

**Client Satisfaction
Survey
Year End Report
April 2016 - March 2017**



**Grand Bend Area
Community Health Centre
Every One Matters.**

Q1 What is your postal code?

Answered: 114 Skipped: 9

#	Responses	Date
1	N0M1T0	3/10/2017 3:59 PM
2	N0M1N0	3/10/2017 3:54 PM
3	N0M1T0	3/10/2017 3:49 PM
4	N0M1T0	3/10/2017 3:34 PM
5	N0M2T0	3/10/2017 2:55 PM
6	N5H2H2	3/9/2017 10:43 AM
7	N0M1T0	3/9/2017 10:33 AM
8	N0M1T0	3/9/2017 10:12 AM
9	N0M1T0	3/9/2017 10:08 AM
10	n0m1t0	3/9/2017 9:58 AM
11	N0M1M0	3/9/2017 9:48 AM
12	N0M1SG	3/9/2017 9:31 AM
13	N0M1T0	3/8/2017 4:05 PM
14	N0M1T0	3/8/2017 3:35 PM
15	N0M 1T0	2/6/2017 10:57 AM
16	N0M 2L0	2/6/2017 10:27 AM
17	N0M 1N0	2/6/2017 10:23 AM
18	N0M 1T0	2/6/2017 9:47 AM
19	N0M 1T0	2/6/2017 9:41 AM
20	N0M 1T0	2/6/2017 9:38 AM
21	N0M 1T0	2/6/2017 9:35 AM
22	N0M 1N0	1/13/2017 1:51 PM
23	N0M 1T0	1/13/2017 1:48 PM
24	N0M 2K0	1/13/2017 1:45 PM
25	N0M 1T0	1/13/2017 1:41 PM
26	N0M 1T0	1/13/2017 1:32 PM
27	N0M 1T0	1/13/2017 1:26 PM
28	N0M 1T0	1/13/2017 1:22 PM
29	N0M 1T0	1/13/2017 1:19 PM
30	N0M 2N0	1/13/2017 1:14 PM
31	N0M 1X0	12/2/2016 11:45 AM
32	N0M 1S2	12/2/2016 11:41 AM
33	N0M 1L0	12/2/2016 11:37 AM
34	M0M 1X0	12/2/2016 11:32 AM
35	N0M 1G0	12/2/2016 11:29 AM

Client Satisfaction Survey Spring 2016 - Website

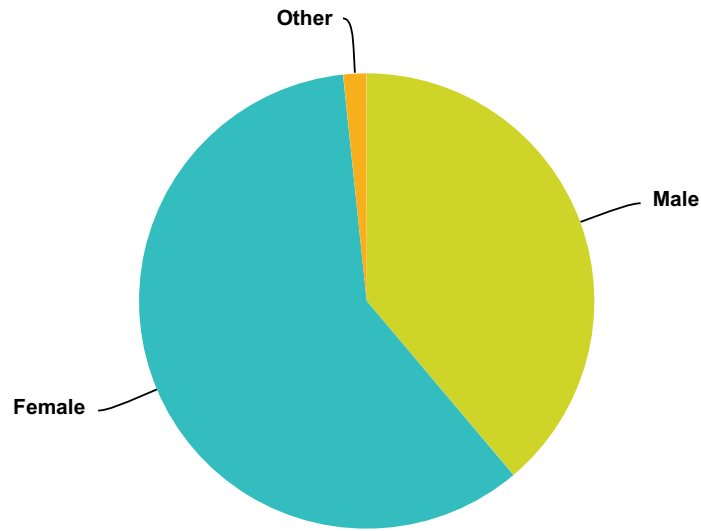
36	N0M 1T0	12/2/2016 11:26 AM
37	N0M 1T0	12/2/2016 9:32 AM
38	N0M 2N0	12/2/2016 9:14 AM
39	N0M 1T0	12/2/2016 9:04 AM
40	N0M 1T0	12/2/2016 8:57 AM
41	N0M 1J3	12/2/2016 8:52 AM
42	N0M 1T0	12/1/2016 4:20 PM
43	N0M 1T0	12/1/2016 4:14 PM
44	N0M 1T0	12/1/2016 4:06 PM
45	N0M 2K0	12/1/2016 4:02 PM
46	N0M 1T0	12/1/2016 3:58 PM
47	N0M 2N0	12/1/2016 3:53 PM
48	N0m 1t0	11/10/2016 9:58 AM
49	N0m 1t0	11/8/2016 9:09 AM
50	N0M 1T0	11/3/2016 10:01 AM
51	Nom1t0	9/30/2016 2:16 PM
52	N0m2t0	9/30/2016 1:55 PM
53	Nom1t0	9/19/2016 11:12 AM
54	N7a3x9	8/29/2016 10:26 AM
55	N0m1x0	8/18/2016 3:58 PM
56	N0M 1T0	8/3/2016 11:01 AM
57	N0M 2N0	8/3/2016 10:50 AM
58	N0M 1T0	8/3/2016 10:41 AM
59	N0M 1T0	8/3/2016 10:34 AM
60	N0M 1T0	8/3/2016 10:25 AM
61	N0M 1T0	8/3/2016 10:14 AM
62	N0M 1T0	8/3/2016 10:01 AM
63	N0M 2T0	8/3/2016 9:49 AM
64	N0K 2A0	8/3/2016 9:41 AM
65	N0M 1X0	8/3/2016 9:19 AM
66	Nom2no	7/6/2016 11:01 AM
67	N0m1t0	6/21/2016 2:27 PM
68	N0M 1X0	6/14/2016 2:58 PM
69	N0N 1J3	6/6/2016 3:03 PM
70	N0M 2K0	6/6/2016 3:01 PM
71	N0M 2J0	6/6/2016 2:57 PM
72	N0M 1N0	6/6/2016 2:55 PM
73	N0M 1T0	6/6/2016 2:51 PM
74	N0K 1W0	6/6/2016 2:49 PM
75	N0T 1K0	6/6/2016 2:45 PM
76	N0M 2R0	6/6/2016 2:40 PM

Client Satisfaction Survey Spring 2016 - Website

77	N0M 1S1	6/6/2016 2:37 PM
78	N0M 1X0	6/6/2016 2:34 PM
79	N0M 1C0	6/6/2016 2:30 PM
80	N7A 3X9	6/6/2016 2:27 PM
81	N6B 3H9	6/6/2016 2:24 PM
82	N0K 1G0	6/6/2016 2:21 PM
83	N0M 1N0	6/6/2016 2:13 PM
84	N0M 1G0	6/6/2016 2:11 PM
85	N7A 3Y2	6/6/2016 2:05 PM
86	N0M 1X0	6/6/2016 2:02 PM
87	N0M 1S4	6/6/2016 1:57 PM
88	N0M 1X0	6/6/2016 1:53 PM
89	N0M 1X0	6/6/2016 1:46 PM
90	N0m 1Y0	6/6/2016 1:43 PM
91	N0m 1J0	6/6/2016 1:40 PM
92	N0M 1X0	6/6/2016 1:37 PM
93	N0M 1L0	6/6/2016 1:34 PM
94	Nom2no	6/6/2016 10:02 AM
95	NOM 1T0	5/30/2016 4:17 PM
96	N0M1T0	5/30/2016 4:15 PM
97	N0M 1S3	5/30/2016 4:12 PM
98	N0M1T0	5/30/2016 4:10 PM
99	NOM 1T0	5/30/2016 4:07 PM
100	NOM 1T0	5/30/2016 4:03 PM
101	N0M 1N0	5/30/2016 3:57 PM
102	N0M 1T0	5/30/2016 3:53 PM
103	N0M 1X0	5/30/2016 3:46 PM
104	N0M 2E0	5/30/2016 3:31 PM
105	N0M 1S0	5/30/2016 3:27 PM
106	N0KW01	5/30/2016 3:22 PM
107	N0M 1S2	5/30/2016 3:19 PM
108	NOM 1S1	5/30/2016 3:13 PM
109	N0K1W0	5/30/2016 3:07 PM
110	N0M 1S1	5/30/2016 2:42 PM
111	N0M 1X0	5/30/2016 2:19 PM
112	2jn5	5/30/2016 8:32 AM
113	N0M2K0	5/24/2016 1:39 PM
114	N0m 2I0	5/11/2016 11:37 AM

Q2 Are you:

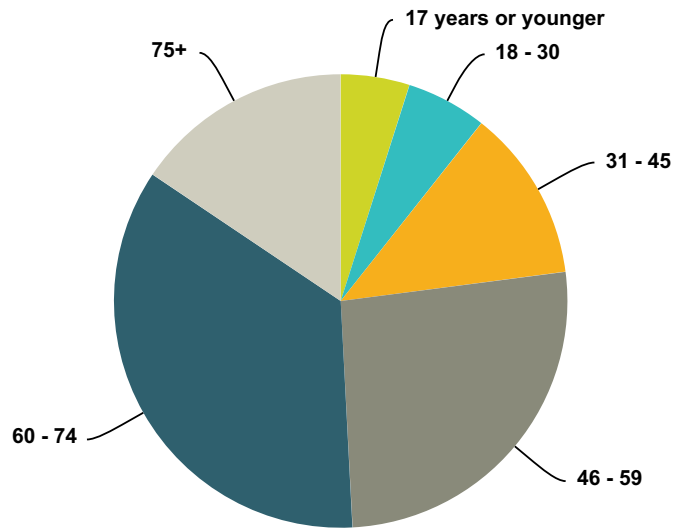
Answered: 121 Skipped: 2



Answer Choices	Responses
Male	38.84% 47
Female	59.50% 72
Other	1.65% 2
Total	121

Q3 What is your age?

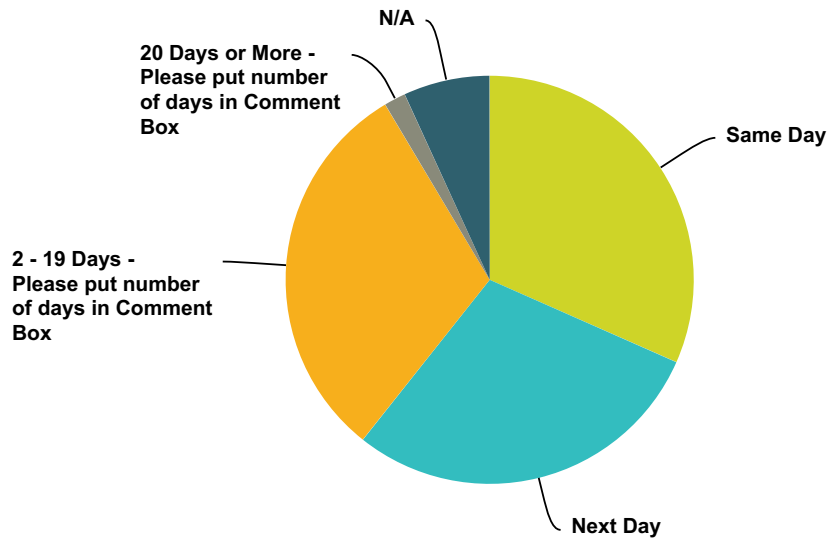
Answered: 122 Skipped: 1



Answer Choices	Responses	
17 years or younger	4.92%	6
18 - 30	5.74%	7
31 - 45	12.30%	15
46 - 59	26.23%	32
60 - 74	35.25%	43
75+	15.57%	19
Total		122

Q4 Thinking back to the past year or the last time you were sick or concerned you had a health problem, how many days did it take from when you first tried to see a medical practitioner to when you actually saw him/her in one of our offices.

Answered: 117 Skipped: 6



Answer Choices	Responses
Same Day	31.62% 37
Next Day	29.06% 34
2 - 19 Days - Please put number of days in Comment Box	30.77% 36
20 Days or More - Please put number of days in Comment Box	1.71% 2
N/A	6.84% 8
Total	117

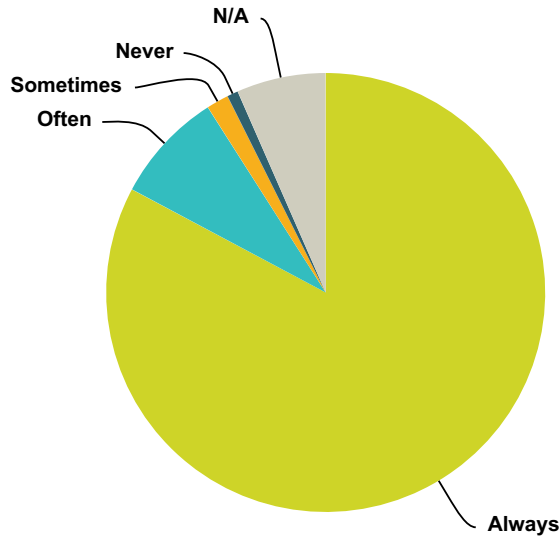
#	Comments	Date
1	Have not been sick for a long time	3/10/2017 3:59 PM
2	I love my nurse practitioner	3/10/2017 3:54 PM
3	6	3/10/2017 3:49 PM
4	Didn't comment	3/9/2017 10:43 AM
5	always Treated well	3/9/2017 9:31 AM
6	2- if I am really not well same day	3/8/2017 3:52 PM
7	7	1/13/2017 1:51 PM
8	No issue	1/13/2017 1:37 PM
9	15 days	1/13/2017 1:32 PM

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10	7	1/13/2017 1:26 PM
11	Very pleased	12/2/2016 11:45 AM
12	Physio Denis Walsh Mickey Gurbin	12/2/2016 9:52 AM
13	4	9/30/2016 1:55 PM
14	4days	8/29/2016 10:26 AM
15	By appointment	8/3/2016 10:50 AM
16	Same day or next day	8/3/2016 10:41 AM
17	2 days	8/3/2016 10:34 AM
18	3 days, was not an urgent problem	8/3/2016 10:25 AM
19	Same day or next day, always able to be fit in depending on the severity of the issue	8/3/2016 10:01 AM
20	As soon as I would be available	8/3/2016 9:34 AM
21	1st class	6/6/2016 2:46 PM
22	7	6/6/2016 2:40 PM
23	3	6/6/2016 2:37 PM
24	3-4	6/6/2016 2:34 PM
25	4	6/6/2016 2:05 PM
26	just a few days, i prefer to see Dr. Waters and it all depends on her schedule	6/6/2016 1:57 PM
27	4	6/6/2016 1:46 PM
28	4	6/6/2016 1:43 PM
29	6, my choice	6/6/2016 1:40 PM
30	3	6/6/2016 1:37 PM
31	really good	5/30/2016 4:17 PM
32	7	5/30/2016 4:10 PM
33	4	5/30/2016 3:31 PM
34	5	5/30/2016 3:27 PM

Q5 When you are greeted at reception or spoken to on the phone is the staff sensitive to your needs and are you treated with dignity and respect?

Answered: 122 Skipped: 1



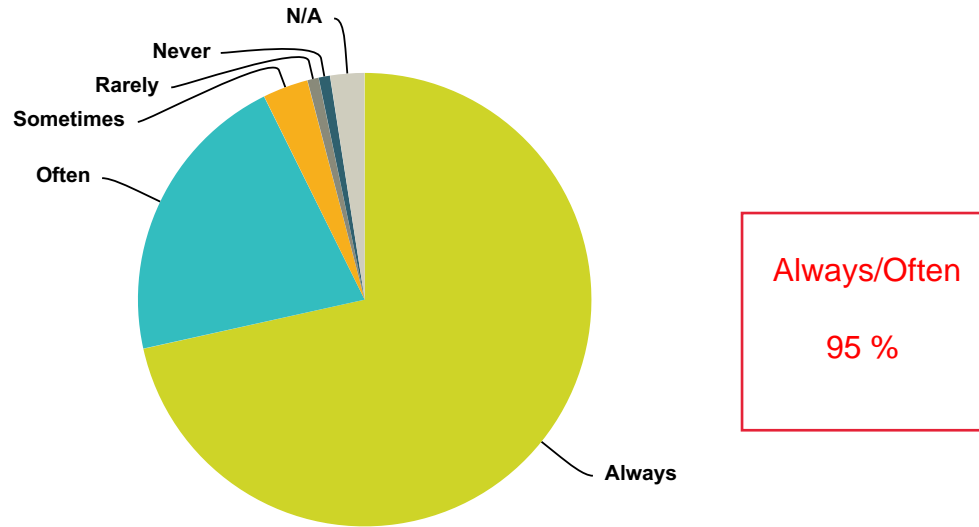
Always/Often
90.16 %

Answer Choices	Responses	
Always	82.79%	101
Often	8.20%	10
Sometimes	1.64%	2
Rarely	0.00%	0
Never	0.82%	1
N/A	6.56%	8
Total		122

#	Comments	Date
1	They are wonderful	3/10/2017 3:59 PM
2	The girls are always friendly and kind	3/10/2017 3:49 PM
3	THE STAFF IS A1	3/10/2017 3:34 PM
4	Lots of new people Takes time to school	3/9/2017 10:33 AM
5	Always polite never rushed	3/9/2017 9:31 AM
6	Reception Staff are amazing!	3/8/2017 3:52 PM
7	Depends on who it is	1/13/2017 1:14 PM
8	Very pleased	12/2/2016 11:45 AM
9	This is a good team	8/3/2016 11:01 AM
10	joanne and bonnie are great	6/6/2016 1:57 PM

Q6 When you see your Dr. or Nurse practitioner, how often do they or someone else in the office involve you as much as you want to be in decisions about your care and treatment?

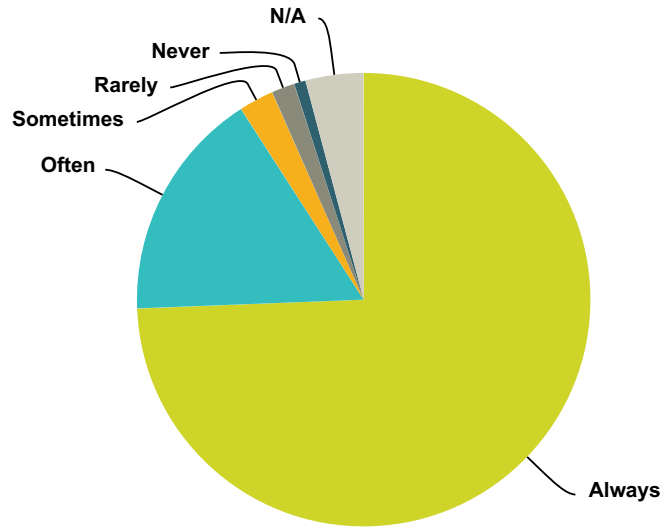
Answered: 123 Skipped: 0



Answer Choices	Responses	
Always	71.54%	88
Often	21.14%	26
Sometimes	3.25%	4
Rarely	0.81%	1
Never	0.81%	1
N/A	2.44%	3
Total		123

Q7 When you see you're Dr. or Nurse Practitioner how often do they or someone else in the office give you an opportunity to ask questions about recommended treatment?

Answered: 121 Skipped: 2

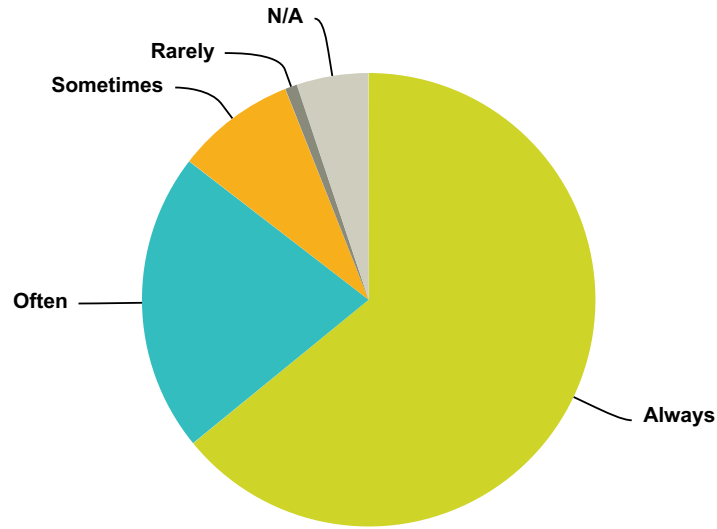


Always /Often
94.83%

Answer Choices	Responses	
Always	74.38%	90
Often	16.53%	20
Sometimes	2.48%	3
Rarely	1.65%	2
Never	0.83%	1
N/A	4.13%	5
Total		121

Q8 When you see your Dr. or Nurse Practitioner how often do they or someone else in the office spend enough time with you?

Answered: 117 Skipped: 6

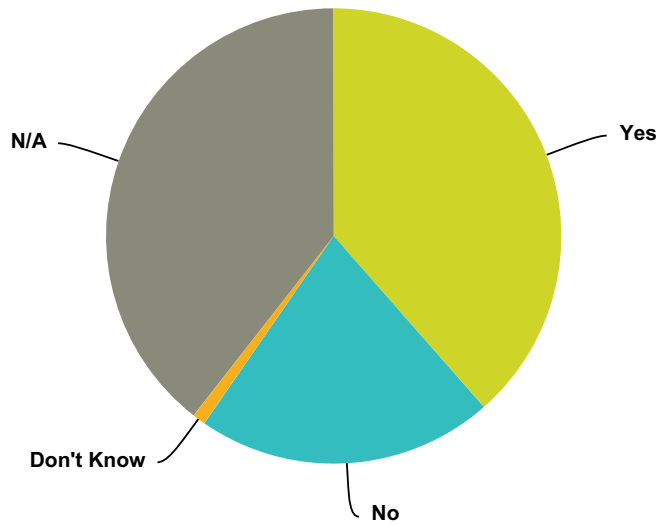


Always/Often
90.09%

Answer Choices	Responses	
Always	64.10%	75
Often	21.37%	25
Sometimes	8.55%	10
Rarely	0.85%	1
Never	0.00%	0
N/A	5.13%	6
Total		117

Q9 If you are a client aged 50- 74 years of age. Have you had a fecal occult blood test for bowel cancer screening within past two years, or sigmoidoscopy or barium enema within five years, or a colonoscopy within the past 10 years

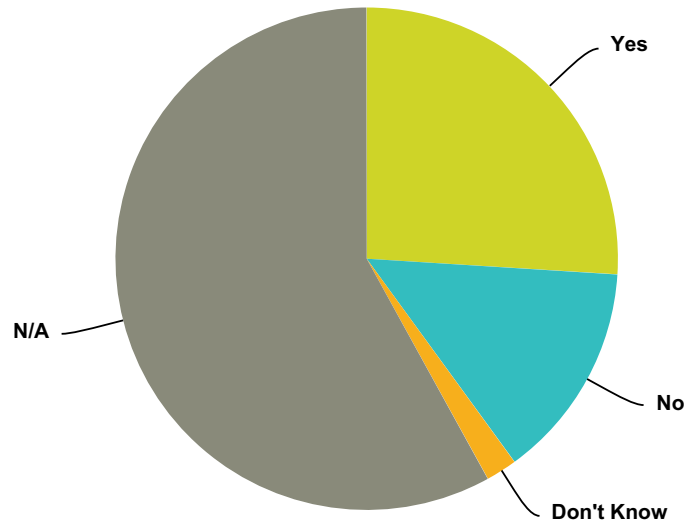
Answered: 109 Skipped: 14



Answer Choices	Responses	
Yes	38.53%	42
No	21.10%	23
Don't Know	0.92%	1
N/A	39.45%	43
Total		109

Q10 If you are woman aged 21-69 years of age have you had a Pap test within the past 3 years as part of Cancer prevention screening?

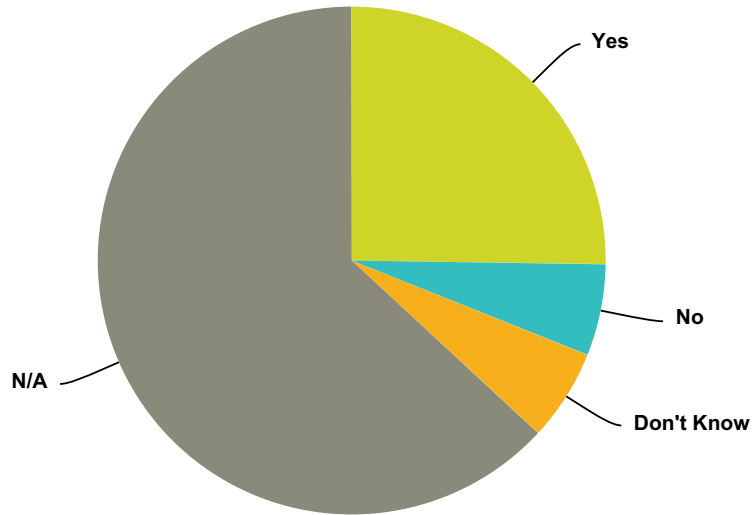
Answered: 100 Skipped: 23



Answer Choices	Responses	
Yes	26.00%	26
No	14.00%	14
Don't Know	2.00%	2
N/A	58.00%	58
Total		100

Q11 If you have diabetes and are aged 40 or older have you had two or more glyated hemoglobin (HbA1C) tests within the past 12 months?

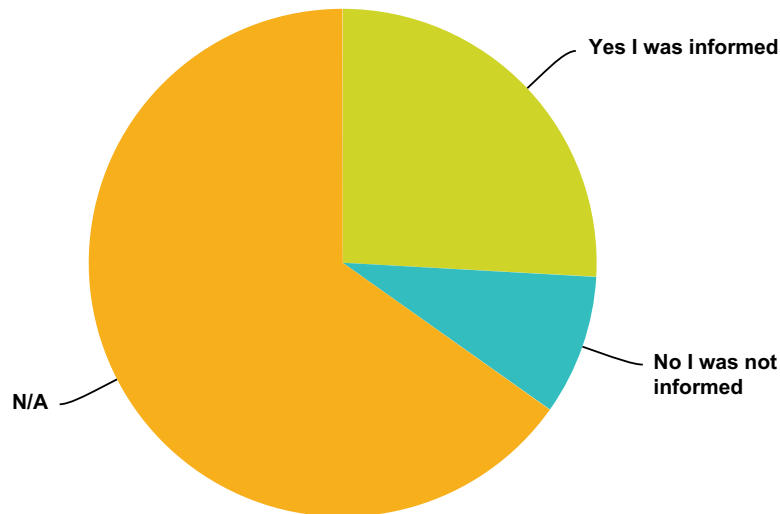
Answered: 103 Skipped: 20



Answer Choices	Responses	
Yes	25.24%	26
No	5.83%	6
Don't Know	5.83%	6
N/A	63.11%	65
Total		103

Q12 If you have been admitted to hospital in the past year did the hospital inform you that you must make an appointment with your family Dr. within seven days after release if you are hospitalized for certain conditions such as: COPD (Chronic Obstructive Pulmonary Disease-Breathing Problems) CHF (Congestive Heart Failure) Pneumonia, Renal Failure (Kidney Disease), started on an Anti-Coagulation (Blood Thinners) Abnormal Insulin levels, Cardiac (heart attack), Stroke, Falls or a Mental Illness or Addiction

Answered: 112 Skipped: 11



Answer Choices	Responses
Yes I was informed	25.89% 29
No I was not informed	8.93% 10
N/A	65.18% 73
Total	112

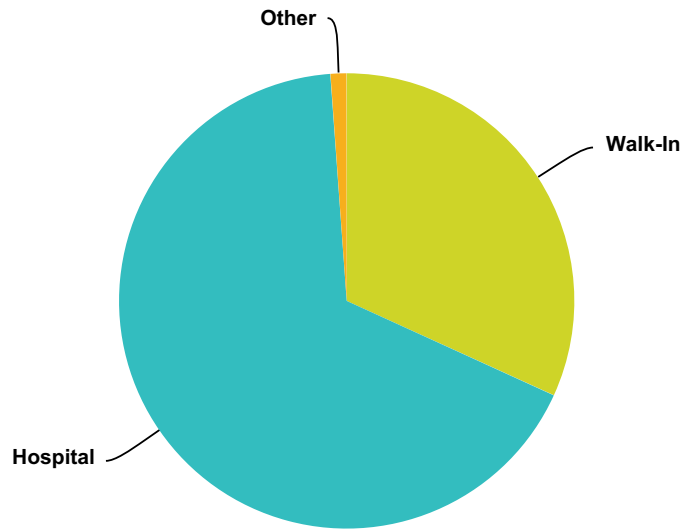
#	List hospital(s) you were admitted to:	Date
1	Stratford	3/10/2017 3:54 PM
2	South Huron hospital, university	3/10/2017 3:49 PM
3	LHSC	3/10/2017 3:34 PM
4	GODERICH	3/10/2017 2:55 PM
5	wasn't	3/9/2017 9:31 AM

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6	Stratford	3/8/2017 4:05 PM
7	Strathroy Hospital	3/8/2017 3:52 PM
8	Stratford	1/13/2017 1:37 PM
9	Goderich Alexandra Marine	1/13/2017 1:32 PM
10	Exeter, University	1/13/2017 1:14 PM
11	Barrie	12/2/2016 8:52 AM
12	LHSC	12/1/2016 4:14 PM
13	Exeter	12/1/2016 4:02 PM
14	Strathroy	8/3/2016 10:50 AM
15	stratford	6/6/2016 2:27 PM
16	chattam	6/6/2016 1:57 PM
17	Londons childrens	5/30/2016 4:15 PM

Q13 If you need care after hours in this area where do you go?

Answered: 88 Skipped: 35



Answer Choices	Responses	
Walk-In	31.82%	28
Hospital	67.05%	59
Other	1.14%	1
Total		88

#	Please specify where you received care	Date
1	Exeter Hospital	3/10/2017 3:59 PM
2	SOUTH HURON	3/10/2017 3:34 PM
3	GODERICH EXETER CLINTON	3/10/2017 2:55 PM
4	Live too far for this area	3/9/2017 10:43 AM
5	exeter	3/9/2017 10:33 AM
6	Victoria Hospital	3/9/2017 10:12 AM
7	Exeter	3/9/2017 9:58 AM
8	NA	3/8/2017 4:05 PM
9	Exeter walk-in or GBCHC on Sat	3/8/2017 3:35 PM
10	Exeter	2/6/2017 10:27 AM
11	Exeter	2/6/2017 10:23 AM
12	Exeter	2/6/2017 9:47 AM
13	Exeter	2/6/2017 9:38 AM
14	Exeter	1/13/2017 1:48 PM
15	Exeter	1/13/2017 1:41 PM

Client Satisfaction Survey Spring 2016 - Website

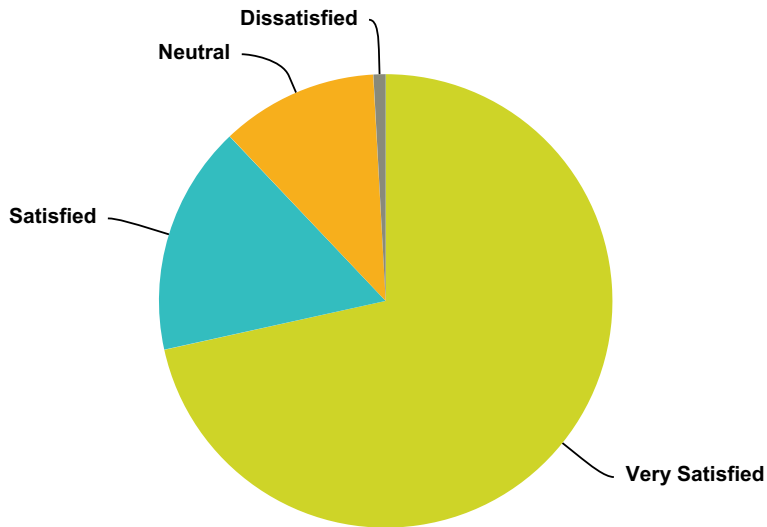
16	Exeter	1/13/2017 1:37 PM
17	Exeter	1/13/2017 1:26 PM
18	Exeter	1/13/2017 1:22 PM
19	Grand Bend	1/13/2017 1:19 PM
20	Exeter	1/13/2017 1:14 PM
21	SHHA	12/2/2016 11:26 AM
22	MHA and SHHA	12/2/2016 9:14 AM
23	SHHA	12/2/2016 9:04 AM
24	SHHA	12/2/2016 8:57 AM
25	Never had to	12/2/2016 8:52 AM
26	I wait for office to open	12/1/2016 4:20 PM
27	SHHA	12/1/2016 4:14 PM
28	London Choices	12/1/2016 4:06 PM
29	Exeter	12/1/2016 4:02 PM
30	Exeter	12/1/2016 3:58 PM
31	Pharmacy or Hospital	12/1/2016 3:53 PM
32	Exeter	8/3/2016 11:01 AM
33	Exeter	8/3/2016 10:41 AM
34	Exeter	8/3/2016 10:34 AM
35	Walk-In (Exeter) and Hospital (South Huron)	8/3/2016 10:25 AM
36	South Huron Hospital	8/3/2016 10:14 AM
37	Exeter or South Huron Hospital	8/3/2016 10:01 AM
38	Clinton	8/3/2016 9:34 AM
39	seaforth	6/6/2016 2:49 PM
40	exeter	6/6/2016 2:46 PM
41	exeter	6/6/2016 2:40 PM
42	exeter	6/6/2016 2:37 PM
43	exeter or london	6/6/2016 2:34 PM
44	clinton	6/6/2016 2:30 PM
45	goderich	6/6/2016 2:27 PM
46	exeter	6/6/2016 2:24 PM
47	seaforth	6/6/2016 2:21 PM
48	clinton, goderich	6/6/2016 2:11 PM
49	South Huron	6/6/2016 2:02 PM
50	grand bend	6/6/2016 1:57 PM
51	south huron	6/6/2016 1:46 PM
52	exeter	6/6/2016 1:43 PM
53	never have	6/6/2016 1:40 PM
54	exeter	6/6/2016 1:37 PM
55	Exeter, clinton	6/6/2016 1:34 PM
56	exeter	5/30/2016 4:17 PM

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57	londons childrens	5/30/2016 4:15 PM
58	Exeter	5/30/2016 4:12 PM
59	Exeter	5/30/2016 4:07 PM

Q14 Overall how would you rate the care you received at the Grand Bend Area CHC?

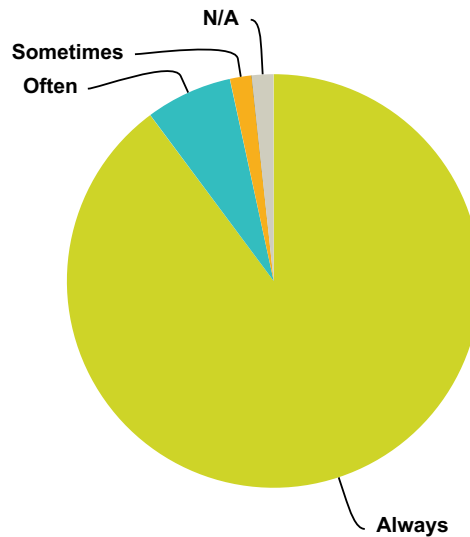
Answered: 116 Skipped: 7



Answer Choices	Responses	
Very Satisfied	71.55%	83
Satisfied	16.38%	19
Neutral	11.21%	13
Dissatisfied	0.86%	1
Completely Dissatisfied	0.00%	0
Total		116

Q15 I always feel comfortable and welcomed at the Grand Bend Area CHC

Answered: 118 Skipped: 5



Always/Often
98.27 %

Answer Choices	Responses	
Always	89.83%	106
Often	6.78%	8
Sometimes	1.69%	2
Rarely	0.00%	0
Never	0.00%	0
N/A	1.69%	2
Total		118

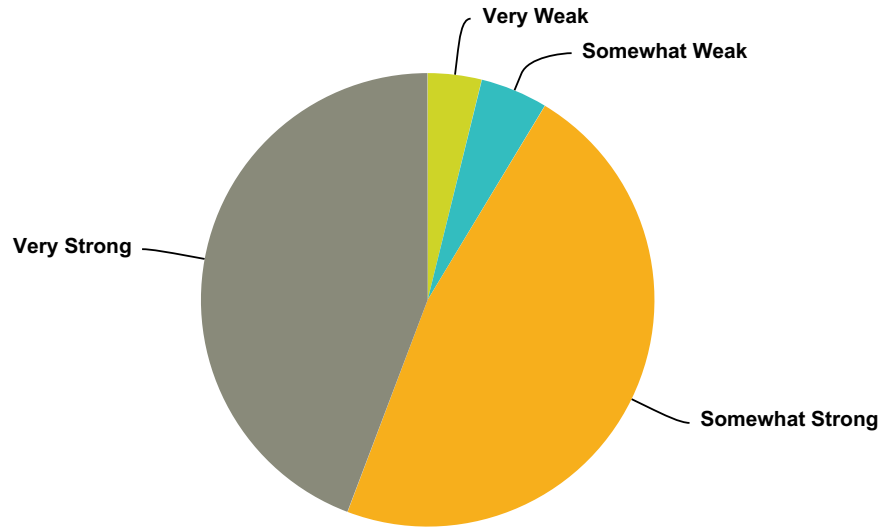
#	Do you have any additional comments you would like to share?	Date
1	all the people in Physio department are wonderful especially Jane and Ian	3/10/2017 3:59 PM
2	Well run centre	3/10/2017 3:54 PM
3	Keep up the good work!	3/9/2017 10:33 AM
4	Was worried living in rural area I've always been treated well in Grand Bend	3/9/2017 9:31 AM
5	Everyone here are polite, attentive and make me feel good	3/8/2017 3:52 PM
6	They make you feel comfortable being here	12/2/2016 8:52 AM
7	Considering all the meds I am on, I am treated with so much respect. Love coming in as they are all nice to me.	12/1/2016 4:20 PM
8	Reception staff more friendly	8/3/2016 10:25 AM
9	Enjoy "upbeat" interaction with all staff, no matter how "sick" or how many times I have had to visit the clinic.	8/3/2016 10:01 AM
10	Exceptional care	8/3/2016 9:34 AM
11	Dr. Waters and the staff have been wonderful to me!	6/6/2016 1:57 PM

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12	I find that Dr. Englert is a very caring D. and takes the time to explain any problems that a person has. He puts your mind to rest	5/30/2016 3:46 PM
13	Excellent, friendly staff	5/30/2016 3:31 PM

Q16 How would you describe your sense of belonging to your community? (feeling of belonging)

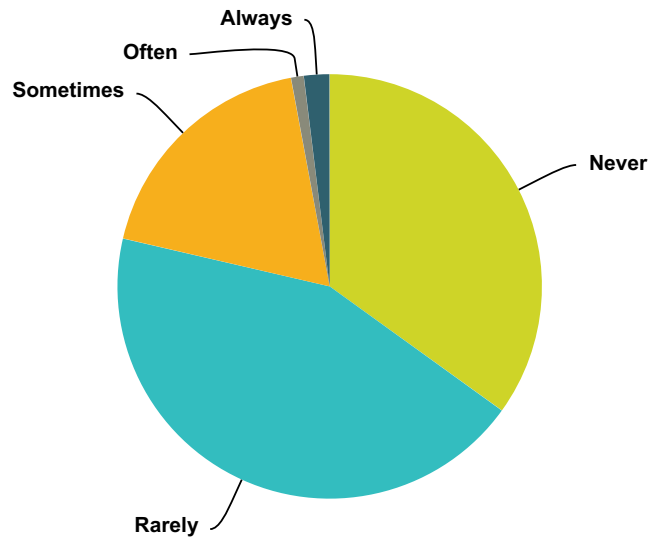
Answered: 104 Skipped: 19



Answer Choices	Responses	
Very Weak	3.85%	4
Somewhat Weak	4.81%	5
Somewhat Strong	47.12%	49
Very Strong	44.23%	46
Total		104

Q17 How often do you feel uncomfortable or out of place in your community?

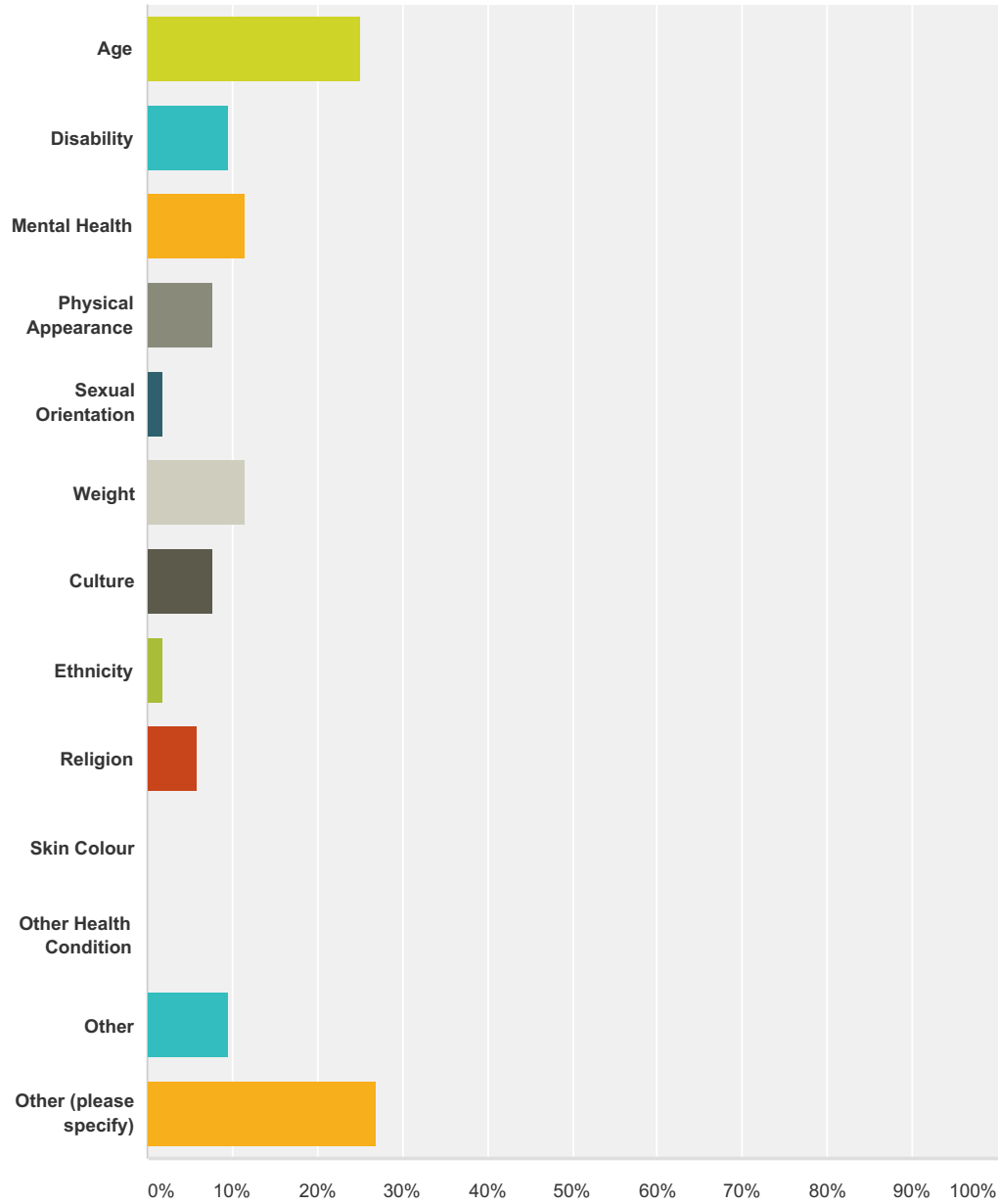
Answered: 103 Skipped: 20



Answer Choices	Responses	
Never	34.95%	36
Rarely	43.69%	45
Sometimes	18.45%	19
Often	0.97%	1
Always	1.94%	2
Total		103

Q18 Was this feeling of discomfort related to any of the following (Choose all that apply):

Answered: 52 Skipped: 71



Answer Choices	Responses
Age	25.00% 13
Disability	9.62% 5
Mental Health	11.54% 6
Physical Appearance	7.69% 4
Sexual Orientation	1.92% 1

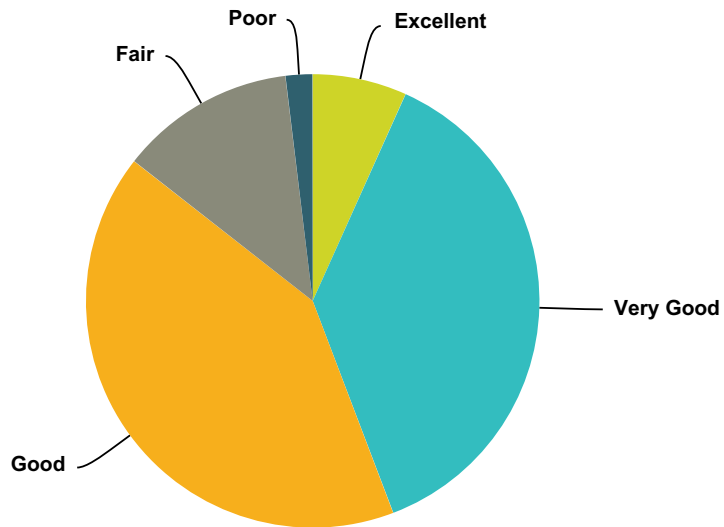
Client Satisfaction Survey Spring 2016 - Website

Weight	11.54%	6
Culture	7.69%	4
Ethnicity	1.92%	1
Religion	5.77%	3
Skin Colour	0.00%	0
Other Health Condition	0.00%	0
Other	9.62%	5
Other (please specify)	26.92%	14
Total Respondents: 52		

#	Other (please specify)	Date
1	new Move	3/10/2017 3:52 PM
2	na	3/9/2017 10:39 AM
3	na	3/9/2017 10:22 AM
4	NA	3/9/2017 9:56 AM
5	na	3/8/2017 4:12 PM
6	NA	3/8/2017 4:02 PM
7	patient did not leave comment	3/8/2017 3:48 PM
8	Political differences	1/13/2017 1:29 PM
9	Social Class	12/2/2016 11:35 AM
10	Shy	12/2/2016 9:54 AM
11	Unknown	12/1/2016 4:12 PM
12	Health Condition	12/1/2016 3:57 PM
13	N/A	8/3/2016 10:46 AM
14	Lack of computer and mobile electronics	8/3/2016 10:09 AM

Q19 In general, would you say your physical health is:

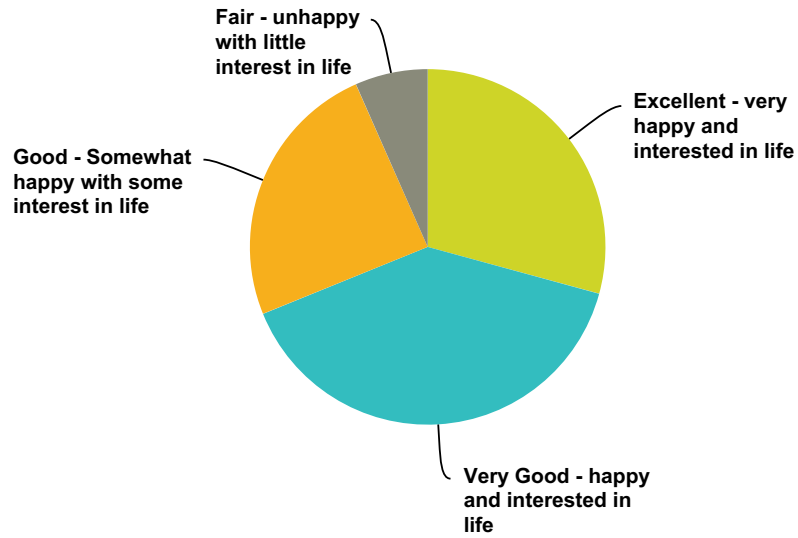
Answered: 104 Skipped: 19



Answer Choices	Responses	
Excellent	6.73%	7
Very Good	37.50%	39
Good	41.35%	43
Fair	12.50%	13
Poor	1.92%	2
Total		104

Q20 In general, would you say your mental health is:

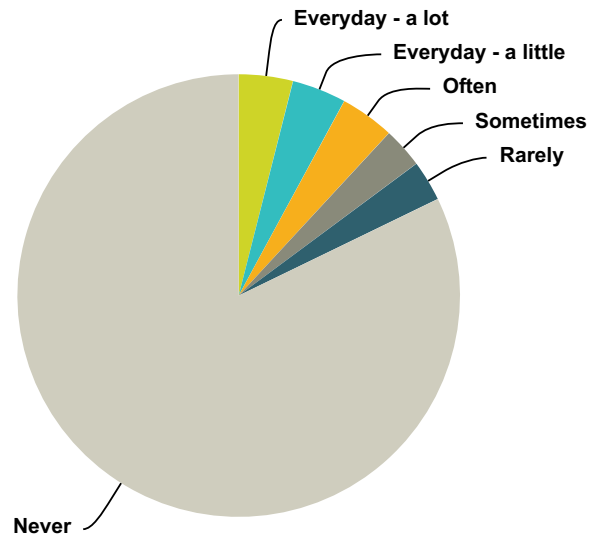
Answered: 106 Skipped: 17



Answer Choices	Responses
Excellent - very happy and interested in life	29.25% 31
Very Good - happy and interested in life	39.62% 42
Good - Somewhat happy with some interest in life	24.53% 26
Fair - unhappy with little interest in life	6.60% 7
Poor - so unhappy that life is not worthwhile	0.00% 0
Total	106

Q21 I Smoke

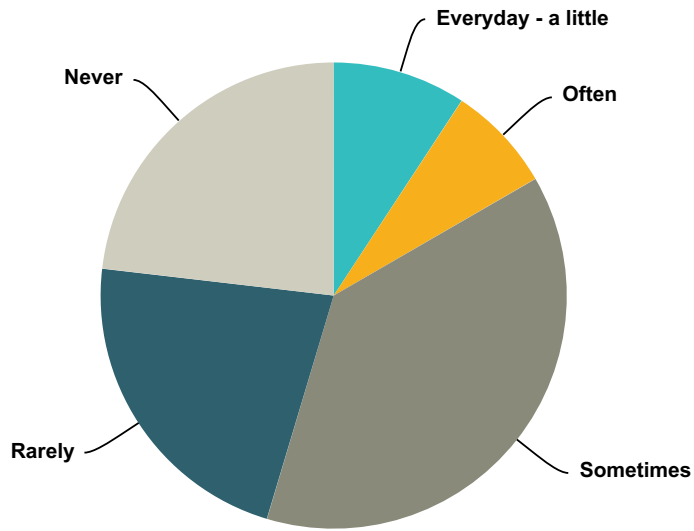
Answered: 101 Skipped: 22



Answer Choices	Responses	
Everyday - a lot	3.96%	4
Everyday - a little	3.96%	4
Often	3.96%	4
Sometimes	2.97%	3
Rarely	2.97%	3
Never	82.18%	83
Total		101

Q22 I drink alcohol

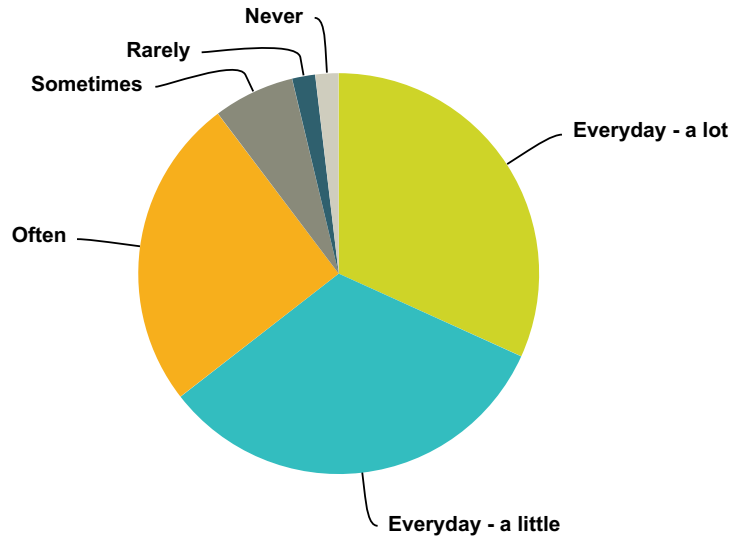
Answered: 108 Skipped: 15



Answer Choices	Responses	
Everyday - a lot	0.00%	0
Everyday - a little	9.26%	10
Often	7.41%	8
Sometimes	37.96%	41
Rarely	22.22%	24
Never	23.15%	25
Total		108

Q23 I eat fruit and vegetables

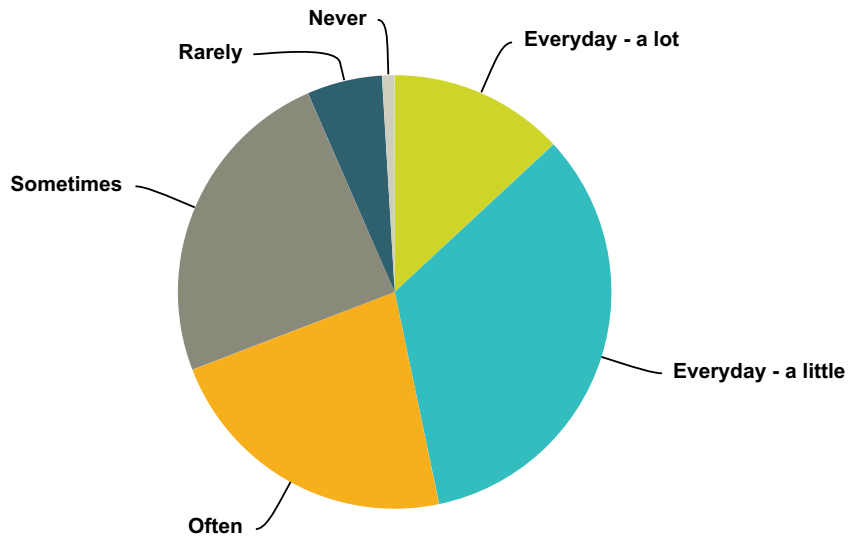
Answered: 107 Skipped: 16



Answer Choices	Responses	
Everyday - a lot	31.78%	34
Everyday - a little	32.71%	35
Often	25.23%	27
Sometimes	6.54%	7
Rarely	1.87%	2
Never	1.87%	2
Total		107

Q24 I do physical activity

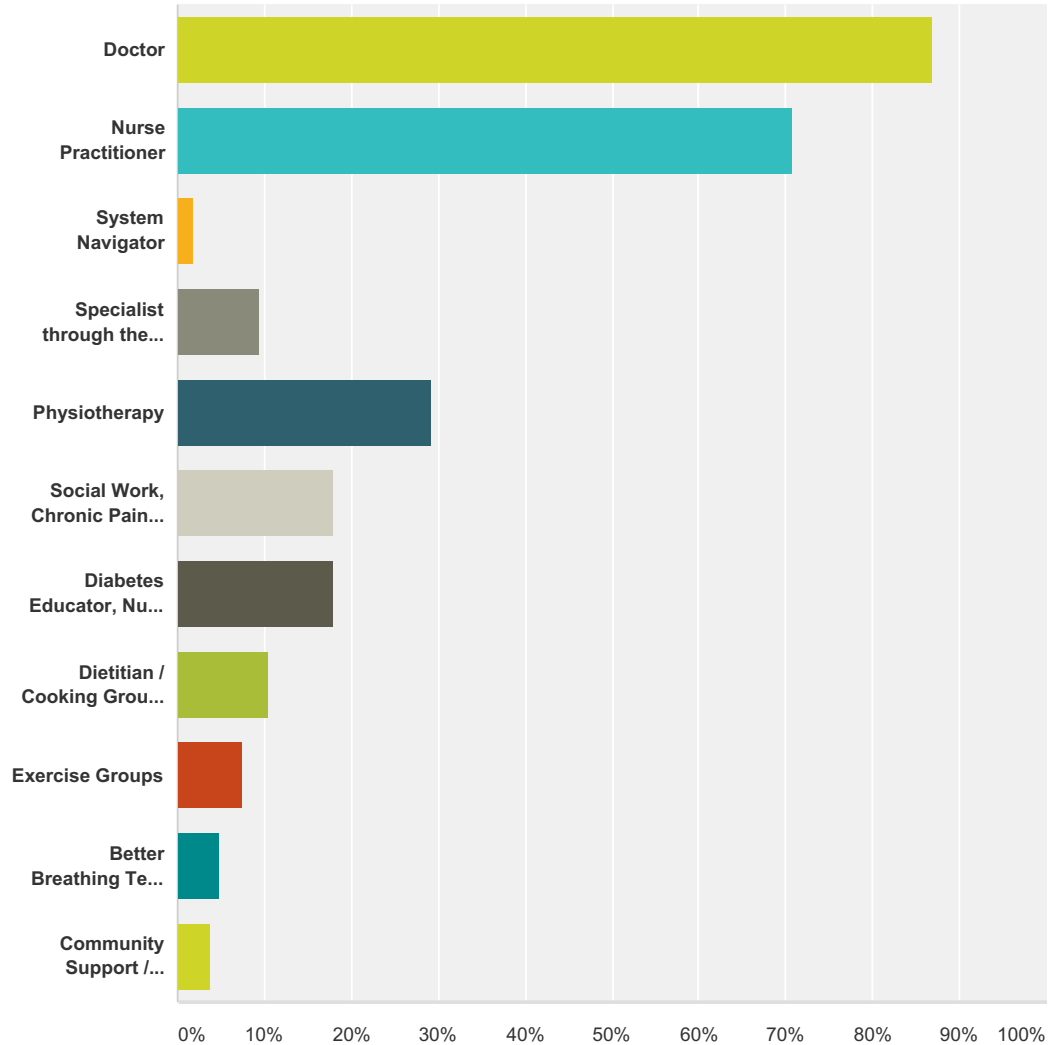
Answered: 107 Skipped: 16



Answer Choices	Responses	
Everyday - a lot	13.08%	14
Everyday - a little	33.64%	36
Often	22.43%	24
Sometimes	24.30%	26
Rarely	5.61%	6
Never	0.93%	1
Total		107

Q25 In the last year which services or providers have you seen? (Choose all that apply)

Answered: 106 Skipped: 17



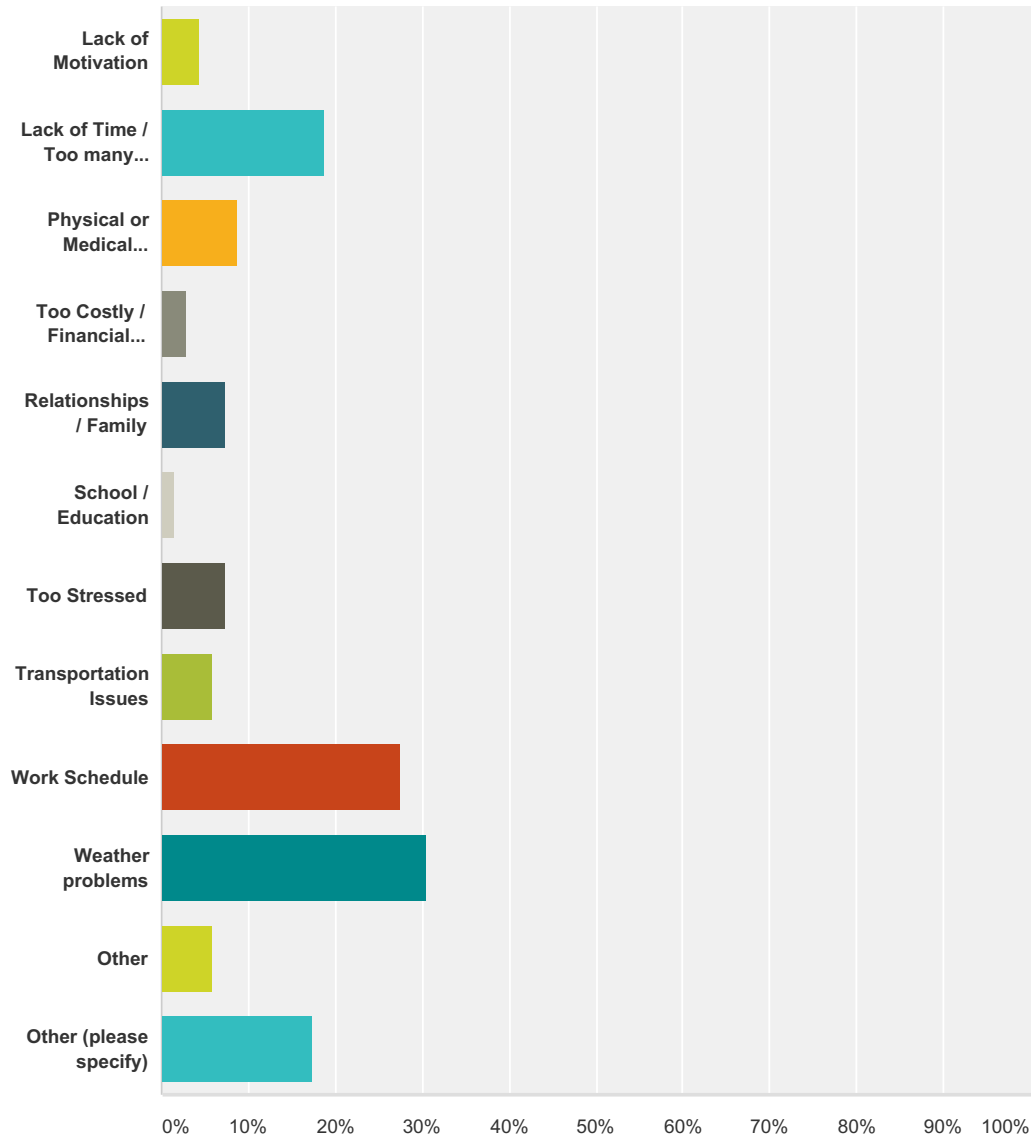
Answer Choices	Responses
Doctor	86.79% 92
Nurse Practitioner	70.75% 75
System Navigator	1.89% 2
Specialist through the Telemedicine Nurse over the Ontario Telemedicine Network (OTN)	9.43% 10
Physiotherapy	29.25% 31

Client Satisfaction Survey Spring 2016 - Website

Social Work, Chronic Pain, Mindfulness Programs	17.92% 19
Diabetes Educator, Nurse or Dietitian	17.92% 19
Dietitian / Cooking Groups / Craving Change	10.38% 11
Exercise Groups	7.55% 8
Better Breathing Team / Respiratory Therapist, Occupational Therapist, Kinesiologist	4.72% 5
Community Support / Social Program: Alzheimer's, Low Vision Clinic, Parkinson's, Sunset Cinema, Savanna Strollers, Museum Walkers, Minds in Motion, Memory & Aging	3.77% 4
Total Respondents: 106	

Q26 If you were not able to attend an appointment with a provider or a group session, what got in the way? (Choose all that apply)

Answered: 69 Skipped: 54



Answer Choices	Responses
Lack of Motivation	4.35% 3
Lack of Time / Too many commitments or responsibilities	18.84% 13
Physical or Medical Condition	8.70% 6
Too Costly / Financial Concerns	2.90% 2
Relationships / Family	7.25% 5

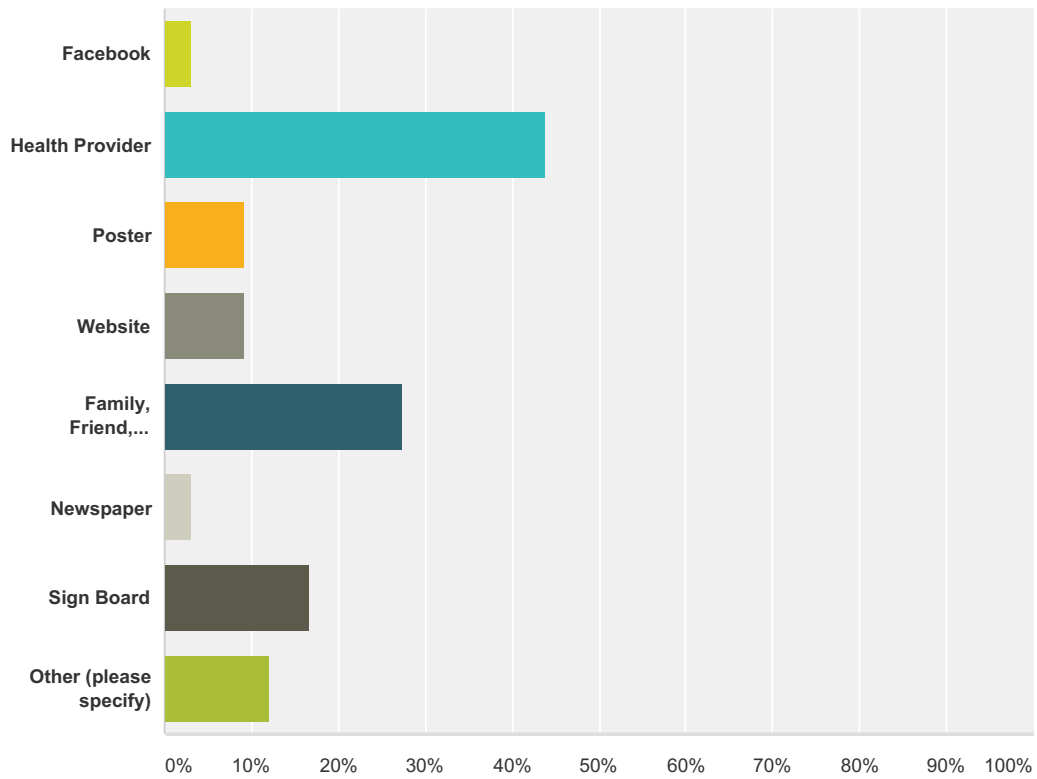
Client Satisfaction Survey Spring 2016 - Website

School / Education	1.45%	1
Too Stressed	7.25%	5
Transportation Issues	5.80%	4
Work Schedule	27.54%	19
Weather problems	30.43%	21
Other	5.80%	4
Other (please specify)	17.39%	12
Total Respondents: 69		

#	Other (please specify)	Date
1	Live too Far	3/9/2017 11:17 AM
2	Surgery	3/9/2017 10:39 AM
3	na	3/9/2017 10:06 AM
4	na	3/8/2017 4:12 PM
5	NA	3/8/2017 4:02 PM
6	prefer not to answer	2/6/2017 9:44 AM
7	Never missed an appointment	12/2/2016 9:20 AM
8	forgetful on my part	12/1/2016 4:22 PM
9	NA	12/1/2016 4:12 PM
10	Sick	12/1/2016 4:04 PM
11	I forgot 1 appointment - INR Blood Test	8/3/2016 11:04 AM
12	N/A	8/3/2016 10:46 AM

Q27 How did you hear about the group(s) or session(s) you attended?

Answered: 66 Skipped: 57



Answer Choices	Responses
Facebook	3.03% 2
Health Provider	43.94% 29
Poster	9.09% 6
Website	9.09% 6
Family, Friend, Neighbour	27.27% 18
Newspaper	3.03% 2
Sign Board	16.67% 11
Other (please specify)	12.12% 8
Total Respondents: 66	

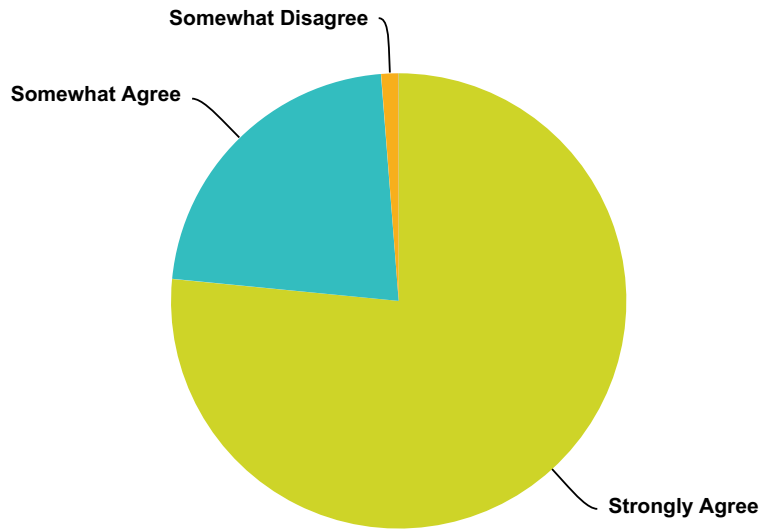
#	Other (please specify)	Date
1	Mail	3/9/2017 10:39 AM
2	na	3/9/2017 10:06 AM
3	na	3/8/2017 4:12 PM
4	Dr. referral Diabetes Clinic	3/8/2017 4:02 PM

Client Satisfaction Survey Spring 2016 - Website

5	NA	12/1/2016 4:12 PM
6	NA	12/1/2016 4:01 PM
7	N/A	8/3/2016 10:46 AM
8	no	6/6/2016 2:42 PM

Q28 Are you satisfied with the service(s) you received?

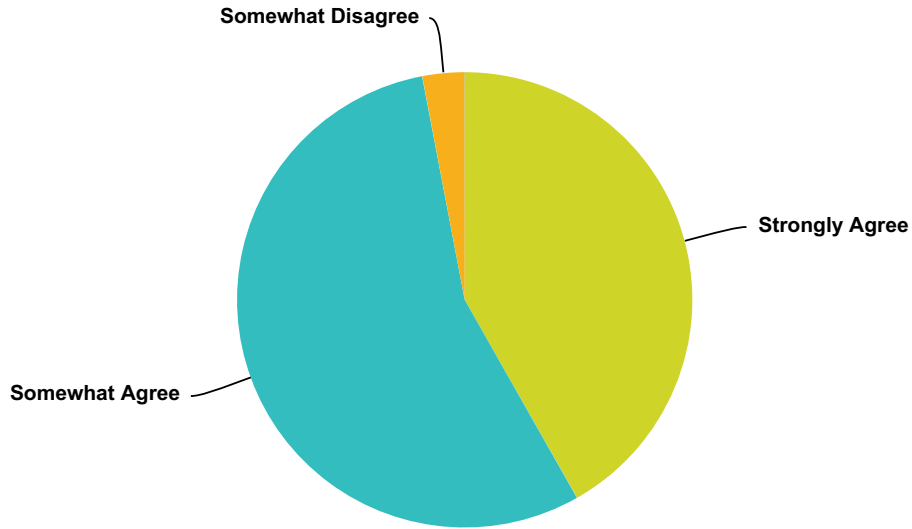
Answered: 81 Skipped: 42



Answer Choices	Responses	
Strongly Agree	76.54%	62
Somewhat Agree	22.22%	18
Somewhat Disagree	1.23%	1
Strongly Disagree	0.00%	0
Total		81

Q29 By meeting with the provider or attending a group, I made changes or plan to make changes to my lifestyle.

Answered: 67 Skipped: 56



Answer Choices	Responses	
Strongly Agree	41.79%	28
Somewhat Agree	55.22%	37
Somewhat Disagree	2.99%	2
Strongly Disagree	0.00%	0
Total		67

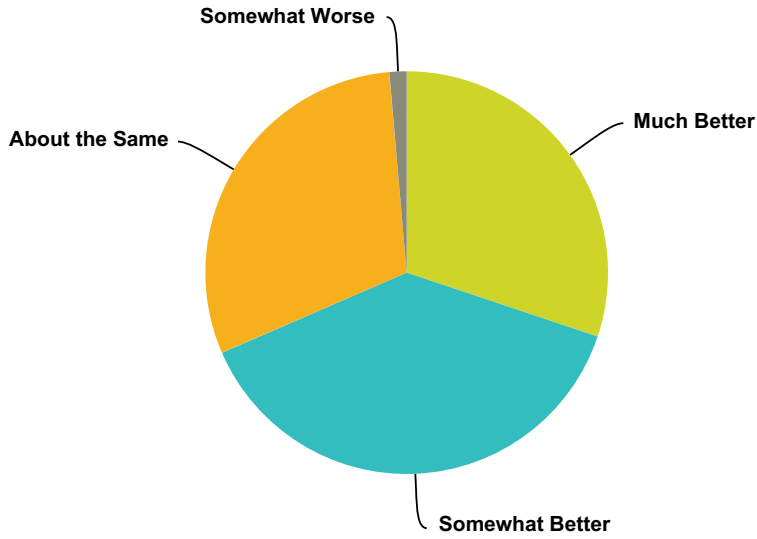
#	Please tell us what you will try to change or have changed:	Date
1	Health Issues related to weight	3/10/2017 3:52 PM
2	diet	3/9/2017 11:17 AM
3	More Exercise	3/9/2017 10:39 AM
4	na	3/9/2017 10:06 AM
5	na	3/8/2017 4:12 PM
6	Smoking and drinking	1/13/2017 1:39 PM
7	quit smoking, trying to change eating habits	1/13/2017 1:17 PM
8	Activity, the way I do things to help with pain	12/2/2016 11:40 AM
9	Eating and exercise	12/2/2016 9:20 AM
10	physical health (walking to loose weight)	12/1/2016 4:22 PM
11	NA	12/1/2016 4:12 PM
12	NA	12/1/2016 4:01 PM
13	Have added exercises for physiotherapy	8/3/2016 10:46 AM

Client Satisfaction Survey Spring 2016 - Website

14	quit smoking	8/3/2016 10:30 AM
15	Eating habits	8/3/2016 10:09 AM
16	Stopped smoking changed some eating habits	8/3/2016 9:46 AM
17	diet	6/6/2016 2:59 PM
18	get back into everything, more things again, with lack of funds	6/6/2016 2:26 PM
19	smoking	5/30/2016 4:19 PM
20	diet and exercise	5/30/2016 4:09 PM
21	try to be more attentive	5/30/2016 4:05 PM
22	Need to be more positive as I have 3 disabled family members	5/30/2016 4:00 PM
23	able to cope with pain, getting emotional support, relief in physio	5/30/2016 3:52 PM
24	Nothing	5/30/2016 3:17 PM
25	Being more interested-lack of interest	5/30/2016 2:45 PM

Q30 Since accessing the GBACHC services and/or groups, would you say your health is now:

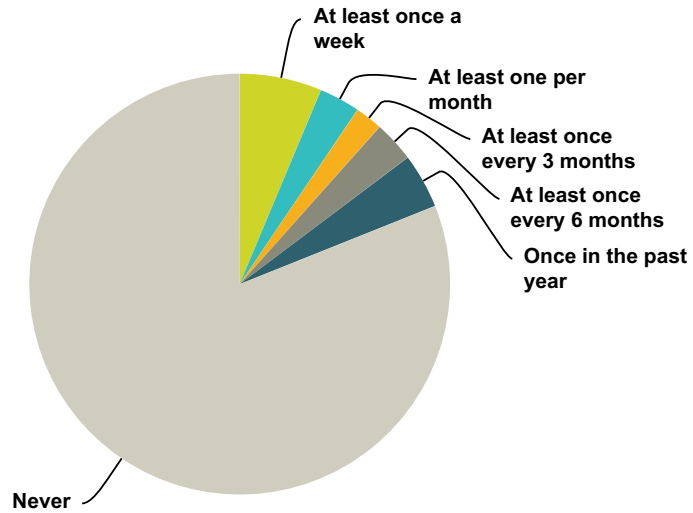
Answered: 73 Skipped: 50



Answer Choices	Responses	
Much Better	30.14%	22
Somewhat Better	38.36%	28
About the Same	30.14%	22
Somewhat Worse	1.37%	1
Much Worse	0.00%	0
Total		73

Q31 During the past year, did you ever eat less or inadequate food because there was not enough food or money for food? If yes, how often did this happen?

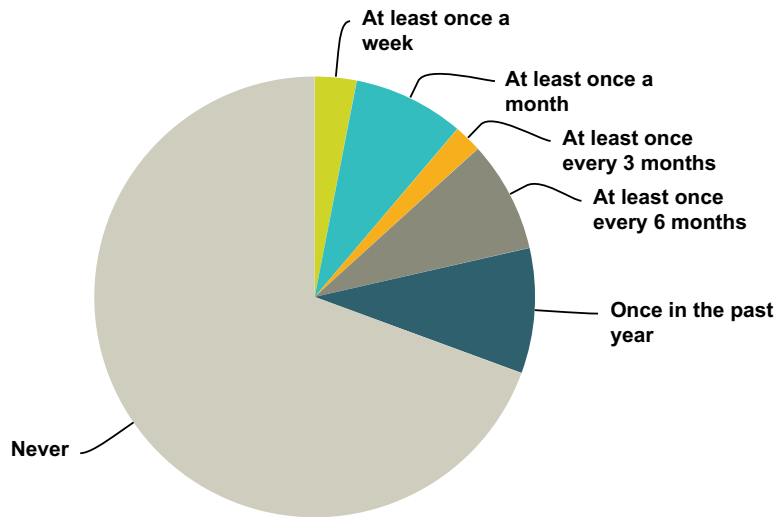
Answered: 95 Skipped: 28



Answer Choices	Responses	
At least once a week	6.32%	6
At least one per month	3.16%	3
At least once every 3 months	2.11%	2
At least once every 6 months	3.16%	3
Once in the past year	4.21%	4
Never	81.05%	77
Total		95

Q32 How often during the past year did you have difficulty making ends meet (for example, making a rent or mortgage payment, paying bills, or having enough money for childcare or transportation)?

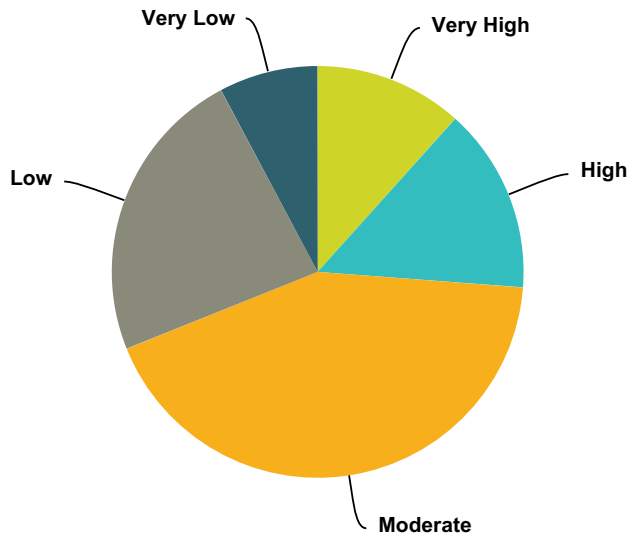
Answered: 98 Skipped: 25



Answer Choices	Responses	
At least once a week	3.06%	3
At least once a month	8.16%	8
At least once every 3 months	2.04%	2
At least once every 6 months	8.16%	8
Once in the past year	9.18%	9
Never	69.39%	68
Total		98

Q33 How would you describe your level of stress?

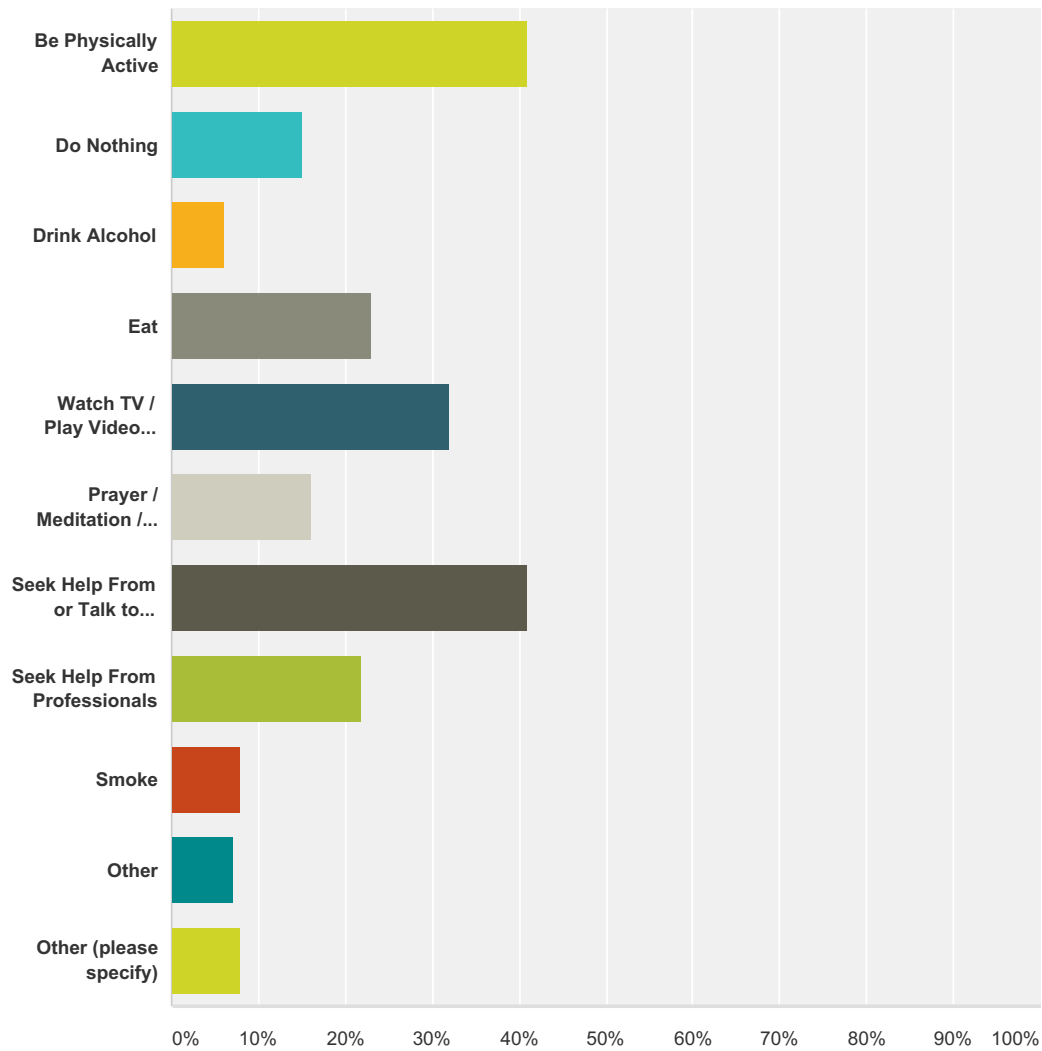
Answered: 103 Skipped: 20



Answer Choices	Responses	
Very High	11.65%	12
High	14.56%	15
Moderate	42.72%	44
Low	23.30%	24
Very Low	7.77%	8
Total		103

Q34 How do you deal with your stress? (Choose all that apply)

Answered: 100 Skipped: 23



Answer Choices	Responses
Be Physically Active	41.00% 41
Do Nothing	15.00% 15
Drink Alcohol	6.00% 6
Eat	23.00% 23
Watch TV / Play Video Games	32.00% 32
Prayer / Meditation / Spirituality	16.00% 16
Seek Help From or Talk to Friends or Family	41.00% 41
Seek Help From Professionals	22.00% 22
Smoke	8.00% 8

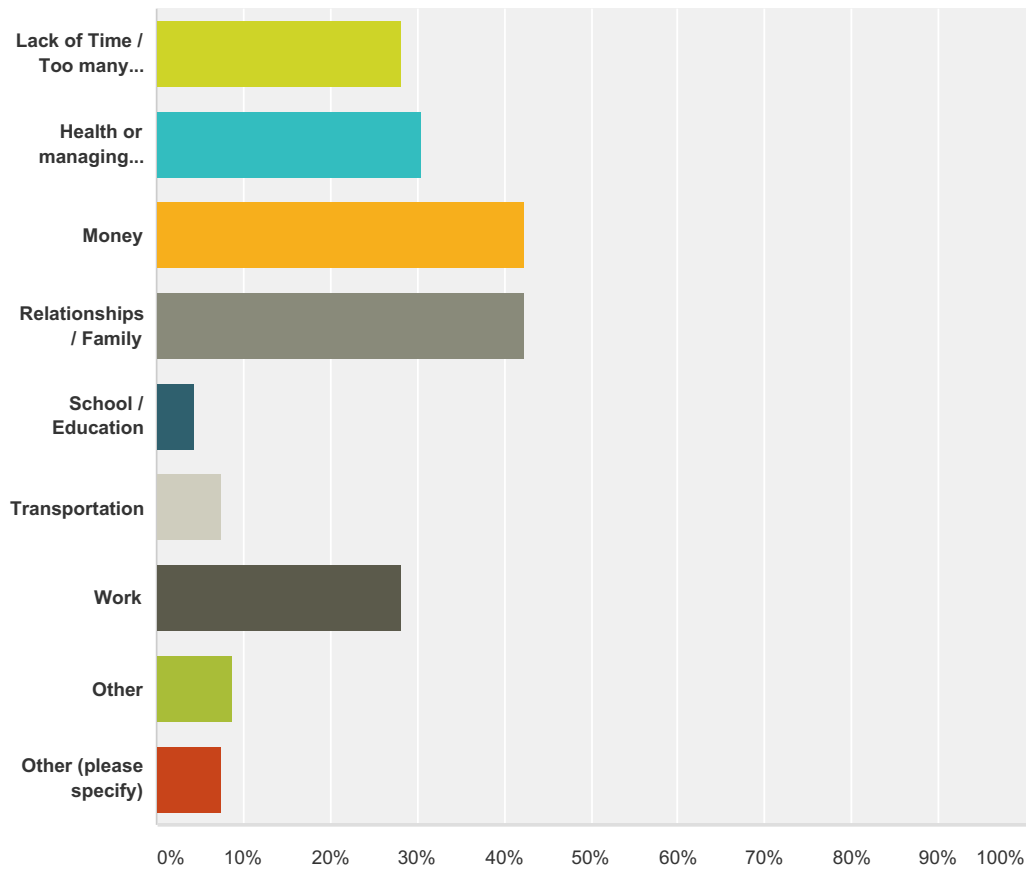
Client Satisfaction Survey Spring 2016 - Website

Other	7.00%	7
Other (please specify)	8.00%	8
Total Respondents: 100		

#	Other (please specify)	Date
1	pray to Jesus/God	3/8/2017 4:02 PM
2	Snack	3/8/2017 3:48 PM
3	proper diet, stay mentally and physically active	1/13/2017 1:29 PM
4	Listen to music	1/13/2017 1:17 PM
5	Walking	8/3/2016 10:58 AM
6	Rest	8/3/2016 10:30 AM
7	Sleep	8/3/2016 10:09 AM
8	Relax, watch tv	6/21/2016 2:34 PM

Q35 What factors affect your level of stress the most? (Choose all that apply)

Answered: 92 Skipped: 31



Answer Choices	Responses
Lack of Time / Too many commitments or responsibilities	28.26% 26
Health or managing conditions	30.43% 28
Money	42.39% 39
Relationships / Family	42.39% 39
School / Education	4.35% 4
Transportation	7.61% 7
Work	28.26% 26
Other	8.70% 8
Other (please specify)	7.61% 7
Total Respondents: 92	

#	Other (please specify)	Date
1	I have 10 Children	3/8/2017 4:02 PM

Client Satisfaction Survey Spring 2016 - Website

2	prefer not to answer	2/6/2017 9:44 AM
3	Addict poor choices	1/13/2017 1:35 PM
4	None	12/1/2016 4:01 PM
5	Wife's current health issues	8/3/2016 10:46 AM
6	Lack of energy and mobility (body and joints losing flexibility), lack of community centre with focus on elderly activities	8/3/2016 10:09 AM
7	Personal drive	6/21/2016 2:34 PM

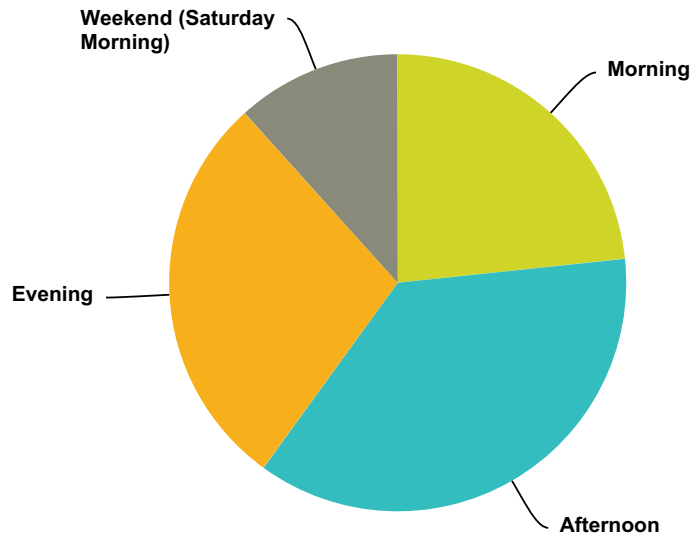
Q36 Please tell us any group or education sessions you think would improve you and your family's health and wellbeing.

Answered: 19 Skipped: 104

#	Responses	Date
1	MORE LOCATION CLINICS	3/10/2017 3:00 PM
2	none my finances govt keeps taking away	3/9/2017 9:35 AM
3	None	3/8/2017 4:02 PM
4	A Community Centre for physical, social emotional health & preventative medicine	1/13/2017 1:29 PM
5	Family Nutrition	12/2/2016 11:35 AM
6	Dietitian Social Work	12/2/2016 9:36 AM
7	Dietitian, Exercise Program	12/2/2016 9:20 AM
8	Mental Marriage Physiologist	12/2/2016 9:06 AM
9	Men's Support Group	12/1/2016 4:17 PM
10	NA	12/1/2016 4:12 PM
11	Nothing at this time	8/3/2016 10:39 AM
12	Computer and cell phone training for the elderly non-"techy" person	8/3/2016 10:09 AM
13	Focus on weight control	6/21/2016 2:34 PM
14	non gambling group	6/6/2016 2:59 PM
15	a new government	6/6/2016 2:39 PM
16	work, life balance and dealing with stress	6/6/2016 2:32 PM
17	grief	6/6/2016 2:00 PM
18	Stress management and anger management for my sister	5/30/2016 3:55 PM
19	none at the present time	5/30/2016 3:17 PM

Q37 When is the best time to schedule these sessions?

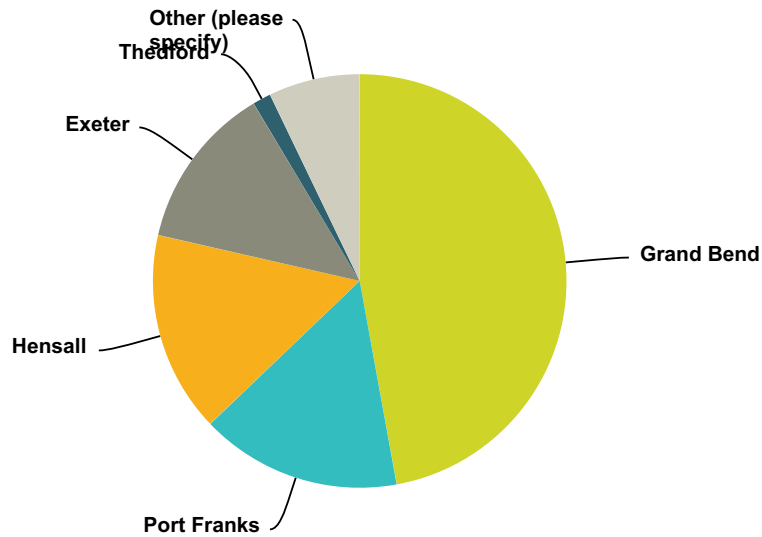
Answered: 60 Skipped: 63



Answer Choices	Responses	
Morning	23.33%	14
Afternoon	36.67%	22
Evening	28.33%	17
Weekend (Saturday Morning)	11.67%	7
Total		60

Q38 Where would you like programs to be located?

Answered: 70 Skipped: 53



Answer Choices	Responses	
Grand Bend	47.14%	33
Port Franks	15.71%	11
Hensall	15.71%	11
Exeter	12.86%	9
Thedford	1.43%	1
Other (please specify)	7.14%	5
Total		70

#	Other (please specify)	Date
1	Aylmer	3/9/2017 11:17 AM
2	NA	3/8/2017 4:02 PM
3	All but Exeter	12/1/2016 3:57 PM
4	Grand Bend, Hensall and Exeter	8/3/2016 9:46 AM
5	very happy with my care in hensall and when i go to the walk in at grand bend, thank you!	6/6/2016 2:00 PM

Q39 Any other comments about the Centre or our services?

Answered: 20 Skipped: 103

#	Responses	Date
1	WELL DONE!	3/10/2017 3:39 PM
2	n/a	3/9/2017 10:06 AM
3	Offer excellent programs	3/9/2017 9:35 AM
4	Dr. Turkstra is and amazing Dr. he is attentive, cares and I feel like im totally taken care of when I see him. He was definitely called to become a doctor. I have never had a better Dr.	3/8/2017 4:02 PM
5	family Doctor should be available more after seeing another doctor or NP not familiar with you or your on going health issues its counterproductive in that new person has a lot of info to read and catch-up. We should know what days our GP's usually in the office so we can schedule non urgent needs but great to be able to get short time assistance.	3/8/2017 3:48 PM
6	Outstanding facility	1/13/2017 1:29 PM
7	Excellent care and service. Very friendly, open and generally caring.	12/2/2016 11:40 AM
8	Keep up the great work you all do. I feel blessed to have all of you	12/2/2016 9:36 AM
9	Thank you for having free counselling session. I would not be able to afford to go other wise.	12/2/2016 9:20 AM
10	Thank you	12/2/2016 9:06 AM
11	I think we are a very lucky community to have such great Drs and nurses	12/2/2016 8:56 AM
12	I need a doctor in Grand Bend. I am on the list but need	12/1/2016 4:17 PM
13	We are very happy now enrolled. The wait time to become patients is so long! Increase Dr. / Medical Staff to meet community needs.	12/1/2016 4:12 PM
14	I applied for a doctor in G.B. Three years ago and still never heard back. I now have a doctor elswere and satisfied but must travel.	11/3/2016 10:09 AM
15	Great facility and staff	8/3/2016 10:39 AM
16	I feel there have been many improvements in the last two years. Keep up the great work!	8/3/2016 10:30 AM
17	None	6/21/2016 2:34 PM
18	the most wonderful centre	5/30/2016 4:19 PM
19	Just came for walk-in clinic and the receptionists and Dr.'s were very friendly and helpful	5/30/2016 4:05 PM
20	I find everyone reaches above and beyond to help me, they are great	5/30/2016 4:00 PM