

2024/25 Client Experience Survey Results

Thank you for sharing your experiences with us!



87% always feel comfortable and welcome at the Health Centre

95% feel their values, preferences, expressed needs are respected

93% feel they and their family are getting the care they need

272 clients responded to our survey



Primary Care

Physiotherapy

Occupational Therapy

Kinesiology

Diabetes Education

Caring for My COPD

Foot Health

Mental Wellness

Satisfaction with overall care and services

97%

Clients report feeling:

- ✓ Informed
- ✓ Involved
- ✓ Heard
- ✓ Respected



Areas for attention:

- appointment wait times
- user-friendly online appointment booking
- increased access to mental health support options

How does the health centre use this data?

- To identify what we do well, and how we can do better to improve clients' experiences.
- For monitoring and reporting our performance as part of our Quality Improvement Plan.

Stay in the know about our additional programs and services:

- Ask your health care provider or reception
- Check out our monthly newsletter or flyer
- Visit our website www.compassch.org
- Follow us on Facebook or Twitter

