

Regent Park Community Health Centre

# Client Satisfaction Survey- 2017



**465 Dundas Street East, Toronto M5A 2B2**

**Ontario**

## Acknowledgements

The following community members conducted interviews of clients for the client satisfaction survey. Their help and support is very much appreciated.

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2017 RPCHC



# Client Satisfaction Survey-2017

## Introduction

The client satisfaction survey provides a snapshot the level of satisfaction/dissatisfaction experienced by clients using our programs and services. The feedback we receive from the survey provides us information from the clients' view point regarding what works and what does not work and their suggestions to improve the programs and services to serve our clients. This feedback is the measure against which we evaluate our progress and develop a plan of action to move forward. The Health Centre provides services to a diverse range of clients from different age groups, genders, languages, ethnicities, religious affiliations, and sexual orientation. Many of the clients may be marginalized and isolated because of their socio-economic status e.g. clients may be homeless or precariously housed, disabled, drug users or uninsured persons with no status, low-income. These individuals often face barriers while accessing services in many agencies further exacerbating their health conditions. The Health Centre provides services to these marginalized groups to help them improve their health and to ensure equitable health outcomes. The 2017 Client Satisfaction Survey assesses client's access to information, communication with care providers, their participation in the activities of the agency and the overall impact of the programs.

## Areas covered by the survey

- ❖ Methods used by clients to access services
- ❖ Wait time to access care providers
- ❖ Barriers encountered while accessing services
- ❖ Quality of care provided by care providers
- ❖ Participation in the decision-making process
- ❖ Communication and information sharing with clients
- ❖ Impact of the programs and services
- ❖ Impact on the community

## Methodology

Community members were selected from different language groups and trained to conduct interviews and were provided information on the survey and terms used in the client satisfaction survey. The interviewers were also informed about client confidentiality and the client complaints policy. All the interviews were conducted by these trained community members, they could jointly speak 10 different languages.

The client satisfaction survey interviews were conducted during the months April to July 2017. The total number of clients interviewed from each team is as follows:

<b>Team</b>	<b># of Clients Interviewed</b>
Clinical	100
Community Health & Diabetes	50
Dental	30
PFBB	40
<b>Total</b>	<b>220</b>

The total number of clients surveyed was increased from 150 to 220 clients. The number of clinical clients interviewed for the current survey increased from 40 to 100 clients. Clinical clients were asked some additional questions as part of the Primary Care Client Experience Survey to learn about waiting times to access services of doctors/nurse practitioners and the quality of care provided to clinical clients. Additionally, the total number of clients interviewed for the Community Health Team was also increased from 40 to 50 clients since the Diabetes Education Program (DEP) has expanded considerably over the years. Clients from all the different teams at the Health Centre were interviewed with the exception of the Pathways to Education program.

The Pathways to Education Program Students Satisfaction Survey was conducted this year through an online survey tool. The report on the findings of Pathways to Education Student Satisfaction Survey 2017 has been developed independently from this report.

The survey form used this year followed a similar format used in the previous surveys with some minor changes. A question was included in this survey to assess if the programs and services offered at the Health Centre were respectful of their culture. Additionally, two questions were dropped from this survey because they have been asked in most of the evaluations.

All clients were informed that their participation in the Client Satisfaction Survey 2017 was voluntary and confidential and no identifying information would be collected on the respondents. The survey covered clients who have used the services at the Health Centre within the past one year. Each interview took approximately 15-20 minutes.

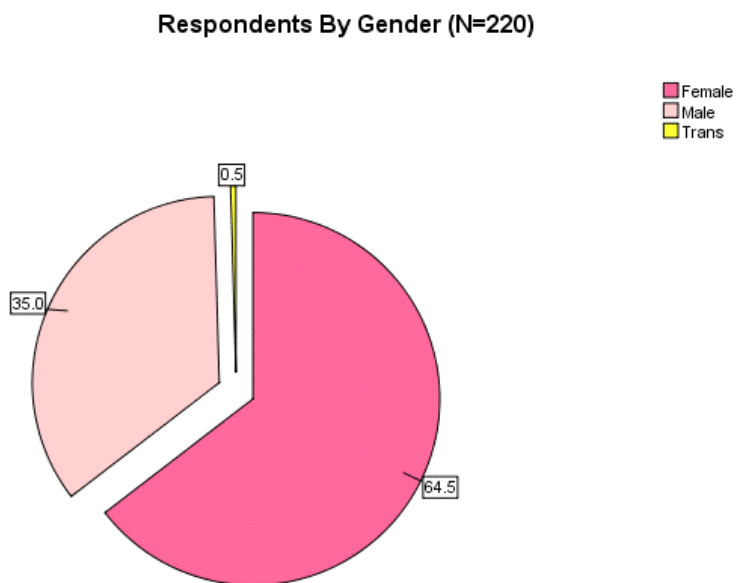
The survey participants for each team were selected and interviewed using a stratified random sampling method. The survey participant sample was stratified by teams such as Dental, Clinical, Community Health and PFBB. To ensure representation of clients from the different programs and services offered by each team clients were stratified by the programs and services offered by each team and randomly selected for the survey. This was done by collecting a list of clients with appointments to see the care provider (whenever possible) for each program and randomly selecting clients from the group for the survey. Selection of participants for the drop-in programs was also done on a random basis on the day the program was in session. The survey covered both registered and unregistered clients e.g. drop-in services such as the men's drop in, women's drop-in, harm reduction, laundry, and shower program.

## Limitations of the survey

The survey was carried out over a four month period hence this survey only represents the feedback from clients using the services during this time period. This is one of the limitations of the survey.

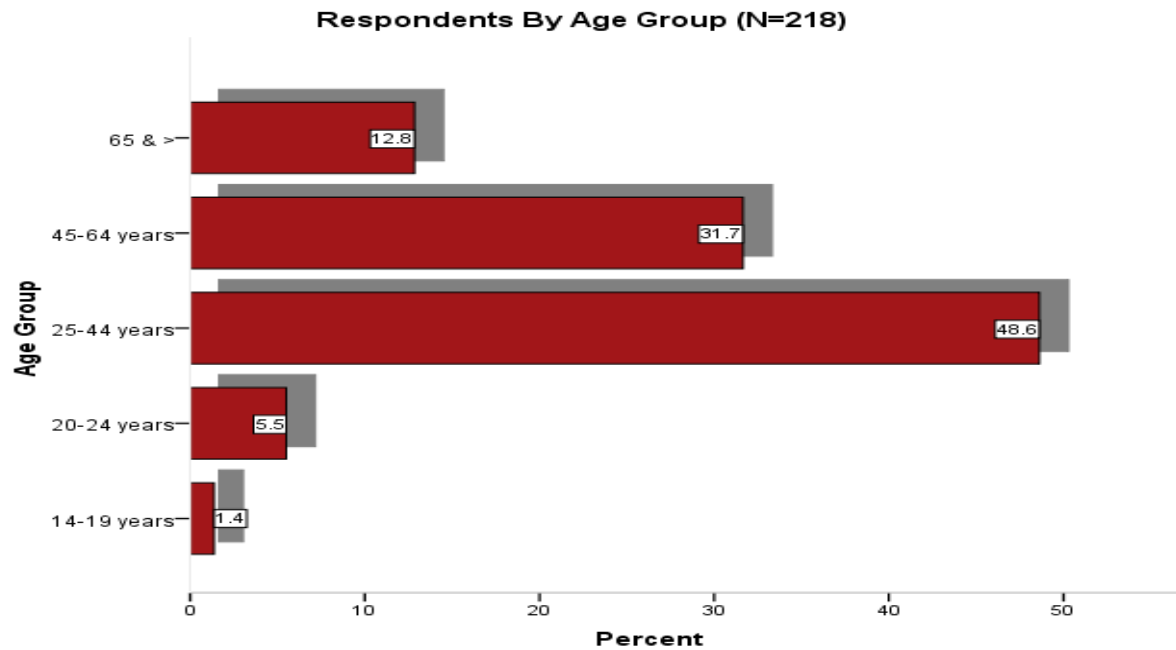
## Findings of the Survey

Chart.1



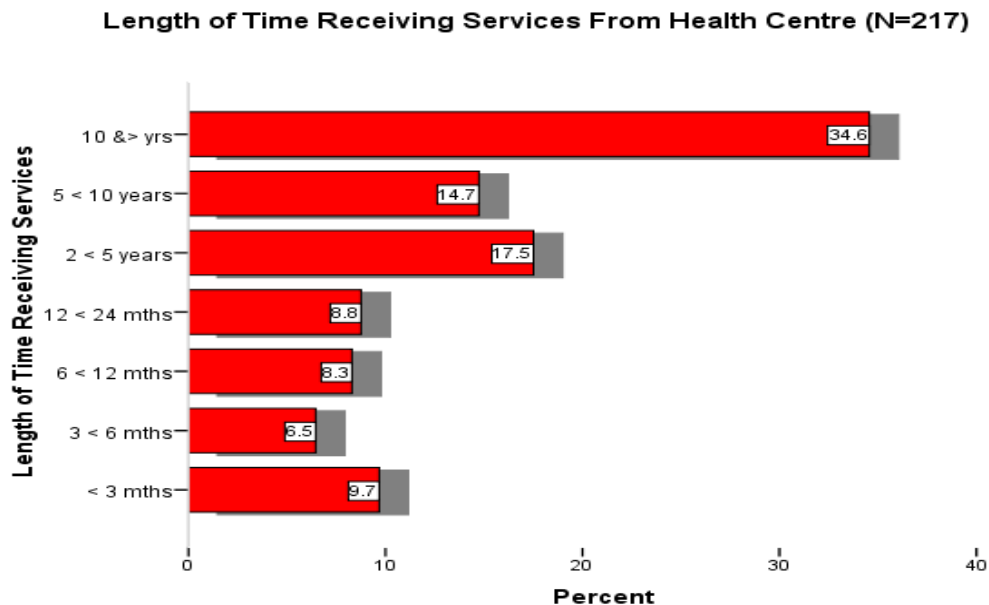
The survey asked people about their gender affiliation, nearly two thirds (65%) mentioned female but transgender was only mentioned by one percent.

**Chart.2**



The above table shows the distribution of survey participants across the different age groups. Nearly half of the respondents (49%) are in the 25-44 years age group, whereas persons in the 45-64 years age group constitute almost a third of the respondents. The percentage of persons interviewed in the below 20 years age group has been consistently low over the years, but the percentage of seniors interviewed for the survey has increased this year.

**Chart.3**



The survey covered clients across a wide range of programs and years of accessing services at the Health Centre. The chart shows that a quarter of the clients responding to the survey have been receiving services from the Health Centre for less than a year. More than a third (35%) of the clients have been receiving services for 10 years and more; while half of the clients have been receiving services for more than 5 years. The Health Centre takes in new clients across all of its programs and services.

Table.1  
**Respondents By Language Spoken at Home (N=220)**

<b>Language</b>	<b>2017 Percentage</b>
English	33.2
French	2.7
Bengali	13.2
Urdu	3.2
Tamil	5.9
Vietnamese	0.5
Kiswahili	1.8
Spanish	3.2
Cantonese	0.5
Amharic	0.9
Oromo	0.9
Tagalog	1.8
Mandarin	1.4
Somali	8.2
Arabic	1.4
Others	21.4
<b>Total</b>	<b>100.0</b>

Clients were asked about the language they speak at home, a third (33%) answered English and 3 per cent mentioned French. The table shows the wide range of languages spoken by clients reflecting the diversity of the neighbourhood community. The major language groups are Bengali or Bangla, Somali, Tamil, Urdu, Kiswahili, and Spanish. In addition to these languages, clients also mentioned others such as Nyanja, Luanda, Hindi, Italian, German, Indonesian, Japanese, Malay, Pasthu, Sinhalese, and Telugu. In total clients participating in the survey mentioned 27 different languages.

Table.2  
**Get Services in Your Language When Needed (N=220)**

<b>Response</b>	<b>Percentage</b>
Yes	41.0
No	5.0
Sometimes	3.0
Don't need it	51.0
<b>Total</b>	<b>100.0</b>

Clients were asked if they were able to get services in their language when needed. More than half (51%) of the interviewed clients mentioned that they did not need the services and 5% percent stated that they did not get the services when needed. Clients are provided with interpretation services when required. However, when clients attend group programs it is not possible to provide interpretation services in all the different languages unless the staff has prior information about the language interpretation needs of individuals attending the group session or meeting.



Table.3

**Type of Help Asked**

	(N=99) 2017	(N=50) 2016
<b>Response</b>	<b>Percentage</b>	<b>Percentage</b>
In person appointment	96.0	94.0
Telephone advice	2.0	6.0
Other visit	2.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

Clinical clients were asked what type of help they had asked for the last time when they were sick or needed medical attention. The vast majority mentioned in-person appointment. Clients can access care at the Health Centre in different ways such as in-person appointments, home visits, telephone advice, or hospital visit.

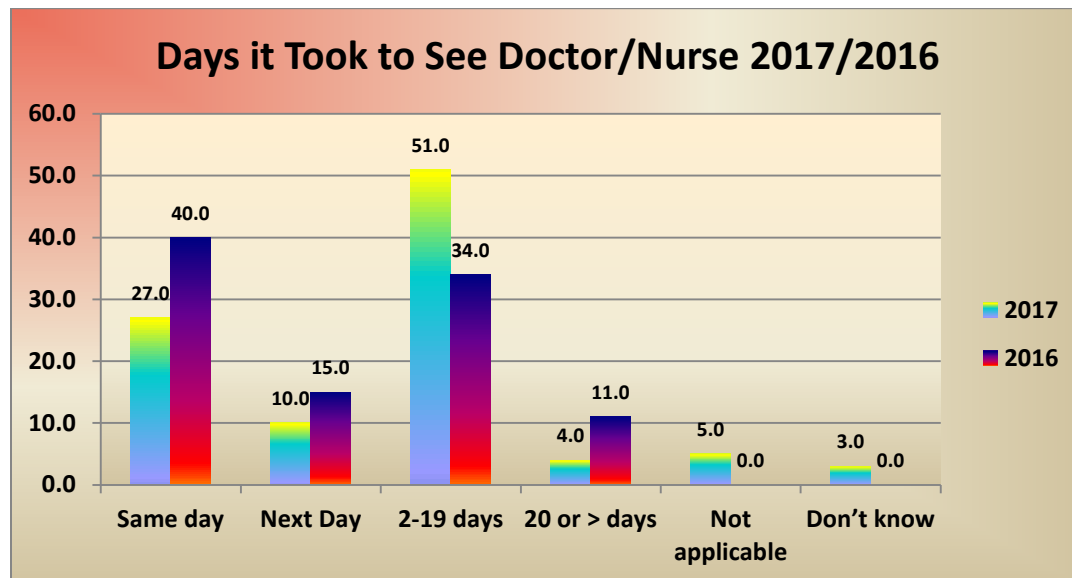
Table.4

**Did You Get an Appointment On the Date You Wanted (N=99)**

	(N=99) 2017	(N=47) 2016
<b>Response</b>	<b>Percentage</b>	<b>Percentage</b>
Yes	79.0	87.0
No	21.0	13.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

All clients need to get timely access to health care this is one of the dimensions of the quality of care. In order to get client feedback about wait times to access Doctor/Nurse practitioners, they were asked several questions. One out of five clients mentioned that they did not get an appointment on the date they wanted. Clients at the Health Centre are provided appointments on urgent care basis i.e. same day service but it is mostly dependent on the need for urgent care. Clients at the drop-in program with urgent health care needs are served during the drop-in time without any appointment. Access to clinical care providers is organized according to client's needs.

Chart.4



As seen in table.3 the vast majority of clients ask for an in-person appointment to see a doctor/nurse practitioner, the Health Centre thus has to schedule appointments taking into account the client's needs and care provider availability.

The above chart shows that 37% of the clients are able to see their care provider on the same day or the next day. Data from the previous year shows that 55% were able to see their care provider on the same or next day. However, the percentage of persons who are able to see their care provider in 2-19 days has increased from 34% in 2016 to 51% in 2017. Additionally, wait time for the 20 and more days category has reduced from 11% in 2016 to 4% in 2017.

Table.5

**Involved in Decisions About Care & Treatment (N=100)**

Response	(N=100) 2017	(N=50) 2016
	Percentage	Percentage
Never	0.0	0.0
Rarely	1.0	0.0
Sometimes	5.0	8.0
Often	13.0	14.0
Always	81.0	78.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

Clients were asked how often their doctor or nurse practitioner involved them in decisions about their care and treatment. The vast majority (94%) stated that they were involved always or often by their care providers in decisions about their treatment. Clients need to be involved as much

as they want and be informed about their treatment options by their doctors/nurse practitioners. It is an important measure of client centered care.

Table.6

#### How Often Do They Spend Enough Time With You (N=100)

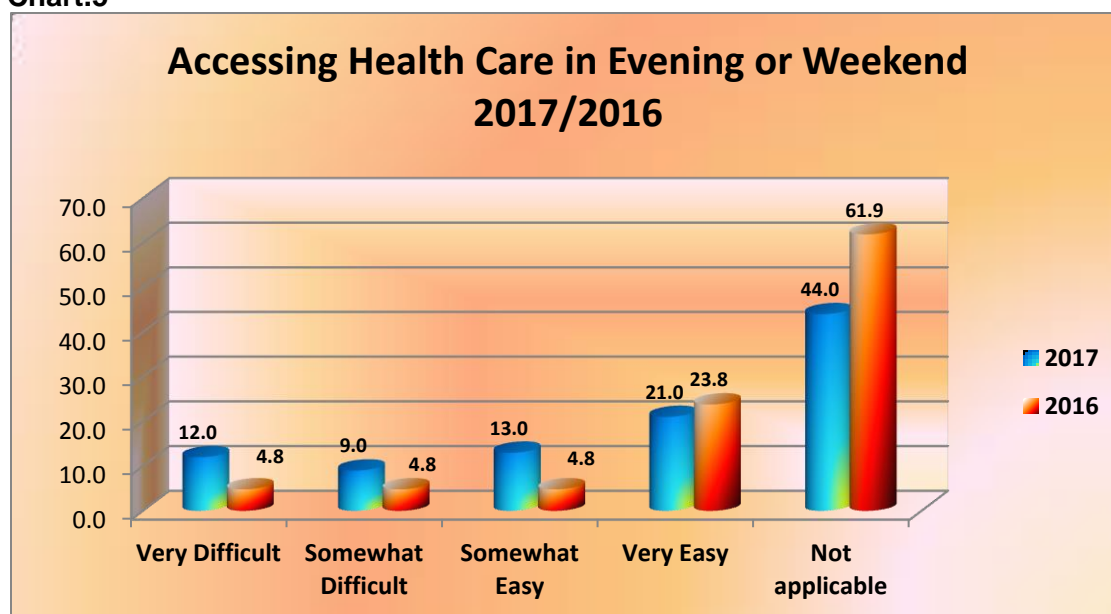
Response	(N=100) 2017	(N=50) 2016
	Percentage	Percentage
Never	0.0	0.0
Rarely	1.0	0.0
Sometimes	4.0	2.0
Often	13.0	10.0
Always	82.0	88.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

#### Comments

- They don't always give time to ask questions.
- They need more training

The vast majority 95% of clients claimed that the care providers spent adequate time with them. Clients need to have adequate time with their care providers to ask questions and clarify any doubts they may have similarly care providers also need time to ask questions and attend to the needs of clients such as their housing, income supports, harm reduction needs or help them address their isolation or stress levels by connecting them to resources and supports.

Chart.5



## Comments

- ❖ *Not applicable: don't know about after hour services*
- ❖ *N/A: because I don't know*
- ❖ *This centre should provide weekend service.*

The Health Centre provides access to doctors in the evenings and weekends to clients who require urgent medical care. This facility enables clients to get care from their doctor and thus help avoid using resources at the Emergency Department in the hospital for non-emergency issues. The above table shows that the percentage of clients seeking medical care in the evenings and weekends has increased substantially from 38% in 2016 to 56% in 2017. One out of every five (21%) stated that it was somewhat to very difficult to access medical care in the evenings or weekends while 34% mentioned that it was easy to somewhat easy to access care in the evenings and weekends.

It may be worth investigating to know if there is a real increase in the need for urgent care in the evenings and weekends or if more people are trying to access care because they have information about the availability of medical care in the evenings and weekends and may find it more convenient to use it in the weekends.

Table.7

### Barriers to Accessing Services (N=220)

Barriers	Yes	No	N/A	Total
Barriers to Physically disabled	4.0	78.0	18.0	100.0
Barriers to LGBTQ	1.0	65.0	34.0	100.0
Barriers to Racialized persons	0.0	85.0	15.0	100.0
Barriers to homeless	1.0	80.0	20.0	100.0
Barriers to Low Income	1.0	88.0	11.0	100.0
Barriers to seniors	1.0	85.0	14.0	100.0
Other barriers	0.0	0.0	0.0	0.0

Neighbourhood community residents should have free access to all the services and programs offered at the Health Centre. The survey asked clients to provide their feedback about barriers that may exist in the Health Centre for different groups of marginalized persons such as the disabled, homeless, seniors or low-income persons. Their responses may be based on personal experience or from their observations while accessing services at the Centre.

4% of the clients mentioned that a broken down elevator at the Health Centre was a barrier for physically disabled persons, one of the clients also mentioned that the door switch for disabled persons did not function well.

Furthermore, one percent of the client mentioned about barriers for LGBTQ, homeless, seniors and low-income persons. These are the comments on barriers mentioned by clients.

- ❖ *Without ID for homeless people sometimes very difficult to get services.*
- ❖ *In my case, the screening nurse refused to help me to see my family doctor or contact him in emergency*
- ❖ *I feel more than welcome – they are like family*
- ❖ *Sometimes elevator does not work*
- ❖ *Just need elevator*
- ❖ *Elevators not working*
- ❖ *Yes, sometimes the elevator does not work – door button for the disabled does not work.*

Clients were also asked if there were other barriers to accessing services at the Health Centre but none were mentioned.

### **Information and Communication with Clients**

There needs to be a free flow of information and communication between clients and care providers. Clients also need to feel free to ask questions to their care providers and seek explanations about their health and treatments options so that they can make informed choices about their health.

Table.8  
**Opportunity To Ask Questions (N=220)**

<b>Response</b>	<b>Percentage</b>
Never	1.0
Rarely	1.0
Sometimes	7.0
Often	15.0
Always	76.0
<b>Total</b>	<b>100.0</b>

Care providers communicate with clients in their language of choice, sometimes with the help of cultural interpreters when they are not conversant in the official languages. Care providers encourage their clients to ask questions about their illness or issues they may face and clarify any doubts that they may have.

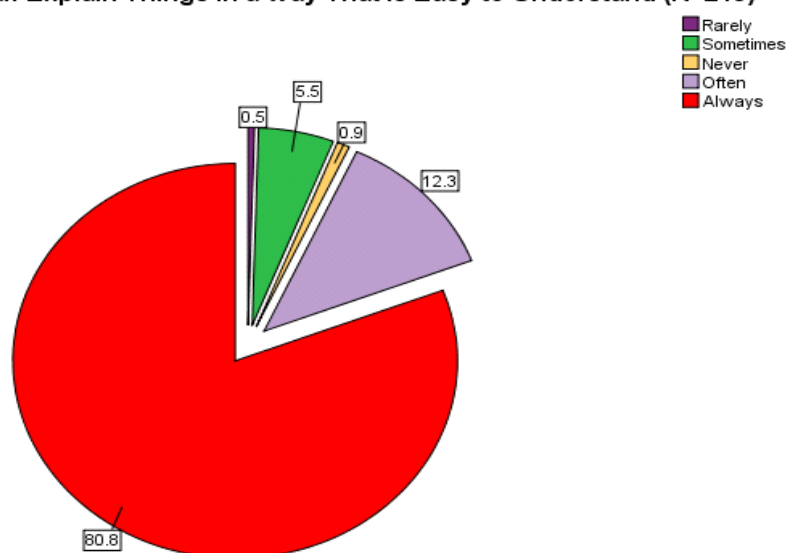
The opportunity to ask questions to staff providing care is an indicator of the quality of care provided to clients. The above table shows that vast majority of clients felt that they had the opportunity to ask questions to their care providers.

These are the comments provided by clients who stated that they have rarely or never provided the opportunity to ask questions.

- ❖ *They don't always give time to ask questions.*
- ❖ *They need more training-*
- ❖ *Some staff have mood swings, they are not friendly (Manager)*

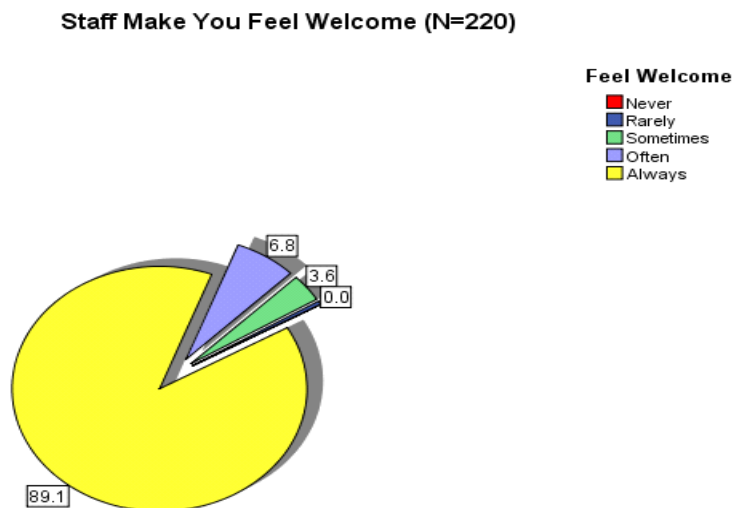
**Chart.6**

**Staff Explain Things in a Way That is Easy to Understand (N=219)**



Clients were asked if staff explain things in a way that is easy to understand in order to assess if the communication between care providers and their clients was working well. The table shows that the vast majority (93%) of clients felt that care providers always or often explained things in a way that was easy to understand. 2 percent of the clients felt that that the staff never or rarely explained things in an understandable way. However, they did not provide any comment explaining their response.

Chart.7



Clients using the Health Centre and its facilities should always feel welcomed. The programs and services offered at the Health Centre are designed to be welcoming and inclusive of the diverse range of clients i.e. providing a nonjudgmental and low threshold access to drug users, providing services to non-insured and non-status individuals. This enables most of the isolated and marginalized community members to use the services and programs available at the Centre.

The table shows that the vast majority (96%) of clients feel welcomed at the Health Centre and only 1percent stated that he/she felt welcomed rarely. This is the comment provided by the client.

❖ *Not always friendly, however very efficient*

Table.9

Aware of the Complaint Process (N=216)	
Response	Percentage
Yes	68.5
No	31.5
<b>Total</b>	<b>100.0</b>

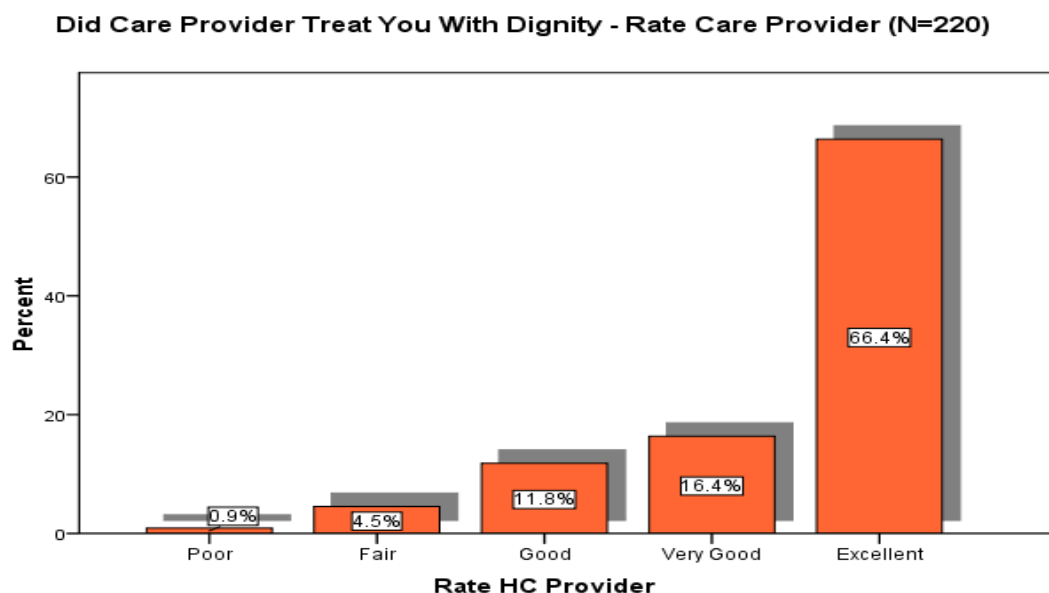
When clients are unsatisfied with a program or the services provided by a staff member they should be able to make a complaint; these complaints and feedback provided will help to improve on the quality of services. The Health Centre has a process for clients to file a complaint. Information on the complaints procedure is provided in several languages and posted in different locations at the Health Centre.

When clients were asked if they were aware of the complaint process 31% mentioned that they were not aware of the complaint process. Even though this is an improvement over the 2015 survey response (36%), the Health Centre has to increase its efforts to make this information more visible and readily available.

These are the comments provided by clients

- ❖ *Not been explained*
- ❖ *I address this to staff*

Chart.8



Clients were asked to rate the main health care provider they met in their visit with the following criterion: if they were treated with dignity and respect. The table shows the vast majority (94%)

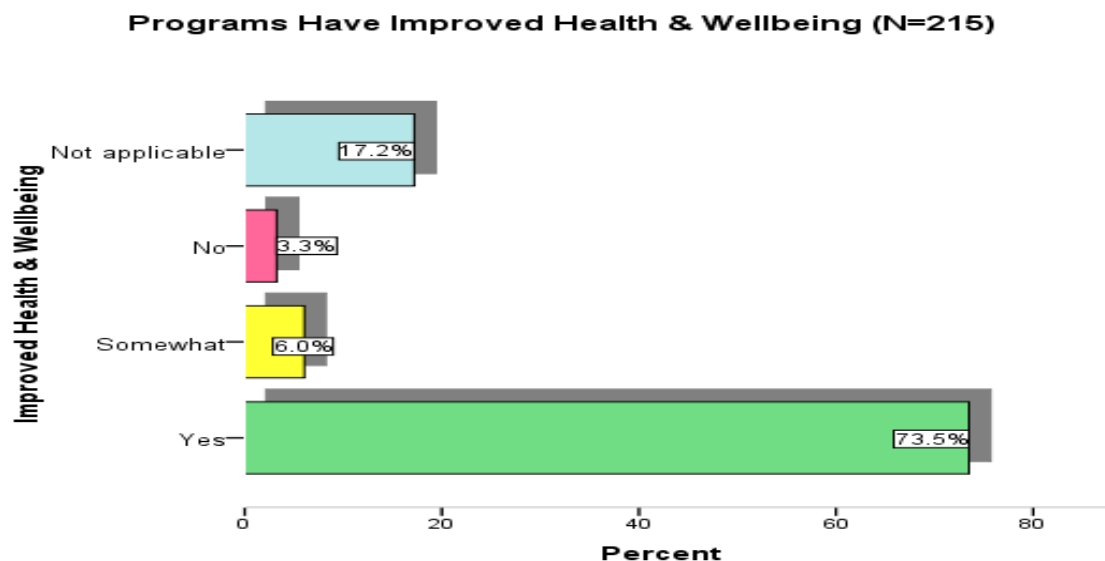


felt that they were treated with dignity and respect by the care provider. This is one of the main indicators of the quality of care provided at the Health Centre. It is particularly significant to the Health Centre because of the marginalized nature of clients it serves many of whom often face barriers while accessing services in the mainstream organizations.

This is the comment from a respondent.

❖ *All staff are exceptional and knowledgeable.*

**Chart.9**



The Health Centre offers a wide range of programs ranging from illness prevention, health promotion, primary care, community capacity building and service integration activities for e.g. services such as harm reduction, workshops on health issues, case management, counseling, housing support, shower and laundry, drop-ins, accompaniment to agencies, referral services, walking group, yoga, workshops to manage stress, diabetes, immunization, etc to address the varied needs of community members. The programs and services offered at the Health Centre are based on community needs and oriented towards improving the health and wellbeing of clients and the community.

Majority of the clients (80%) mentioned that the programs and services offered at the Health Centre has helped to improve their health and well-being. Only 3 percent mentioned that it has not helped them improve their health.

Table.10

**Health Centre Contributed to Positive Changes in Community (N=202)**

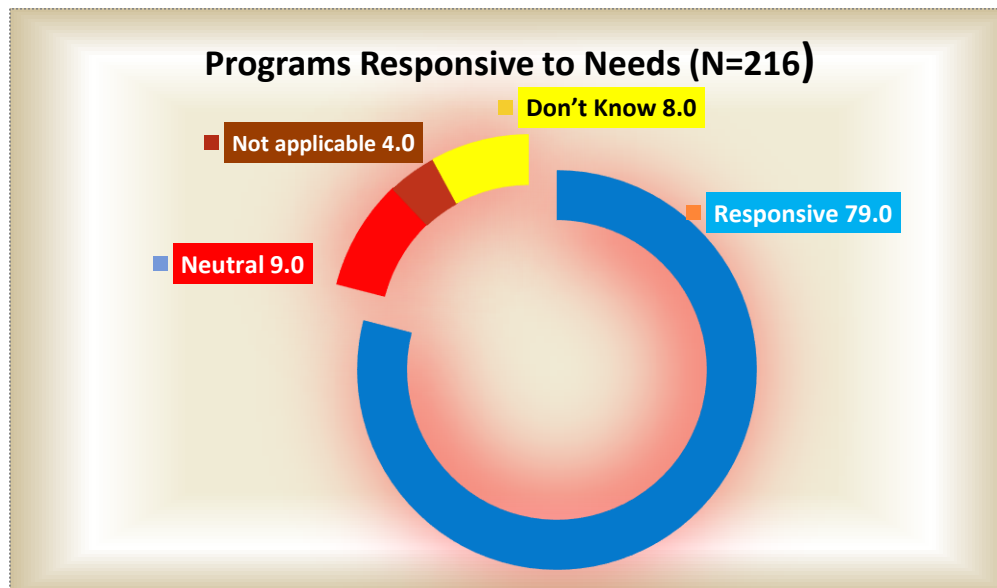
<b>Response</b>	<b>Percentage</b>
Yes	88.0
No	5.0
Somewhat	7.0
Not applicable	0.0
<b>Total</b>	<b>100.0</b>

When the clients were asked if the Health Centre has contributed to positive changes in the community in the past year or two, the vast majority (95%) responded positively. The percentage of clients reporting positive changes is higher in the current survey than the previous survey (88%). The neighbourhood community has been aware of the different programs and activities organized by the Health Centre to address the needs of the community i.e. intervention to support residents facing relocation problems with TCH, supporting residents to engage in community activities such as the demand for increase in minimum wage besides supporting youth in the community.

- ❖ *Different programs for different ages PFBB, Pathways, Drop-in*
- ❖ *Youth clinic*
- ❖ *Lots of events for socializing*
- ❖ *I had been homeless and this Centre helped me with their services in drop-in and also dental*
- ❖ *Able to keep myself clean; laundry – I have clean clothes to wear; able to apply for community housing*
- ❖ *I am a diabetic person and they help me monitor to be in control.*
- ❖ *Helped me understand what is diabetes – and regular check ups*
- ❖ *P2E help my kids to get ttc fare and help with homework; subsidized dental*
- ❖ *They are helping my son with his homework at the same time I have the opportunity to join ESL as well – and my English is getting better.*
- ❖ *Able to apply for housing; social worker helped me with so many problems with my life.*
- ❖ *When I need help in my life there is one staff to help you out no matter what*
- ❖ *Social worker helped me with so much - need more staff like that*
- ❖ *Good information sharing in group*
- ❖ *Drink less, weigh less; became more positive regarding life skills and adopt a way of living that increases my lifestyle*
- ❖ *Immigration, housing, lawyer; family matters*
- ❖ *Breakfast; seeing the doctor; housing; clean clothes*
- ❖ *Helped me find a place*
- ❖ *Homework club; PFBB*
- ❖ *My child has the opportunity to learn with other kids; they learn a lot of different songs; play with different toys; try different foods*
- ❖ *PFBB helps gain knowledge when you are pregnant - how to take care of yourself; drop-in program helps my kids – they have learned songs and are involved with other kids.*

- ❖ *Because they were really helpful providing a lot of resources and information for someone like me.*
- ❖ *They gave lots of information about other services in the community*
- ❖ *I get help from the breastfeeding program; dental; diabetes program*
- ❖ *Lost weight, checking my sugar and walking*
- ❖ *Better security, best at everything and best social programs*
- ❖ *Very cheap compared to other dental offices, very good price, I like the staff*
- ❖ *I can chew my food, I can do better smile now.*
- ❖ *Learn more and finish homework on time*
- ❖ *Sometimes the programs get full quickly so people don't have same opportunity to get advantage from the programs offered*

**Chart.10**



79% of the clients mentioned that the programs and services provided by the Health Centre were responsive to their individuals and family needs. Program evaluations always ask clients to provide their ideas and suggestions on what they would like to see changed, topics/issues they would like to learn about in future workshops. Care providers and other staff regularly participate in community forums, meetings and also discuss community issues/problems with the clients and community groups. Programs and services are developed to address these issues e.g. residents problems in relocation, drug overdose, thereby the Health Centre remains responsive to the issues and needs in the community.

Table.11

**Opportunities to Help Health Centre Make Decisions About Programs & Services (N=218)**

<b>Response</b>	<b>Percentage</b>
Yes	18.0
No	82.0
<b>Total</b>	<b>100.0</b>

Clients are consulted about programs and services on a regular basis and their feedback is incorporated into programming. The Health Centre involves clients in different ways i.e. conducting needs assessments on a regular basis besides promoting community members to participate in advisory committees, seeking client feedback on specific programs and services. Community members are an integral part of the program advisory committee to help plan and develop programs for the year e.g. the Immigrant & Refugee program. Client conversation circles are also a method by which clients participate in the decision-making process. However, clients may not always be aware of the different ways in which they participate in the decision-making process.

These are some of the comments provided by clients when they were asked about the opportunities they had in helping the Health Centre make decisions about programs and services.

- ❖ *diabetic focus group*
- ❖ *meeting asking about adding more doctors/midwives*
- ❖ *Focus group*
- ❖ *I hope I can. I called the Director (she called me) and provided her with my feedback.*
- ❖ *PFBB childcare program*
- ❖ *Focus group nutrition program.*
- ❖ *Healthy eating habit (Newcomers group)*
- ❖ *Peer support and mentoring*
- ❖ *Harm reduction*
- ❖ *Was in consultation committee*
- ❖ *Handle with care program*
- ❖ *Parenting group (child needs)*
- ❖ *Went to meetings and expressed on what more can be done*
- ❖ *Womens' group and diabetic program*
- ❖ *Parents focus group*

Table.12

**Opportunity to Participate in Advisory Group /Committee/Board (N=217)**

<b>Response</b>	<b>Percentage</b>
Yes	9.0
No	91.0
<b>Total</b>	<b>100.0</b>

9% of the clients mentioned that they had the opportunity to participate in the Board of the organization, or as an Advisory Committee at the Health Centre. The Health Centre recruits neighbourhood community members to participate in different committees. Their active participation in the agency's board and committees makes this a truly community-based organization reflecting and representing the community it serves. The percentage of clients stating that they have been able to participate in committees and/or as a board member has reduced since the last Client Satisfaction Survey(13%).

These are the comments by respondents when they were asked about their participation in the advisory group or committee or board.

- ❖ *Youth council*
- ❖ *Diabetic program*
- ❖ *Vietnamese consultation committee*

Table.13

**Programs & Services Offered by Health Centre Respectful of Your Culture (N=217)**

<b>Response</b>	<b>Percentage</b>
Yes	93.0
No	1.0
Somewhat	1.0
Don't know	5.0
<b>Total</b>	<b>100.0</b>

The catchment area of the Health Centre is one of the most diverse with people from different cultures, ethnicities, languages, and religions. The agency providing care to this population has to be aware of the needs and be respectful of their culture to promote an inclusive environment. The above table shows that the vast majority (94%) of the clients felt that the programs and services offered by the Health Centre was respectful of their culture.

These are the comments provided by clients.

- ❖ *Always respectful*
- ❖ *Group speaks in Vietnamese/interpretation available for people*
- ❖ *She doesn't care for me*

Table.14

**Recommend Health Centre to Family & Friends (N=218)**

Response	Percentage
Yes	99.0
No	1.0
<b>Total</b>	<b>100.0</b>

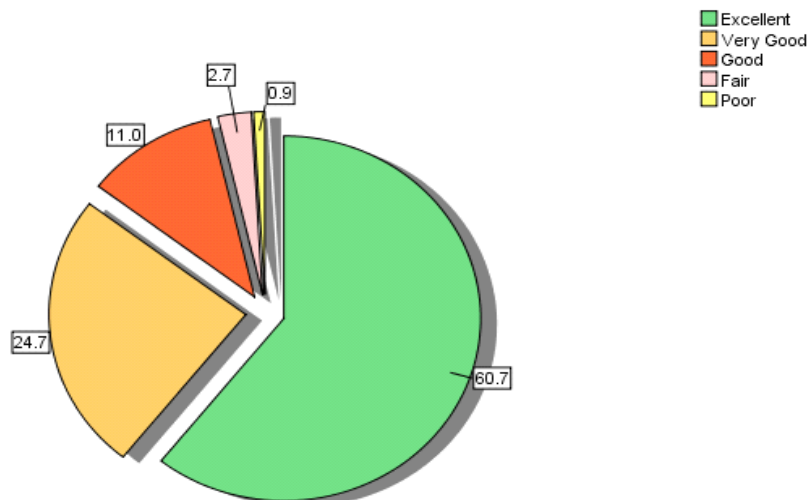
When clients were asked if they would recommend the Health Centre to their family and friends almost all clients (99%) answered that they would recommend the Health Centre. The percentage of clients who would recommend the Health Centre has increased since the last client survey (97%). This question provides an overall assessment of the client's level of satisfaction with the Health Centre.

These are the comments from clients when they were asked if they would recommend the Health Centre to their family and friends.

- ❖ *No, because there is no weekend service*
- ❖ *Questionable*
- ❖ *Definitely already did*
- ❖ *I already have my friends in this place*
- ❖ *Yes, PFBB*

**Chart.11**

**Overall Rating on Care & Services Provided at the Health Centre (N=219)**



Majority of the clients (86%) rate the care and services provided in the Health Centre as excellent and very good. 3% of the clients rated the services as fair and 1% as poor. A comparison of data on the overall rating of care and services provided is similar to the rating provided by clients in the previous 2015 survey.

There were not many comments from clients about why they would rate the service fair or poor with this one exception.

- ❖ *Need more staff*

**Clients were finally asked for other comments which would help the Health Centre to improve the way care is provided. These are their comments:-**

- ❖ *I prefer Doctor's appointment instead of nurse for my kids. So I want to request to give us more doctor appointments.*
- ❖ *Improve dental services to take more clients.*
- ❖ *I am satisfied!*
- ❖ *If there is a diagnostic centre in the same building (Health Centre), that will be great help for the community.*
- ❖ *Sometimes doctor appointments are not on time.*
- ❖ *More care during the weekends for emergency services*
- ❖ *For now, I find everything is good with regards to the services offered by this health centre. I would suggest maybe more announcement so they can reach more people who are in need. Thanks.*
- ❖ *Yoga classes for men*
- ❖ *You are the best place to get medical care and also very supportive for our community*
- ❖ *You are doing everything great service is always appreciated*
- ❖ *More help with finding affordable housing.*
- ❖ *Love the staff – need more program for women*
- ❖ *More time and days; more one-on-one tutors*
- ❖ *I like the way it's running right now.*
- ❖ *No, the centre is very adequate for this community. Excellent services*
- ❖ *Can't think of anything right now, whatever I think it's been done.*
- ❖ *More resources for people on OW and ODSP*
- ❖ *Need more flexible hours and more doctor and staff*

- ❖ *More dentist he is always busy*
- ❖ *Hard to get appointment in emergency situation*
- ❖ *Used to live in Regent Park, forced to move after revitalization, now have to use TTC to get to the Health Centre- low-income.*
- ❖ *I hope this dental clinic open more than 3 days with flexible hours*
- ❖ *Every time I call phone is not answered regularly, every time I came here no staff at the front desk even if it's 2 pm. Other than that it is excellent service*
- ❖ *Had a bad experience with a dentist, dentist never explained anything.*
- ❖ *Just have more dentists I don't have to wait here for hours.*
- ❖ *The Centre is so great – I hope the staff can do more outreach in the community. Public places etc. so people can join.*
- ❖ *Adult ESL program for parents (at least level 6)*
- ❖ *School readiness program; need more time flexible, and back to the way it was before – parents do not need to be involved.*
- ❖ *For school readiness program I can just drop my kid instead of being involved with the program – with changes I can't be involved in the program*
- ❖ *More activities with books (reading and storytelling); I need more help with school readiness program.*
- ❖ *Request added longer hours (12 – 3 pm) - no time for school readiness program for kids (morning/evening)*
- ❖ *PFBB should have more activities outside e.g. go on trips and more outdoor activities when the weather is better.*
- ❖ *I understand there is limited budget but there are many moms as myself who are willing to pay for trips from their pocket, instead of the centre having to provide. We really enjoy spending time with other moms. It will be really nice if we can do some day trips.*
- ❖ *I like to see some more literacy programs with more book involvement; a school readiness program centre with more flexibility for parents – especially I have other children in my home to take care of. It is, for this reason, I can't be involved with that program. Hope for some change on that.*
- ❖ *Continue doing good work for the community – thank you!*
- ❖ *ESL class for parents*
- ❖ *Nothing yet – once in a while going outside instead of sitting in the room all the time.*
- ❖ *Need more programs for seniors*
- ❖ *More people involved by doing outreach*



- ❖ *I think you are doing the best you can do, especially reaching out to new people.*
- ❖ *Give information to other services in the community.*
- ❖ *No weekend service*
- ❖ *Need more social programs like women's group; more health information sessions.*
- ❖ *Diabetes classes is helping improve my health and good eating habits; improving their understanding/learning*
- ❖ *Foot care all the time; dental service; men's club; get information; drug group to get information*
- ❖ *No drug help; need help with homelessness*
- ❖ *Worker helped me healthy eating habits – food groups*
- ❖ *Able to apply for housing; social worker helped me with so many problems with my life.*
- ❖ *When I need help in my life there is one staff to help you out no matter what*
- ❖ *Social worker helped me with so much - need more staff like that*
- ❖ *Good information sharing in group*
- ❖ *Immigration lawyer – to help sponsor son*
- ❖ *Helped me with information re food safety; health and exercise*
- ❖ *Helps my kid mingle with other children; my kid loves playing here and has learned a lot of songs.*
- ❖ *Positive environment for new moms*
- ❖ *Better security*
- ❖ *Program helped me find some of my friends and to reunite with them*
- ❖ *Very good with most of the information re pregnant women.*
- ❖ *I am able to use lots of programs like dental, foot care and diabetes group*

When clients were asked for their suggestions to improve our care they made several observations about our programs and services, quality of care and staff support and made several requests such as increasing access to doctors, providing more flexible hours to access services, evenings and weekend services. They also made several requests to increase access to dental services and dentists and also asked for flexible hours and more number of clinic days with less waiting time.

Clients also mentioned the need for increased access to the School Readiness program for children since the current changes does not seem to work for some parents. Furthermore, clients also asked for increased program supports such as help to access housing, more health information sessions, community outreach, women's group, information on drug use and more social programs.

## Conclusion

Even though the client satisfaction survey 2017 included a greater proportion of clients than the previous surveys the feedback received from clients has been similar to previous surveys. The suggestions and comments provided by clients show that the Health Centre is highly rated by the community we serve.

Some of the data are not comparable to the previous years because the questions have been changed by the LHINS Primary Care Survey. Client feedback reveals that the vast majority ask for in-person appointments to see care providers but compared to the last survey in 2016, a lower percentage of clients are able to see their care providers in the same day or next day. However, the overall waiting time to see care providers has been reduced for all clients. Survey findings reveal that a higher percentage of clients feel that they are involved in decisions about their treatment by care providers and are able to get adequate time with their care providers. Getting access to care providers during evening hours and weekends has emerged as an issue with many clients seeking access to doctors than previous years. This is an issue which may require further investigation to understand why clients are unable to access the doctor in the evenings/weekends. Is it because of an increased demand or if they are unclear about the situations in which they can access the doctor in evenings/weekend or if there are other reasons which restrict their access.

Survey responses indicate a drop in the percentage of clients who state that the programs and services offered at Health Centre has improved their health and well being. Conversely, a higher percentage of persons mentioned that the Health Centre has contributed to positive changes in the community. The overall rating of the Health Centre remains high and almost all survey participants have stated that they would recommend the Health Centre to their family and friends. This survey findings show that the clients are satisfied with the programs and services of the Health Centre.

## APPENDIX.1

### Data Comparison - 2015 & 2017

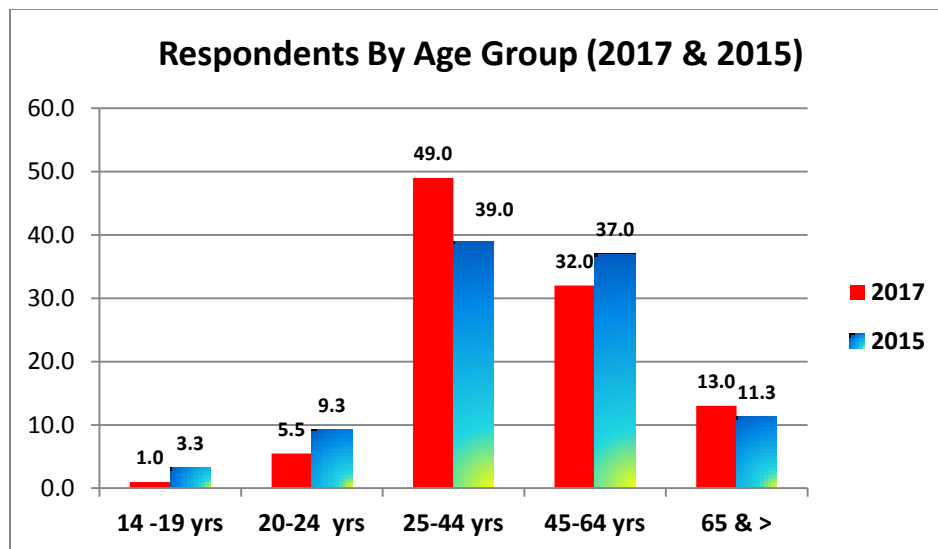
#### Client Satisfaction Survey

##### Respondents By Gender (N=220)

Gender	2017 Percentage	2015 Percentage
Female	64.0	69.0
Male	35.0	30.0
Trans	0.1	1.0
Intersex	0.0	0.0
Two-spirit	0.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

##### Respondents By Age Group (N=218)

Age Group	2017 Percentage	2015 Percentage
14 -19 years	1.0	3.3
20-24 years	5.5	9.3
25-44 years	49.0	39.0
45-64 years	32.0	37.0
65 & years	13.0	11.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>



### Length of Time Receiving Services at the Centre (N=217)

<b>Response</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
< than 3 months	10.0	7.4
3 to < 6 months	6.0	5.4
6 to <12months	8.0	8.8
12 to<24months	9.0	4.1
2 to < 5 years	17.0	23.0
5 to < 10years	15.0	18.2
10 or> years	35.0	33.1
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

### Respondents By Language Spoken at Home (N=220)

<b>Language</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
English	33.2	44.0
French	2.7	3.0
Bengali	13.2	12.0
Urdu	3.2	0.0
Tamil	5.9	7.0
Vietnamese	0.5	6.0
Kiswahili	1.8	4.0
Spanish	3.2	0.0
Cantonese	0.5	1.3
Amharic	0.9	0.7
Oromo	0.9	0.0
Tagalog	1.8	0.0
Mandarin	1.4	5.0
Somali	8.2	11.3
Arabic	1.4	0.7
Others	21.4	3.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

### Get Services in Your Language When Needed (N=220)

<b>Response</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
Yes	41.0	41.0
No	5.0	3.0
Sometimes	3.0	2.0
Don't need it	51.0	55.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

*Last time you were sick or needed medical attention: What type of help did you ask for?*

<b>Type of Help Asked (N=99)</b>	<b>(N=99) 2017 Percentage</b>	<b>(N=50) 2016 Percentage</b>
<b>Response</b>		
In person appointment	96.0	94.0
Telephone advice	2.0	6.0
Other visit	2.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

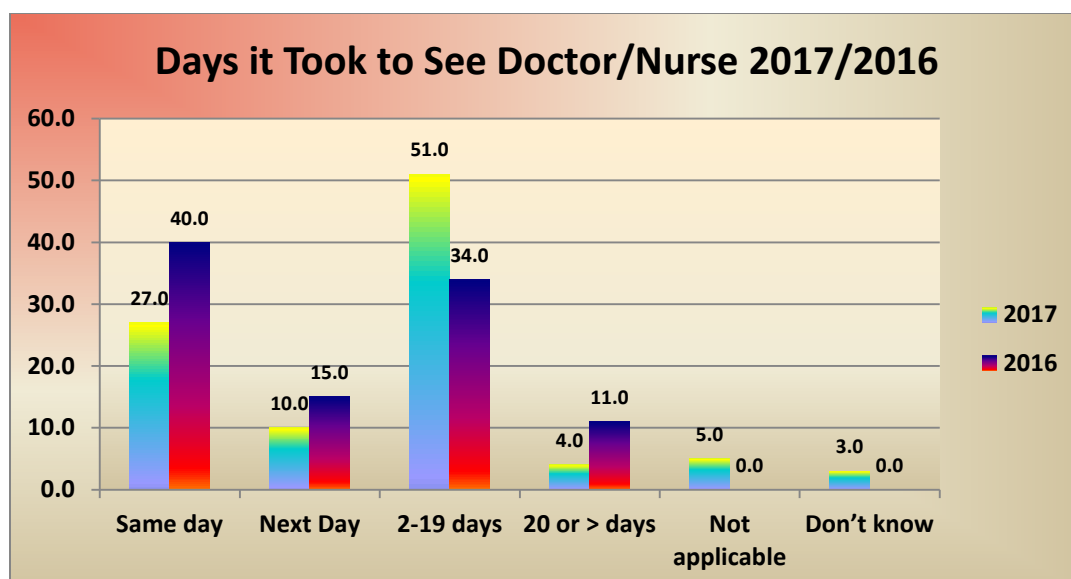
*If you needed an in-person appointment, did you get an appointment on the date you wanted?*

**Did You Get an Appointment On the Date You Wanted (N=99)**

	<b>(N=99) 2017 Percentage</b>	<b>(N=47) 2016 Percentage</b>
<b>Response</b>		
Yes	79.0	87.0
No	21.0	13.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

*How many days did it take from when you first tried to see your Doctor/Nurse practitioner, to when you actually saw him/her?*

<b>Days it Took to See Doctor/Nurse</b>	<b>(N=97) 2017 Percentage</b>	<b>(N=47) 2016 Percentage</b>
<b>Response</b>		
Same day	27.0	40.0
Next Day	10.0	15.0
2-19 days	51.0	34.0
20 or > days	4.0	11.0
Not applicable	5.0	0.0
Don't know/refuse to answer	3.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>



*When you see a doctor or a nurse practitioner, how often do they involve you as much as you want to be in decisions about your care & treatment?*

#### Involved in Decisions About Care & Treatment (N=100)

Response	(N=100) 2017	(N=50) 2016
	Percentage	Percentage
Never	0.0	0.0
Rarely	1.0	0.0
Sometimes	5.0	8.0
Often	13.0	14.0
Always	81.0	78.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

*When you see a doctor or a nurse practitioner, how often do they spend enough time with you?*

#### How Often Do They Spend Enough Time With You (N=100)

Response	(N=100) 2017	(N=50) 2016
	Percentage	Percentage
Never	0.0	0.0
Rarely	1.0	0.0
Sometimes	4.0	2.0
Often	13.0	10.0
Always	82.0	88.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

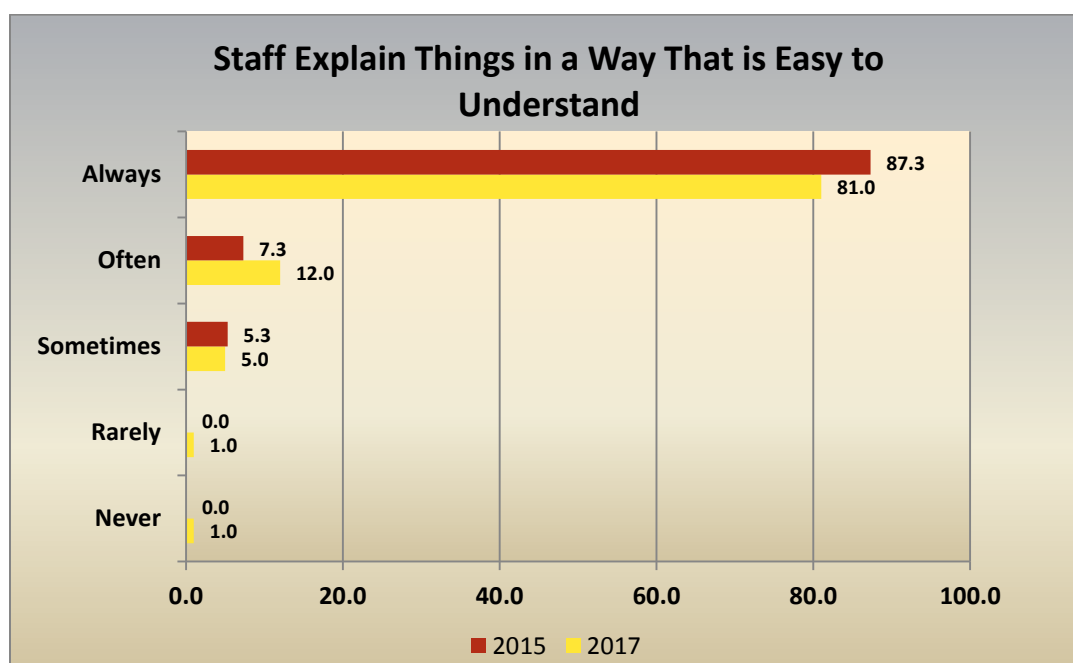
*The last time when you needed medical care in the evening, on a weekend or on a public holiday, how easy was it to get care without going to the emergency department?*

**When You Needed Medical Care in the Evening/Weekend, How Easy Was it to Get Care Without Going To Emergency Dept**

	(N=99) 2017	(N=42) 2016
Response	Percentage	Percentage
Very Difficult	12.0	4.8
Somewhat Difficult	9.0	4.8
Somewhat Easy	13.0	4.8
Very Easy	21.0	23.8
Not applicable	44.0	61.9
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

**Do the Staff Explain Things in a Way That is Easy To Understand (N=219)**

	2017 Percentage	2015 Percentage
Response		
Never	1.0	0.0
Rarely	1.0	0.0
Sometimes	5.0	5.3
Often	12.0	7.3
Always	81.0	87.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>



**Aware of the Complaint Process (N=216)**

<b>Response</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
Yes	68.5	64.0
No	31.5	36.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

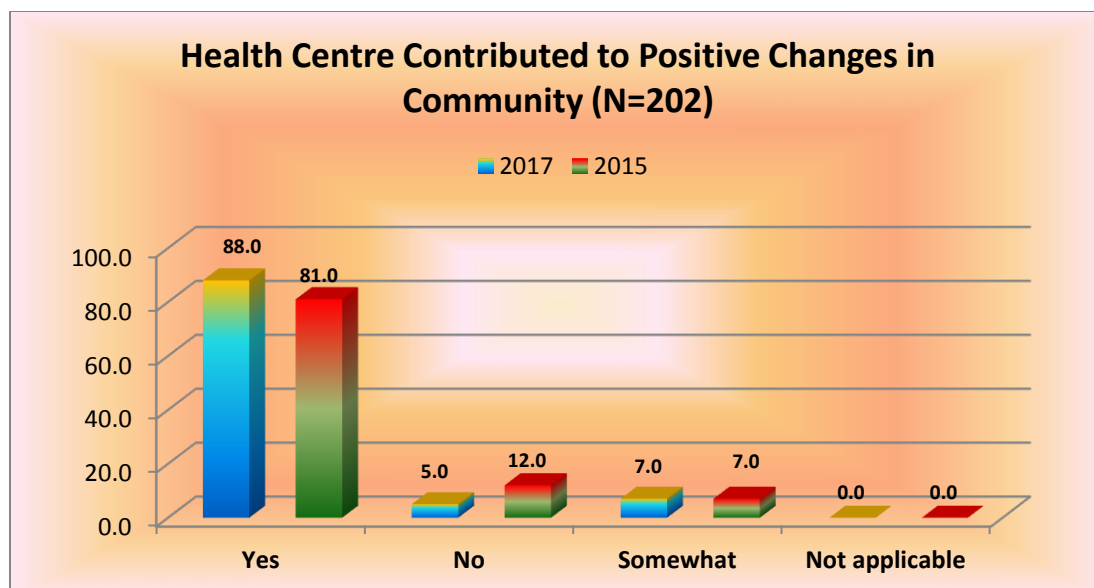
**Have Programs Improved Health & Wellbeing (N=215)**

<b>Response</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
Yes	74.0	88.0
No	3.0	2.7
Somewhat	6.0	4.7
Not applicable	17.0	4.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

**Health Centre Contributed to Positive Changes in Community (N=202)**

<b>Response</b>	<b>2017 Percentage</b>	<b>2015 Percentage</b>
Yes	88.0	81.0
No	5.0	12.0
Somewhat	7.0	7.0
Not applicable	0.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>





**Opportunities to Help Health Centre Make Decisions About Programs & Services (N=218)**

	2017	2015
Response	Percentage	Percentage
Yes	18.0	21.0
No	82.0	79.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

**Opportunity to Participate in Advisory Group /Committee/Board (N=217)**

	2017	2015
Response	Percentage	Percentage
Yes	9.0	13.0
No	91.0	87.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

**Recommend Health Centre to Family & Friends (N=218)**

	2017	2015
Response	Percentage	Percentage
Yes	99.0	97.0
No	1.0	3.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

### Overall How Do You Rate Care & Services at Health Centre (N=219)

Response	2017 Percentage	2015 Percentage
Excellent	61.0	56.4
Very Good	25.0	28.9
Good	11.0	11.4
Fair	3.0	3.4
Poor	1.0	0.0
<b>Total</b>	<b>100.0</b>	<b>100.0</b>

