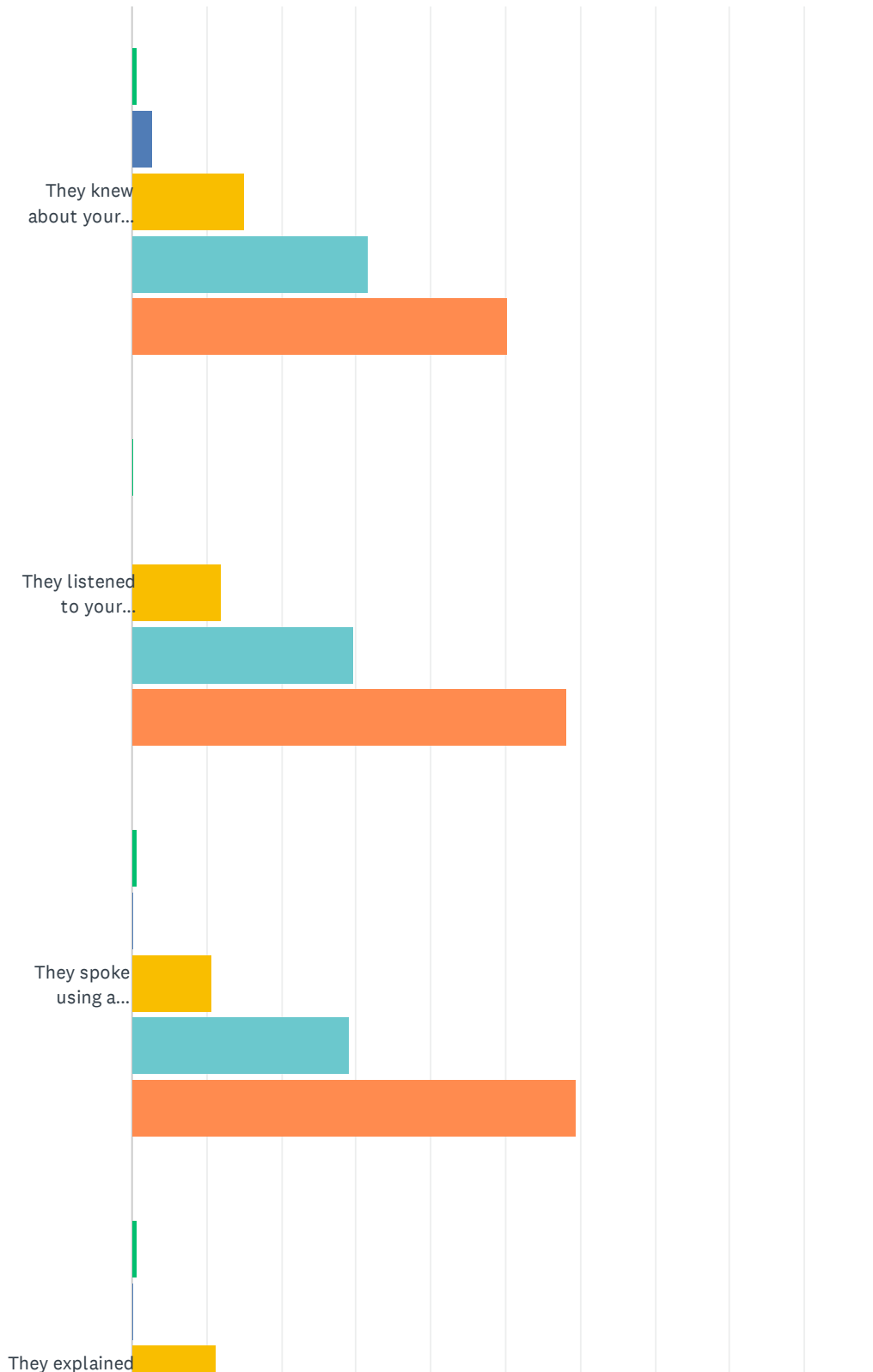


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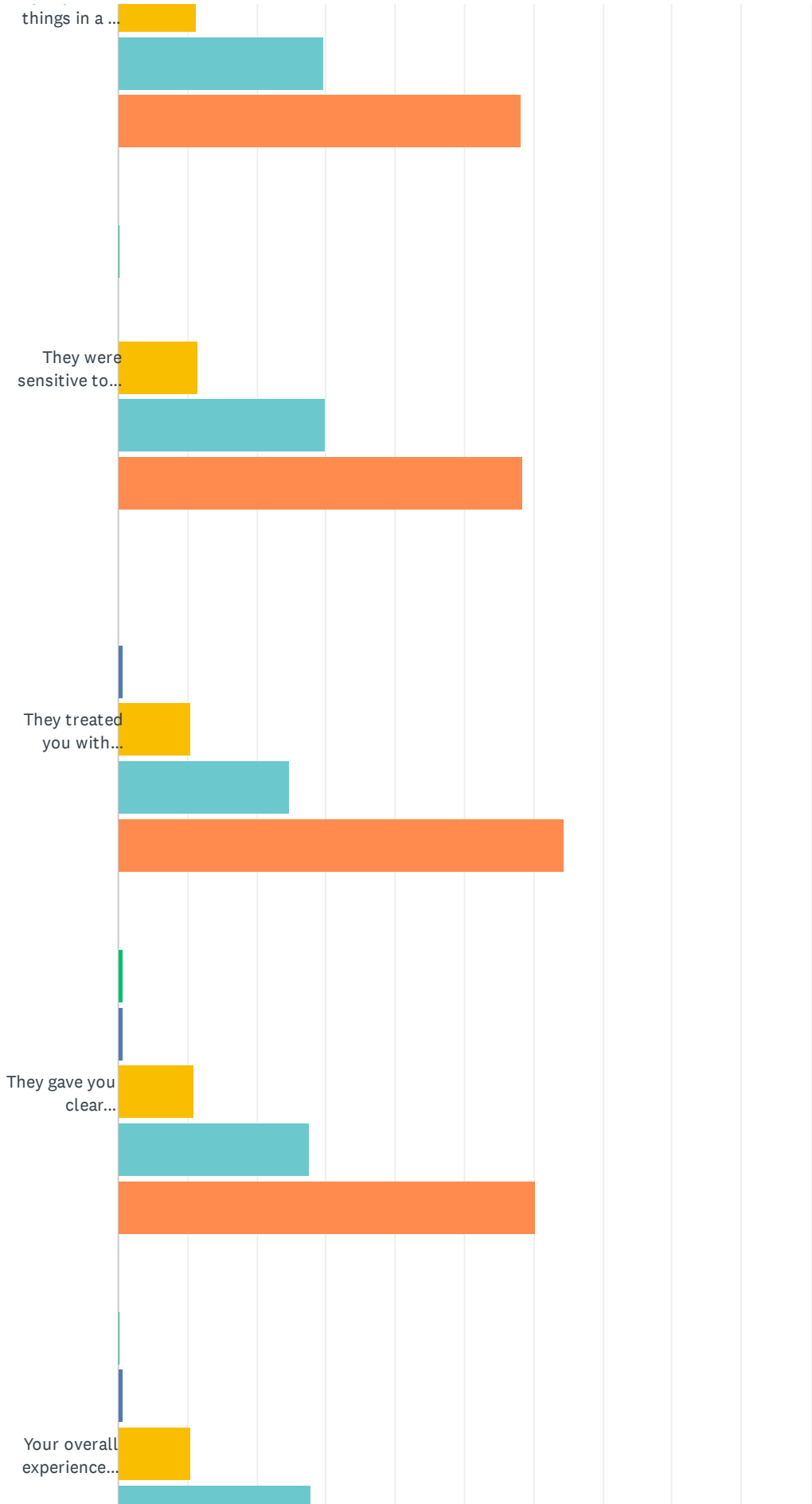
	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE (N/A)	TOTAL
The length of time you had to wait in the reception/ waiting area	0.00% 0	0.86% 3	8.60% 30	16.05% 56	39.54% 138	34.96% 122	349
Your overall experience with our reception staff	0.00% 0	1.45% 5	6.94% 24	15.03% 52	48.55% 168	28.03% 97	346
The length of time you had to wait in the examination room before you spoke with the health care provider about the reason for your visit	0.00% 0	0.58% 2	6.67% 23	13.91% 48	43.19% 149	35.65% 123	345

Q7 Section 3: Your Appointment Thinking about the MAIN health care provider you spoke with during a visit, on a scale of poor to excellent, how would you rate this person on the following:

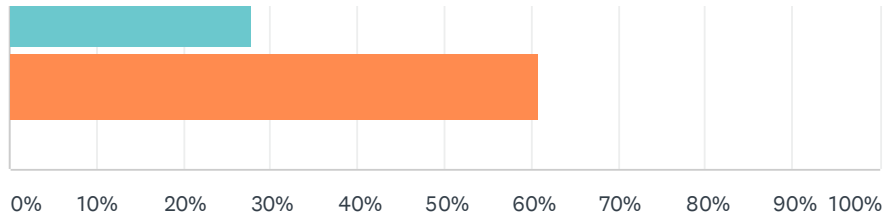
Answered: 338 Skipped: 24



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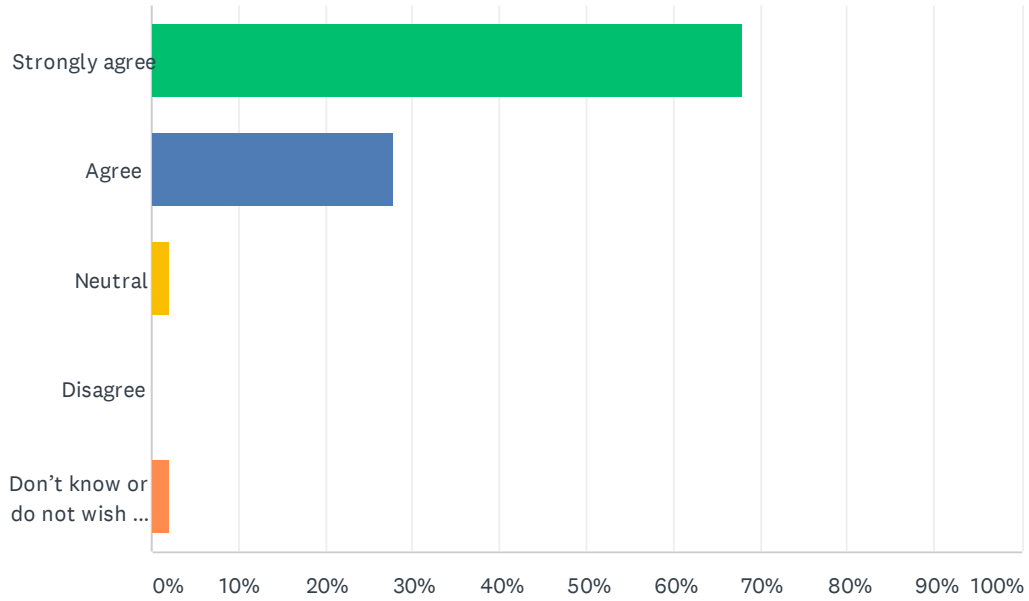


■ Poor
 ■ Fair
 ■ Good
 ■ Very Good
 ■ Excellent

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL
They knew about your medical history	0.60% 2	2.70% 9	15.02% 50	31.53% 105	50.15% 167	333
They listened to your concerns	0.30% 1	0.00% 0	11.87% 40	29.67% 100	58.16% 196	337
They spoke using a language you could understand	0.59% 2	0.30% 1	10.65% 36	28.99% 98	59.47% 201	338
They explained things in a way that was easy to understand	0.59% 2	0.30% 1	11.28% 38	29.67% 100	58.16% 196	337
They were sensitive to your needs and preferences	0.30% 1	0.00% 0	11.54% 39	29.88% 101	58.28% 197	338
They treated you with dignity and respect	0.00% 0	0.59% 2	10.39% 35	24.63% 83	64.39% 217	337
They gave you clear instructions about what you need to do after your visit	0.59% 2	0.59% 2	10.95% 37	27.51% 93	60.36% 204	338
Your overall experience speaking with the health care provider about the reason for your visit	0.30% 1	0.60% 2	10.45% 35	27.76% 93	60.90% 204	335

Q8 I feel comfortable and welcomed at weCHC.

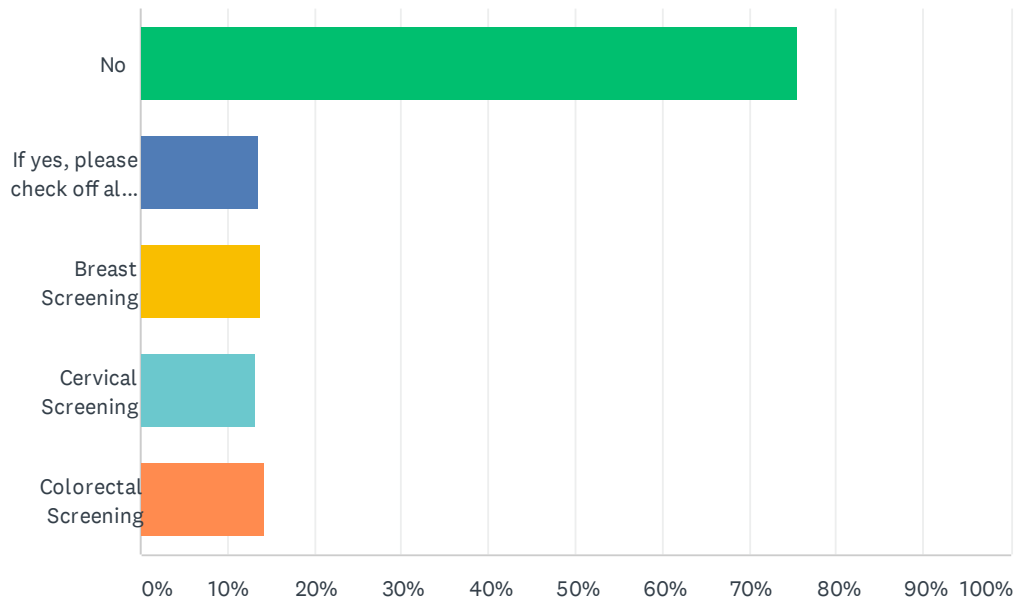
Answered: 344 Skipped: 18



ANSWER CHOICES	RESPONSES	
Strongly agree	68.02%	234
Agree	27.91%	96
Neutral	2.03%	7
Disagree	0.00%	0
Don't know or do not wish to answer	2.03%	7
TOTAL		344

Q9 Have you spoken to your doctor or nurse practitioner recently about cancer screening?

Answered: 339 Skipped: 23

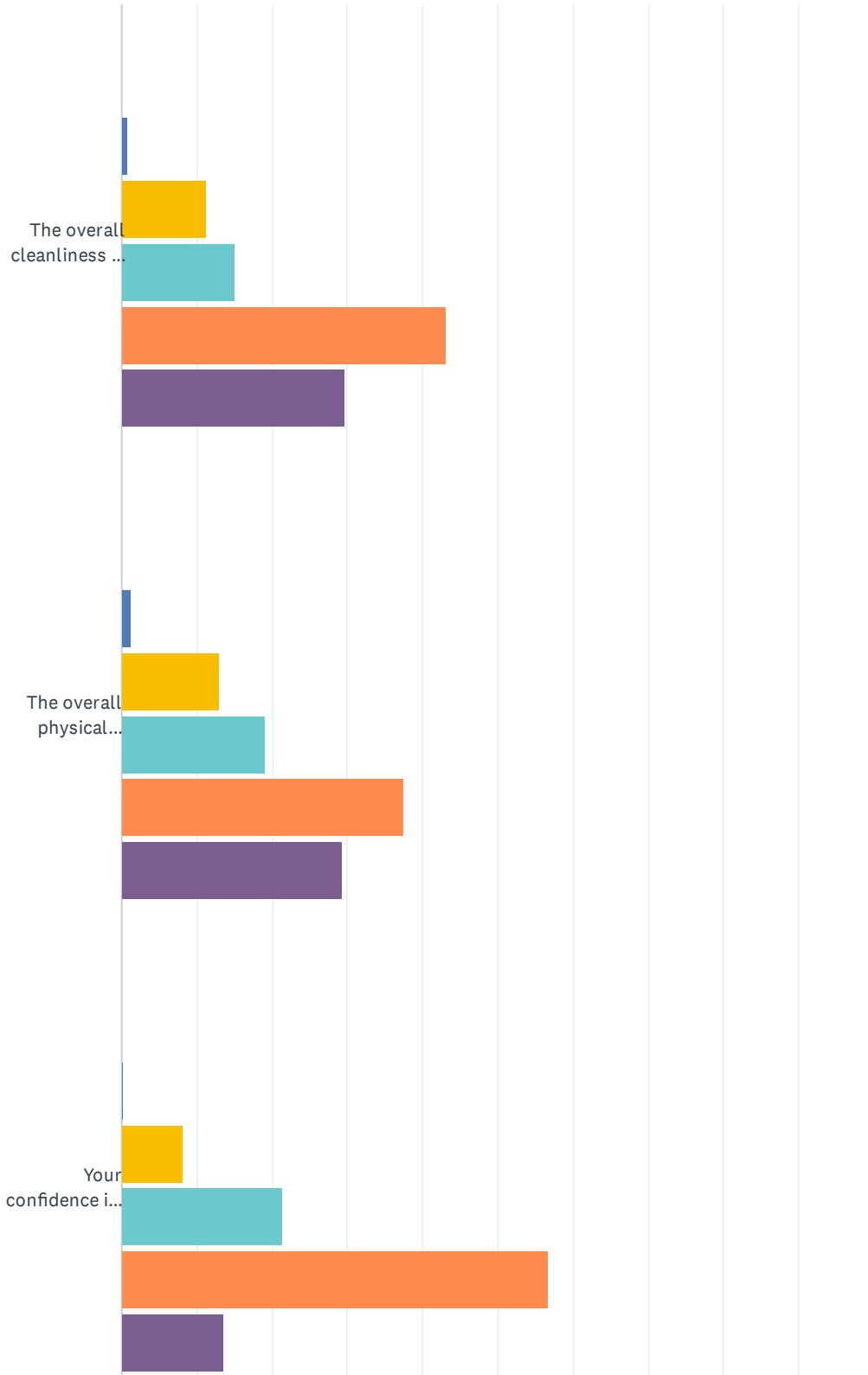


ANSWER CHOICES	RESPONSES	
No	75.52%	256
If yes, please check off all that apply:	13.57%	46
Breast Screening	13.86%	47
Cervical Screening	13.27%	45
Colorectal Screening	14.16%	48
Total Respondents: 339		

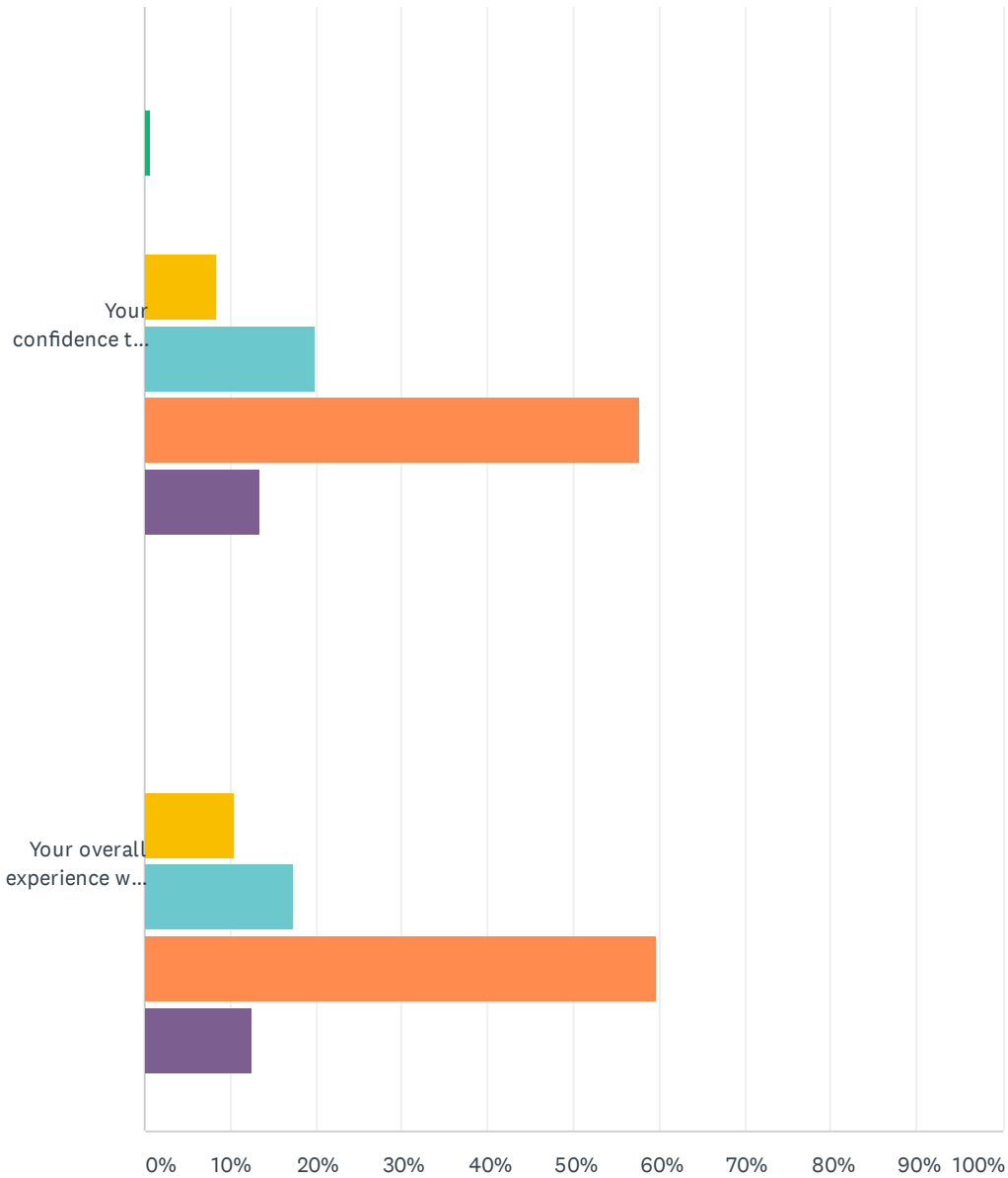
Q10 Section 4: Your Overall Experience With Your Most Recent Visit

Thinking about your most recent visit, on a scale of poor to excellent, how would you rate the following:

Answered: 346 Skipped: 16



2020 Client Experience Survey



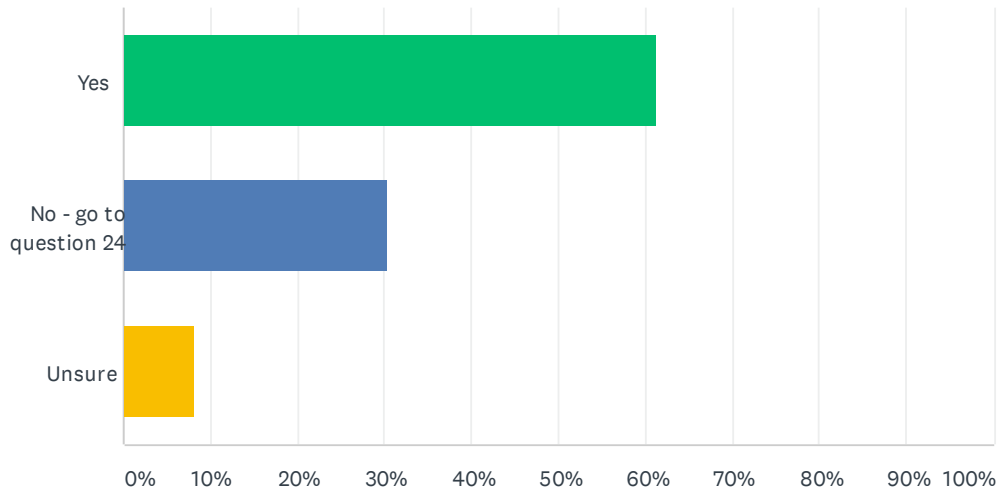
Legend:
Poor (Green) Fair (Blue) Good (Yellow) Very Good (Teal) Excellent (Orange)
Not applicable (don't know or do not wish to answer) (Purple)

2020 Client Experience Survey

	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	NOT APPLICABLE (DON'T KNOW OR DO NOT WISH TO ANSWER)	TOTAL	WEIGHTED AVERAGE
The overall cleanliness of the centre	0.00% 0	0.87% 3	11.27% 39	15.03% 52	43.06% 149	29.77% 103	346	4.90
The overall physical comfort of the centre	0.00% 0	1.16% 4	13.04% 45	19.13% 66	37.39% 129	29.28% 101	345	4.81
Your confidence in the doctor/ health care provider(s) you saw during the visit	0.00% 0	0.29% 1	8.09% 28	21.39% 74	56.65% 196	13.58% 47	346	4.75
Your confidence that your health information was treated with the level of privacy you expect	0.58% 2	0.00% 0	8.38% 29	19.94% 69	57.80% 200	13.29% 46	346	4.74
Your overall experience with the visit you had with us	0.00% 0	0.00% 0	10.43% 36	17.39% 60	59.71% 206	12.46% 43	345	4.74

Q11 Do you receive primary care at this site?

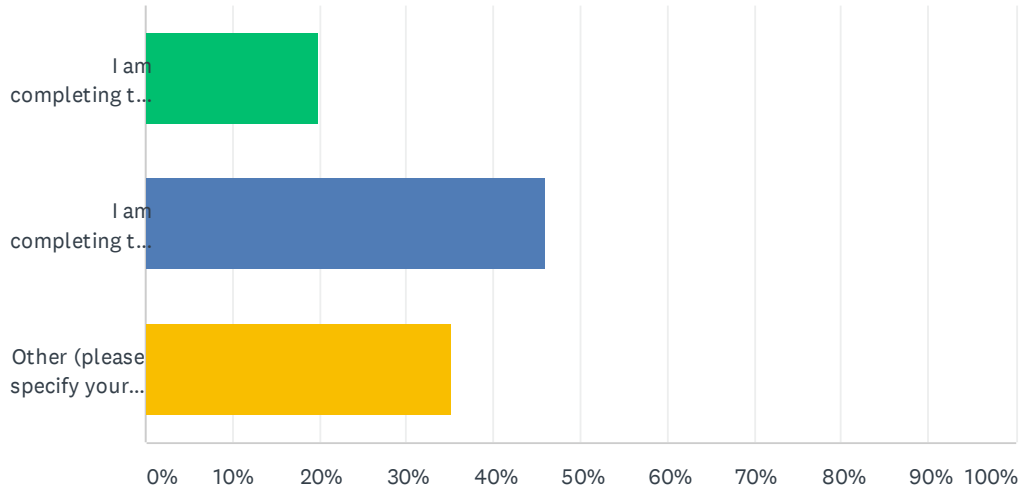
Answered: 352 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	61.36%	216
No - go to question 24	30.40%	107
Unsure	8.24%	29
TOTAL		352

Q12 If you are completing this survey for someone else, who are you completing it for?

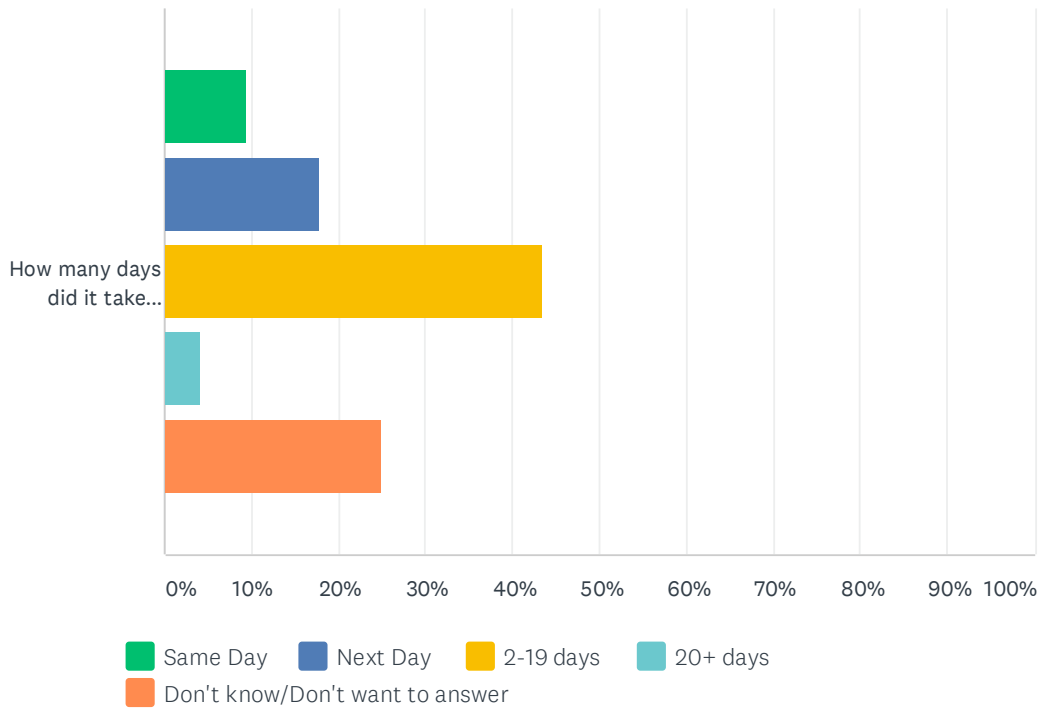
Answered: 111 Skipped: 251



ANSWER CHOICES	RESPONSES	
I am completing this for a family member or friend	19.82%	22
I am completing this for the patient/client	45.95%	51
Other (please specify your relationship with the patient, not your name)	35.14%	39
Total Respondents: 111		

Q13 Section 5: Your Experiences visiting with us over the last year or so
 We'd like you to think more broadly... about your experiences with us
OVER THE LAST YEAR OR SO The last time you were sick or concerned
 you had a health problem,

Answered: 264 Skipped: 98



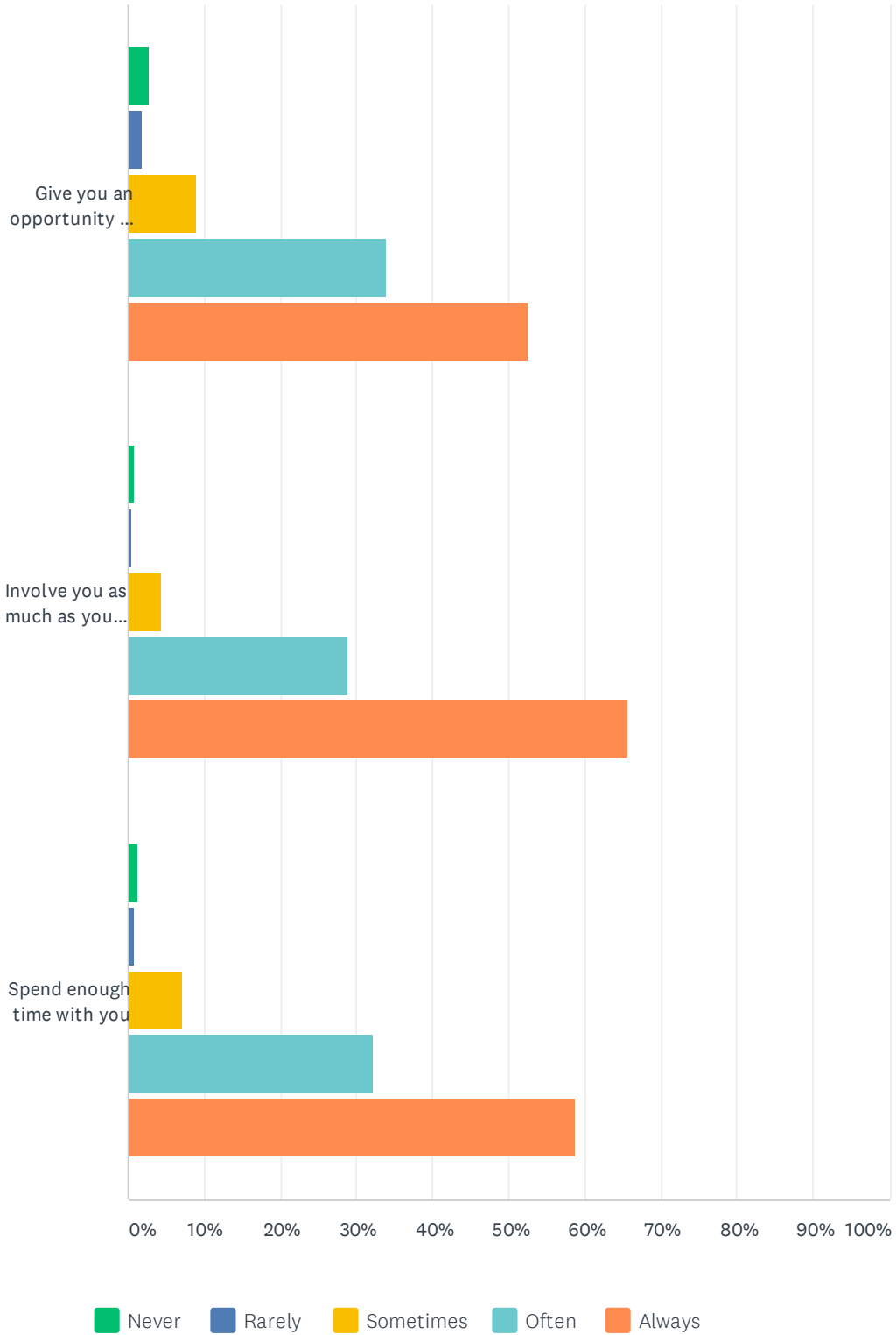
	SAME DAY	NEXT DAY	2-19 DAYS	20+ DAYS	DON'T KNOW/DON'T WANT TO ANSWER	TOTAL
How many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their centre?	9.47% 25	17.80% 47	43.56% 115	4.17% 11	25.00% 66	264

Q14 If you selected 2-19 days for the above question, how many days did it take to receive an appointment .

Answered: 110 Skipped: 252

Q15 When you see your doctor or nurse practitioner, how often do they or someone else in the centre:

Answered: 257 Skipped: 105

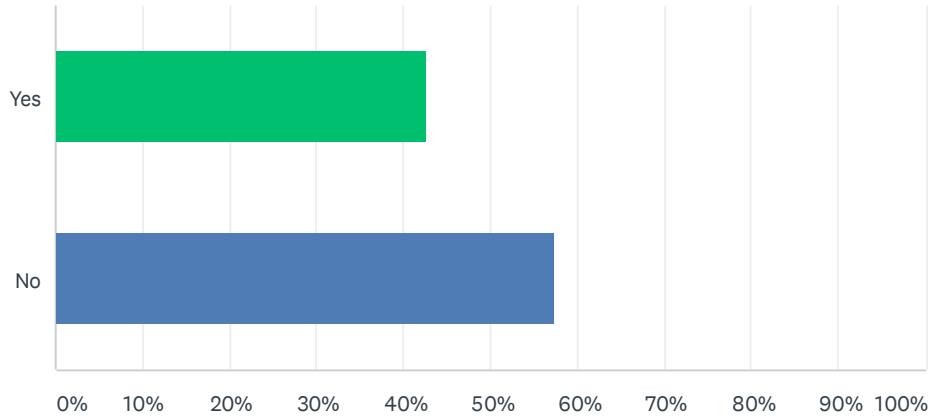


2020 Client Experience Survey

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS	TOTAL
Give you an opportunity to ask questions about recommended treatment	2.72% 7	1.95% 5	8.95% 23	33.85% 87	52.53% 135	257
Involve you as much as you want to be in decisions about your care and treatment	0.79% 2	0.40% 1	4.35% 11	28.85% 73	65.61% 166	253
Spend enough time with you	1.19% 3	0.79% 2	7.14% 18	32.14% 81	58.73% 148	252

Q16 Over the last year did you receive care from a health care provider at a location other than this centre?

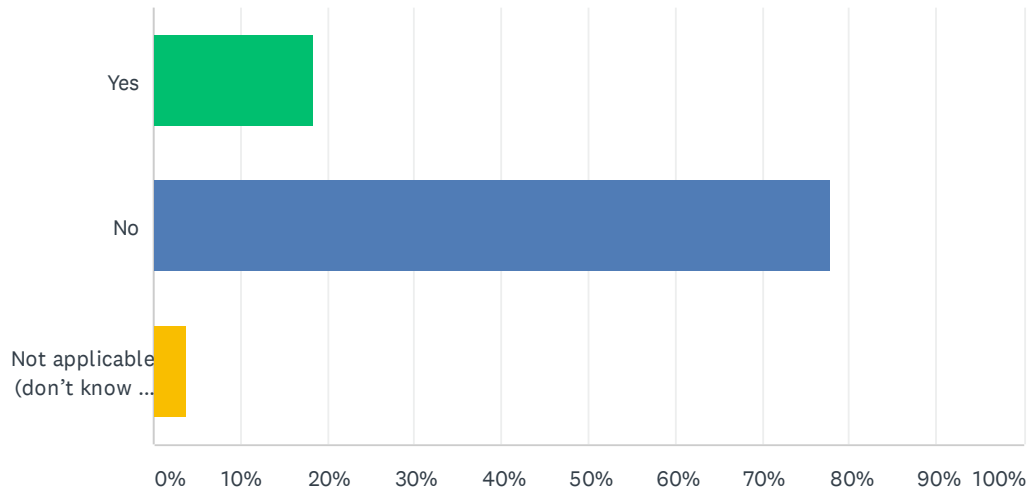
Answered: 262 Skipped: 100



ANSWER CHOICES	RESPONSES	
Yes	42.75%	112
No	57.25%	150
TOTAL		262

Q17 Have you had a hospital admission within the last 12 months?

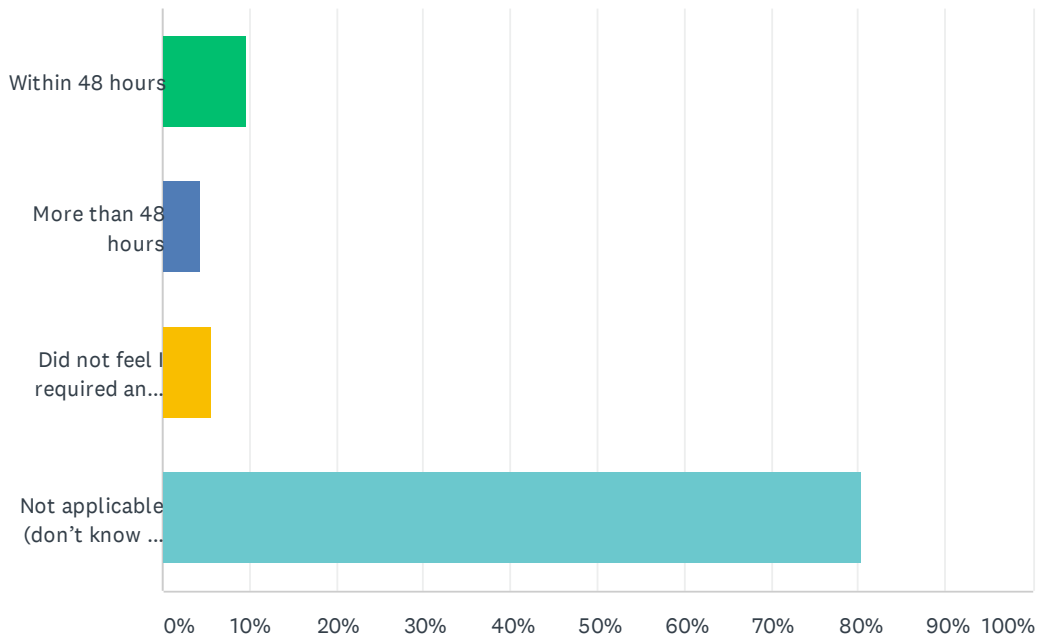
Answered: 267 Skipped: 95



ANSWER CHOICES	RESPONSES	
Yes	18.35%	49
No	77.90%	208
Not applicable (don't know or do not wish to answer)	3.75%	10
TOTAL		267

Q18 After discharge from the hospital, the centre booked/offered me an appointment?

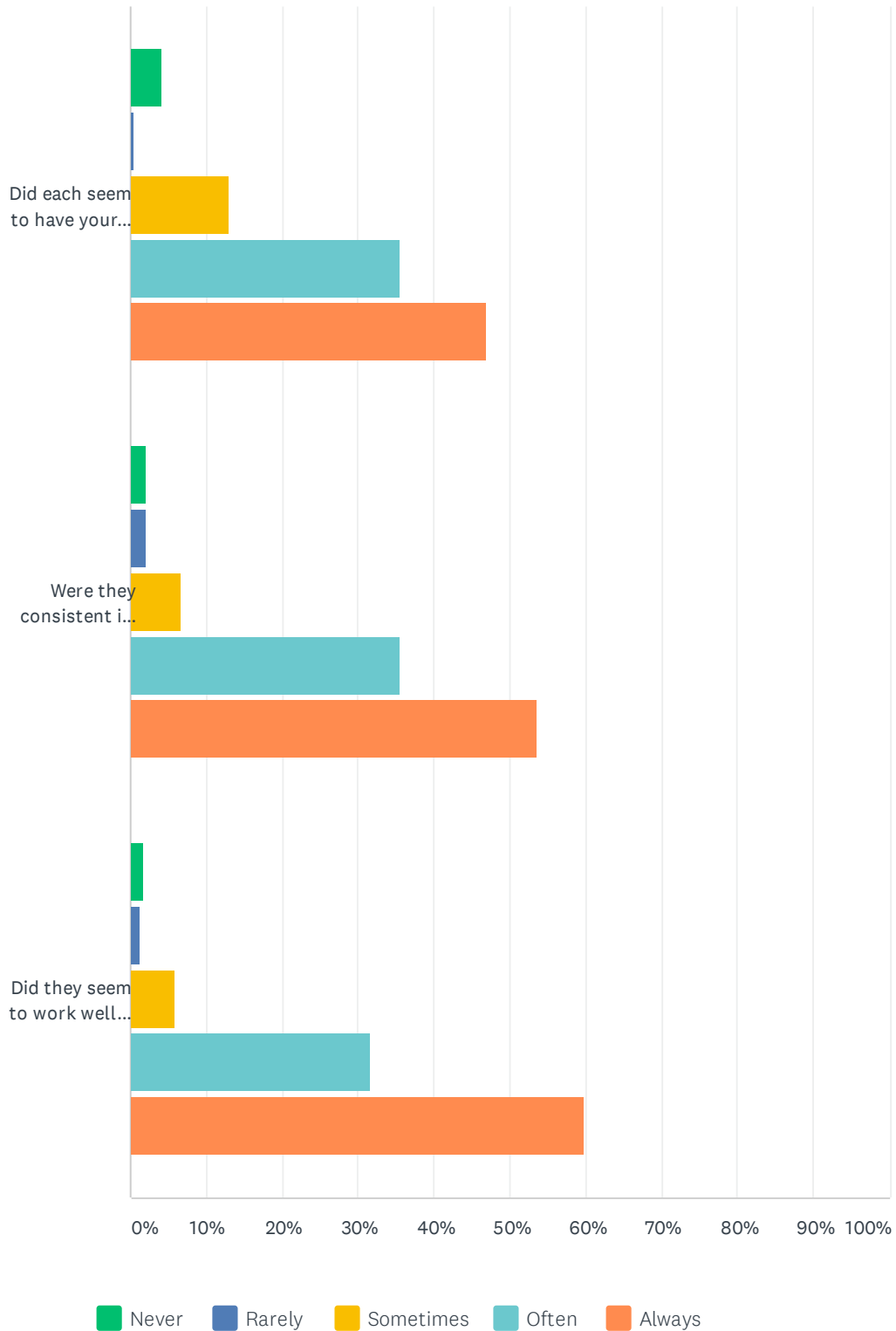
Answered: 249 Skipped: 113



ANSWER CHOICES	RESPONSES	
Within 48 hours	9.64%	24
More than 48 hours	4.42%	11
Did not feel I required an appointment	5.62%	14
Not applicable (don't know or do not wish to answer)	80.32%	200
TOTAL		249

Q19 Thinking about the health care providers that you have seen (in person/virtually) at the different places you have received care over the last year or so:

Answered: 241 Skipped: 121

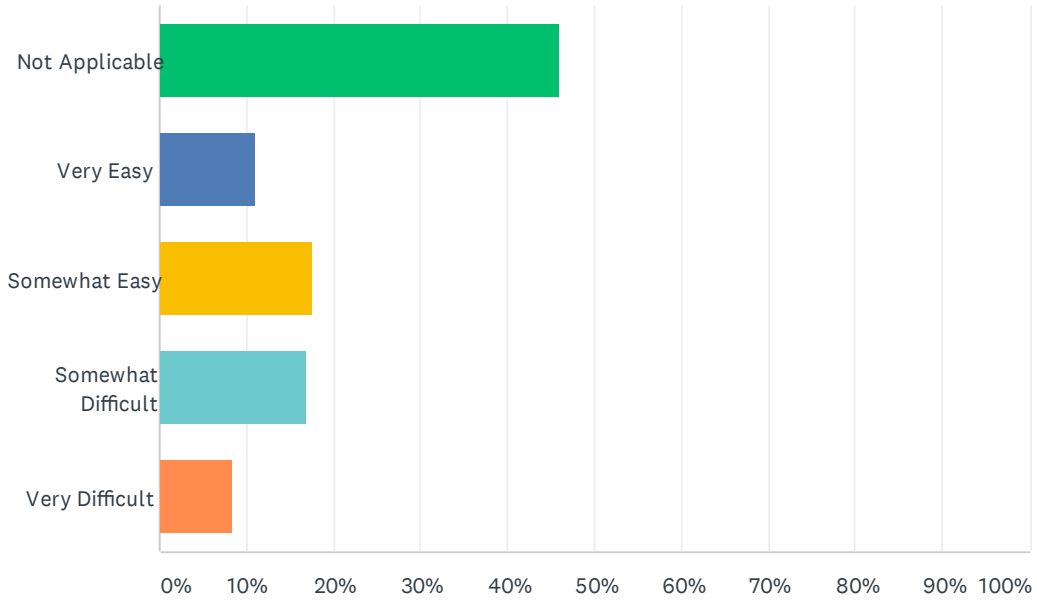


2020 Client Experience Survey

	NEVER	RARELY	SOMETIMES	OFTEN	ALWAYS	TOTAL
Did each seem to have your recent test or exam results	4.18% 10	0.42% 1	12.97% 31	35.56% 85	46.86% 112	239
Were they consistent in what they were telling you about your care and treatment?	2.09% 5	2.09% 5	6.69% 16	35.56% 85	53.56% 128	239
Did they seem to work well together in caring for you?	1.66% 4	1.24% 3	5.81% 14	31.54% 76	59.75% 144	241

Q20 The last time when you needed medical care in the evening, on the weekend or on a public holiday, how easy was it to get care without going to the emergency department?

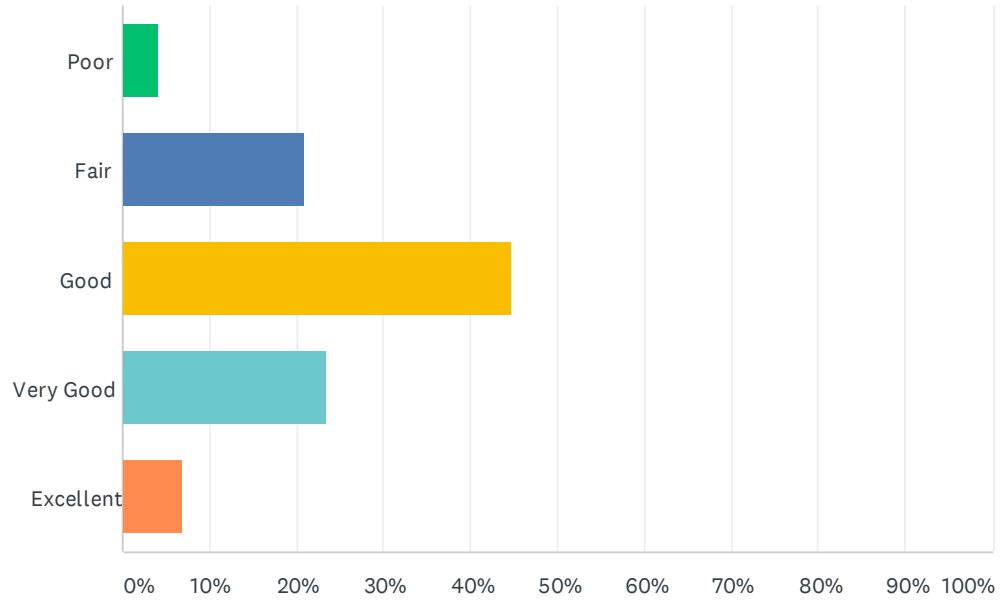
Answered: 261 Skipped: 101



ANSWER CHOICES	RESPONSES	
Not Applicable	45.98%	120
Very Easy	11.11%	29
Somewhat Easy	17.62%	46
Somewhat Difficult	16.86%	44
Very Difficult	8.43%	22
TOTAL		261

Q21 In general how would you rate your overall health?

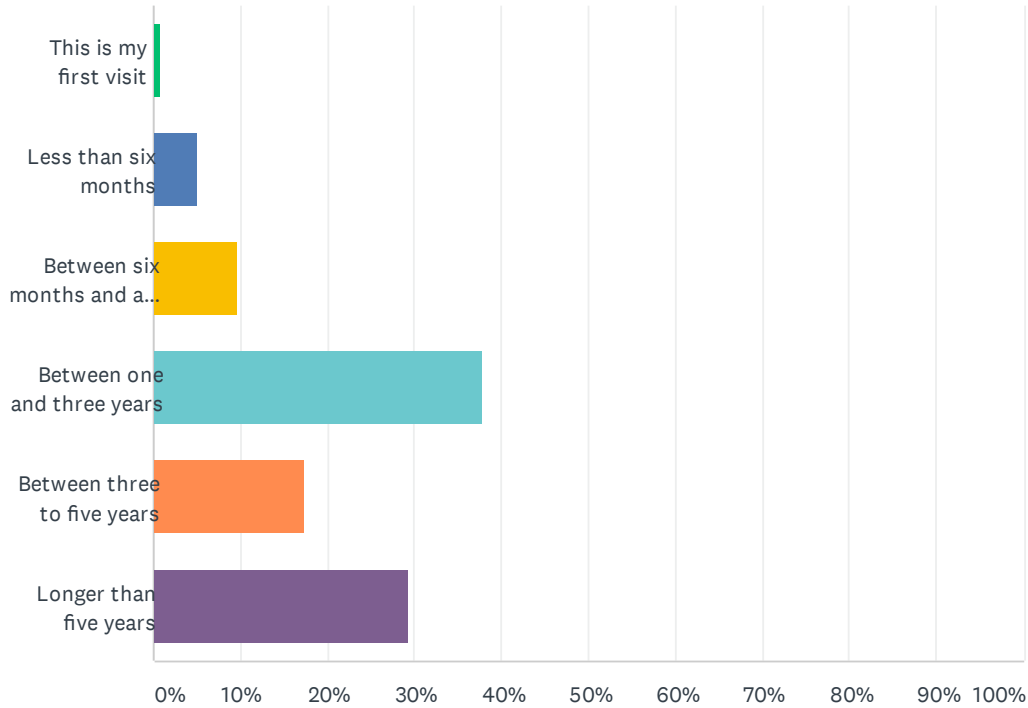
Answered: 264 Skipped: 98



ANSWER CHOICES	RESPONSES	
Poor	4.17%	11
Fair	20.83%	55
Good	44.70%	118
Very Good	23.48%	62
Excellent	6.82%	18
TOTAL		264

Q22 How long have you been visiting us for your health care?

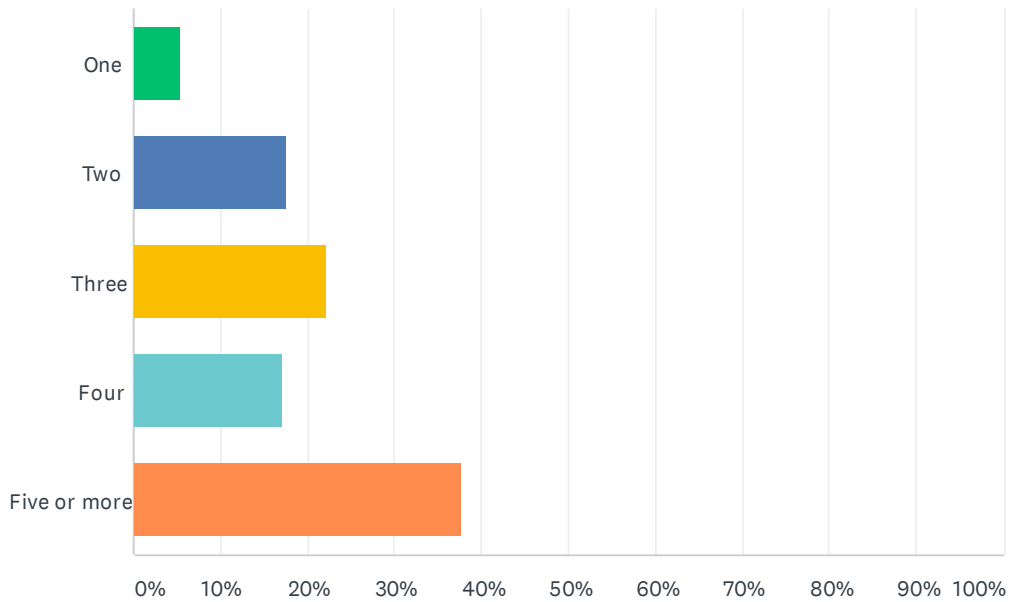
Answered: 259 Skipped: 103



ANSWER CHOICES	RESPONSES	
This is my first visit	0.77%	2
Less than six months	5.02%	13
Between six months and a year	9.65%	25
Between one and three years	37.84%	98
Between three to five years	17.37%	45
Longer than five years	29.34%	76
TOTAL		259

Q23 Using your best guess, how many times did you visit us over the last year or so for your own medical care?

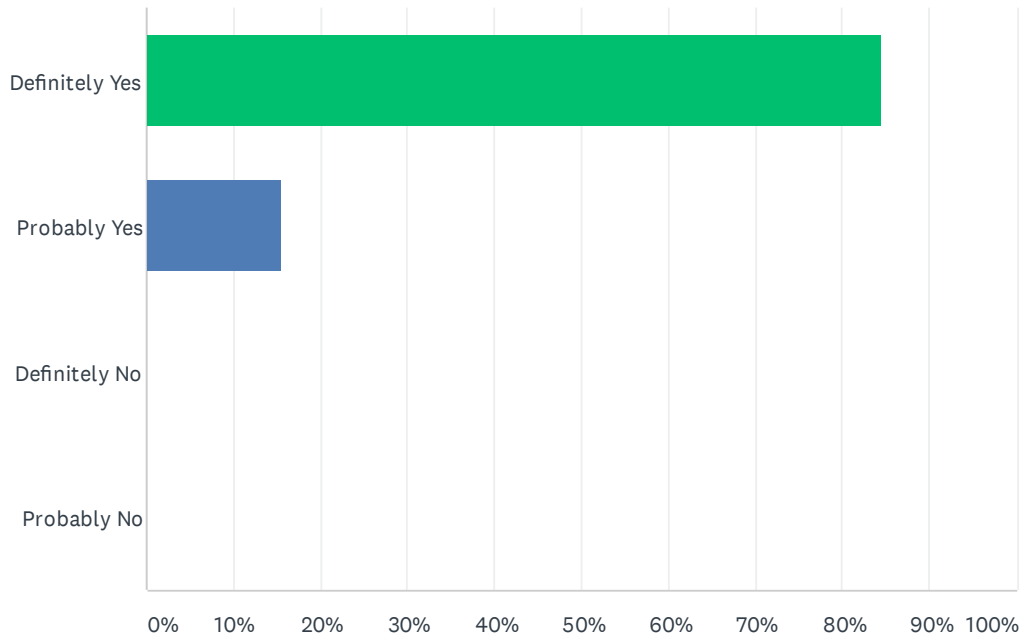
Answered: 257 Skipped: 105



ANSWER CHOICES	RESPONSES	
One	5.45%	14
Two	17.51%	45
Three	22.18%	57
Four	17.12%	44
Five or more	37.74%	97
TOTAL		257

Q24 Would you recommend our services to your family or friends?

Answered: 348 Skipped: 14



ANSWER CHOICES	RESPONSES	
Definitely Yes	84.48%	294
Probably Yes	15.52%	54
Definitely No	0.00%	0
Probably No	0.00%	0
TOTAL		348

Q25 Thinking of your overall experience with our centre, what are:

Answered: 246 Skipped: 116

ANSWER CHOICES	RESPONSES	
Two things we have done particularly well	98.78%	243
Two things that could be improved	65.45%	161

Q26 Is there any additional information or feedback you would like to share with us that could help us improve the way we provide care?

Answered: 108 Skipped: 254