
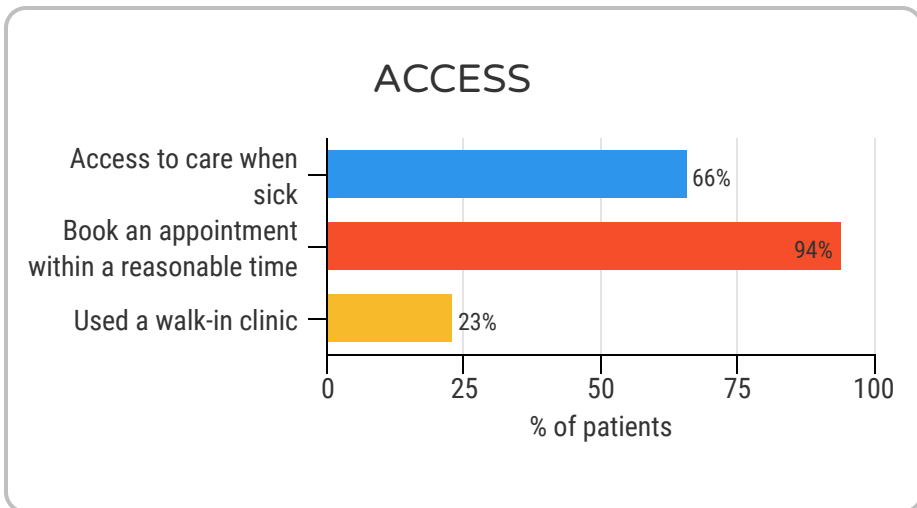


Patient Survey Results - 2018

Village Family Health Team

1159
No. of Responses 

 Refer a friend: **97%**



Interaction with Village FHT

I can contact the office easily by telephone	88%
I can contact the office easily by Avocare	87%
My phone messages are returned in a timely manner	91%
My Avocare messages are responded to in a timely manner	94%
When in the office, the wait time is reasonable	95%
Interactions with reception is helpful and courteous	90%
I am provided with timely follow up on Specialist referrals	91%

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

95% give you an opportunity to ask questions about recommended treatment

.....

involve you as much as you want in decisions about your care and treatment **94%**

.....

90% spend enough time with you

What do you most like about us

Short wait
The Team Friendly
I like my doctor
Location Caring
Efficient
Easy to get an appointment

Areas of Improvement

- Avocare
- Reception not friendly
- Bring back WellX
- Answering phone
- Offer more services
- Hours of operation