

West Elgin Community Health Centre's Client Satisfaction Results

September 2014



Compiled by:



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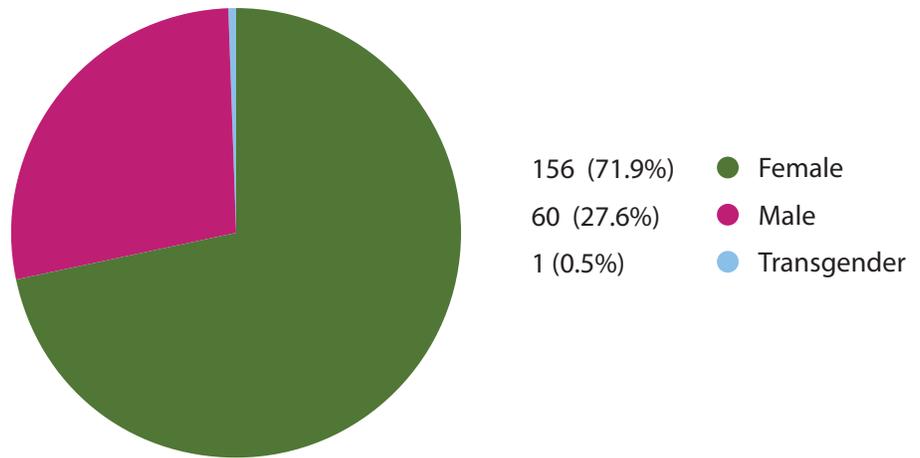
Introduction

The West Elgin Community Health Centre conducted its client satisfaction survey in 2014. The following is a summary of the results.

Total overall respondents: 220

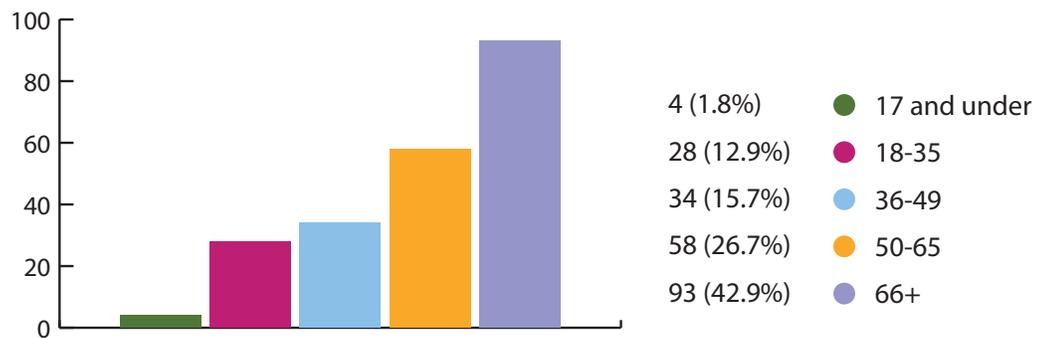
Are you:

Answered: 217
Skipped: 3



How old are you?

Answered: 217
Skipped: 3



"The staff does everything to make you feel welcome."
~ Client

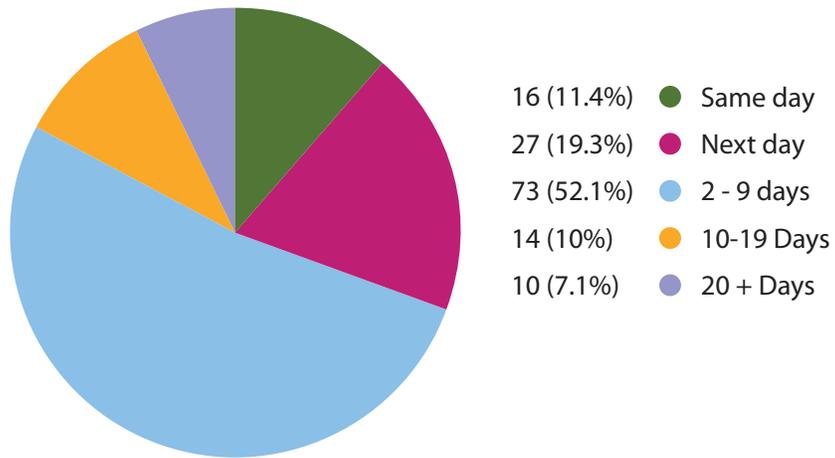
**What is your
postal code?**

Answered: 214

Postal Code	Number of Responses
NOL 170	1
NOL 1A0	1
NOL 1J0	37
NOL 1M0	4
NOL 1P0	4
NOL 1V0	1
NOL 1X0	2
NOL 1Z0	4
NOL 2C0	36
NOL 2E0	1
NOL 2M0	13
NOL 2N0	4
NOL 2P0	86
NOL 1J0	1
NOP 1A0	1
NOP 1L0	3
NOP 2L0	1
N4V 1G3	1
N5L 1J2	1
N5P3S9	1
N5P 4K1	1
N7M 3K2	1
N5R 5E4	1
N7L 4E7	1
N7K 4E7	1
N5P 6K5	1
N6H 2M2	1
N5P 3P6	1

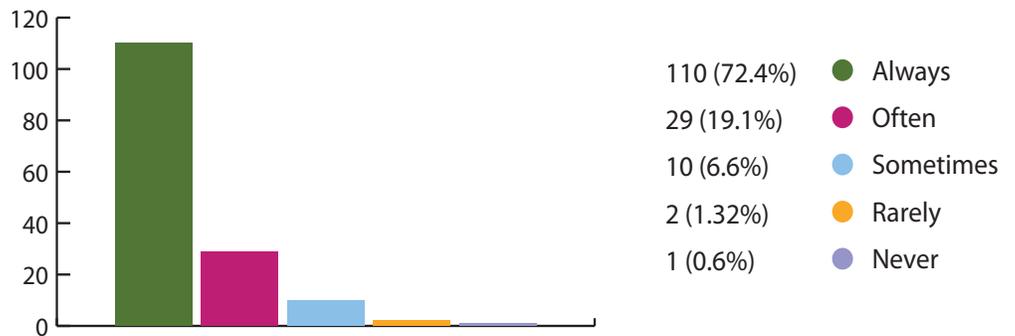
The last time you were sick or were concerned you had a health problem, how many days did it take you from when you first tried to see your doctor or nurse practitioner to when you actually SAW him/her or someone else in their office?

Answered: 140
Skipped: 41



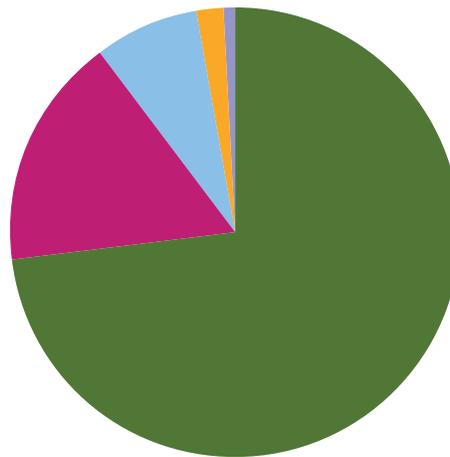
When you see your doctor or nurse practitioner, how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?

Answered: 152
Skipped: 37



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 in decisions about your care and treatment?

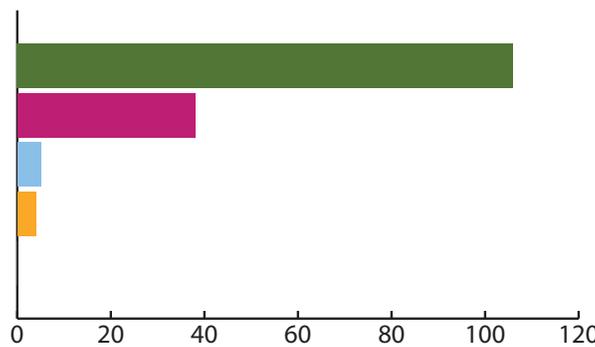
Answered: 156
Skipped: 38



114 (73.1%)	● Always
26 (16.7%)	● Often
12 (7.7%)	● Sometimes
3 (1.9%)	● Rarely
1 (0.6%)	● Never

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

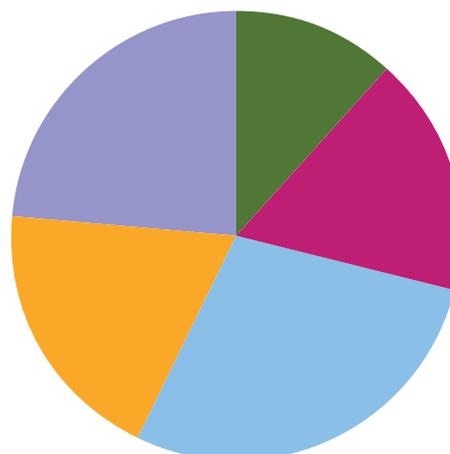
Answered: 153
Skipped: 40



106 (69.3%)	● Always
38 (24.8%)	● Often
5 (3.3%)	● Sometimes
4 (2.6%)	● Rarely
0 (0%)	● Never

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

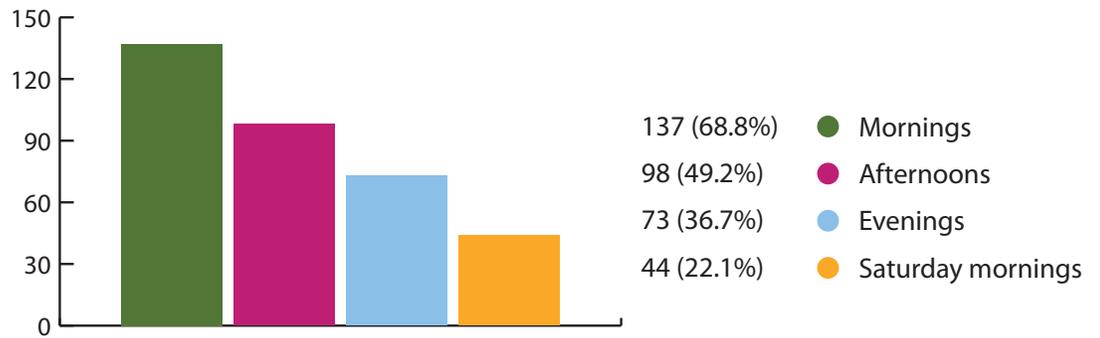
Answered: 197
Skipped: 23



23 (11.7%)	● Less than 1 year
34 (17.3%)	● 1-3 years
56 (28.4%)	● 4-9 years
38 (19.3%)	● 10-15 years
46 (23.4%)	● 16-20 years

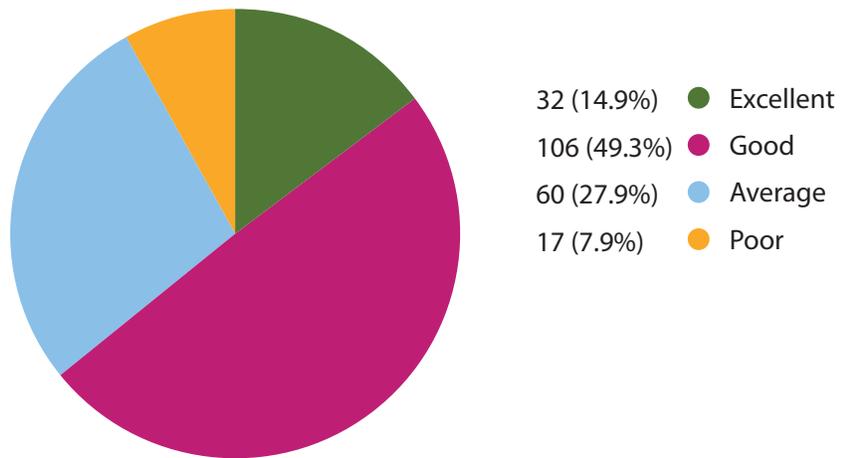
When would you like to have appointments/ services?

Answered: 199
Skipped: 21



How do you describe your health?

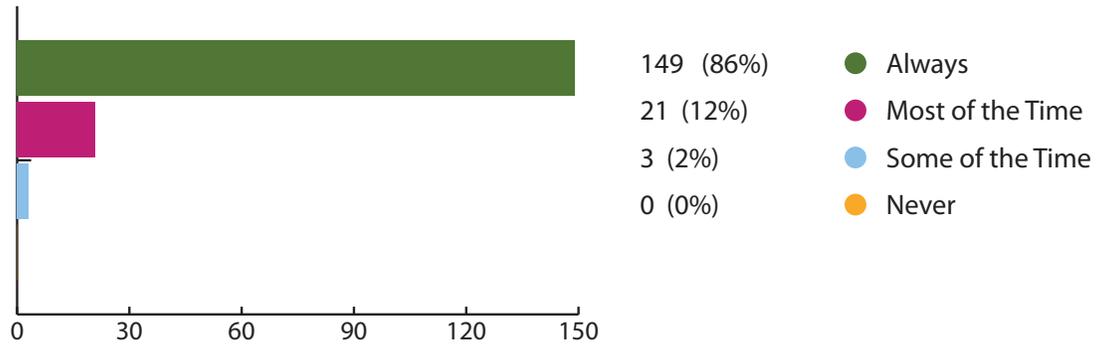
Answered: 215
Skipped: 5



"WECHC is an important place for my family, overall wellbeing and health."
~ Client

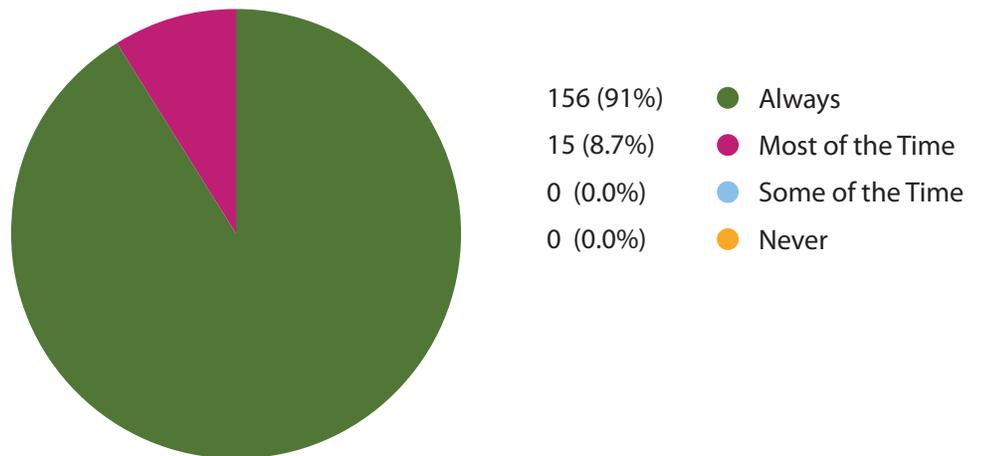
The Health Centre space or where the Health Centre runs its programs is accessible.

Answered: 173



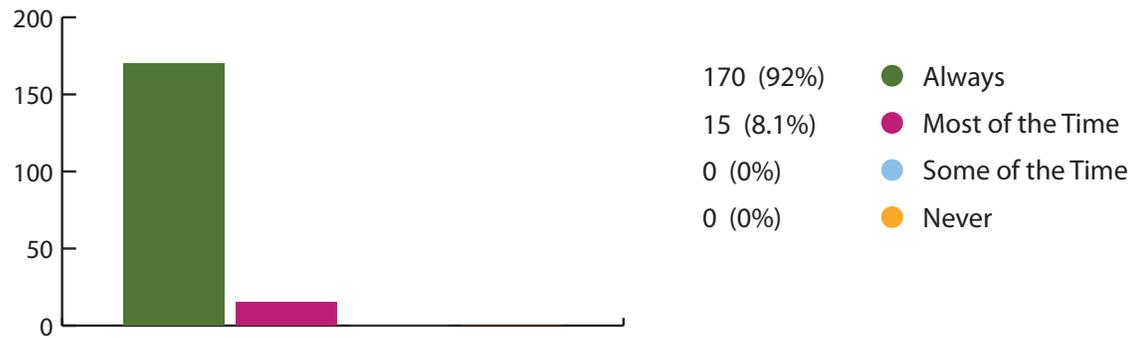
The Health Centre space or where the Health Centre runs its programs is comfortable

Answered: 171



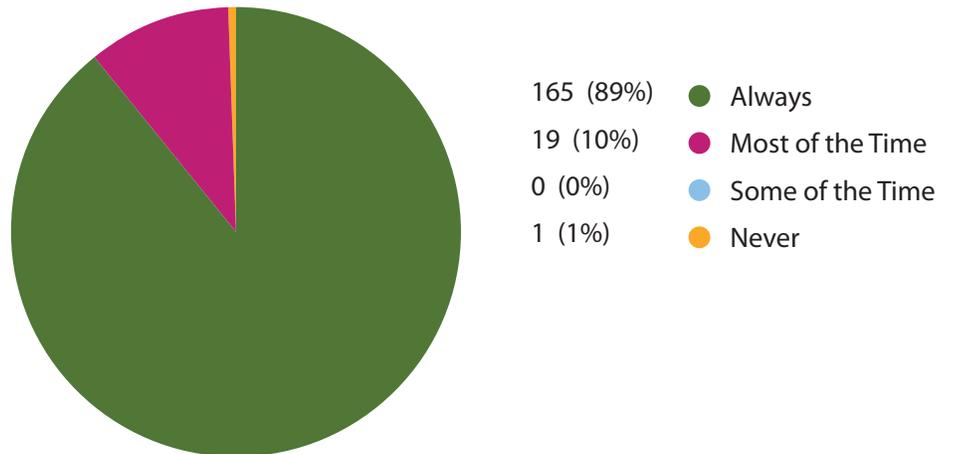
I feel safe at the Health Centre and their services and programs.

Answered: 185



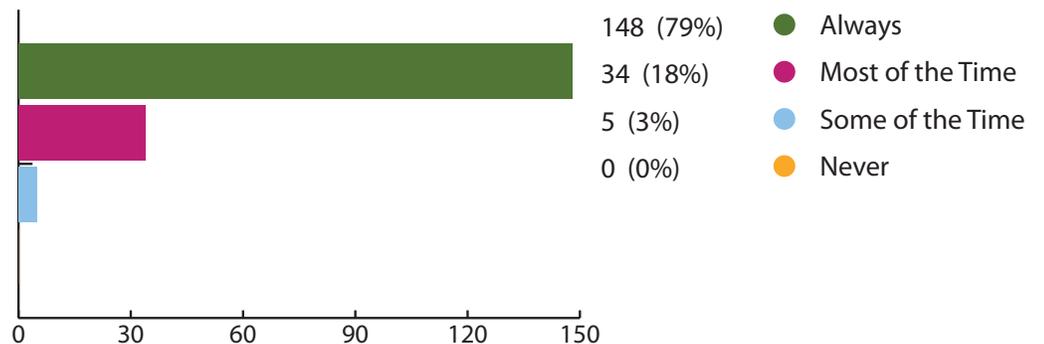
I trust the Health Centre staff to keep information about me private.

Answered: 185



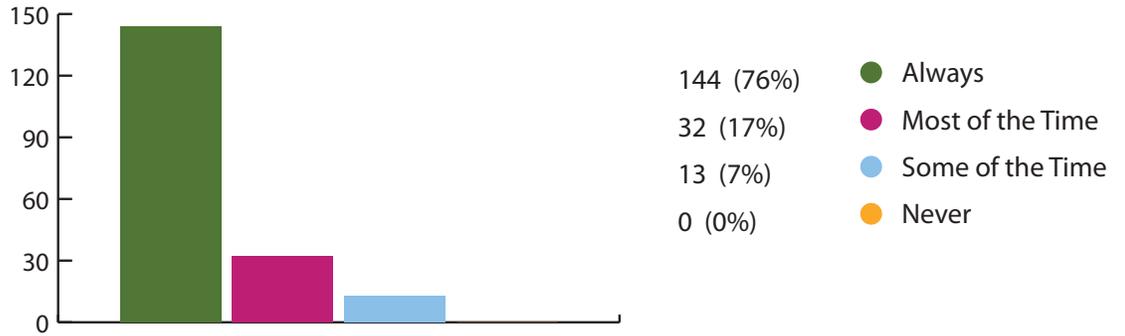
The Health Centre staff is easy to talk to and explains things in a way I can understand.

Answered: 187



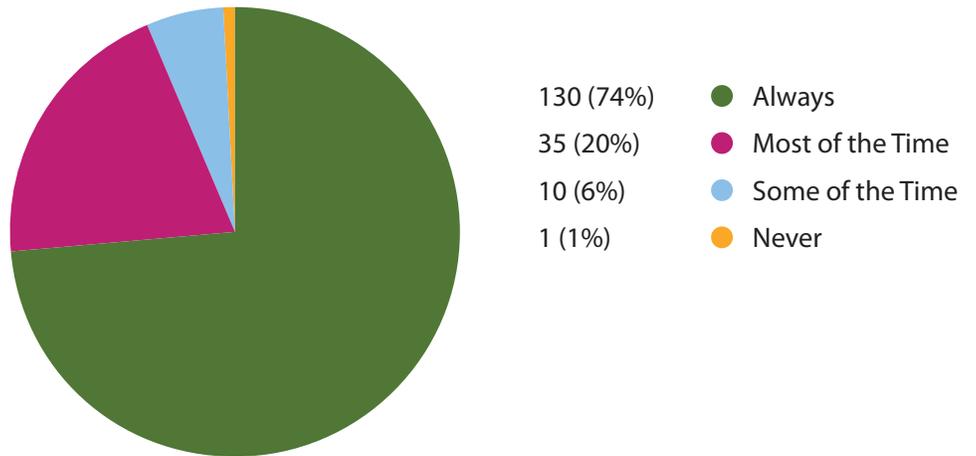
I am confident that staff has the knowledge, time and resources to help me.

Answered: 189



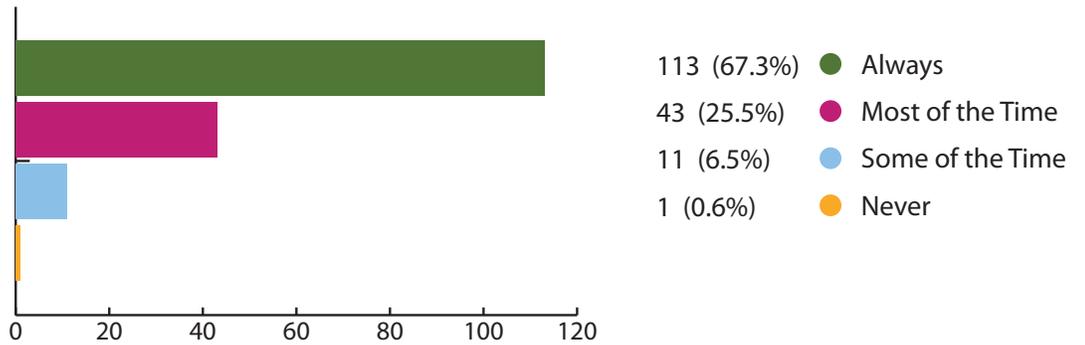
Staff helps me get the services I need at the Health Centre and in the community.

Answered: 176



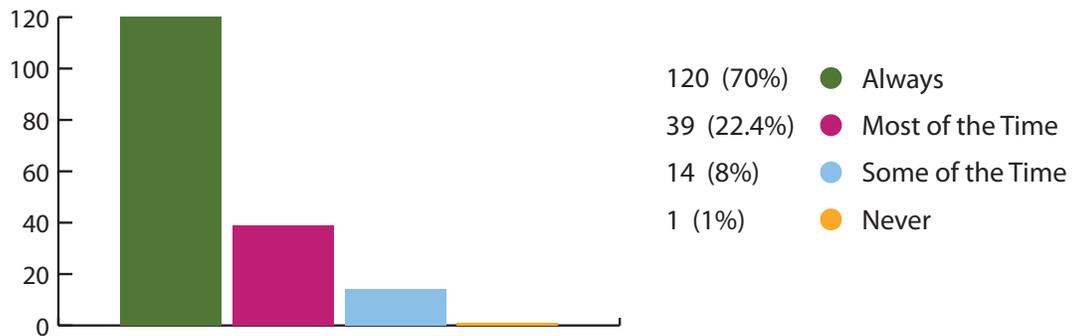
Using Health Centre services has improved my health and well-being.

Answered: 168



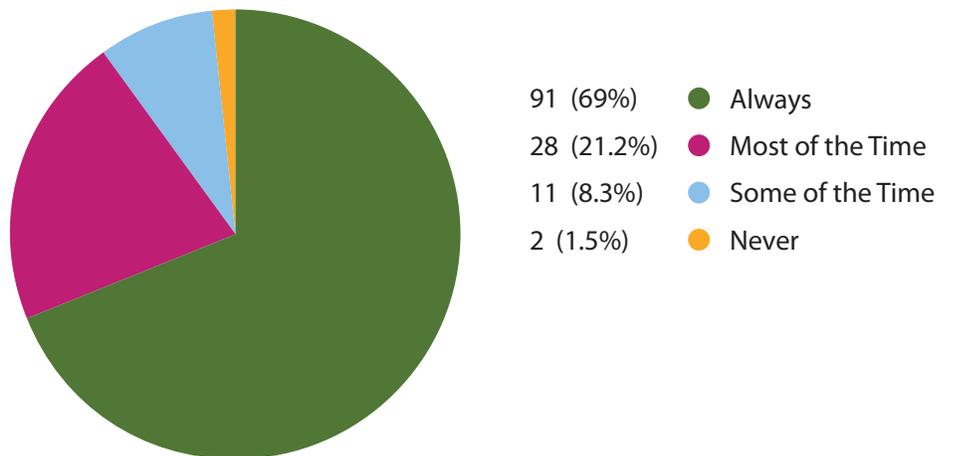
My needs are met by the Health Centre's services/ programs.

Answered: 174



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

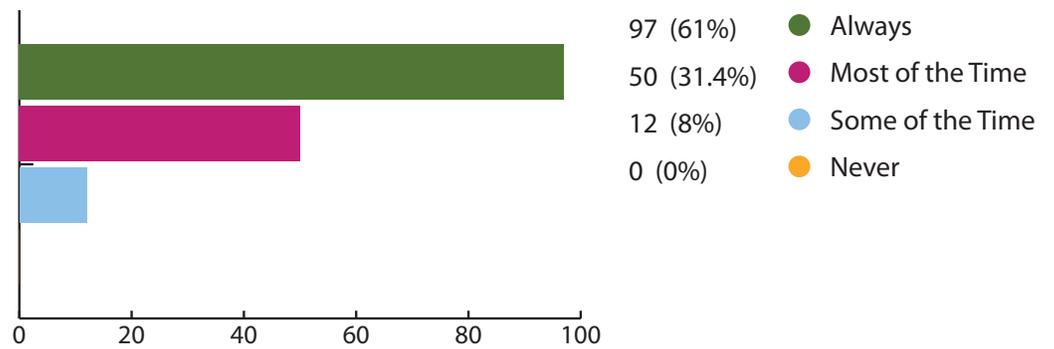
Answered: 132



"My ability to live in my apartment is due to PSW staff, I would not be able to without them." ~ Client

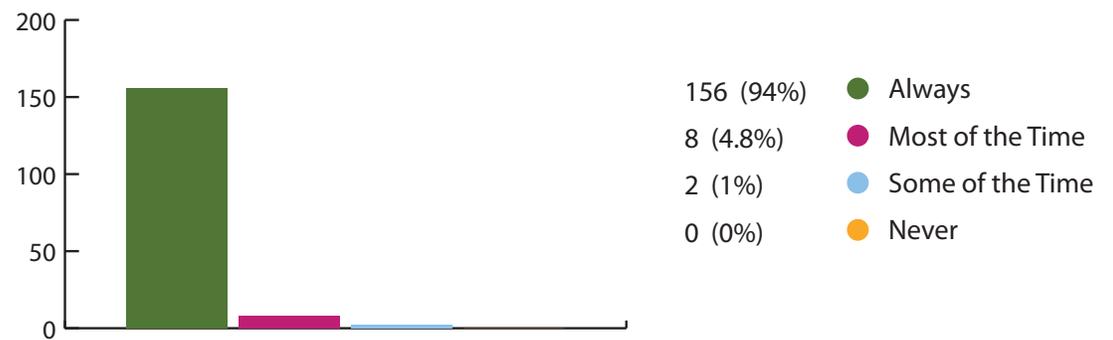
I receive services when I need them.

Answered: 159



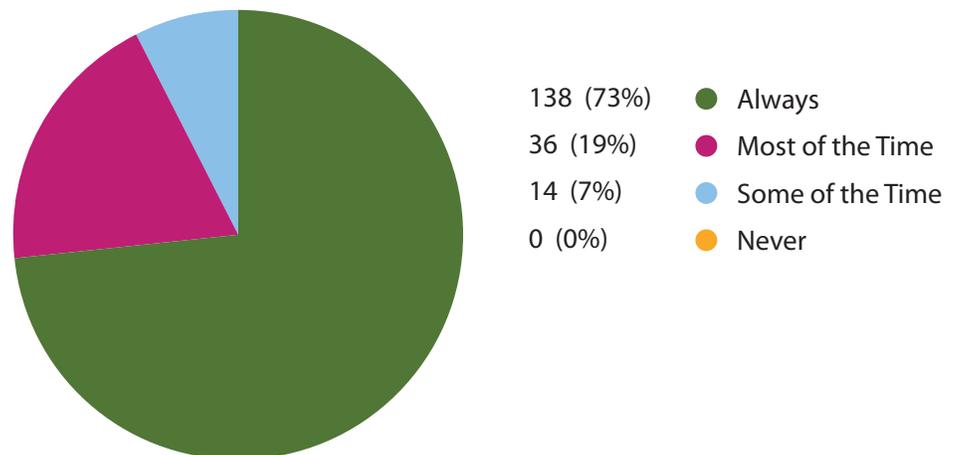
Services are provided in a language that is comfortable for me and that is sensitive to my culture.

Answered: 166



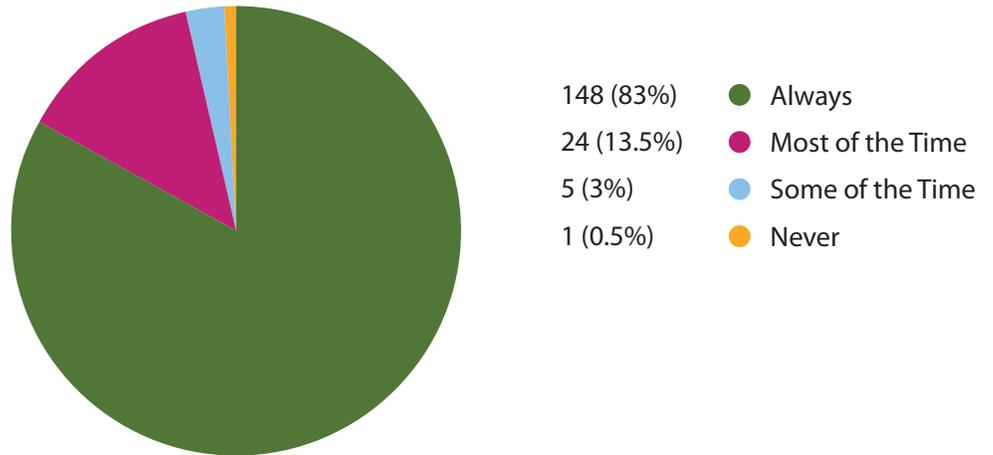
I am satisfied with the services I receive through the Health Centre/ programs.

Answered: 188



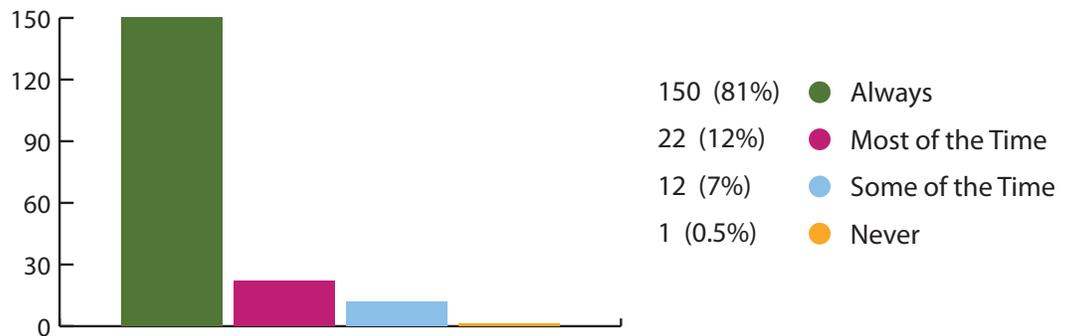
If I were to seek help again I would come back to the Health Centre/ programs.

Answered: 178



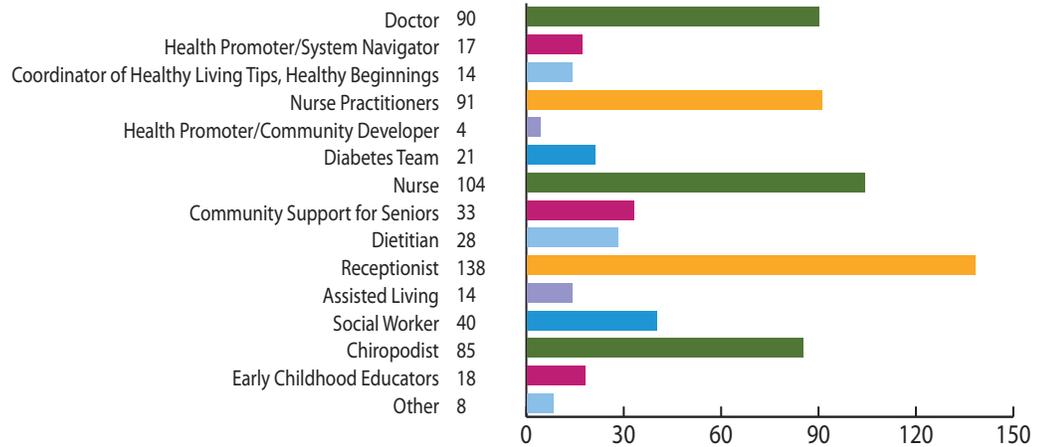
I would recommend the Health Centre/ programs to my friends and family.

Answered: 185



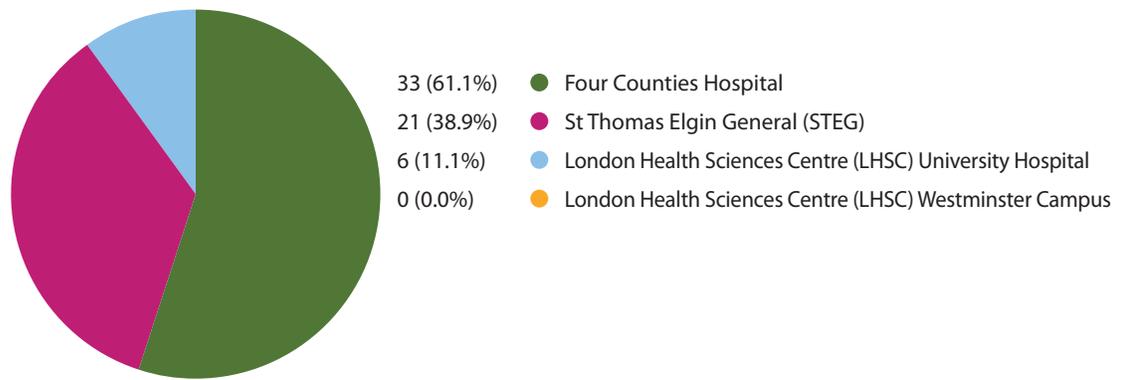
**Who has helped you at the Health Centre?
Please check all that apply**

Answered: 207
Skipped: 13



Within the last year, if you chose to go to a hospital emergency department instead of the Health Centre, what hospital did you go to:

Answered: 54
Skipped: 166



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

Answered: 144
Skipped: 76

A total of 144 participants responded to this question and three major themes emerged. They are as follows:

Staff x 55: Clients of the Health Centre were overwhelmingly pleased with the quality of staff at the Health Centre. Clients noted that staff were friendly and very knowledgeable and treated them with respect and most importantly with dignity.

Convenience/Access x 50: Clients were especially grateful that they could receive quality health care within their community and not have to travel to London to meet their basic needs. A few respondents noted how before the existence of the Health Centre, they had to drive a considerable distance to simply access a family doctor. Many noted that it was easy and convenient to book appointments and they were impressed with the variety of services offered at the Health Centre.

Family and Kids Programming x 10: In particular, clients mentioned that they were pleased with the family and kids programming.

Other: Clients also noted how the Health Centre was clean, the quality of its programs, the craft programs, the Soups On program in particular and social programs offered at the Health Centre.

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

Answered: 100
Skipped: 120

A total of 100 participants responded to this question with five major themes that emerged. They are as follows:

Satisfied x 43: The largest theme was that clients were happy with the current level of quality of services being offered by the Health Centre. Many simply asked for the Health Centre to maintain the programs and services that are currently offered.

Shorter Waitlists/More providers x 20: Clients did suggest shorter wait lists and more providers available to tend to the needs of the community.

Longer Hours x 10: Clients also suggested that the Health Centre offer longer hours as clients have a variety of working schedules as well as offering “same day” appointments for clients with young children.

More programming x 7: Many clients enjoy the programming offered by the Health Centre but would like to see more programs including bringing back retired programs such as the “mom and tots” program

Other: Clients also touched upon improving communication with clients so that clients are aware of any major policy or programming changes, increasing accessibility to the Health Centre for new patients, encouraging staff to be more friendly with clients, and a walk-in service for clients as well.

