

Patient Survey Results - 2016

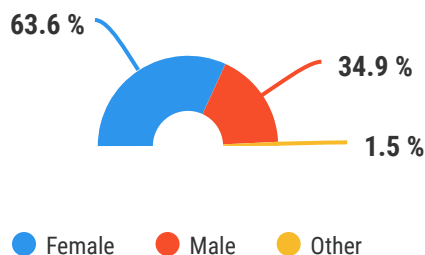
Village Family Health Team

1448

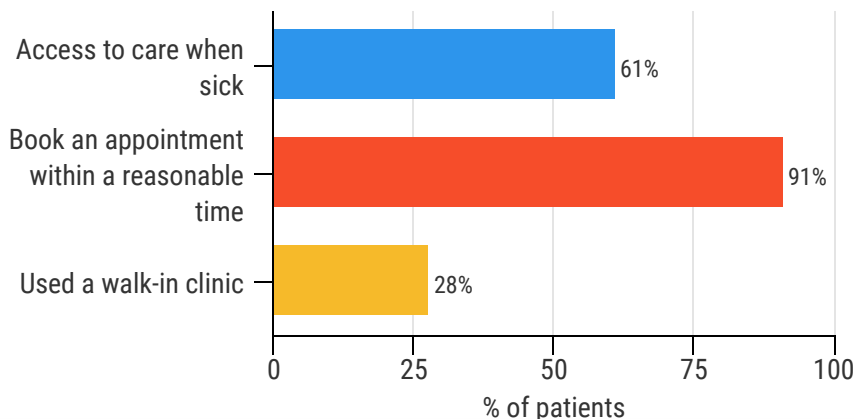
No. of Responses



Respondent's gender identification



ACCESS



When you see your doctor or someone else at the FHT, how often do they.....

93% give you an opportunity to ask questions about recommended treatment

involve you as much as you want in decisions about your care and treatment 92%

87% spend enough time with you



Interaction with Village FHT

- 80% I can contact the office easily by telephone
- 82% My phone messages are returned in a timely manner
- 97% When in the office, the wait time is reasonable
- 88% Interaction with reception is helpful and courteous
- 92% They follow-up on any serious problems



Refer a friend: 94%



What do you most like about us

Up to date Well run clinic
 Efficient Minimal wait time
 Welcoming J&M Close to home
 Friendly Excellent Caring Professional
 Helpful Empathic Clean
 Knowledgeable Warm
 Easy to schedule appointment



Areas of Improvement

- Phone system
- e-scheduling
- Doctors to spend more time with patients
- More before/after-hours/weekends appointments
- Courteous reception staff
- on-site or close by lab