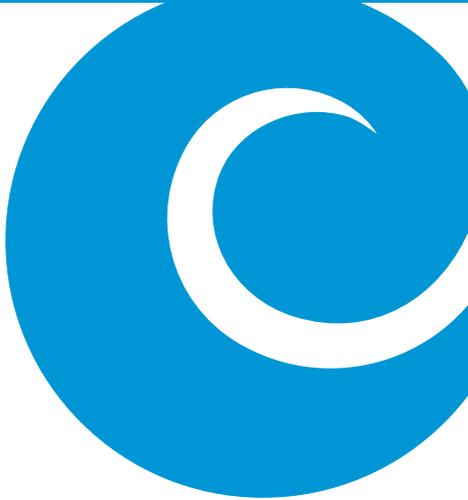


West Elgin Community Health Centre's Client Satisfaction Results



Compiled by:

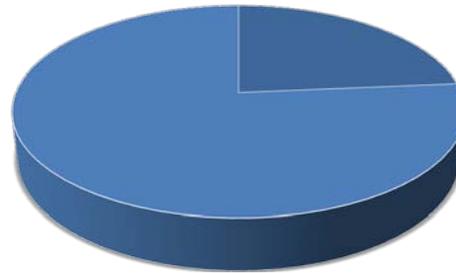
Introduction

The West Elgin Community Health Centre conducted its client satisfaction survey in 2013. The following is a summary of the results.

Total overall respondents: 146

Gender Breakdown

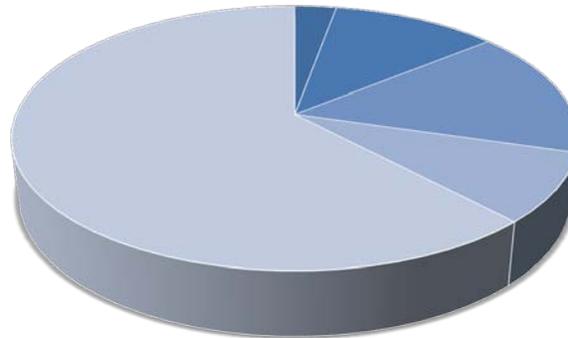
Total Responses: 144



- Male (34)
- Female (110)
- Transgender (0)

Age Breakdown

Total Responses: 142



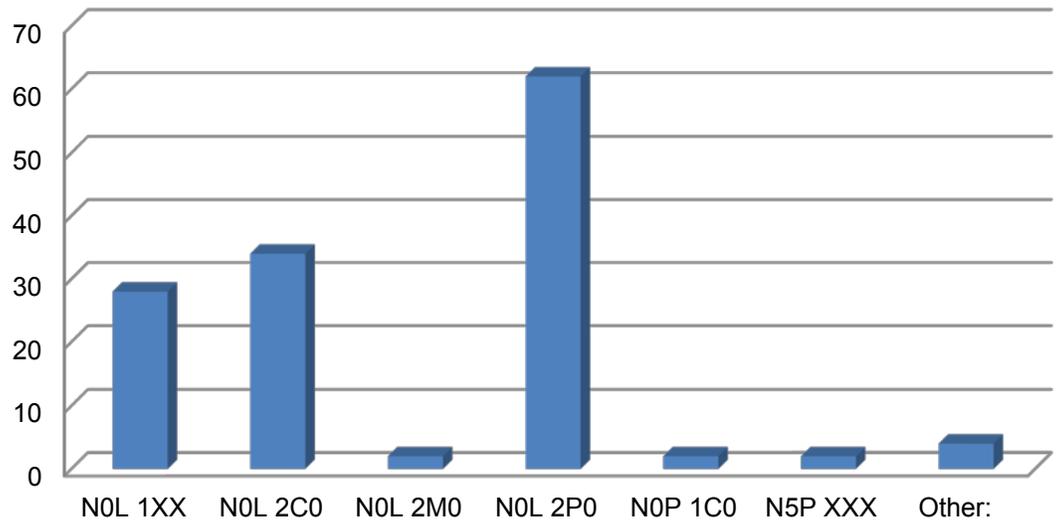
- 15 and Under
- 16-24
- 25-40
- 41-55
- 56-65
- 65-65+



Age Group	%	Count
15 and under	0%	0
16-24	2.7%	4
25-40	11.3%	16
41-55	15.5%	22
56-65	8.5%	12
65-65+	62%	88
TOTAL		142

What is your Postal Code?

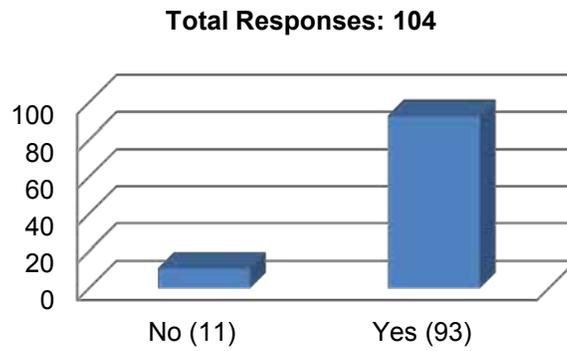
Total Responses: 111



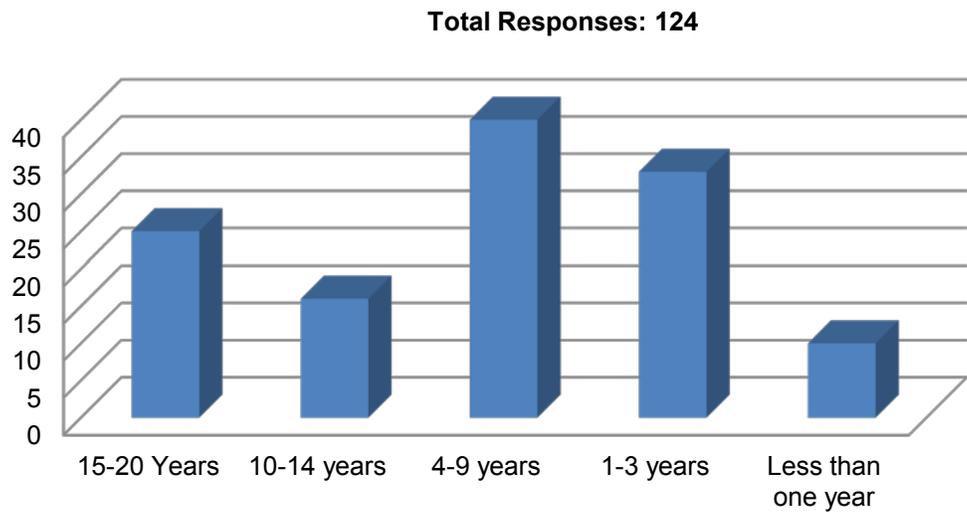
Postal Code	%	Count
NOL 1J0	18%	24
NOL 1M0	0.7%	1
NOL 1X0	0.7%	1
NOL 1Z0	1.5%	2
NOL 2C0	25.6%	34
NOL 2G0	0.7%	1
NOL 2M0	1.5%	2
NOL 2P0	46.3%	62
N0P 1C0	1.5%	2
N5P 2L1	0.7%	1
N5P 3S8	0.7%	1
N5R 1B8	0.7%	1
N6H 2S8	0.7%	1
N6K 1S4	0.7%	1
Total Responses		134



Do you wish to allow quotes from your comments to be used in the report?



How long have you received services at the Health Centre?



"West Elgin Community Health Centre has been a blessing for me. The care I receive makes it possible for me to stay in my own home. Keep up the good work."
~ Client

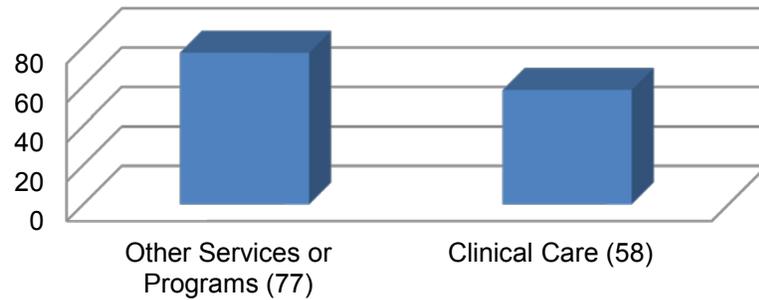


I come to the Health Centre for:

Comments:

There is one comment reporting that they were still on a waiting list to have a family physician, and currently received foot care at the centre.

**Total Responses: 135
(it is possible to select both)**



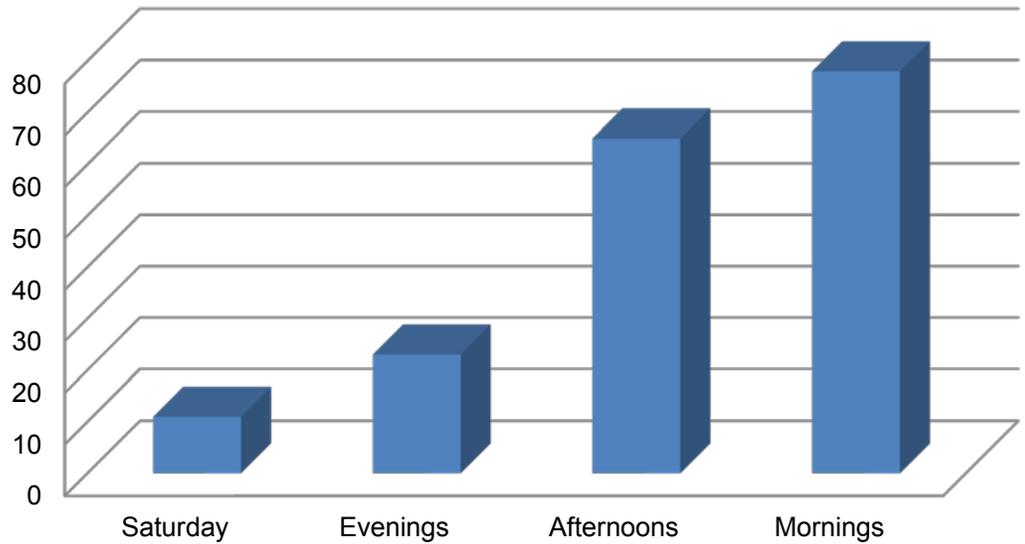
Other Services or Programs listed included:

- | | |
|-----------------------------------|-------------------------------|
| Counselling/PSW/Social Worker x 9 | Blood Test/Lab Work x 2 |
| Seniors' Events x 7 | Parkinson's Support Group x 2 |
| Assisted Living x 5 | Cooking Classes |
| Foot Care x 5 | Orthotics |
| Healthy Living x 4 | Dietitian |
| Soups On x 4 | Smoking Cessation |
| Grow With Baby/Play Days x 4 | Exercise++ |
| Special Events x 2 | None Other x 26 |
| On Wait List for Doctor x 2 | |



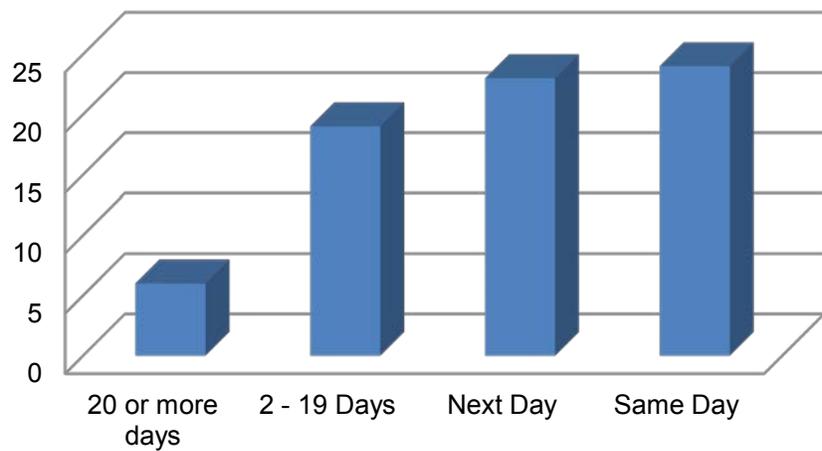
When do you like to have appointments/ services?

Total Responses: 177
It is possible to select more than one.

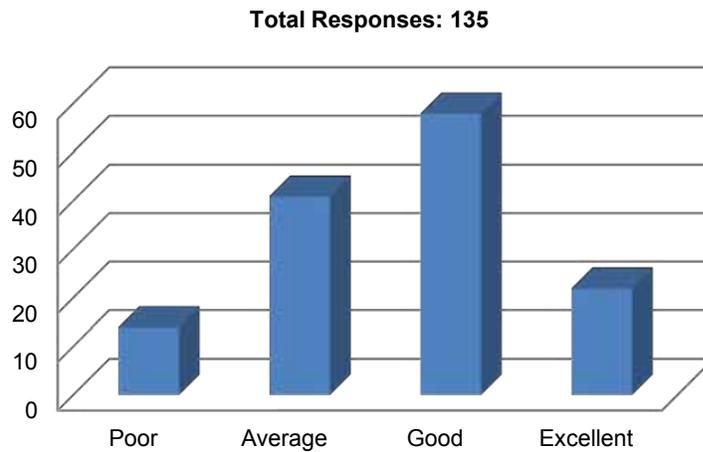


The last time you were sick, how many days did it take until you were seen by someone at the Health Centre?

Total Responses: 72



How do you describe your health?



"I love that the most services I would need are here."
~ Client

Clients were asked three questions about the quality of their visits to the Health Centre. These are the results:

Question	Always	Often	Sometimes	Rarely	Never	Not Applicable	Response Count
When you visit the Health Centre, are you given the opportunity to ask questions about treatment options?	64 (72%)	11 (12.4%)	2 (2.2%)	2 (2.2%)	2 (2.2%)	8 (9%)	89
Does your doctor or nurse practitioner at the Health Centre involve you as much as you want in decisions about your care?	64 (73%)	12 (13.5%)	2 (2.3%)	1 (1.1%)	3 (3.4%)	6 (6.7%)	88
Does your doctor or nurse practitioner at the Health Centre spend enough time with you?	63 (79.8%)	9 (11.4%)	2 (2.5%)	2 (2.5%)	3 (3.8%)	0	79

Overall Experience at the Health Centre

Comments:
There were four additional comments that noted that parking was hard to find for seniors, that you must be a member, and that a number of people asked them the same questions.

Client's were asked to rate their overall experience at the Health Centre. A series of fifteen statements were presented on a four-point rating scale. Clients were asked to answer the statements by ranking the response as 'always,'most of the time,'some of the time,' or 'never'.

Question	Always	Most of the Time	Some of the Time	Never	Not Applicable	Response Count
The Health Centre space or where the Health Centre runs its programs is accessible (available to all).	90 (76.9%)	20 (17.1%)	4 (3.4%)	0	3 (2.6%)	117
The Health Centre space or where the Health Centre runs its programs is comfortable.	101 (82.8%)	16 (13.1%)	2 (1.6%)	1 (1.0%)	3 (2.5%)	122
I feel safe at the Health Centre and their services and programs.	108 (89.2%)	9 (7.5%)	3 (2.5%)	0	1 (0.8%)	121
I trust the Health Centre staff to keep information about me private.	107 (87%)	11 (9%)	2 (1.6%)	0	3 (2.4%)	123



Comments:

There were four additional comments noting that respondents felt confident about their practitioner and doctor only, come for Soups On only, that they had difficulty getting counselling for their age group and that they were still working on getting the help they needed at the centre.

Question	Always	Most of the Time	Some of the Time	Never	Not Applicable	Response Count
The Health Centre staff is easy to talk to and explains things in a way I can understand.	97 (80.8%)	20 (16.7%)	0	2 (1.7%)	1 (0.8%)	120
I am confident that the staff has the knowledge, time and resources to help me.	92 (76%)	22 (18.2%)	5 (4.2%)	1 (0.8%)	1 (0.8%)	121
Staff helps me get the service I need at the Health Centre and in the community.	93 (80.2%)	14 (12.1%)	3 (2.6%)	1 (0.8%)	5 (4.3%)	116

Comments:

There were two additional comments noted that the respondent was referred elsewhere, and that the respondent was able to take exercise classes at the time that they needed to.

Question	Always	Most of the Time	Some of the Time	Never	Not Applicable	Response Count
Using Health Centre services has improved my health and well-being.	77 (64.2%)	24 (20%)	9 (7.5%)	1 (0.8%)	9 (7.5%)	120
My needs are met by the Health Centres services/ programs.	72 (62.1%)	28 (24.1%)	8 (6.9%)	1 (0.9%)	7 (6%)	116
I am satisfied with the opportunities to participate in the planning of the programs that I need.	77 (64.2%)	17 (14.1%)	7 (5.9%)	2 (1.7%)	17 (14.1%)	120
I receive services when I need them.	75 (64.7%)	20 (17.2%)	6 (5.2%)	2 (1.7%)	13 (11.2%)	116
Services are provided in a language that is comfortable for me and that is sensitive to my culture.	108 (89.3%)	4 (3.3%)	3 (2.4%)	0	6 (5%)	121

Comments:

There were three additional comments reporting respondents were happy with the exercise program, that they were here as a volunteer and questions did not apply, and that they have been on a wait list for a doctor since October 2012.

Question	Always	Most of the Time	Some of the Time	Never	Not Applicable	Response Count
I am satisfied with the services I receive through the Health Centre/ programs.	92 (76.6%)	23 (19.2%)	3 (2.5%)	0	2 (1.7%)	120
If I were to seek help again, I would come back to the Health Centre/ programs.	94 (80.3%)	14 (12%)	4 (3.4%)	0	5 (4.3%)	117
I would recommend the Health Centre services and programs to my friends and family.	105 (85.4%)	12 (9.8%)	1 (0.8%)	2 (1.6%)	3 (2.4%)	123

Best part about the programs/ services at the Health Centre is:

“Small town: takes as much time as needed to see patients don’t feel rushed.”
~ Client

There were 83 responses in total and five major themes emerged.

Accessibility and Location x 28 ~ Respondents appreciated that the centre was there, available to everyone, and offered an extensive array of programs and services at one site. They also appreciated that it was located close to their homes, and easily accessed by everyone.

Friendly Staff and Welcoming Atmosphere x 19 ~ Respondents appreciated that centre is a very welcoming place where the staff is friendly, always smile and greet clients by name.

“The HUB, I love that the most services I would need are here.”
~ Client

Assisted Living Program x 14 ~ Respondents appreciated the assisted living program as it allowed seniors to remain in their homes. Specific features mentioned included help bathing, cutting nails, exercising, socializing and food preparation.

Good Food x 8 ~ Respondents appreciated the food offered at the site, specifically at the Soup’s On and seniors social gatherings.

“They provide you with the tools you need.”
~ Client

The Health Centre could improve by:



Doctors x 6 ~ Respondents appreciated that they had access to care for a doctor, and that they were listened to and cared for during appointments. They also appreciated the appointments were never rushed.

Other: It is also important to note that other respondents reported that they appreciated the Diabetic Team. Five respondents also reported that they did not know what the best part of the centre was.

"Helping me stay in my own home. I love that the girls help me."
~ Client

"I don't think you can. I think it is wonderful as far as I'm concerned."
~ Client

There were 61 responses in total and five major themes emerged.

No need for Improvement x 15 ~ Respondents reported that they were satisfied with the services and programs offered, and no changes were needed. Respondents reported that they receive excellent care at the centre, and reported that they were doing a stellar job.

Service x 12 ~ Respondents that the centre could improve by improving the services offered. Specifically, respondents mentioned that a walk-in clinic should be added, cancellations should be allowed without risking losing a doctor, quicker call-backs on inquiries, better foot care and cleaning, friendlier receptionist, shorter wait times and faster service.

"There is no medical service on the weekend!"
~ Client

Extend Program Offerings x 10 ~ Respondents reported that the Health Centre could improve by offering more programs. Examples given included Sunshine Club, programs specific to seniors, kids, or moms, and music program.

Adding Doctors/Increasing Doctor Office Hours x 10 ~ Respondents reported that the centre could improve the service they offer by adding doctors, and by increasing the doctor office hours or the number of offices available for appointments. It was also mentioned that having the same doctor at all visits would improve the service.

The most important health issue in our community is:

*"We have tried for 2 years to see a DR there and no luck."
~ Client*

Advertising x 5 ~ Respondents noted that the centre could improve the service they provide by advertising both the centre and the specific programs offered.

Other: It is also important to note that 7 respondents reported that they did not know how the centre could improve their service. Other respondents reported that the service could be improved by having a bigger space, dusting inside the display cabinets, and improving the landscaping.

*"Decreased wait times and more reading material in the waiting room."
~ Client*

There were 57 responses in total and six major themes emerged.

Access to Doctor x 12 ~ Respondents noted that the most important issue in the community was the need to get and keep a doctor. Many respondents reported that they have waited for a doctor of a long time, and may lose them very easily.

Everyday Health x 10 ~ Respondents reported there was a great need in the community for services that would support everyday health among the community. This would include exercise programs and food preparation classes and community support programs.

"I live in Dutton we need a similar centre...extension maybe as many seniors live in Dutton too." ~ Client

Aging Population x 9 ~ Respondents reported that the main concern in the community was the aging population. Specifically the increased need for assistance with services that would allow them to live at their home longer, such as transportation and bathing.

Specific Illnesses x 8 ~ Respondents reported that the most important health issue in the community was a specific illness. Illnesses mentioned included diabetes, heart problems and dementia.

Need for Programs X 6 ~ Respondents noted that there is an increasing need in the community for additional programs, such as mental health, affordable dental care, weekend medical service, walk-in medical service, and transportation service.

*"There is no low cost dentist for retired people"
~ Client*

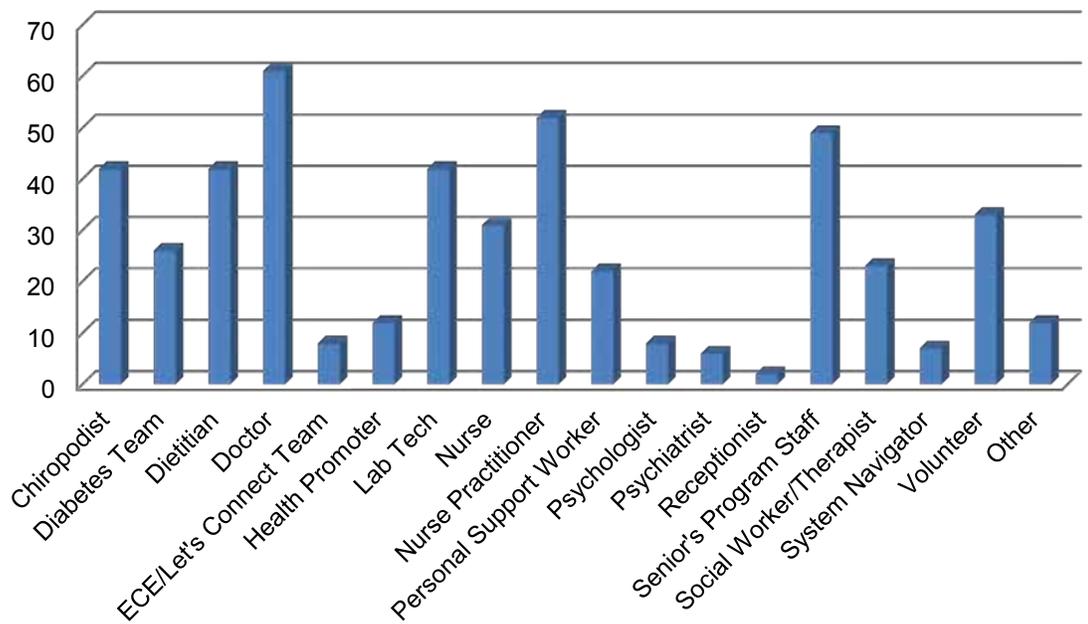
Obesity x 5 ~ Respondents reported that obesity was an important issue in the community, and referred to adolescent and adult obesity.

Other: 4 respondents did not know what the most important issues in the community were. Other responses also included a need for Hub or inclusive service sites, and a need for community support

"Lack of doctors: People mainly seniors drive elsewhere for family doctors and out of town people come here for doctors." ~ Client

Who has helped you at the Health Centre?

Total Responses: 478



Other:

Blood Pressure Control
Evening Healthy Eating Program
Exercise Program

Special Events
Occupational Therapist
Therapist
Smoking Cessation

Soups On
Listed Staff Name x 3



Programs &
Services Used:

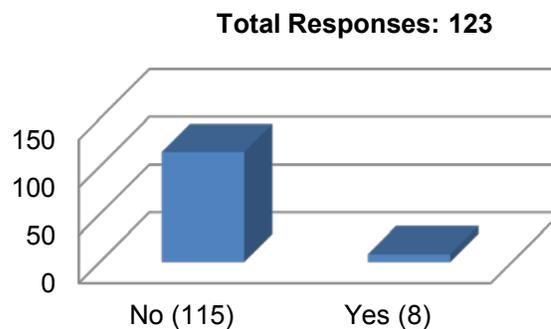
Program	I use the program	I heard about the program	I have NOT heard about the program	Response Count
Adult Baking	15	44	14	73
Assisted Living/Supportive Housing Services provided by Personal Support Workers	14	35	19	68
Baby Food Making/Beyond Baby Food	1	28	34	63
Baby Massage	3	23	34	60
Caregiver Support Group	8	37	21	66
Caring Crafters	10	31	29	70
Cooking Kids	6	33	27	66
Dine & Games Night	8	32	28	68
Friendly Visiting/Telephone Reassurance	4	37	26	67
Grow with Baby	6	32	24	62
Healthy Living Tips	19	23	28	70
Healthy Smiles	4	18	39	61
Home Support Exercise Group	17	27	28	72
Infant Sign Language	3	17	41	61
Kitchen Kids	5	22	34	61
Krazy Kitchen	8	22	33	63
Little Learners (Tutoring)	4	15	43	62
Meals on Wheels	18	50	8	76
Men's Cooking Class	7	31	26	64
Mom's Show	2	22	35	59
Parkinson's Support Group	7	32	28	67
Seniors Bingo	20	37	18	75
Seniors Luncheon	33	35	16	84
Soup's On	50	37	11	98
Volunteer Transportation (Ride to appointments or other)	31	43	8	82
Walk n Dine	7	34	23	64
Young Adults Drop in Group	11	22	34	67

Have you ever used our website to find information about us?

If applicable, please list other services/programs you needed but were not available here:

21 Responses

- Home Alone Course for pre-teens (10-13 years)
- Arthritis Support
- Couples Cooking Program
- Family Doctor x 2
- Dental Care
- Eye Care
- Foot Care
- Blended Family/Children Counselling
- Diabetes Support Group x2
- Tai Chi or Yoga
- MS Support Group
- Pain Clinic
- Volunteer Computer Program
- Do Not Know/None x 6



Any other feedback you would like to provide?

There were 30 responses in total and four major themes emerged.

Happy to Have Centre x 10 ~ Respondents took this opportunity to report that they were happy to have the centre available to them, and appreciated that the staff were warm and friendly, and the space was clean and comfortable.

Suggested Changes x 9 ~ Respondents suggested that the centre could consider making some changes, such as adding more parking, improving foot care service, offering a walk-in clinic, offering more assistance for arthritis sufferers, offering HESP twice weekly and helping to navigating the centre services. It was also reported that the centre could consider adding a different staff profile and photo in each issue of the newsletter, as an informative tool, and that staff should consider the age of seniors, and necessity, when suggesting programs for them to take

Really Liked x 6 ~ Respondents appreciated having a doctor nearby, the speakers at Soups On, volunteering for Meals on Wheels, the seniors' programs, and that the staff are inclusive and non-judgemental.

Were Unaware of Services/Programs x 2 ~ Respondents reported that they were not aware that there was a website, and they were not aware of the extensive programs offering, and planning to use them soon.

Other x 3 ~ Three respondents reported that they had no further comments

Some of the comments:

- Everything is so much appreciated.
- We have just learned of these services and hope to participate in the future.
- West Elgin Community Health Centre has been a blessing for me. The care I receive makes it possible for me to stay in my own home. Keep up the good work.
- I will use the website now that I know there is one.
- Need more parking.
- I would like to get to know more of the people who work here. Suggestion: in your weekly newspaper each week have a picture of one of the staff members and a short resume of their duties at the centre. WECHC has definitely filled a great need in our community. Without it we would be in deep trouble health wise.
- Keep up your good work. Try to have a walk in clinic at least once a week for seniors in the surrounding area who are without a family doctor.
- The seniors programs are first rate and provide fellowship for me and useful information about healthy living. Help for arthritis sufferers is needed. Walk in clinic is needed.
- We enjoy our get togethers at the HUB and dining out with the group.

- I really like the speakers at Soups on.
- Been coming here since it opened and have lost 2 doctors.
- Very clean environment, attentive doctors, warm and friendly staff.
- I have a family doctor here and my husband has to drive 75kms to Strathroy for his family doctor and we live in the same residence.
- I love this Health Centre. I will continue to drive here despite the distance
- I believe the WECHC has all the tools for one to have health and well being and they do an excellent job. Keep up the good work.
- I volunteer with Meal on Wheels and I enjoy it.
- The HUB is a wonderful place to gather. It's so important that it is very inclusive and non-judgemental.
- Thank you for all your hard work and wonderful staff. They are very knowledgeable and sincere. The building is very new looking and welcoming.



