

2019 Summerville Family Health Team PATIENT EXPERIENCE SURVEY RESULTS

SUMMERVILLE

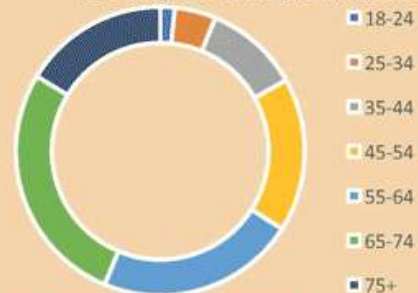
Family Health Team

WHO DID WE HEAR FROM?

2019 was the first year that Summerville sent our Patient Experience Survey out online. As a result, we had the highest ever return rate from our patients!

1,521
patients participated

Age ranges of survey participants



WHAT DID YOU TELL US?

85% of patients rate their experience at Summerville as excellent or very good!

92%

of patients indicated that they are always or often given an opportunity to ask questions.

92%

of patients feel that practitioners spend enough time with them always or often.

93%

of patients indicated they are always or often involved in care decisions as much as they want to be.

92%

of patients feel their concerns are listened to.

The top areas for improvement as suggested by you:

- **Improve access to primary care services:** 42.3% of patients indicated that they could get a same day or next day appointment with a physician or Nurse Practitioner (NP) when they are sick. 20% of patients rated that they strongly agreed or agreed that they can get care easily during evening, weekends or holidays.
- **Improve phone wait times and experiences:** 56.3% of patients rated their experience calling into the clinic as excellent or very good. We also heard that improvement to online booking and notification is of interest to our patients.
- **Increase awareness of our care team and free Summerville-wide programming:** We heard that many patients are unaware of our [interprofessional healthcare team members](#) (nurses, social workers, dietitians, pharmacists, health promotion specialists, and a physiotherapist) and [free health programs we offer at Summerville](#).

HOW ARE WE USING YOUR FEEDBACK?

We've taken your feedback and shared the results back with all Summerville sites, staff and physicians. The report backs have led to meaningful discussions and volunteers to work on areas of care that are important for you. One area we know is of high importance to our patients is access to care (experiences calling into the clinic, booking online, availability of appointments). We have a working group consisting of administrative staff as well as health care professionals dedicated to exploring these issues and implementing strategies to improve access to our primary care services. We also are taking the feedback you provided through this survey to shape our programs to better meet patient needs such as healthy aging.

Thank you for sharing your experiences, thoughts and insights regarding Summerville services and programs!

QUESTIONS?

If you have any questions or additional comments, please contact Andrea Stevens, Executive Director, by email at ASTEVEN@SummervilleFHT.com

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