

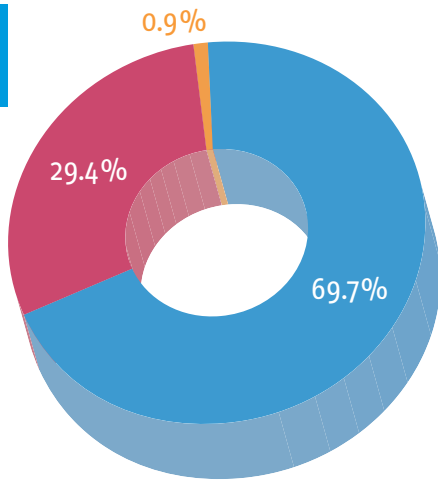
West Elgin Community Health Centre



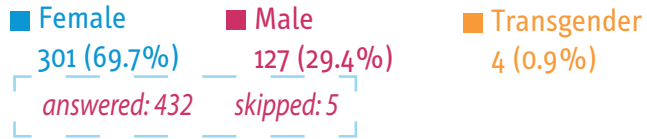
2015 Client Satisfaction Survey Results Every One Matters



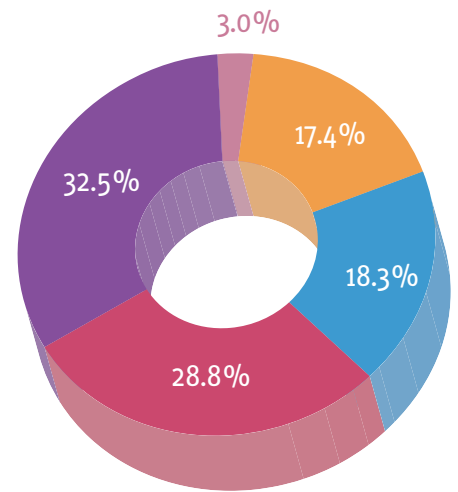
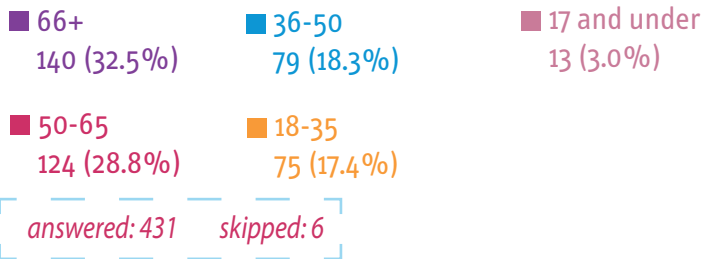
info@cfoe.ca | 519.636.3887 | www.cfoe.ca
P.O. Box 8109 | London, Ontario | N6G 2B0



Are you...



How old are you?



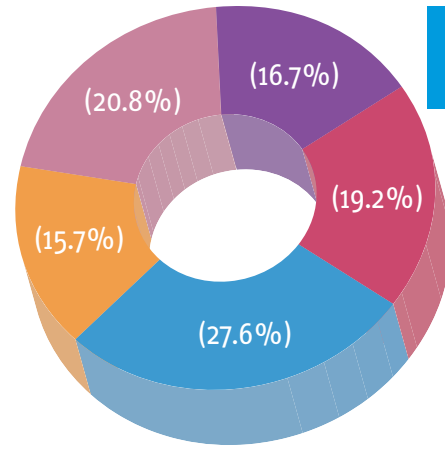
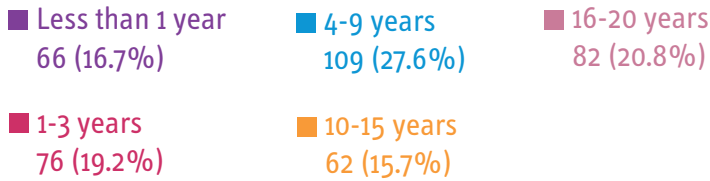
Respondents by Postal Code

Postal Code	Count	Postal Code	Count
N0G 2R0	1	N0L 1C0	3
N0L 2C0	189	N0L 1X0	2
N0L 1F0	1	N0L 2A0	1
N0L 1J0	65	N0M 1X0	1
N0L 1M0	7	N0P 1C0	2
N0L 1P0	6	N0P 2C0	2
N0L 1Z0	4	N5P 3S8	1
N0L 2E0	1	N5P 2Z6	1
N0L 1G0	1	N5P 5K6	1
N0L 2M0	16	N5P 4C1	1
N0L 2N0	9	N5P 4K1	1
N0L 2P0	160	N5P 2L1	1
N0L 1J0	1	N6J 4Y8	1
N0L 1C0	1	N6J 2X8	2

answered: 423 skipped: 14

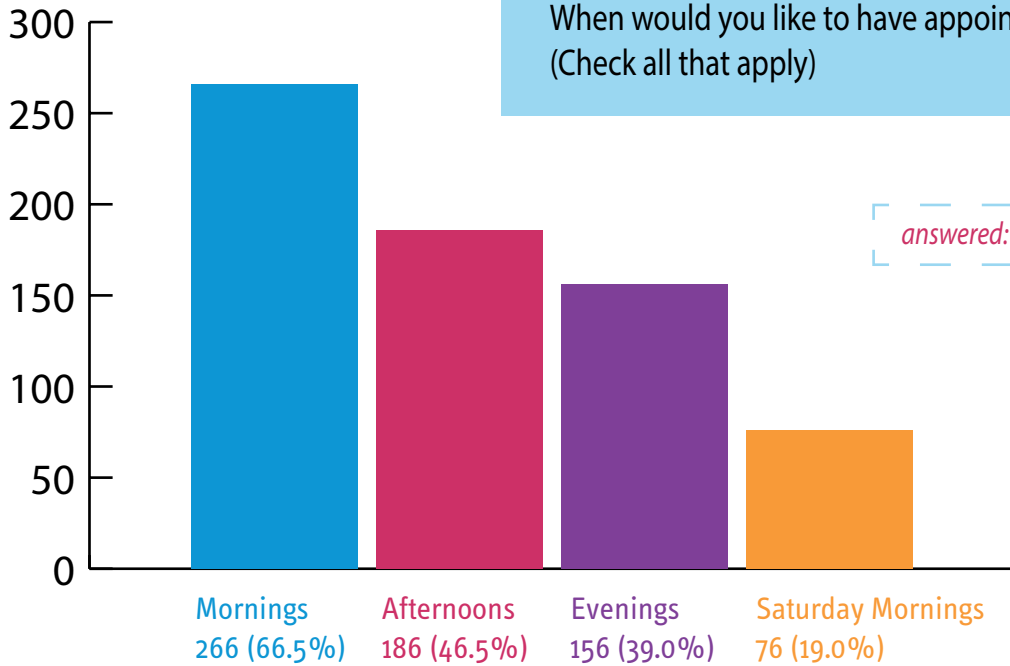
"Excellent place to come to get service and to be listened to with care!" - Client

How long have you been a client at the Health Centre?



answered: 395 skipped: 42

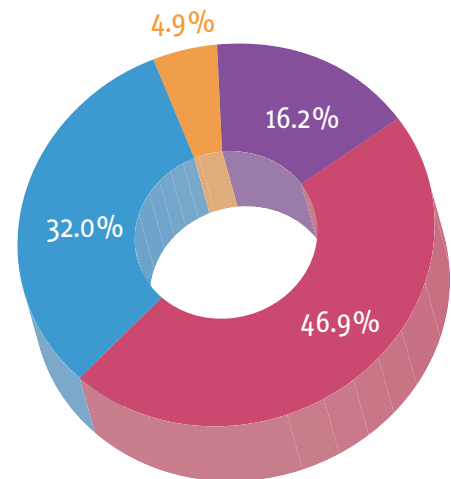
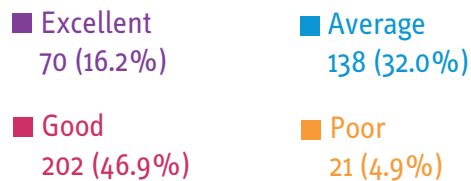
When would you like to have appointments/services? (Check all that apply)



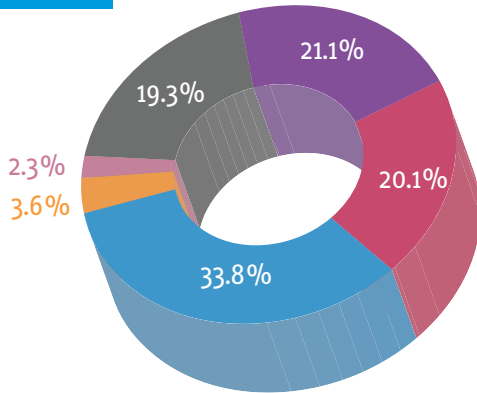
answered: 400 skipped: 37

How do you describe your health?

answered: 431 skipped: 6



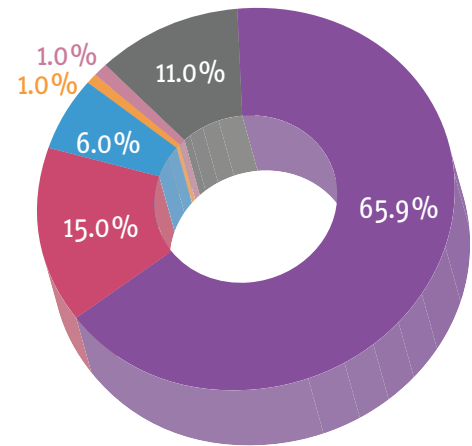
The last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?



- Same day
83 (21.1%)
- 2-9 days
133 (33.8%)
- 20 or more days
9 (2.3%)
- Next day
79 (20.1%)
- 10-19 days
14 (3.6%)
- Not applicable (Don't know)
76 (19.3%)

answered: 394 skipped: 43

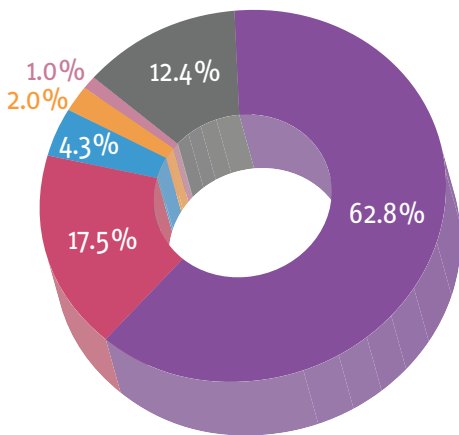
When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatments



- Always
263 (65.9%)
- Sometimes
24 (6.0%)
- Never
4 (1.0%)
- Often
60 (15.0%)
- Rarely
4 (1.0%)
- Not applicable (Don't know)
44 (11.0%)

answered: 399 skipped: 38

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?



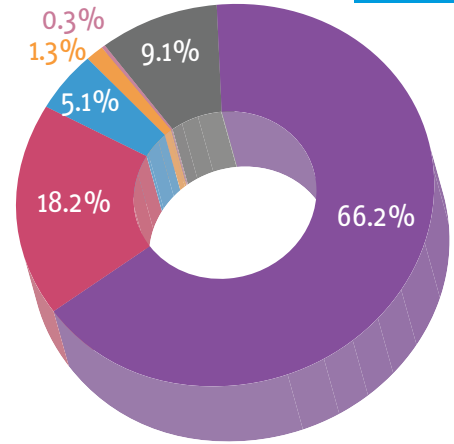
- Always
248 (62.8%)
- Sometimes
17 (4.3%)
- Never
4 (1.0%)
- Often
69 (17.5%)
- Rarely
8 (2.0%)
- Not applicable (Don't know)
49 (12.4%)

answered: 395 skipped: 42

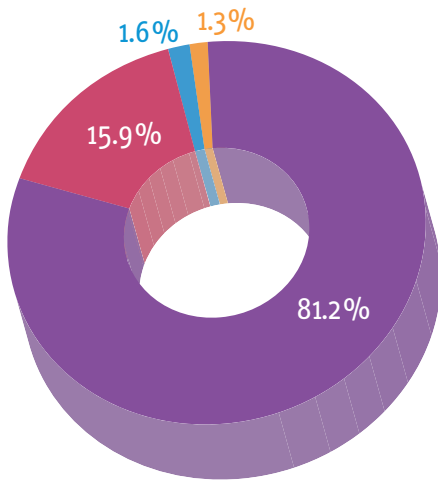
When you see your doctor or nurse practitioner, how often do they or someone else in the office spend enough time with you?

answered: 396 skipped: 41

- Always 262 (66.2%)
- Sometimes 20 (5.1%)
- Never 1 (0.3%)
- Often 72 (18.2%)
- Rarely 5 (1.3%)
- Not applicable (Don't know) 36 (9.1%)



The Health Centre space or where the Health Centre runs its programs is accessible (available to all).



- Always 250 (81.2%)
- Some of the time 5 (1.6%)
- Most of the time 49 (15.9%)
- Never 4 (1.3%)

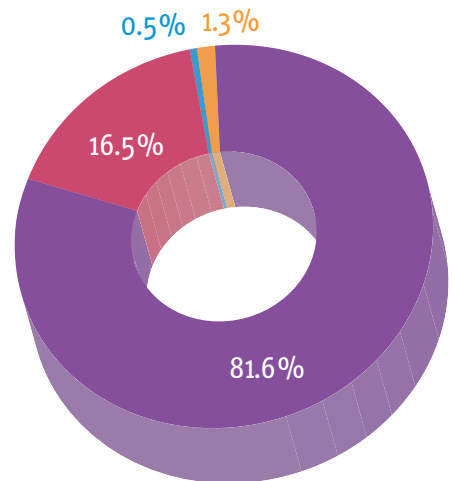
answered: 308 skipped: 129

"We really appreciate your programs and the genuine, caring, professional staff. You make a real impact on the well-being of the community. Thank-you."

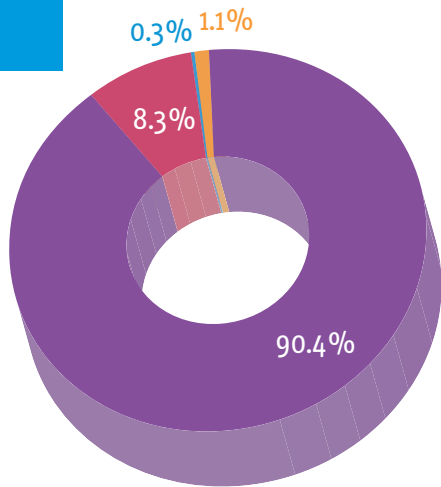
The Health Centre space or where the Health Centre runs its programs is comfortable.

- Always 307 (81.6%)
- Some of the time 2 (0.5%)
- Most of the time 62 (16.5%)
- Never 5 (1.3%)

answered: 376 skipped: 61



2015



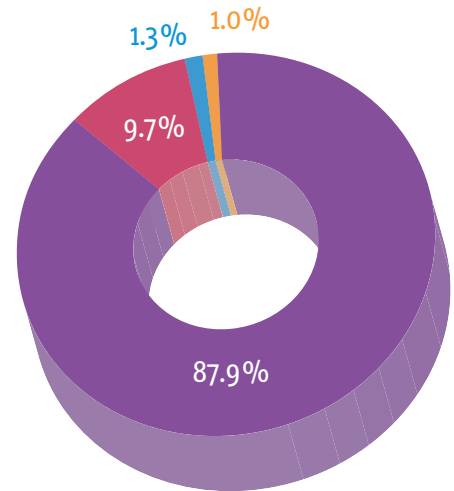
I feel safe at the Health Centre and at their services and programs.

answered: 375 skipped: 62

- Always 339 (90.4%)
- Some of the time 1 (0.3%)
- Most of the time 31 (8.3%)
- Never 4 (1.1%)

I trust the Health Centre staff to keep information about me private.

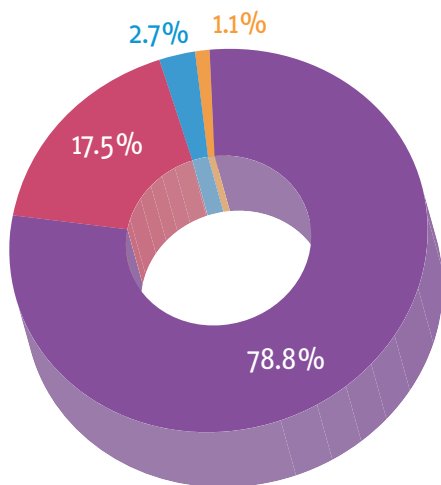
- Always 335 (87.9%)
- Some of the time 5 (1.3%)
- Most of the time 37 (9.7%)
- Never 4 (1.0%)



answered: 381 skipped: 56

"This has been the very best experience I've ever had in a health care facility" - Client

The Health Centre staff is easy to talk to and explains things in a way I can understand



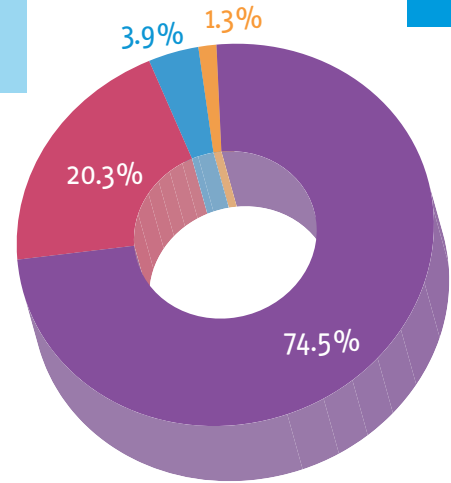
- Always 297 (78.8%)
- Some of the time 10 (2.7%)
- Most of the time 66 (17.5%)
- Never 4 (1.1%)

answered: 377 skipped: 60

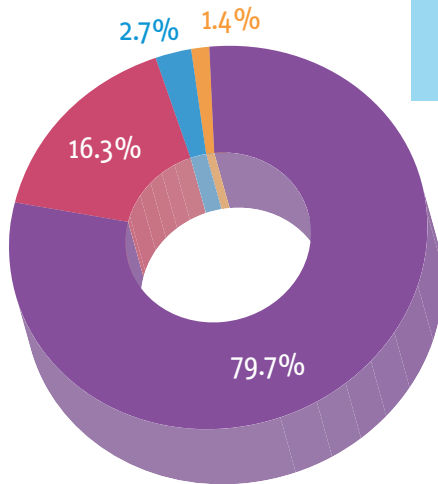
I am confident that staff has the knowledge, time and resources to help me.

answered: 380 skipped: 57

- Always 283 (74.5%)
- Some of the time 15 (3.9%)
- Most of the time 77 (20.3%)
- Never 5 (1.3%)



Staff helps me get the services I need at the Health Centre and in the community.

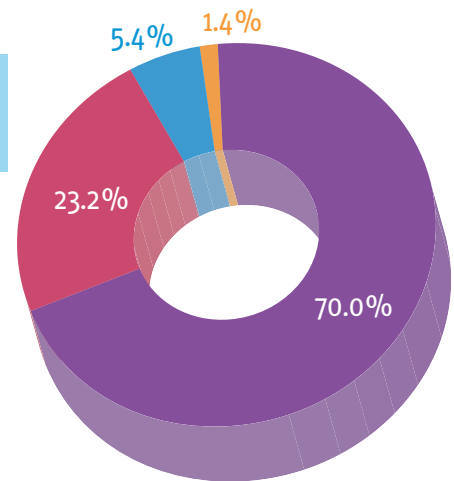


- Always 294 (79.7%)
- Some of the time 10 (2.7%)
- Most of the time 60 (16.3%)
- Never 5 (1.4%)

answered: 369 skipped: 68

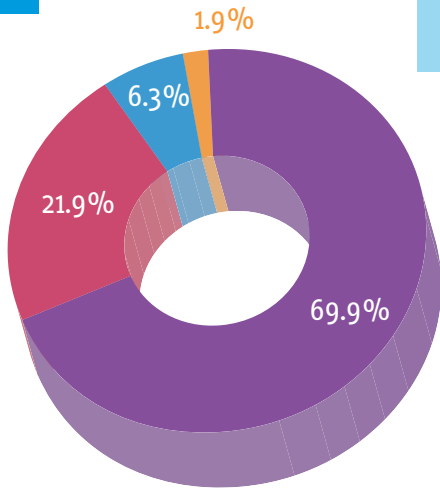
Using Health Centre services has improved my health and well-being

- Always 259 (70.0%)
- Some of the time 20 (5.4%)
- Most of the time 86 (23.2%)
- Never 5 (1.4%)



answered: 370 skipped: 67

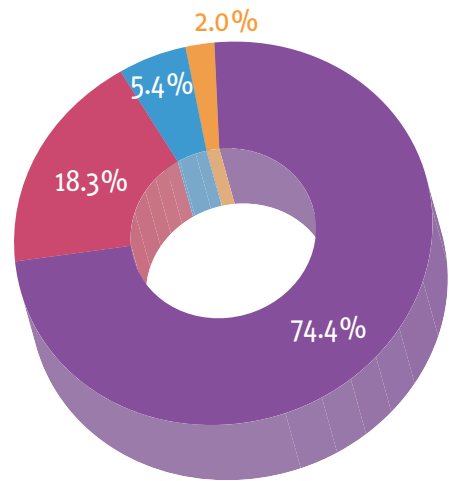
My needs are met by the Health Centre's services/programs.



answered: 366 skipped: 71

- Always 256 (69.9%)
- Some of the time 23 (6.3%)
- Most of the time 80 (21.9%)
- Never 7 (1.9%)

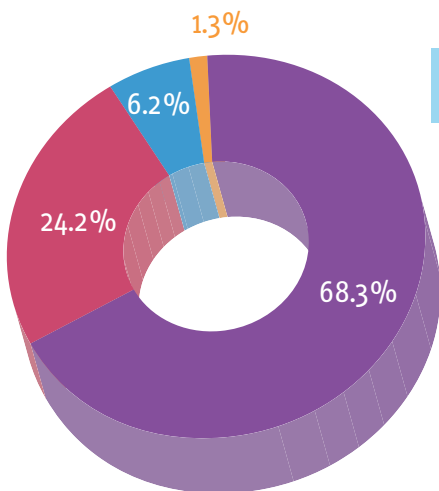
I am satisfied with the opportunities to participate in the planning of the programs that I need.



- Always 264 (74.4%)
- Some of the time 19 (5.4%)
- Most of the time 65 (18.3%)
- Never 7 (2.0%)

answered: 355 skipped: 82

I receive services when I need them.



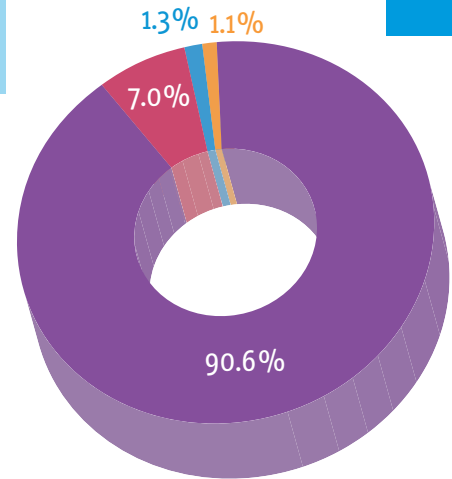
- Always 254 (68.3%)
- Some of the time 23 (6.2%)
- Most of the time 90 (24.2%)
- Never 5 (1.3%)

answered: 372 skipped: 65

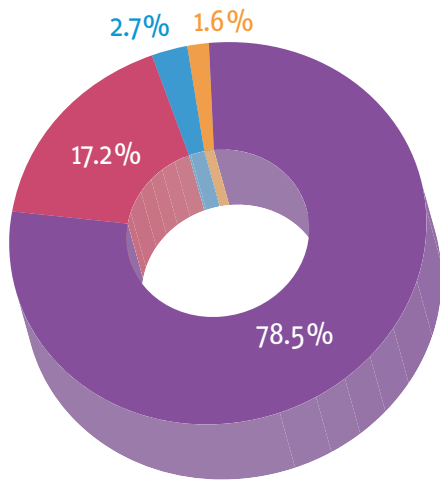
Services are provided in a language that is comfortable for me and that is sensitive to my culture.

answered: 371 skipped: 66

- Always 336 (90.6%)
- Some of the time 5 (1.3%)
- Most of the time 26 (7.0%)
- Never 4 (1.1%)



I am satisfied with the services I receive through the Health Centre/programs.



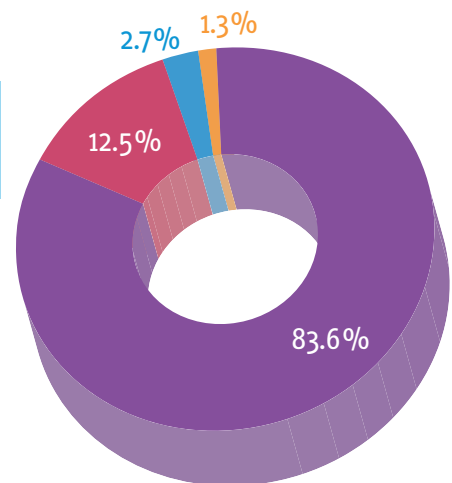
- Always 296 (78.5%)
- Some of the time 10 (2.7%)
- Most of the time 65 (17.2%)
- Never 6 (1.6%)

answered: 377 skipped: 60

"They have made it possible for me to receive the care I need." - Client

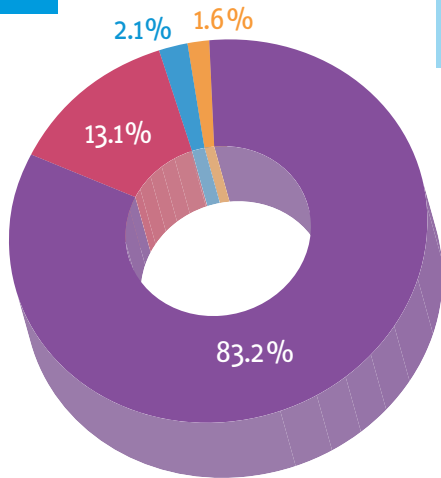
If I were to seek help again, I would come back to the Health Centre.

- Always 315 (83.6%)
- Some of the time 10 (2.7%)
- Most of the time 47 (12.5%)
- Never 5 (1.3%)



answered: 377 skipped: 60

I would recommend the Health Centre services and programs to my friends and family.



answered: 374 skipped: 63

- Always
311 (83.2%)
- Most of the time
49 (13.1%)
- Some of the time
8 (2.1%)
- Never
6 (1.6%)

The best part about the Health Centre program and service is:

A total of **268 clients** responded to the question with five major themes emerging:

Staff x 79: Clients were most satisfied with the staff at the Health Centre. Clients thought staff were friendly, patient, caring, and knowledgeable. Some clients put emphasis on the respect they receive as clients and the feeling of inclusivity that came from the staff. Clients appreciated staff’s attention, compassion, and their willingness to help.

Close to Home x 60: Clients are appreciative of having high quality health care and programming so close to home. Clients continuously noted that the location is what they valued most of the Health Centre.

Availability x 47: Clients also noted that they appreciated the availability of the programming and staff. In particular, clients valued the same-day service, rarely having to wait, and the availability to phone in for an appointment. As one participant said, “when you need it, it is there for you,” and another said “they are on hand to help whenever you need it.”

Programming & Services x 37: Clients were impressed by the multitude of programs and services provided locally. They valued the children’s programming, the Soups On, mental health services, lung assisted programs, crafts, senior programs, lab services, and much more. Clients valued opportunities to learn and the free programming for themselves and other family members.

Environment x 7: Clients enjoyed the safe, fun and caring atmosphere at the Health Centre. Clients noted they found the space comforting and that it was a family atmosphere. A few clients of the survey also found that the Health Centre was a good environment to meet friends and learn.

Everything x 7: A number of clients would simply state that they thought “everything” was the best part of the Health Centre.

How can we improve the Health Centre and its programs/ services?

A total of **146 clients** responded to this question, the following are the top five responses:

Already Great/Nothing to Improve x44: Clients were mostly very satisfied and did not think the Health Centre needed to improve, they would often note that the Health Centre was “already doing great” or they would simply say “keep doing the great work.”

Programming x 19: Clients would often suggest specific programming requests such as adding more specialists, screening programs (e.g. Alzheimer’s), programs that would tackle juvenile diabetes, eye specialists, or ultra sound or x-ray services. One client suggested for programs to be more condensed/fewer sessions. Another client requested for more programs to offer child minding so more people could attend.

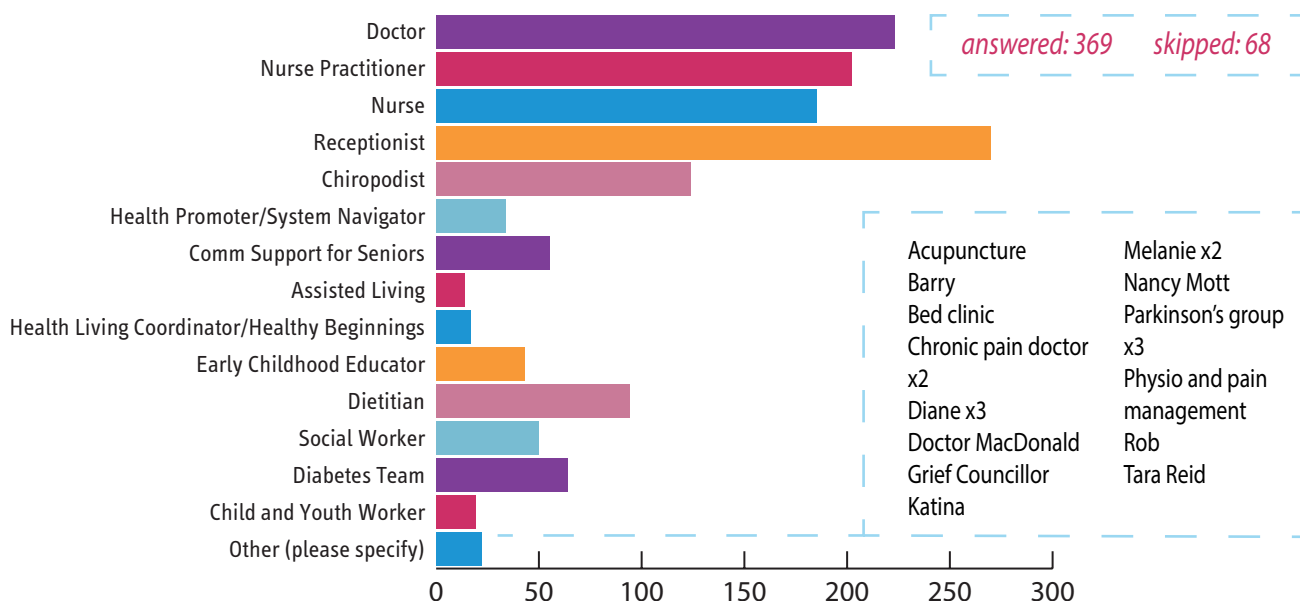
Scheduling/Availability x 16: A common suggested improvement was for the Health Centre to create more availability (e.g. have more appointments available), have additional weekend hours and for it to be easier to book appointments in advance.

More Staff/Doctors x 16: In similar vein to having more appointments, clients requested more staff, doctors, and nurse practitioners. They also commented on the Health Centre having more consistent staff and less turnover.

Communication x 12: Clients wanted better communication around staff changes, in particular if their health care provider was on leave, who would be taking over. They also suggested for the Health Centre to better promote their programming within the community and for the website to be kept up-to-date.

Other: It is worth noting that three clients noted that the Health Centre could improve their privacy practices. One noting that a particular staff member does not take privacy seriously. Another client was not feeling comfortable having to disclose so much detail for the reason of their visit to the receptionist. Other suggestions to improve included adding a Tim Horton’s, increasing personal contact, and “stop making the food so delicious!”

Who has helped you at the Health Centre? (check all that apply)



So what?
What about the data is worth noting?

Now what?
How will we improve services based on findings?
