

# 2023 Client Experience Survey Results



Thank you for sharing your experiences with us!

## WHAT OUR CLIENTS SAY IS IMPORTANT TO THEM

- Appointments available when needed
- Feeling treated with respect
- Feeling safe and heard
- Receiving clear explanations and guidance
- Effective care coordination

248 clients responded to our surveys



Primary Care    Occupational Therapy    Diabetes Education    Foot Health  
Physiotherapy    Kinesiology    Caring for My COPD    Mental Wellness

Satisfaction with overall care and services  
**94%**  
or higher

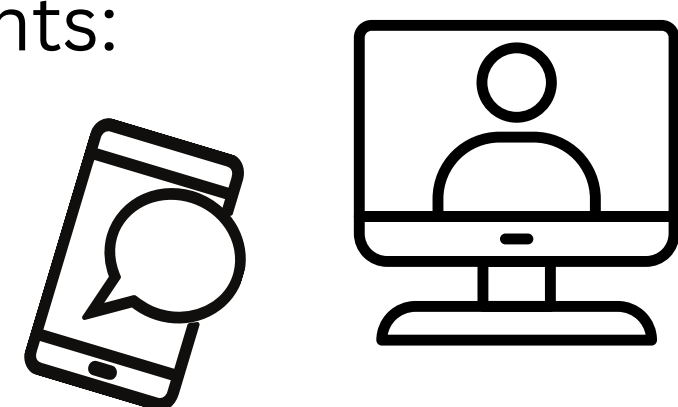
### Clients report feeling:

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

**67%** would choose to receive virtual care services again, where appropriate\*

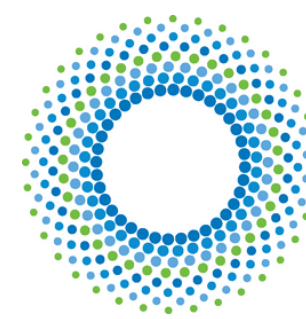
### Top 3 reported benefits of virtual appointments:

1. Save time and/or money
2. Avoid transportation or parking issues
3. Connect with provider sooner



\*reason for visit or client preference important to consider

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**COMPASS**  
COMMUNITY HEALTH

Thank you for sharing your experiences with us!

**93%** always feel comfortable and welcome at the Health Centre

**97%** feel their values, preferences, expressed needs are respected

**97%** feel their name, pronouns, gender identity are respected

**90%** feel they are able to speak up when concerns arise

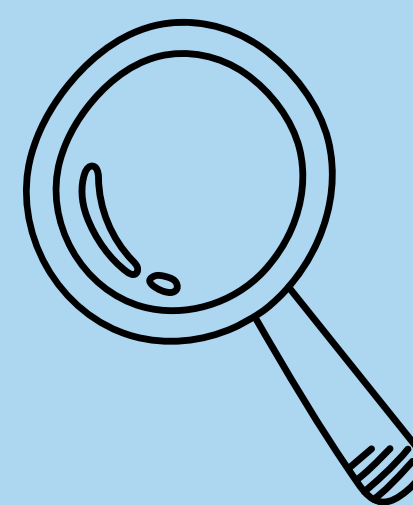


## Areas for attention:

- appointment wait times
- accessing available programs and services

## Stay in the know about our additional programs and services:

- Ask your health care provider
- Ask reception staff
- Check out our newsletter or flyer
- Visit our website [www.compassch.org](http://www.compassch.org)
- Follow us on Facebook or Twitter



## 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.

## Your feedback is important to us.

A comments and suggestions box is available in each of our waiting areas. Written complaints can be submitted to Reception, and verbal complaints are directed to the Department Leader for follow-up.