

2015 Client Satisfaction Survey Results

Every One Matters

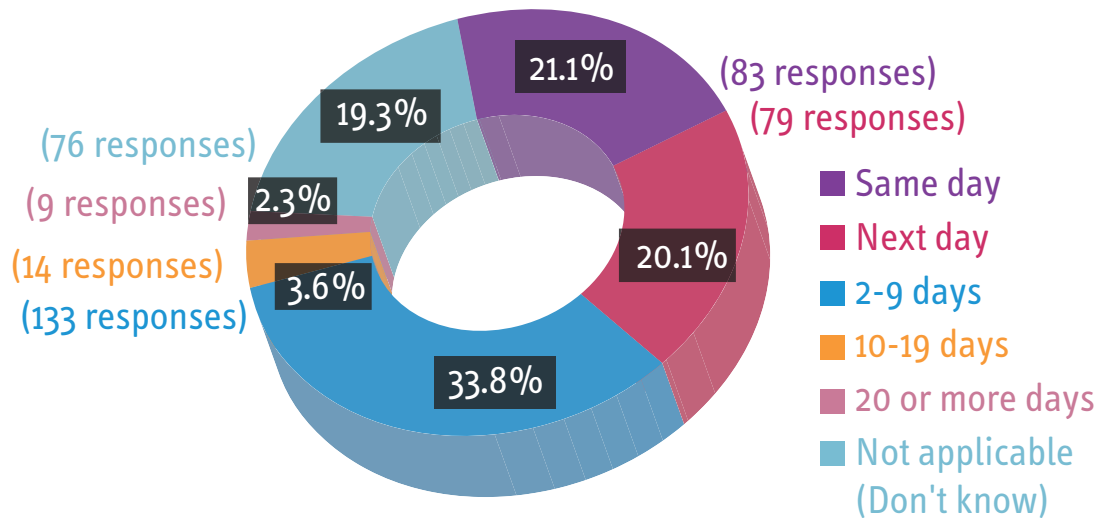
98%

trust the Health Centre staff to keep their information private.

(377 responses)

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

The last time you were sick, how long did it take you to get an appointment at the Health Centre? (394 responses)



95.7%

(371 responses) were satisfied with the services they received through the Health Centre

96.1%

(372 responses) would come back to the Health Centre again if needed

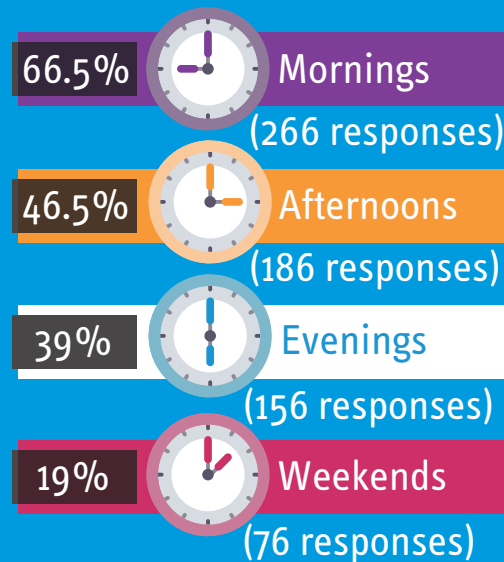
96.3%

(368 responses) would recommend the Health Centre to friends and family

93.2%

(365 responses) using Health Centre services has improved their health and well-being

When would you like to have appointments/services? (400 responses)



Best part of the Health Centre:

1. Local programming (location, rural, close to home)
2. Availability (always available, accessibility, easy to book appointments)
3. Staff (friendly, caring, knowledgeable)

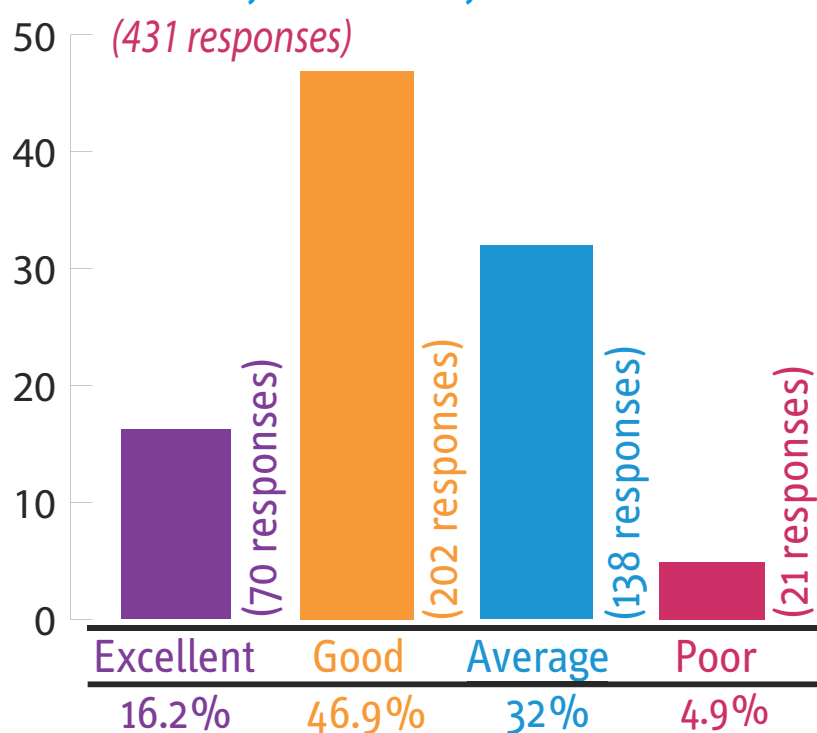
How to improve the Health Centre

1. Satisfied, no improvements needed
2. Programming (youth, senior, diabetes screening)
3. Communications (outreach, information re: staff on leave, transparency)

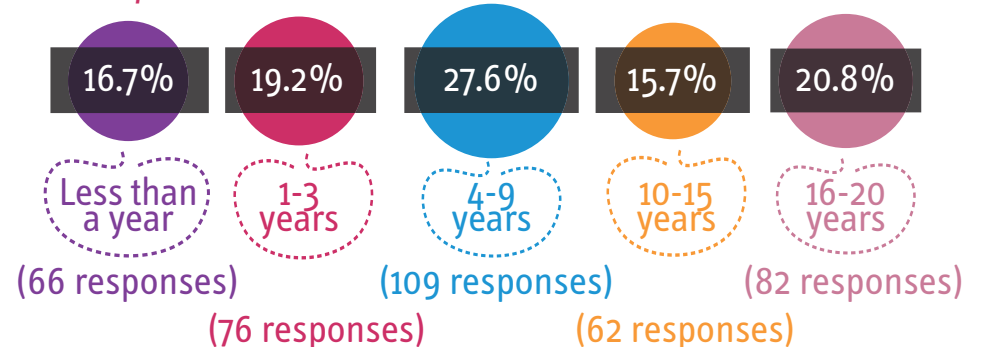
"This has been the very best experience I've ever had in a health care facility" - Client

"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."

How do you describe your health? (431 responses)



How long have you been a client of the Health Centre? (395 responses)



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

THANK YOU!

437 people responded to the survey!