

Client Experience Survey

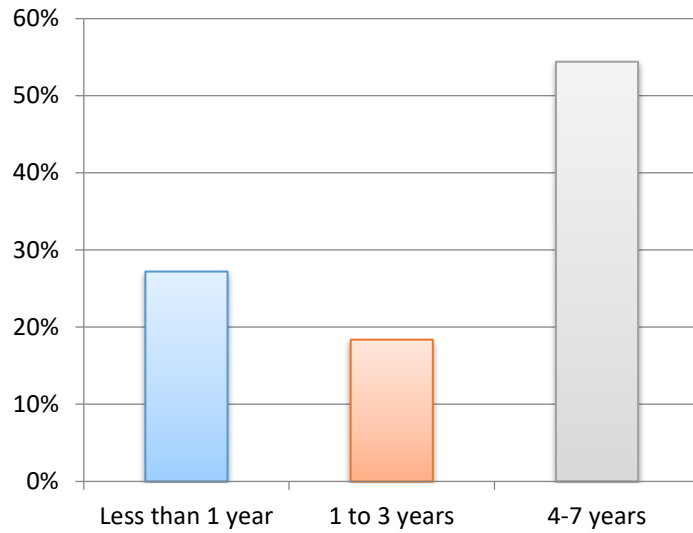
2018/19

(142 surveys completed)



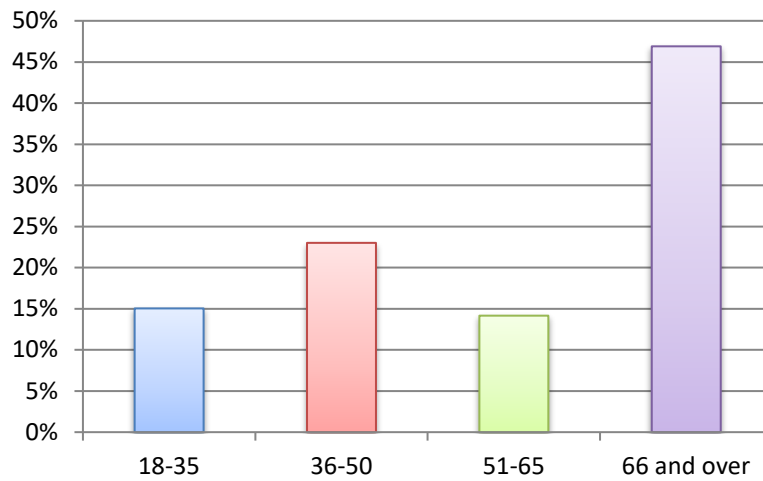
Oxford County
Community Health Centre

How long have you been a client of the centre?



n=136

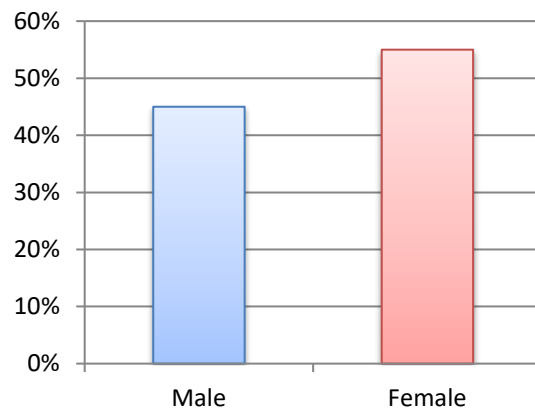
How old are you?



n=112

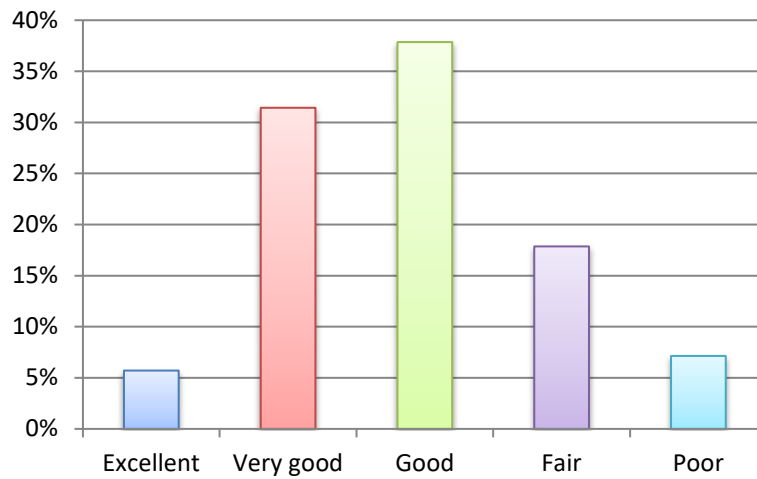
*some values
suppressed ≤ 5

How do you gender identify?



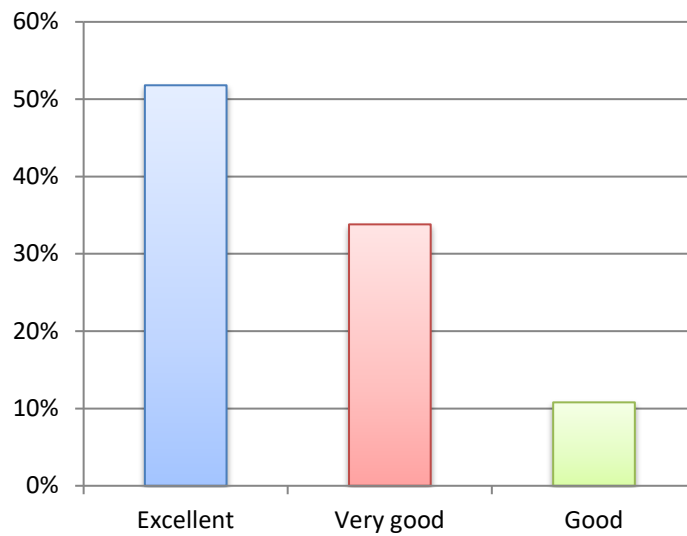
n=140

How is your overall health?



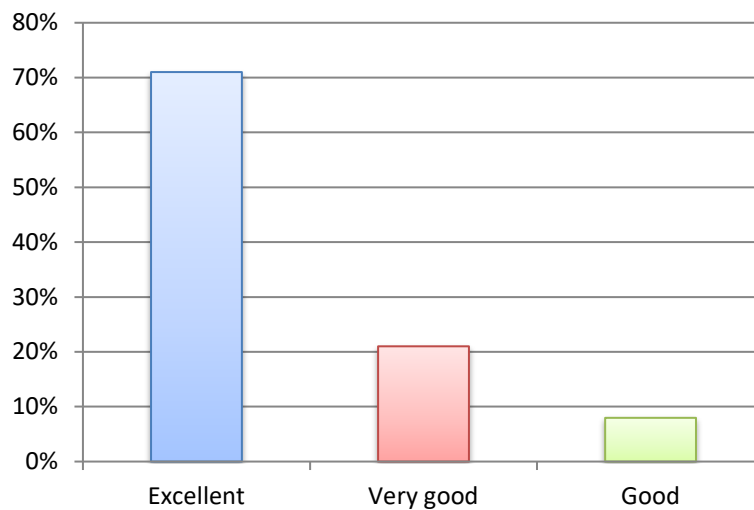
n=140

How would you rate the length of time
that you have to wait in the
reception/waiting area?




n=134
*some values
suppressed ≤ 5

What is your overall experience with
our reception staff?

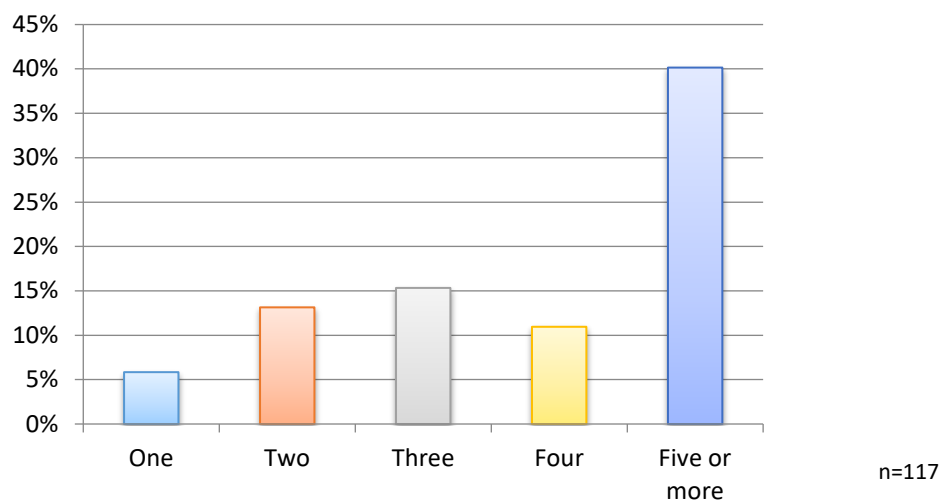


n=138

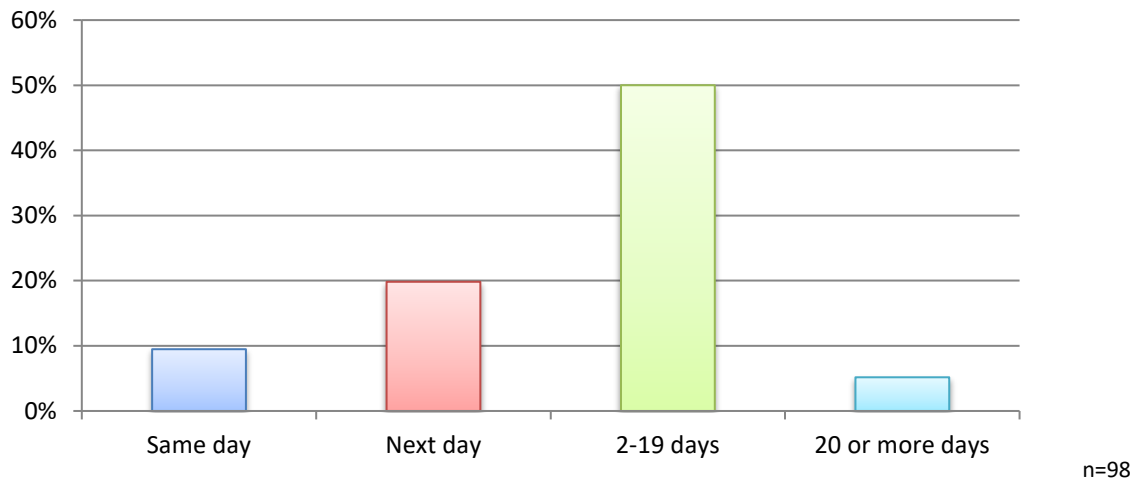
Are you a Primary Care client?

	How many people surveyed rated us as  "very good/excellent"
When you meet with your provider, how often are you involved (as much as you want to be) in decisions about your care and treatment?	97% <i>n</i>=112
Does your provider explain things in a way that is easy to understand?	96% <i>n</i>=126
Are you given the opportunity to ask questions about the recommended treatment?	95% <i>n</i>=108
Does your provider spend enough time with you?	94% <i>n</i>=108

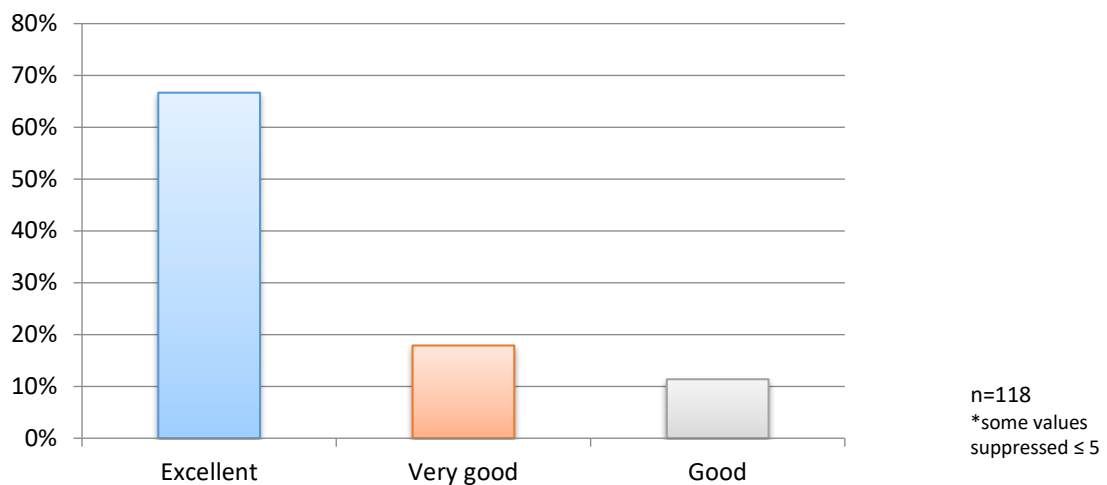
Using your best guess, how many times did you visit us over the last year or so for your own personal medical care?



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?



How would you rate your provider in terms of how much he/she knows about your medical history?



How do we treat you?

“staff accept you”

“Receptionists are pleasant & polite, smiling”

“Took me seriously”

“Always treated with respect and compassion”

“Everyone is kind and understanding”

“Very helpful and patient”

“Physiotherapist is very good”

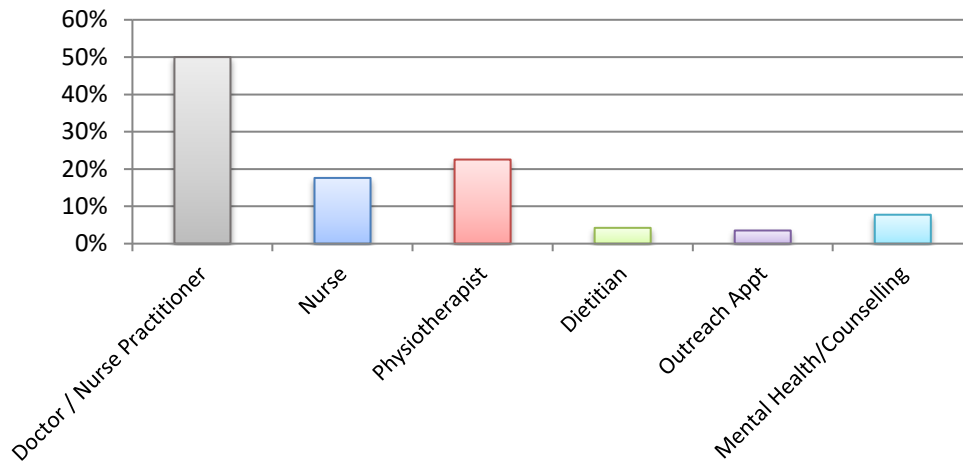
“Dr. explained everything”

“Great clinic”

“nurse who gave me the needle was nice”

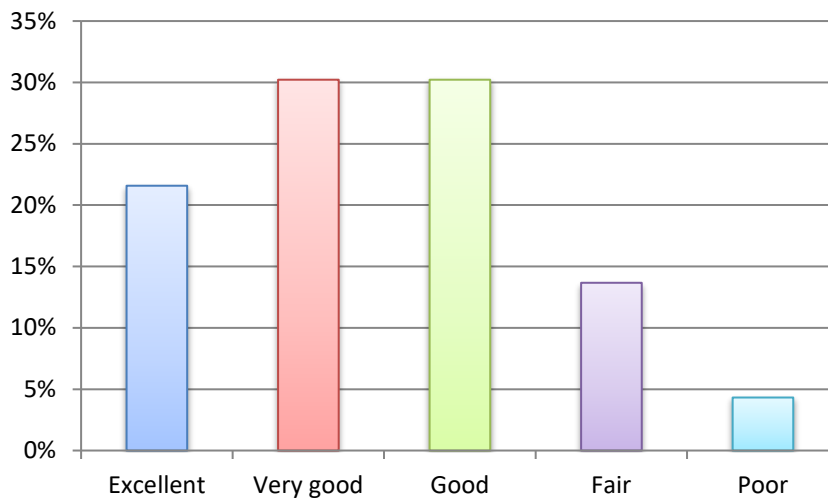
“All nurse practitioners I have seen at the centre have exceeded my expectation”

Which service did you access today? (check all that apply)




n=142

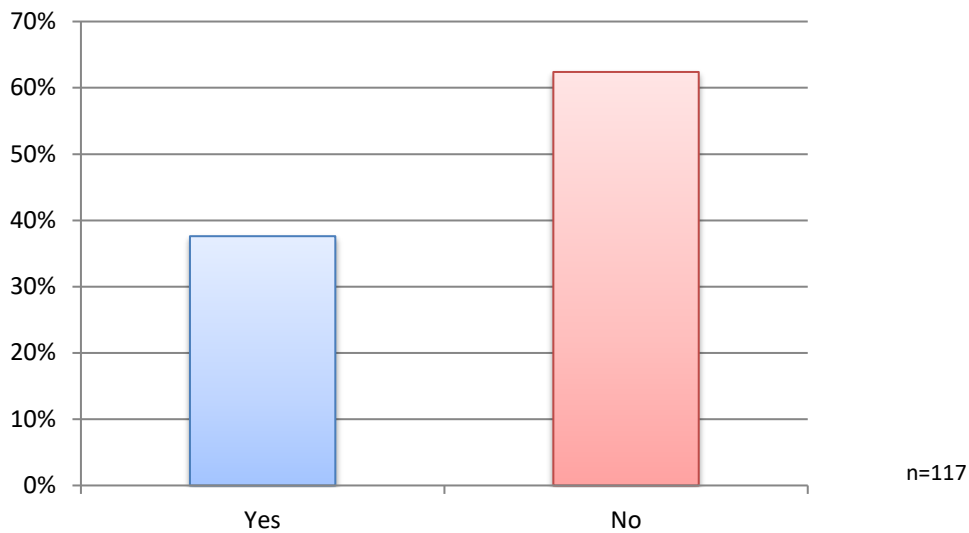
How would you describe your mental health?



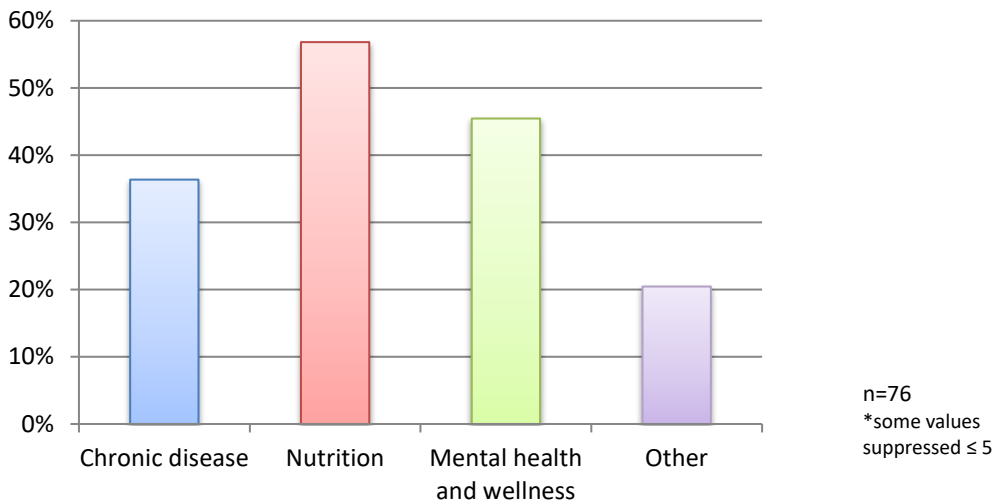
n=139

	How many people surveyed rated us as  "very good/excellent"
Are you treated with dignity and respect?	95% <i>n=124</i>
Does your provider use a language you can understand?	97% <i>n=126</i>
Does your provider listen to your concerns?	94% <i>n=125</i>
Is your provider sensitive to your needs and preferences?	95% <i>n=125</i>
Are you given clear instructions about what you need to do after your visit?	96% <i>n=126</i>
How was your overall experience speaking with the health care provider about the reason for visit?	94% <i>n=125</i>

Have you attended groups at the OCCHC?



If you attended groups, what groups did you attend?



What would you like us to focus on in our Group Sessions?

"Self-Esteem"

"How to be merciful and center yourself"

"Addiction Services"

"How to cook without butter"

"Caring for my COPD"

"Education about Fibromyalgia"

"PTSD"

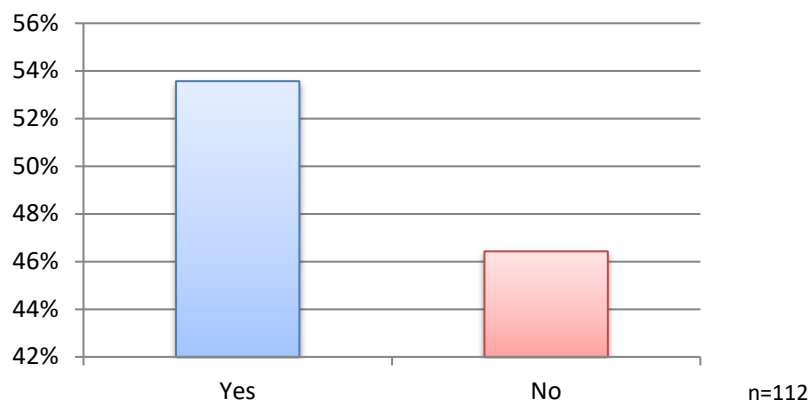
"Little more help losing weight"

"Mental Health"

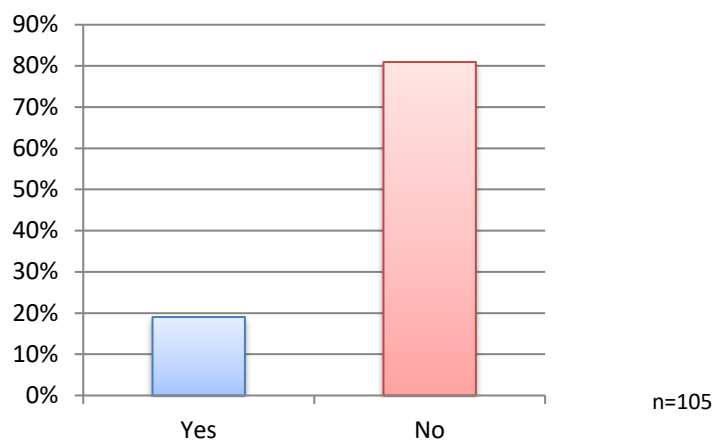
"Help me stay active and healthy"

"Have more groups in the evening"

Did you receive a copy of our current program calendar?



Have you ever used our website (www.oxchc.ca) to find information about us?



How can we improve?

“Possible peer support for walk-ins”

*“Advertise more so more people
could take advantage of the help you provide.”*

*“A program for people to quit smoking
and get off and delivered from cigarettes”*

*“Ability for same day where needed,
instead of going to Emerg.”*

*“Less waiting for appointment time
when they cancel on me”*


*“During winter months please have snow removed at the
front”*

“More material help – clothes”

“Handicap parking”

*“Rides to get to
appointments*

Have we made a difference?

	How many people surveyed rated us as  "very good/excellent"
<i>Is the Health Centre accessible to all (available to everyone)?</i>	98% <small>n=136</small>
<i>Have the Health Centre services improved your health and well-being?</i>	95% <small>n=133</small>
<i>How would you rate your overall experience at the Health Centre today?</i>	95% <small>n=122</small>

"The past year has been great and my family has been quite happy with the quality of service and how staff is so kind and caring. Thank you!"

"Practical ideas to resolve my problems"

"Place to be while having a bad day"

"You do an overall good job. When I come here it is like seeing a friend."

"You listen to my problems"

"You address issues clearly and thoroughly"