

2025/26 Client Experience Survey Results



Thank you for sharing your experiences with us!

89% always feel comfortable and welcome at the Health Centre

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

91% feel they and their family are getting the care they need

211 clients responded to our survey



Primary Care

Rehabilitation

Foot Health

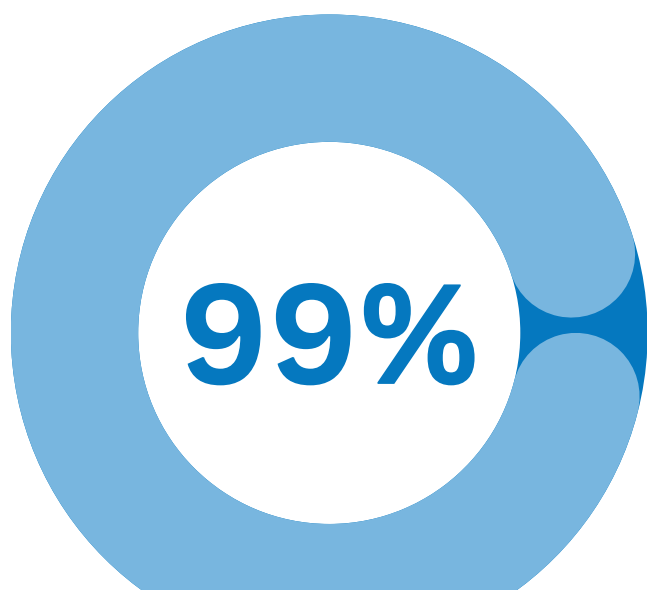
Positive Space

Diabetes Education

Caring for My COPD

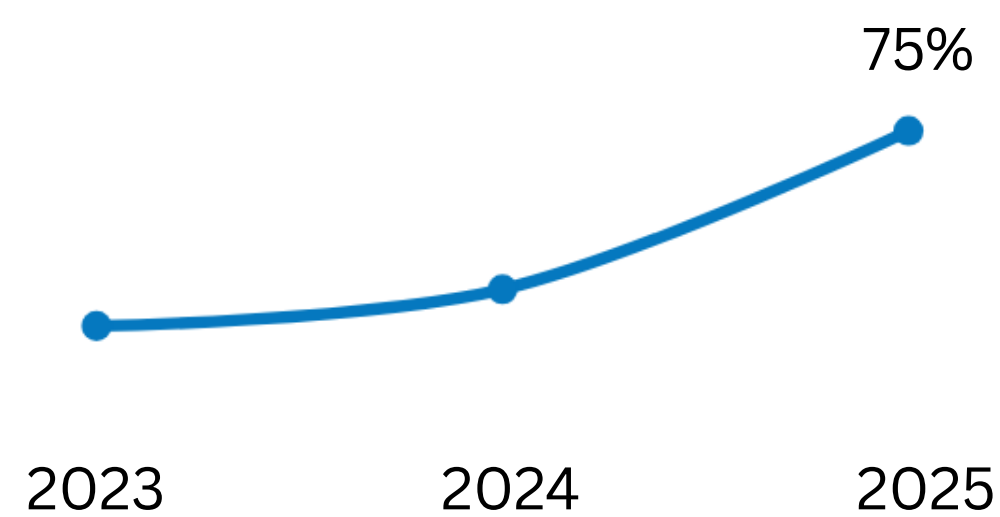
Mental Wellness

Health Promotion



Satisfaction with overall care and services

Appointment wait times in Primary Care: % able to get appointment when wanted



Current programs aligned with client-identified priorities:

- preventive health and chronic disease management
- mental health
- family-focused programming

Stay in the know about our additional programs and services:

- Ask your health care provider or reception
- Check out our monthly newsletter
- Visit our website 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 client experience
- For monitoring and reporting our performance as part of our Quality Improvement Plan