

2017 Client Satisfaction Survey



Q1 What is your postal code?

Answered: 125 Skipped: 0

#	RESPONSES	DATE
1	N0M 1T0	3/12/2018 9:55 AM
2	N0M 1T0	3/12/2018 9:50 AM
3	N0M 1N0	3/12/2018 9:43 AM
4	N0M 1T0	3/12/2018 9:38 AM
5	N0M 1T0	3/12/2018 9:33 AM
6	N0M 1N0	3/12/2018 9:28 AM
7	N0M 1T0	3/12/2018 9:26 AM
8	N0M 1T0	3/12/2018 9:22 AM
9	N0M 2K0	3/12/2018 9:16 AM
10	N0N 1J0	3/8/2018 4:00 PM
11	N0M 1T0	3/8/2018 3:55 PM
12	N0M 1T0	3/8/2018 3:49 PM
13	N0M 1T0	3/8/2018 3:41 PM
14	N0M 1N0	3/8/2018 3:37 PM
15	N0M 1T0	3/8/2018 3:34 PM
16	N0M 1N0	3/8/2018 3:22 PM
17	N0M 1T0	3/8/2018 3:14 PM
18	N0M 1T0	3/5/2018 10:02 AM
19	N0M 1T0	2/26/2018 4:05 PM
20	N0N 1K0	2/26/2018 3:55 PM
21	N0M 1T0	2/26/2018 3:44 PM
22	N0M 1T0	2/26/2018 1:25 PM
23	N0M 2T0	2/12/2018 4:15 PM
24	N0M 1T0	2/12/2018 4:05 PM
25	N0M 1T0	2/12/2018 4:00 PM
26	N0M 1T0	2/12/2018 3:47 PM
27	N0M 2L0	2/12/2018 3:42 PM
28	N0M 1T0	2/8/2018 4:38 PM
29	N0M 1T0	2/8/2018 4:35 PM
30	N0M 1L0	2/8/2018 4:30 PM
31	N0M 2T0	2/8/2018 4:27 PM
32	N0M 2T0	2/8/2018 4:26 PM
33	N0M 2T0	2/8/2018 4:24 PM
34	N0M1T0	2/6/2018 10:51 AM
35	N0N 1J1	1/30/2018 11:53 AM

Client Satisfaction Survey 2017

36	NOM 2K0	1/30/2018 11:50 AM
37	NOM 2T0	1/30/2018 11:45 AM
38	NOM 2N0	1/30/2018 11:40 AM
39	NOM 1T0	1/30/2018 11:36 AM
40	NOM 2S0	1/30/2018 11:35 AM
41	NOM 1T0	1/24/2018 4:58 PM
42	NOM 1T0	12/11/2017 12:03 PM
43	NOM 1T0	12/8/2017 12:55 PM
44	NOM 1T0	12/6/2017 11:15 AM
45	NOM 1N0	12/6/2017 11:12 AM
46	NOM 1N0	12/6/2017 11:06 AM
47	NOM 1T0	11/28/2017 3:22 PM
48	NOM 1T0	11/28/2017 3:04 PM
49	NOM 1T0	11/27/2017 3:01 PM
50	NOM 2L0	11/22/2017 5:21 PM
51	NOM 1T0	11/22/2017 5:17 PM
52	NOM 2T0	11/22/2017 5:13 PM
53	NOM 1T0	11/20/2017 2:56 PM
54	NOM 1N0	11/16/2017 4:10 PM
55	NOM 1T0	11/16/2017 4:07 PM
56	NOM 1X0	11/10/2017 10:45 AM
57	NOM 1X0	11/10/2017 10:42 AM
58	NOM 1T0	11/7/2017 5:17 PM
59	NOM 1T0	11/7/2017 5:07 PM
60	NOM 1T0	11/2/2017 12:25 PM
61	NOM 1T0	11/1/2017 9:21 AM
62	NOM 1X0	10/27/2017 10:25 AM
63	NOM 1T0	10/25/2017 10:05 AM
64	NOM 1T0	10/25/2017 9:59 AM
65	NOM 1S1	10/24/2017 12:43 PM
66	NOM 1S1	10/24/2017 12:40 PM
67	NOM 2T0	10/24/2017 12:34 PM
68	NOM 2T0	10/24/2017 12:30 PM
69	NOM 1X0	10/24/2017 11:56 AM
70	NOM 1T0	10/24/2017 11:28 AM
71	NOM 1N0	10/24/2017 11:19 AM
72	NOM 1T0	10/24/2017 10:25 AM
73	NOM 2L0	10/24/2017 10:03 AM
74	NOM 2J0	10/24/2017 9:30 AM
75	NOM 2J0	10/24/2017 9:27 AM
76	NOM 1T0	10/24/2017 9:06 AM

Client Satisfaction Survey 2017

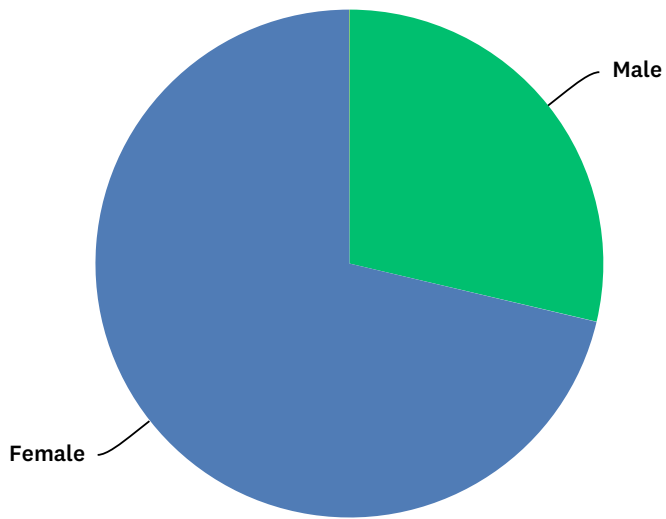
77	N0M 2E0	10/23/2017 3:04 PM
78	N0M 1L0	10/23/2017 2:59 PM
79	N0M 1X0	10/23/2017 2:55 PM
80	N0M 1X0	10/23/2017 2:51 PM
81	N0M 1X0	10/23/2017 2:48 PM
82	NOK 2A0	10/23/2017 2:43 PM
83	N7A 3X9	10/23/2017 2:39 PM
84	N0M 1X0	10/23/2017 2:35 PM
85	N0M 1X0	10/23/2017 2:30 PM
86	N0M 1S1	10/4/2017 10:37 AM
87	N0M 1T0	10/4/2017 10:32 AM
88	N0M 1S3	9/15/2017 11:54 AM
89	N0M 1T0	9/15/2017 11:36 AM
90	N0M 1X0	9/12/2017 11:39 AM
91	N0M 1L0	9/12/2017 11:35 AM
92	N0m 1N0	8/11/2017 3:04 PM
93	N0M 140	8/11/2017 2:59 PM
94	N0M 1X0	8/11/2017 2:56 PM
95	N0M 1S3	8/11/2017 2:51 PM
96	N0M 1S1	8/11/2017 2:46 PM
97	N0M 1N0	8/11/2017 1:41 PM
98	N0M 1T0	8/11/2017 1:36 PM
99	N0M 1N0	8/11/2017 1:30 PM
100	N0M 2N0	8/11/2017 1:26 PM
101	N0M 1T0	8/11/2017 1:22 PM
102	N0M 1T0	8/11/2017 1:18 PM
103	N0M 1T0	8/11/2017 1:15 PM
104	N0M 1T0	8/11/2017 9:02 AM
105	n0m1t0	7/14/2017 11:42 AM
106	n0m1t0	7/14/2017 11:38 AM
107	N0M1T0	7/13/2017 3:09 PM
108	N0M1T0	7/13/2017 2:59 PM
109	N0M1T0	7/13/2017 2:51 PM
110	N0N1J3	7/13/2017 2:43 PM
111	N0M1S1	7/13/2017 1:24 PM
112	N0M1S1	7/13/2017 1:15 PM
113	N0M2L0	7/13/2017 11:49 AM
114	n0m1t0	7/13/2017 11:01 AM
115	N0M1T0	7/13/2017 10:55 AM
116	N0M1T0	7/13/2017 10:50 AM
117	n0m1t0	7/13/2017 10:44 AM

Client Satisfaction Survey 2017

118	n0m1t0	7/13/2017 10:35 AM
119	n0m1n0	7/13/2017 9:48 AM
120	n0m1t0	7/13/2017 9:41 AM
121	n0m1t0	7/13/2017 9:20 AM
122	N0M1T0	7/13/2017 9:11 AM
123	N0M 1T0	7/10/2017 3:20 PM
124	N0M 1N0	6/28/2017 4:50 PM
125	NOM 1T0	6/16/2017 8:56 AM

Q2 Are you:

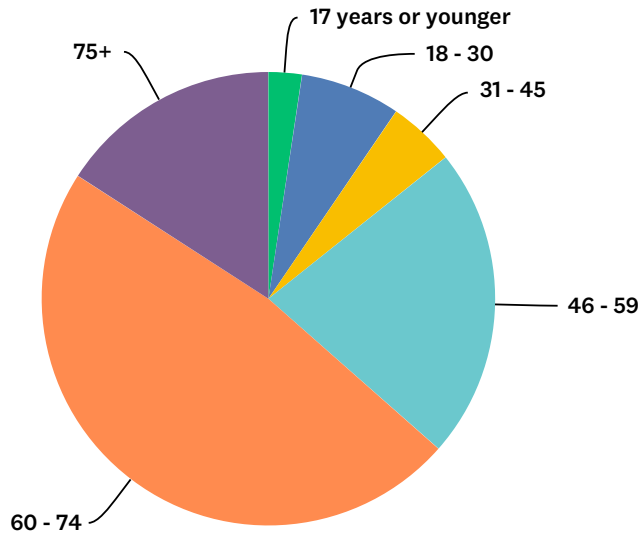
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Male	28.69%	35
Female	71.31%	87
Other	0.00%	0
TOTAL		122

Q3 What is your age?

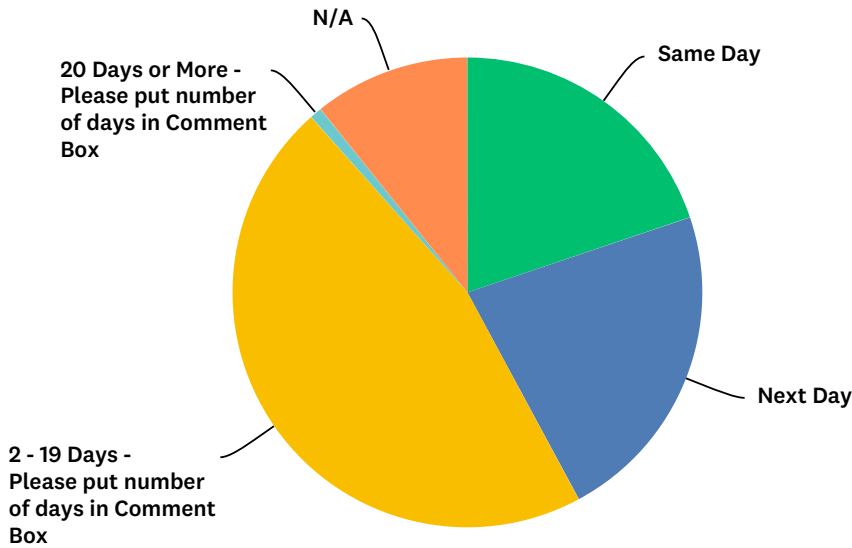
Answered: 126 Skipped: 0



ANSWER CHOICES	RESPONSES	
17 years or younger	2.38%	3
18 - 30	7.14%	9
31 - 45	4.76%	6
46 - 59	22.22%	28
60 - 74	47.62%	60
75+	15.87%	20
TOTAL		126

Q4 Thinking back to within 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 their office?

Answered: 121 Skipped: 4



ANSWER CHOICES	RESPONSES	
Same Day	19.83%	24
Next Day	22.31%	27
2 - 19 Days - Please put number of days in Comment Box	46.28%	56
20 Days or More - Please put number of days in Comment Box	0.83%	1
N/A	10.74%	13
TOTAL		121

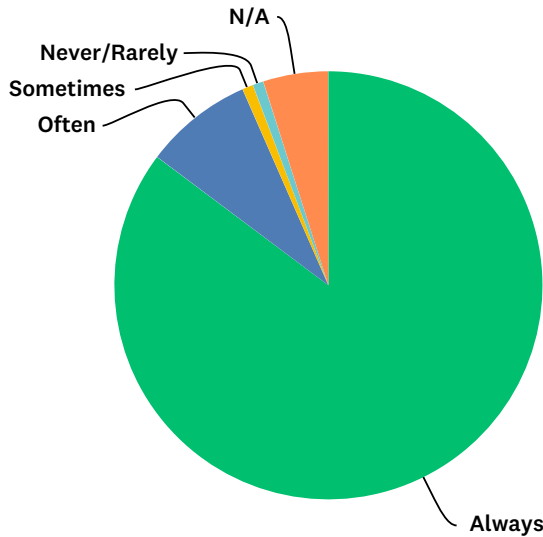
#	COMMENTS BOX	DATE
1	3 days	3/12/2018 9:50 AM
2	3 weeks before I could get an appointment with my doctor	3/12/2018 9:43 AM
3	Dr. in Ingersoll	3/12/2018 9:38 AM
4	5 days	3/12/2018 9:33 AM
5	depends if my doctor is working	3/8/2018 3:22 PM
6	5 days	2/12/2018 4:00 PM
7	4 or less-depends on nature of care needed and availability	2/12/2018 3:47 PM
8	Phone call with questions were answered the same day	2/12/2018 3:42 PM
9	For PT	2/8/2018 4:35 PM
10	9 days?? in one case I saw a med practitioner within a 1/2 hour in Clinton Excellent service	2/8/2018 4:30 PM
11	This medical centre is amazing. All staff are pleasant and kind. Very professional	1/30/2018 11:35 AM

Client Satisfaction Survey 2017

12	4 days	12/11/2017 12:03 PM
13	4 days	12/8/2017 12:55 PM
14	if not Dr. Hammond we would see a Nurse Practitioner	12/6/2017 11:06 AM
15	5 days	11/22/2017 5:17 PM
16	if problem was urgent, usually seen next day	10/25/2017 10:05 AM
17	Always can ge help almost immediately. Very satisfied	10/24/2017 11:28 AM
18	Generally I get in the same day , odd time next day. Excellent care done	10/24/2017 11:19 AM
19	7	10/23/2017 2:55 PM
20	3 - 4	10/23/2017 2:51 PM
21	5	10/23/2017 2:43 PM
22	7	10/23/2017 2:39 PM
23	8 working days	10/23/2017 2:30 PM
24	4 days	10/4/2017 10:32 AM
25	14 days	9/15/2017 11:36 AM
26	Its all good at the Hensall clinic	9/12/2017 11:39 AM
27	depends on medical concern	9/12/2017 11:35 AM
28	2 days	8/11/2017 1:41 PM
29	Almost feels like I have my own personal physician	8/11/2017 1:36 PM
30	14 days	8/11/2017 1:22 PM
31	4 days	8/11/2017 1:15 PM
32	9 days	8/11/2017 9:02 AM
33	A year or so ago I had a minor problem & was attended to right away	7/14/2017 11:38 AM
34	or 2-19 - varied	7/13/2017 3:09 PM
35	3	7/13/2017 2:59 PM
36	or occasionally next day	7/13/2017 2:51 PM
37	I know when my doctor is at GBACHC - I make adjustments to this.	7/13/2017 2:43 PM
38	annual checkup	7/13/2017 10:55 AM
39	Same Day, Next Day, or between 12-19 (around 14) It depends on the issue - critical I was in fast!!	7/13/2017 10:35 AM
40	2 days - Always easy to get in here, love you guys!	7/13/2017 9:20 AM
41	A year or so ago I had a minor problem and was attended to right away.	7/10/2017 3:20 PM
42	Usually about 7 to 10 days	6/28/2017 4:50 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: 4

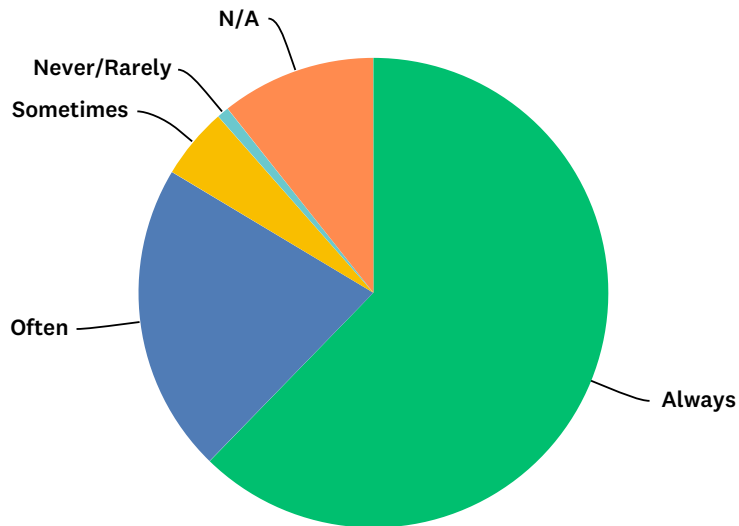


ANSWER CHOICES	RESPONSES	
Always	85.25%	104
Often	8.20%	10
Sometimes	0.82%	1
Never/Rarely	0.82%	1
N/A	4.92%	6
TOTAL		122

#	COMMENTS	DATE
1	Call back had been slow	2/8/2018 4:35 PM
2	Always concerned with my issues. Very reposonsive	10/24/2017 11:28 AM
3	A pleasure to come here	10/24/2017 9:06 AM
4	After being a patient for 30 years and knowing the girls at the desk i am treated well	10/23/2017 2:35 PM
5	Staff is very accommodating for my vocal disability	9/15/2017 11:36 AM
6	very nice	8/11/2017 3:04 PM
7	as above	7/14/2017 11:38 AM
8	Wonderful Staff	7/13/2017 3:09 PM
9	When rec answers phone they should say that they are GBCHC and say their names	7/13/2017 2:43 PM
10	Great Staff!	7/13/2017 11:49 AM
11	I'm here so often it's like I'm family	7/13/2017 10:35 AM
12	As above	7/10/2017 3:20 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?

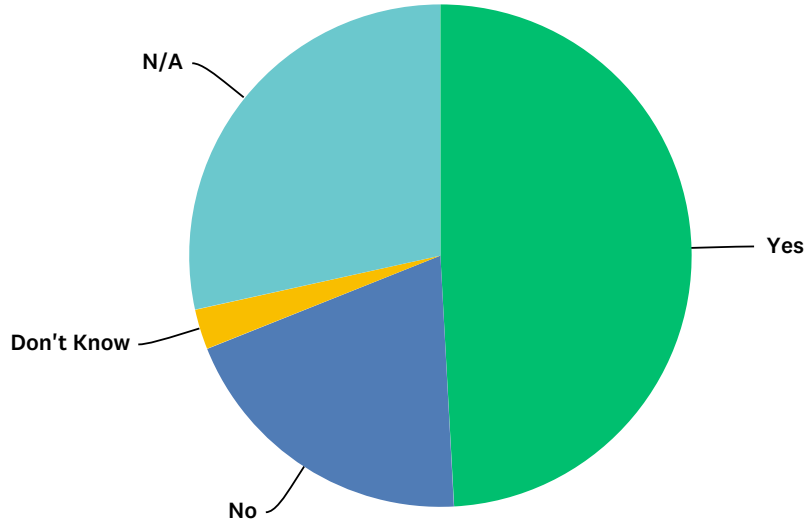
Answered: 122 Skipped: 4



ANSWER CHOICES	RESPONSES	
Always	62.30%	76
Often	21.31%	26
Sometimes	4.92%	6
Never/Rarely	0.82%	1
N/A	10.66%	13
TOTAL		122

Q7 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

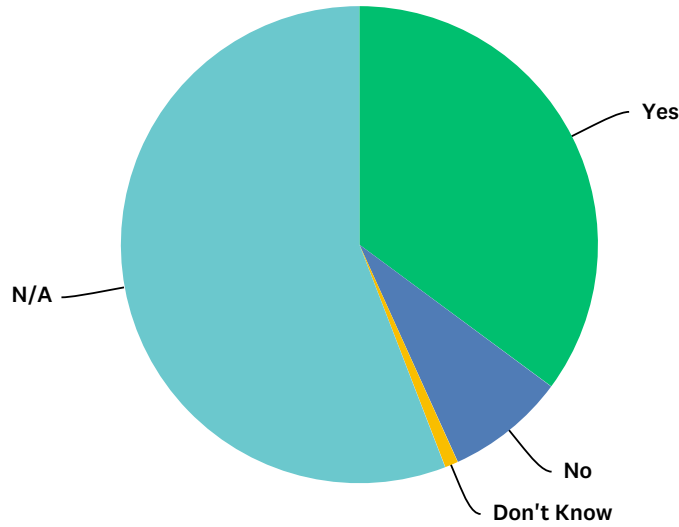
Answered: 116 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	49.14%	57
No	19.83%	23
Don't Know	2.59%	3
N/A	28.45%	33
TOTAL		116

Q8 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?

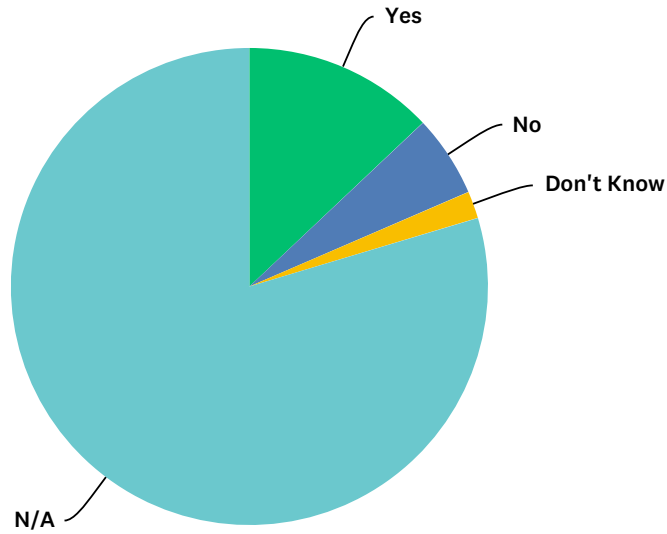
Answered: 111 Skipped: 15



ANSWER CHOICES	RESPONSES
Yes	35.14% 39
No	8.11% 9
Don't Know	0.90% 1
N/A	55.86% 62
TOTAL	111

Q9 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?

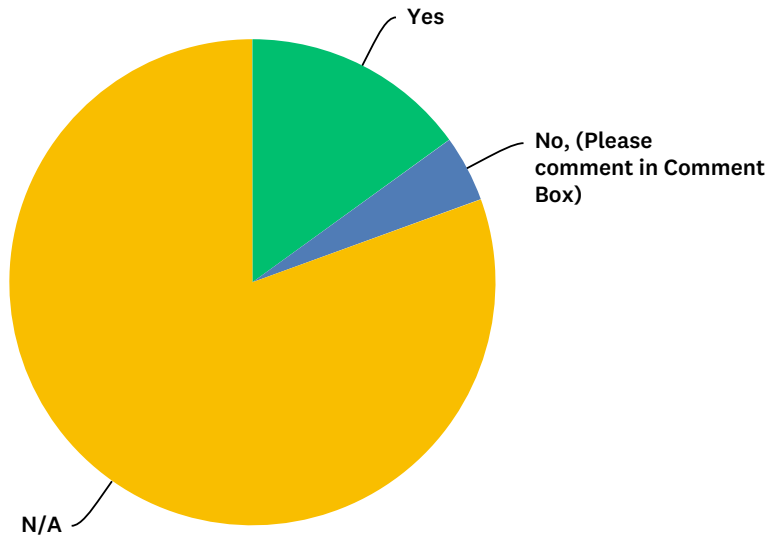
Answered: 108 Skipped: 18



ANSWER CHOICES	RESPONSES	
Yes	12.96%	14
No	5.56%	6
Don't Know	1.85%	2
N/A	79.63%	86
TOTAL		108

Q10 If you have been admitted to hospital in the past year did you make an appointment with your family Dr. within seven days after release if you were 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: 113 Skipped: 13

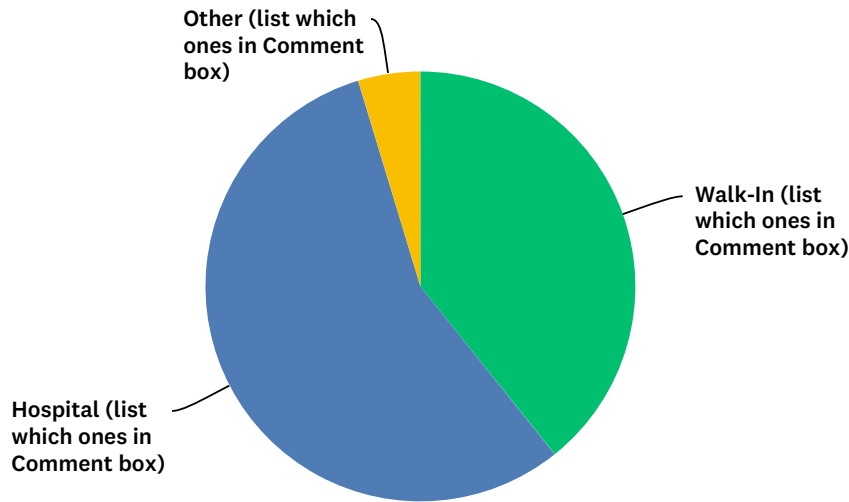


ANSWER CHOICES	RESPONSES	
Yes	15.04%	17
No, (Please comment in Comment Box)	4.42%	5
N/A	80.53%	91
TOTAL		113

#	COMMENT BOX	DATE
1	Exeter	11/22/2017 5:21 PM
2	Exeter	11/22/2017 5:17 PM
3	not usually sick	9/15/2017 11:54 AM
4	I was not aware	7/14/2017 11:42 AM
5	LHSC	7/13/2017 2:51 PM
6	South Huron	7/13/2017 10:35 AM
7	I wasn't hospitalized for any of the above.	6/28/2017 4:50 PM

Q11 If you need care after hours in this area where do you go?

Answered: 107 Skipped: 19



ANSWER CHOICES	RESPONSES	
Walk-In (list which ones in Comment box)	39.25%	42
Hospital (list which ones in Comment box)	56.07%	60
Other (list which ones in Comment box)	4.67%	5
TOTAL		107

#	COMMENT BOX	DATE
1	South Huron Hospital or walk in clininc	4/6/2018 2:13 PM
2	Exeter	3/12/2018 9:50 AM
3	Exeter	3/12/2018 9:43 AM
4	I haven't needed this yet but would probably go to Exeter Emergency	3/12/2018 9:33 AM
5	GB & Exeter	3/12/2018 9:26 AM
6	Strathroy, Grand Bend	3/12/2018 9:16 AM
7	Strathroy	3/8/2018 4:00 PM
8	South Huron Medical	3/8/2018 3:49 PM
9	South Huron	3/8/2018 3:22 PM
10	Strathroy or Petrolia	2/26/2018 3:55 PM
11	Exeter, Dr Kamel	2/26/2018 3:44 PM
12	Exeter	2/12/2018 4:15 PM
13	GB, Hospital Exeter walk in	2/12/2018 4:05 PM
14	Exeter	2/12/2018 4:00 PM
15	have not needed this but would use walk in on Sat mornings at GBACHC, Exeter emerg or call 911 if emergency	2/12/2018 3:47 PM
16	South Huron Hospital	2/12/2018 3:42 PM

Client Satisfaction Survey 2017

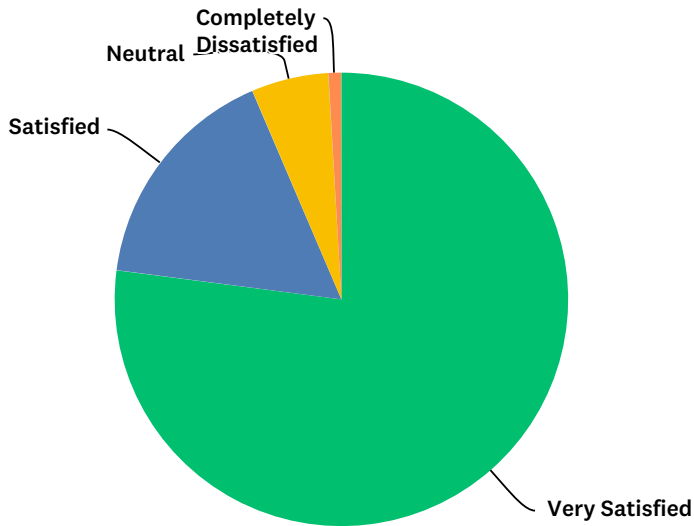
17	Exeter	2/8/2018 4:38 PM
18	Exeter, Sarnia	2/8/2018 4:35 PM
19	Clinton emergency room	2/8/2018 4:30 PM
20	There is nothing in this area. We have to drive 25 minutes to Exeter for care. My doctor is in Woodstock as I recently retired to my cottage in Grand Bend. My taxes help pay for the medical centre yet I can't use it. There needs to be a walk in clinic added to the services. I can't be the only one frustrated by this.	2/6/2018 10:51 AM
21	South Huron	1/30/2018 11:50 AM
22	911	1/24/2018 4:58 PM
23	Exeter	12/11/2017 12:03 PM
24	GB on Saturdays, Exeter Hospital in emergency	12/8/2017 12:55 PM
25	Exeter Walk in or hospital depends on the issue	12/6/2017 11:15 AM
26	Exeter	12/6/2017 11:12 AM
27	Long wait but looked after	12/6/2017 11:06 AM
28	Strathroy	11/28/2017 3:04 PM
29	Exeter	11/27/2017 3:01 PM
30	Exeter	11/22/2017 5:21 PM
31	Exeter	11/22/2017 5:17 PM
32	Exeter	11/16/2017 4:07 PM
33	Exeter	11/10/2017 10:45 AM
34	Exeter	11/10/2017 10:42 AM
35	Exeter	11/7/2017 5:17 PM
36	Exeter/South Huron Hospital	11/7/2017 5:07 PM
37	exeter	11/2/2017 12:25 PM
38	Exeter	11/1/2017 9:21 AM
39	Exeter	10/25/2017 9:59 AM
40	Exeter, Seaforth, Clinton	10/24/2017 12:43 PM
41	Exeter	10/24/2017 12:40 PM
42	South Huron,Exeter	10/24/2017 12:30 PM
43	Exeter	10/24/2017 11:56 AM
44	Exeter	10/24/2017 11:28 AM
45	Exeter	10/24/2017 11:19 AM
46	Strathroy	10/24/2017 10:03 AM
47	Exeter	10/24/2017 9:30 AM
48	Exeter	10/24/2017 9:27 AM
49	Grand Bend	10/24/2017 9:06 AM
50	Seaforth	10/23/2017 3:04 PM
51	Clinton	10/23/2017 2:59 PM
52	Exeter	10/23/2017 2:55 PM
53	Exeter	10/23/2017 2:51 PM
54	Exeter	10/23/2017 2:48 PM
55	Exeter	10/23/2017 2:43 PM

Client Satisfaction Survey 2017

56	Goderich	10/23/2017 2:39 PM
57	South Huron	10/23/2017 2:35 PM
58	Exeter walk in, South HuronHospital	10/23/2017 2:30 PM
59	South Huron	10/4/2017 10:32 AM
60	Exeter	9/15/2017 11:54 AM
61	South Huron Clinic	9/12/2017 11:39 AM
62	Exeter	8/11/2017 3:04 PM
63	Strathroy , Exeter hospital	8/11/2017 2:59 PM
64	Hospital Exeter	8/11/2017 2:56 PM
65	university hospital	8/11/2017 2:51 PM
66	hospital	8/11/2017 2:46 PM
67	Hospital too	8/11/2017 1:41 PM
68	Exeter	8/11/2017 1:36 PM
69	Exeter	8/11/2017 1:30 PM
70	Exeter	8/11/2017 1:26 PM
71	Exeter	8/11/2017 1:22 PM
72	Exeter, Strathroy	8/11/2017 1:18 PM
73	Exeter	8/11/2017 1:15 PM
74	SHHA	7/13/2017 2:51 PM
75	n/a	7/13/2017 2:43 PM
76	Walk in: GrandBend or Exeter Also Hospital: Exeter	7/13/2017 1:24 PM
77	Walk in: Grand Bend & Exeter Also Hospital: Exeter	7/13/2017 1:15 PM
78	Exeter	7/13/2017 11:49 AM
79	Exeter	7/13/2017 10:55 AM
80	both: first hospital then walk in.	7/13/2017 10:44 AM
81	And Hospital - depending on level of concern, heart - hospital.	7/13/2017 10:35 AM
82	Or Hospital - Exeter	7/13/2017 9:48 AM
83	Exeter	7/13/2017 9:20 AM
84	If I need after hours care seriously enough, I go to emergency at South Huron Hospital in Exeter.	6/28/2017 4:50 PM

Q12 Overall how would you rate the care you received at the Grand Bend Area CHC?

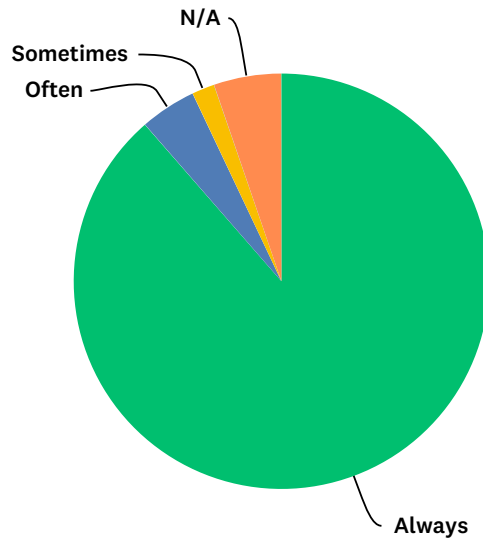
Answered: 109 Skipped: 17



ANSWER CHOICES	RESPONSES	
Very Satisfied	77.06%	84
Satisfied	16.51%	18
Neutral	5.50%	6
Dissatisfied	0.00%	0
Completely Dissatisfied	0.92%	1
TOTAL		109

Q13 I always feel comfortable and welcomed at the Grand Bend Area CHC

Answered: 114 Skipped: 12



ANSWER CHOICES	RESPONSES	
Always	88.60%	101
Often	4.39%	5
Sometimes	1.75%	2
Never/Rarely	0.00%	0
N/A	5.26%	6
TOTAL		114

#	DO YOU HAVE ANY ADDITIONAL COMMENTS YOU WOULD LIKE TO SHARE?	DATE
1	grand Bend has a huge number of seniors who need more fitness & physical activities & programs to keep them healthy & involved. we pay large taxes in Grand Bend. Please invest in a good community hub/centre. Reasonable user fees would be tolerated. A good Y like Sarnia would be an example	3/12/2018 9:50 AM
2	i take advantage of the exercise programs here	3/8/2018 4:00 PM
3	Great support	11/2/2017 12:25 PM
4	Staff very accomodating	10/25/2017 9:59 AM
5	I feel at home here and I have no concerns about my health because GBACHC will look after me	10/24/2017 11:28 AM
6	Always a friendly group	10/24/2017 9:06 AM
7	Sometimes have difficulty getting through on the phone	10/23/2017 2:39 PM
8	Staff are friendly & caring	9/12/2017 11:39 AM
9	i feel like I am part of GBACHC family. They smile and greet me	8/11/2017 1:36 PM
10	Very friendly and helpful	8/11/2017 1:22 PM
11	I feel very welcomes when I arrive and they ask about my family	7/13/2017 2:43 PM

Client Satisfaction Survey 2017

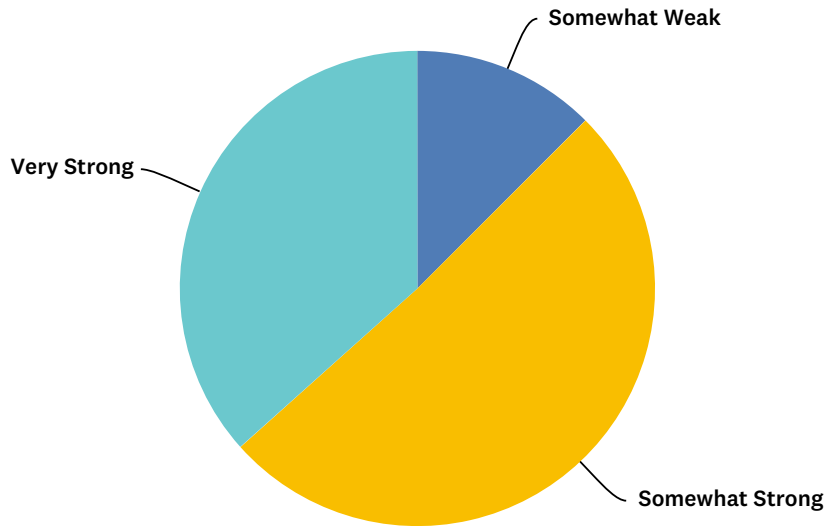
12

Dr. Hammond is a great doctor & person, the downstairs staff; Kim, Mary, Megan, Trish and Elaine & Jo Anne upstairs, are the best. All friendly & very professional.

6/28/2017 4:50 PM

Q14 How would you describe your sense of belonging to your community? (feeling of belonging)

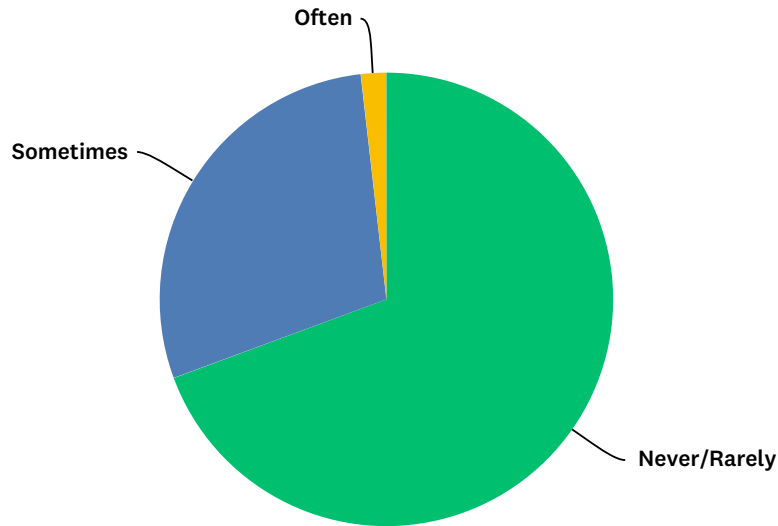
Answered: 112 Skipped: 14



ANSWER CHOICES	RESPONSES	
Very Weak	0.00%	0
Somewhat Weak	12.50%	14
Somewhat Strong	50.89%	57
Very Strong	36.61%	41
TOTAL		112

Q15 How often do you feel uncomfortable or out of place in your community?

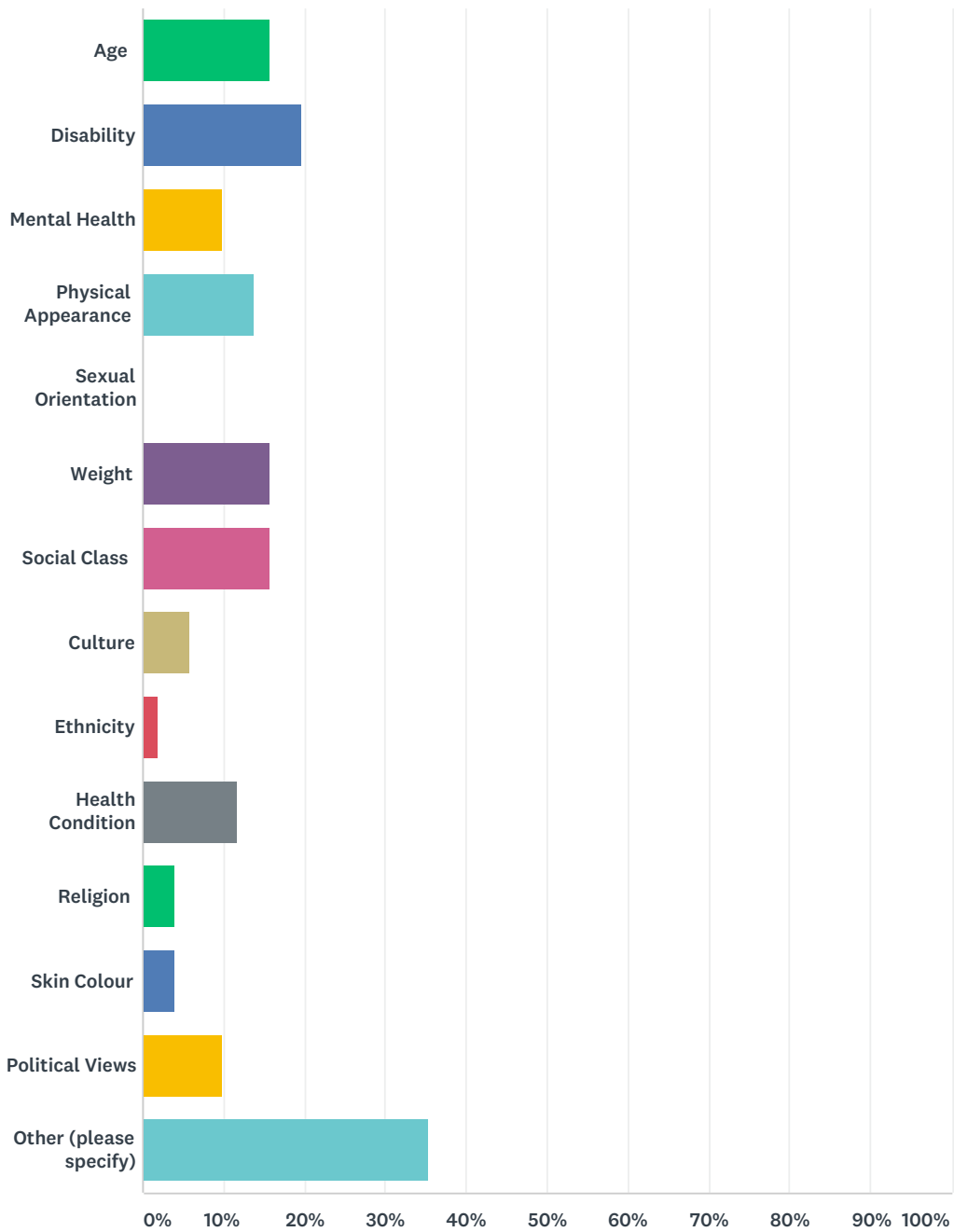
Answered: 111 Skipped: 15



ANSWER CHOICES	RESPONSES	
Never/Rarely	69.37%	77
Sometimes	28.83%	32
Often	1.80%	2
Always	0.00%	0
TOTAL		111

Q16 Was this feeling of discomfort related to any of the following (Choose all that apply):

Answered: 51 Skipped: 75



ANSWER CHOICES	RESPONSES
Age	15.69% 8
Disability	19.61% 10
Mental Health	9.80% 5
Physical Appearance	13.73% 7

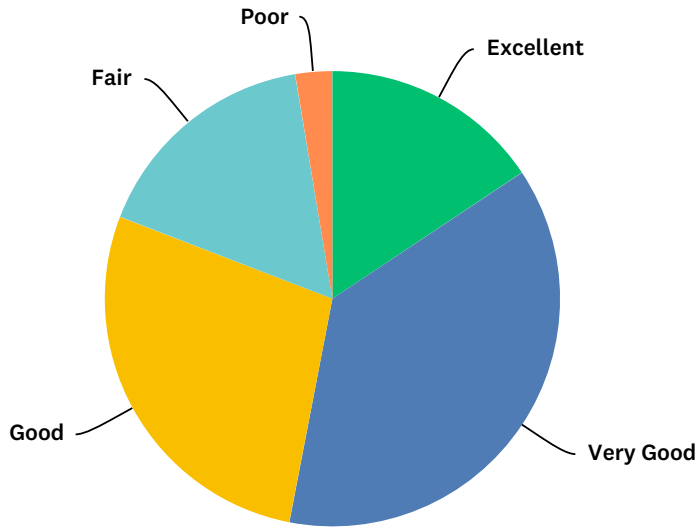
Client Satisfaction Survey 2017

Sexual Orientation	0.00%	0
Weight	15.69%	8
Social Class	15.69%	8
Culture	5.88%	3
Ethnicity	1.96%	1
Health Condition	11.76%	6
Religion	3.92%	2
Skin Colour	3.92%	2
Political Views	9.80%	5
Other (please specify)	35.29%	18
Total Respondents: 51		

#	OTHER (PLEASE SPECIFY)	DATE
1	New to community, trying to make friends	3/12/2018 9:53 AM
2	Being new to the community	3/5/2018 10:06 AM
3	none	2/26/2018 4:08 PM
4	Don't feel like I matter to others	2/12/2018 4:13 PM
5	probably my own choices I don't work at it	2/8/2018 4:33 PM
6	New to area-tried different groups and find that people don't welcome you openly	12/8/2017 12:58 PM
7	MMAR patient still stigmatized by it	11/16/2017 4:16 PM
8	Waiting for second knee replacement	10/25/2017 10:11 AM
9	Family dynamics, concerns	10/24/2017 12:32 PM
10	general feeling of not belonging	10/24/2017 11:31 AM
11	can't put my finger on it	10/24/2017 11:22 AM
12	widower, hard to go by oneself	10/24/2017 9:26 AM
13	Marital Status	10/23/2017 2:33 PM
14	Just moved here	8/11/2017 1:34 PM
15	Not born in the area	7/13/2017 1:28 PM
16	Health Condition - others too concerned.	7/13/2017 10:42 AM
17	Don't smile a lot	7/13/2017 9:31 AM
18	No feelings of discomfort from the community.	6/28/2017 5:42 PM

Q17 In general, would you say your physical health is:

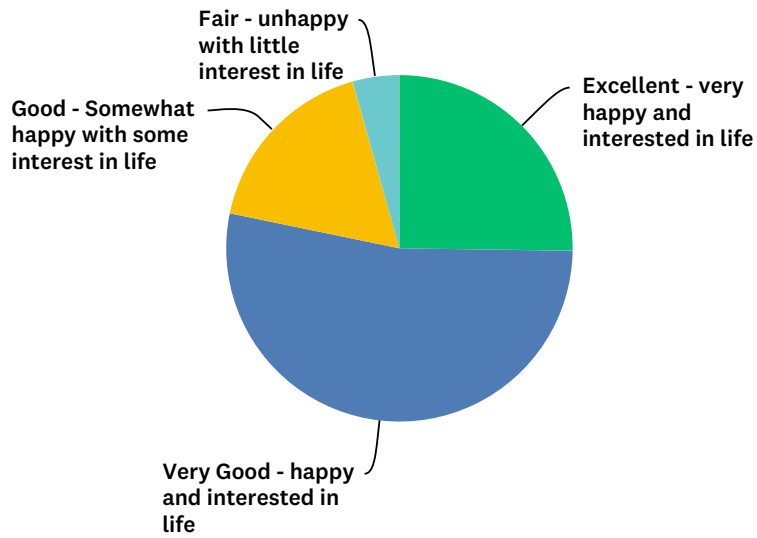
Answered: 115 Skipped: 11



ANSWER CHOICES	RESPONSES	
Excellent	15.65%	18
Very Good	37.39%	43
Good	27.83%	32
Fair	16.52%	19
Poor	2.61%	3
TOTAL		115

Q18 In general, would you say your mental health is:

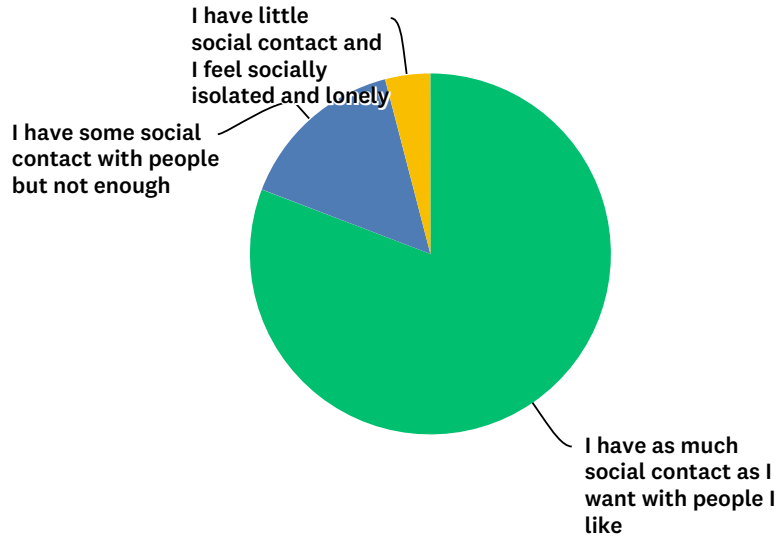
Answered: 115 Skipped: 11



ANSWER CHOICES	RESPONSES	
Excellent - very happy and interested in life	25.22%	29
Very Good - happy and interested in life	53.04%	61
Good - Somewhat happy with some interest in life	17.39%	20
Fair - unhappy with little interest in life	4.35%	5
Poor - so unhappy that life is not worthwhile	0.00%	0
TOTAL		115

Q19 If you think of the social contact you've had with people you like, which of the following statements best describes your situation?

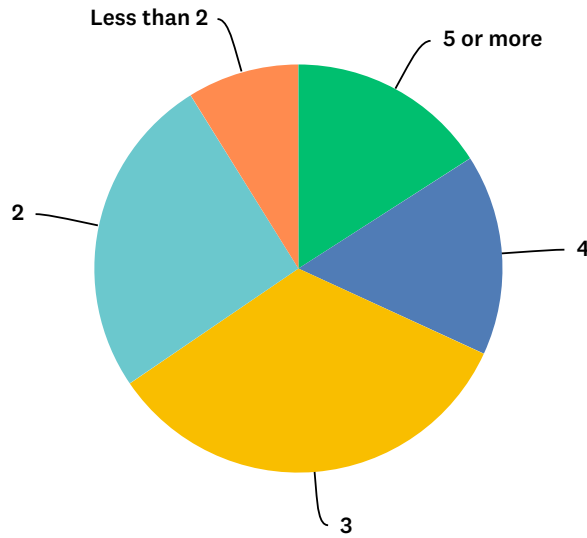
Answered: 99 Skipped: 27



ANSWER CHOICES	RESPONSES	
I have as much social contact as I want with people I like	80.81%	80
I have some social contact with people but not enough	15.15%	15
I have little social contact and I feel socially isolated and lonely	4.04%	4
TOTAL		99

Q20 How many pieces or servings of fruit and vegetables do you eat in a day? (Fresh, canned or frozen)

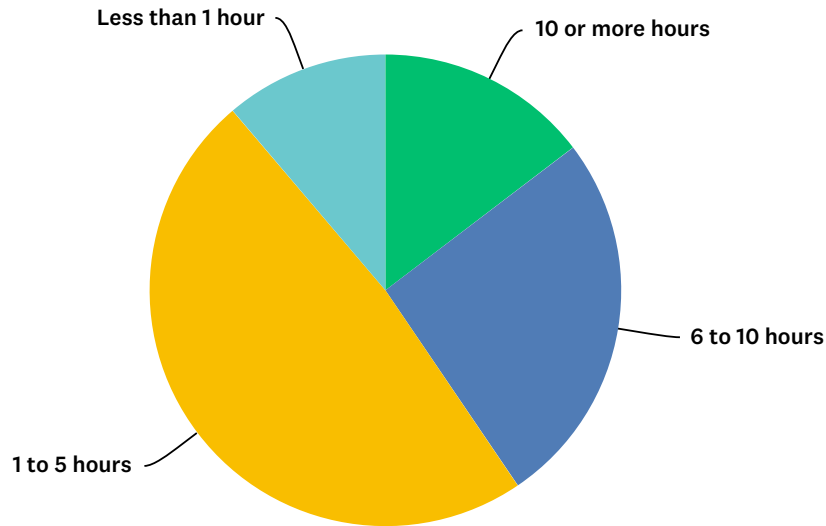
Answered: 113 Skipped: 13



ANSWER CHOICES	RESPONSES	
5 or more	15.93%	18
4	15.93%	18
3	33.63%	38
2	25.66%	29
Less than 2	8.85%	10
TOTAL		113

Q21 How much time do you spend in physical leisure activities in a typical week (example walking, gardening, exercise class or playing a sport)

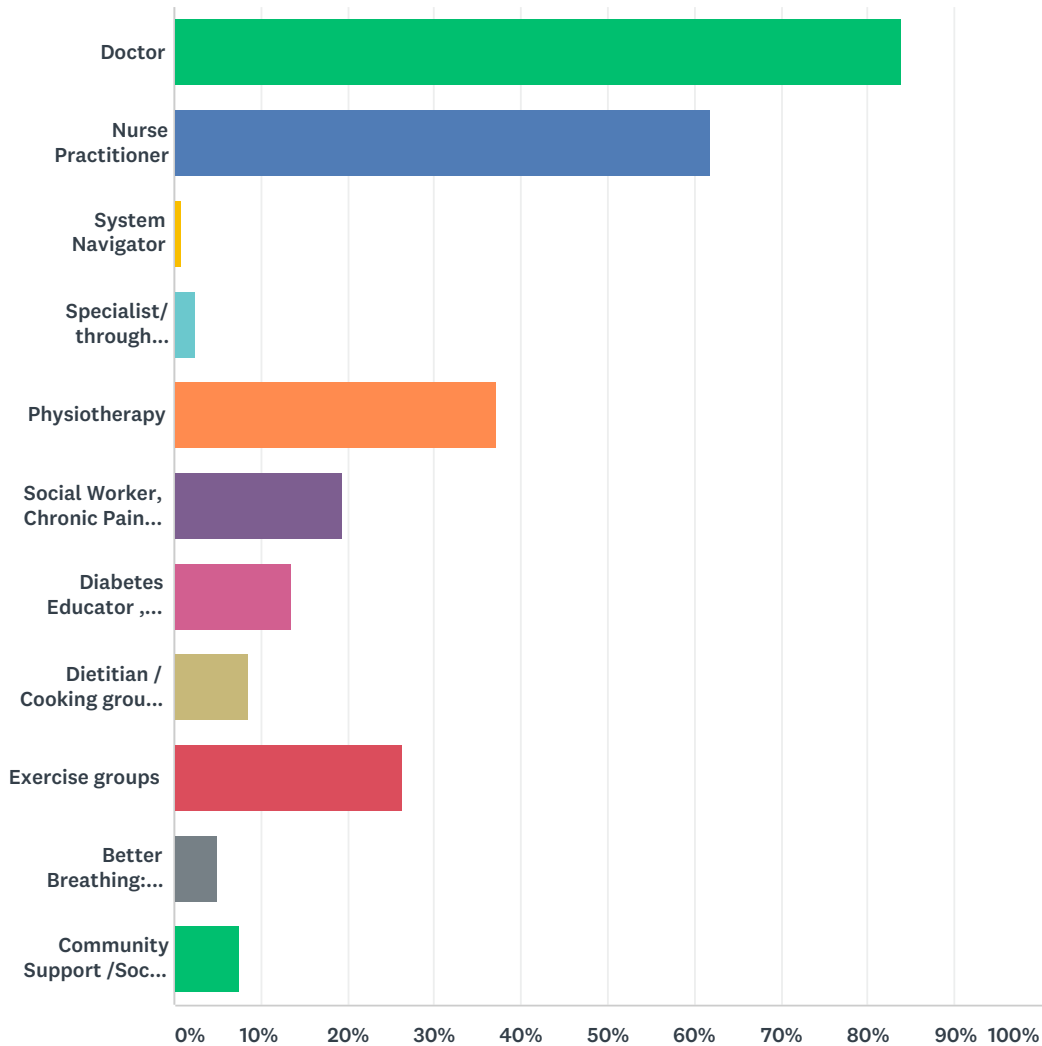
Answered: 116 Skipped: 10



ANSWER CHOICES	RESPONSES	
10 or more hours	14.66%	17
6 to 10 hours	25.86%	30
1 to 5 hours	48.28%	56
Less than 1 hour	11.21%	13
TOTAL		116

Q22 In the last year which services or providers have you seen? (Choose all that apply:)

Answered: 118 Skipped: 8



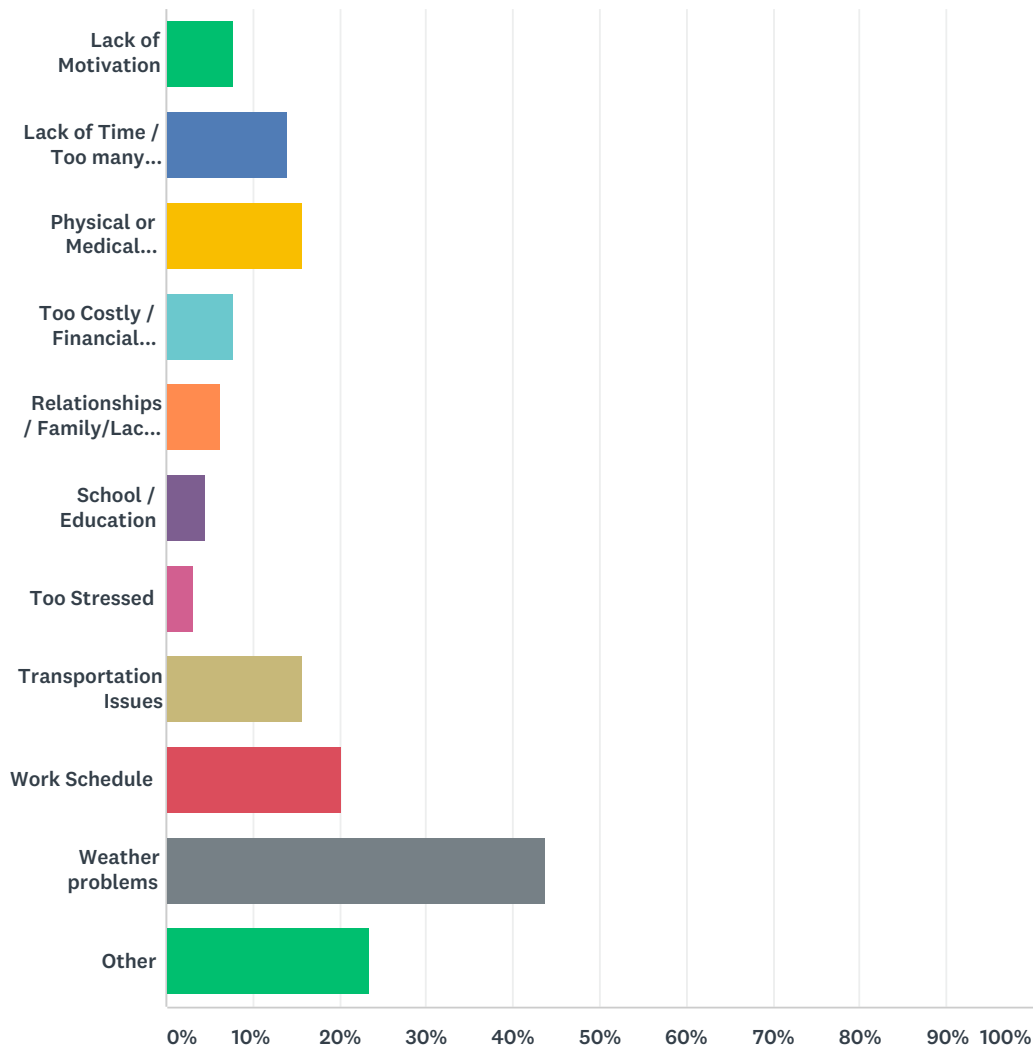
ANSWER CHOICES	RESPONSES
Doctor	83.90% 99
Nurse Practitioner	61.86% 73
System Navigator	0.85% 1
Specialist/ through OTN-Telemedicine Nurse (Ontario Television Network)	2.54% 3
Physiotherapy	37.29% 44
Social Worker, Chronic Pain, Mindfulness Programs	19.49% 23
Diabetes Educator , Nurse/Dietitian,	13.56% 16
Dietitian / Cooking groups, Craving Change	8.47% 10
Exercise groups	26.27% 31

Client Satisfaction Survey 2017

Better Breathing: Respiratory Therapist, Occupational Therapist, Kinesiologist	5.08%	6
Community Support /Social Program: Alzheimer's, Low Vision Clinic, Parkinson's, Sunset Cinema, Savanna Strollers, Museum Walkers, Minds in Motion, Memory & Aging, Coffee Time	7.63%	9
Total Respondents: 118		

Q23 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: 64 Skipped: 62



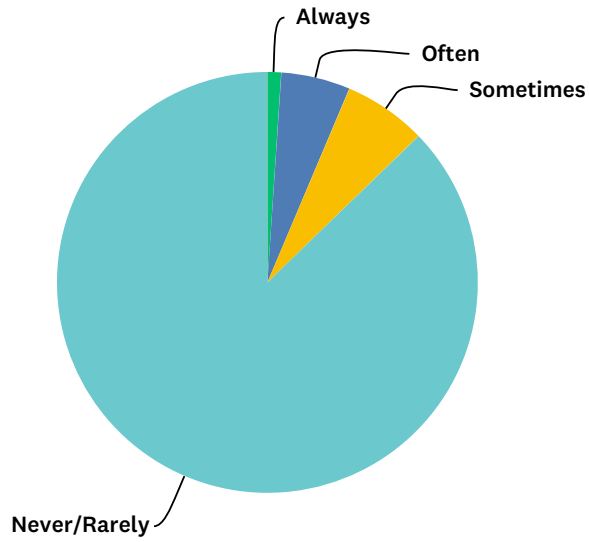
ANSWER CHOICES	RESPONSES
Lack of Motivation	7.81% 5
Lack of Time / Too many commitments or responsibilities	14.06% 9
Physical or Medical Condition	15.63% 10
Too Costly / Financial Concerns	7.81% 5
Relationships / Family/Lack Social Support	6.25% 4
School / Education	4.69% 3
Too Stressed	3.13% 2
Transportation Issues	15.63% 10
Work Schedule	20.31% 13

Client Satisfaction Survey 2017

Weather problems	43.75%	28
Other	23.44%	15
Total Respondents: 64		

Q24 Do you face barriers to accessible reliable transportation?

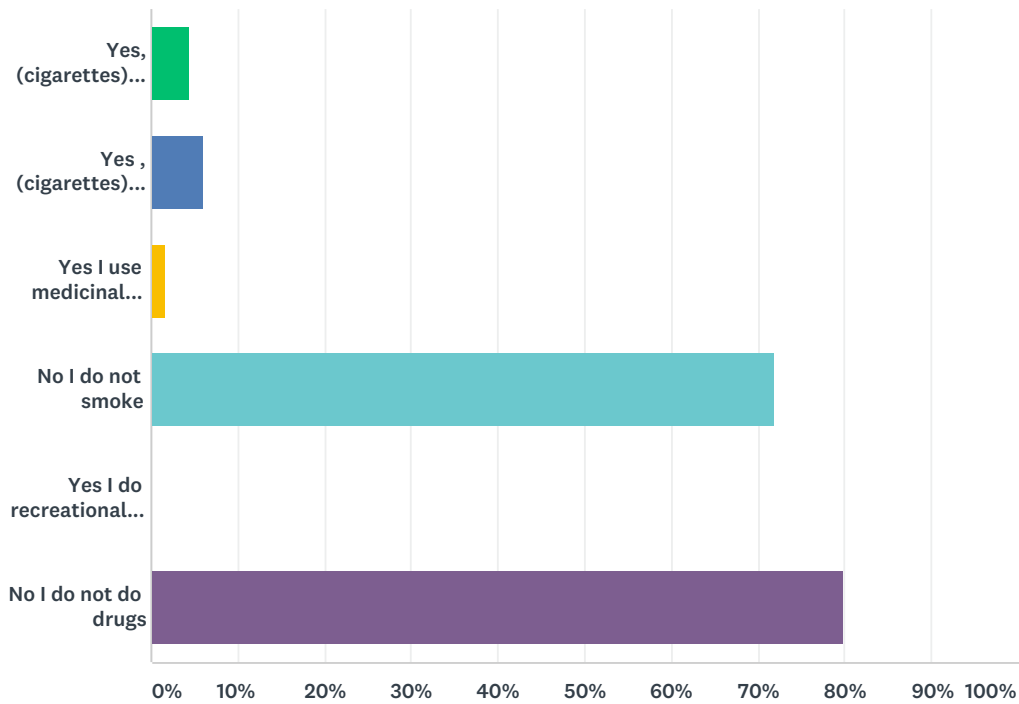
Answered: 94 Skipped: 32



ANSWER CHOICES	RESPONSES	
Always	1.06%	1
Often	5.32%	5
Sometimes	6.38%	6
Never/Rarely	87.23%	82
Other	0.00%	0
TOTAL		94

Q25 Smoking and Recreational Drugs: I smoke: (cigarettes, marijuana, vape etc.)

Answered: 114 Skipped: 12

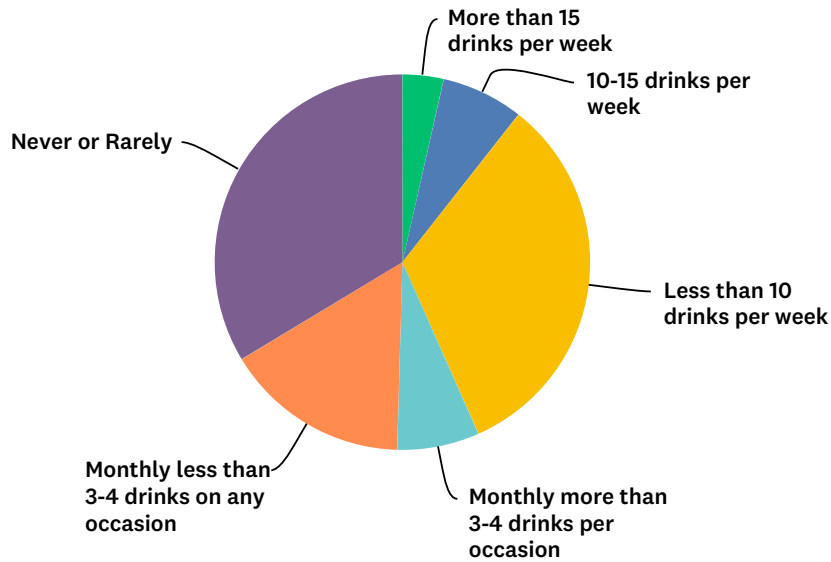


ANSWER CHOICES	RESPONSES
Yes, (cigarettes)10 or more a day	4.39% 5
Yes , (cigarettes)less than 10 a day	6.14% 7
Yes I use medicinal marijuana	1.75% 2
No I do not smoke	71.93% 82
Yes I do recreational drugs: Pills, marijuana etc. (Please list in Comment Box)	0.00% 0
No I do not do drugs	79.82% 91
Total Respondents: 114	

#	COMMENT BOX	DATE
1	5 cigarettes a day	3/12/2018 9:53 AM
2	i am a MMAR patient medical marijuana	11/16/2017 4:16 PM
3	I have never smoked or done drugs	9/12/2017 11:45 AM
4	Started Smoking cessation program	8/11/2017 1:34 PM
5	Rarely smoke	7/13/2017 11:58 AM

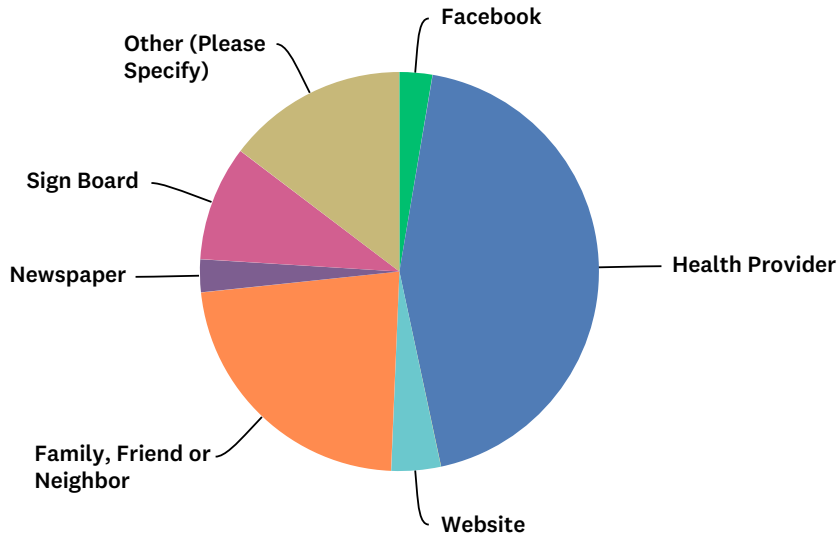
Q26 I drink alcohol

Answered: 113 Skipped: 13



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

Answered: 75 Skipped: 51

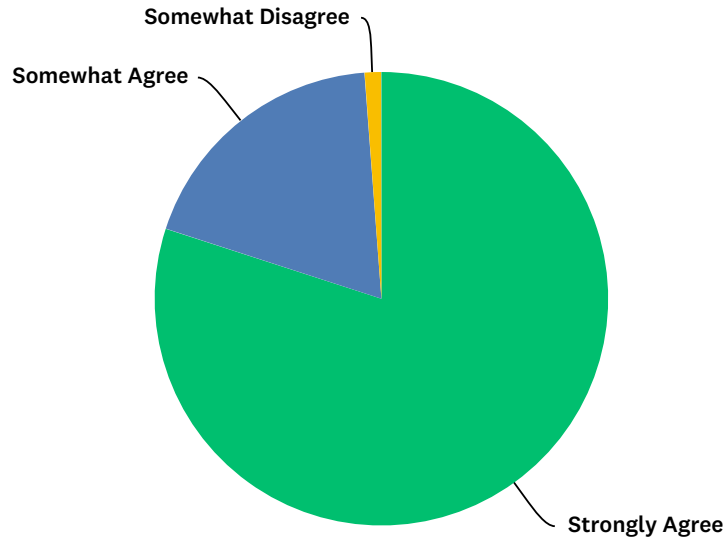


ANSWER CHOICES	RESPONSES	
Facebook	2.67%	2
Health Provider	44.00%	33
Poster	0.00%	0
Website	4.00%	3
Family, Friend or Neighbor	22.67%	17
Newspaper	2.67%	2
Sign Board	9.33%	7
Other (Please Specify)	14.67%	11
TOTAL		75

#	OTHER (PLEASE SPECIFY)	DATE
1	family, newspaper	1/24/2018 5:02 PM
2	referred to physio after breaking arm	12/8/2017 12:58 PM
3	Health Provider, family, Calendar in reception area	12/6/2017 11:11 AM
4	newspaper	11/16/2017 4:16 PM
5	what group?	10/24/2017 11:31 AM
6	facebook , health provider ,poster website, family	10/24/2017 10:21 AM
7	Have not attended a group here	9/15/2017 11:50 AM
8	Resident of the Village	9/12/2017 11:45 AM
9	GBCHC	7/13/2017 2:49 PM
10	Health Provider & Family Friend or Neighbour	7/13/2017 1:28 PM
11	health provider and website	7/13/2017 11:58 AM

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

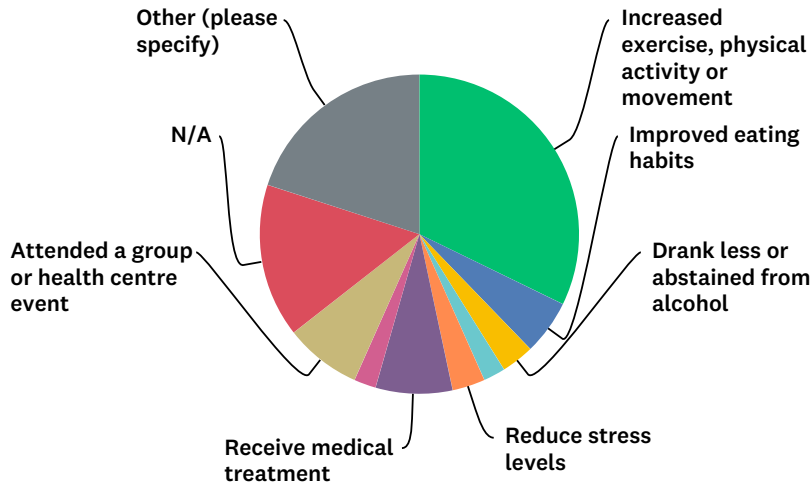
Answered: 85 Skipped: 41



ANSWER CHOICES	RESPONSES	
Strongly Agree	80.00%	68
Somewhat Agree	18.82%	16
Somewhat Disagree	1.18%	1
Strongly Disagree	0.00%	0
TOTAL		85

Q29 In the past 12 months have you done any of the following to improve your health as a result of services received by GBACHC?

Answered: 90 Skipped: 36



ANSWER CHOICES	RESPONSES	
Increased exercise, physical activity or movement	32.22%	29
Improved eating habits	5.56%	5
Drank less or abstained from alcohol	3.33%	3
Smoked Less or Quit Smoking	2.22%	2
Reduce stress levels	3.33%	3
Receive medical treatment	7.78%	7
Receive counselling	2.22%	2
Attended a group or health centre event	7.78%	7
N/A	15.56%	14
Other (please specify)	20.00%	18
TOTAL		90

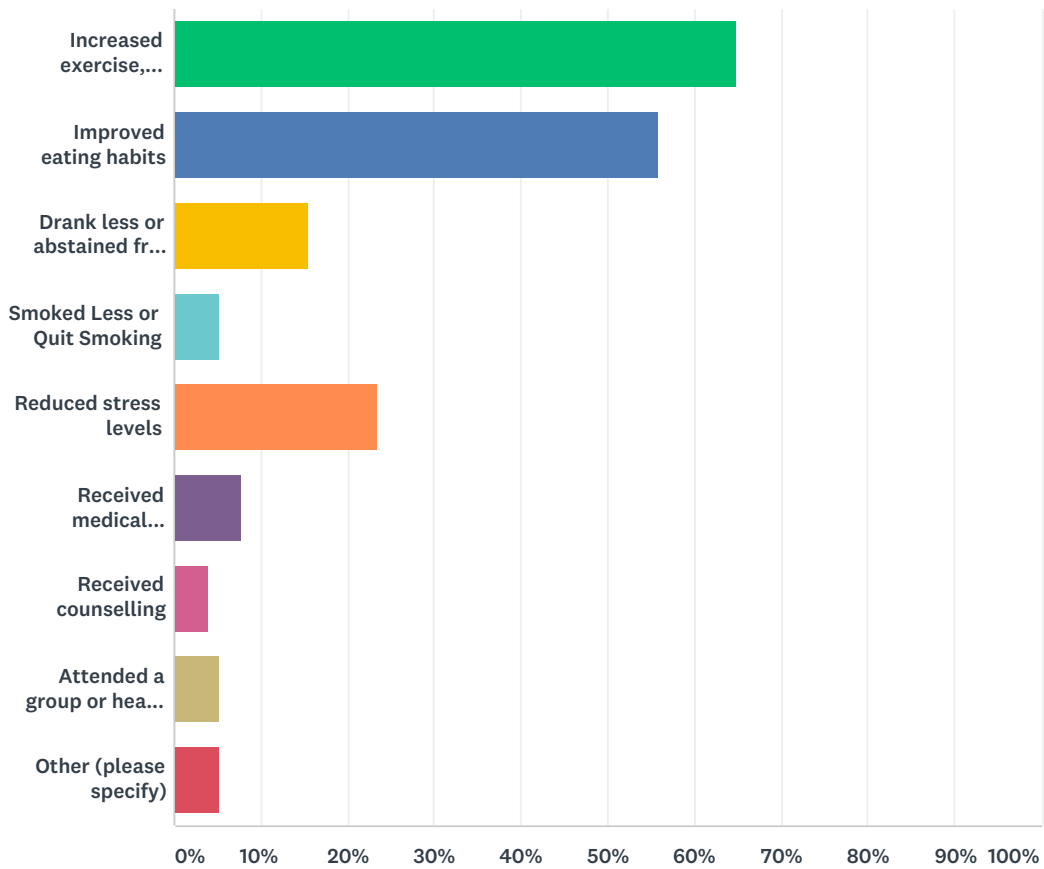
#	OTHER (PLEASE SPECIFY)	DATE
1	I do the fitness class with Joy and I definitely feel I am healthy because of this.	3/12/2018 9:21 AM
2	attended a group, received medical treatment	2/12/2018 4:13 PM
3	received counselling, attended a group, received medical treatment, improved eating and physical exercise	2/12/2018 3:44 PM
4	only been in GB for 3 months, physio since October	12/8/2017 12:58 PM
5	Improved eating and reduce stress	12/6/2017 11:11 AM
6	Exercise, reduce stress, receive medical treatment	11/16/2017 4:16 PM
7	Attended a group, improved eating, received medical treatment	11/10/2017 10:47 AM

Client Satisfaction Survey 2017

8	exercise eating habits	11/7/2017 5:20 PM
9	increased exercise, improved eating habits, receive medical treatments	11/7/2017 5:11 PM
10	increase exercise and better eating	10/24/2017 9:26 AM
11	Improve eating habits , drank less, increase exercise	10/4/2017 10:35 AM
12	improve eating, exercise , receive medical treatments counselling	9/15/2017 11:50 AM
13	medical treatments and improved eating- followed doctors orders	9/12/2017 11:45 AM
14	counselling	8/11/2017 1:39 PM
15	Had problem with foot fixed	8/11/2017 1:34 PM
16	Increased exercise & improve eating habits	7/13/2017 11:05 AM
17	Also - Improved eating habits, drank less or abstained from alcohol, reduce stress levels, receive medical treatment, attended a group or health centre event, other: retired.	7/13/2017 10:42 AM
18	Increased exercise, physical activity or movement, improved eating habits, drank less or abstained from alcohol.	7/13/2017 10:31 AM

Q30 Do you think there is anything else you could do to improve your health? If Yes Please check appropriately. If No leave unchecked.

Answered: 77 Skipped: 49



ANSWER CHOICES	RESPONSES
Increased exercise, physical activity or movement	64.94% 50
Improved eating habits	55.84% 43
Drank less or abstained from alcohol	15.58% 12
Smoked Less or Quit Smoking	5.19% 4
Reduced stress levels	23.38% 18
Received medical treatment	7.79% 6
Received counselling	3.90% 3
Attended a group or health centre event	5.19% 4
Other (please specify)	5.19% 4
Total Respondents: 77	

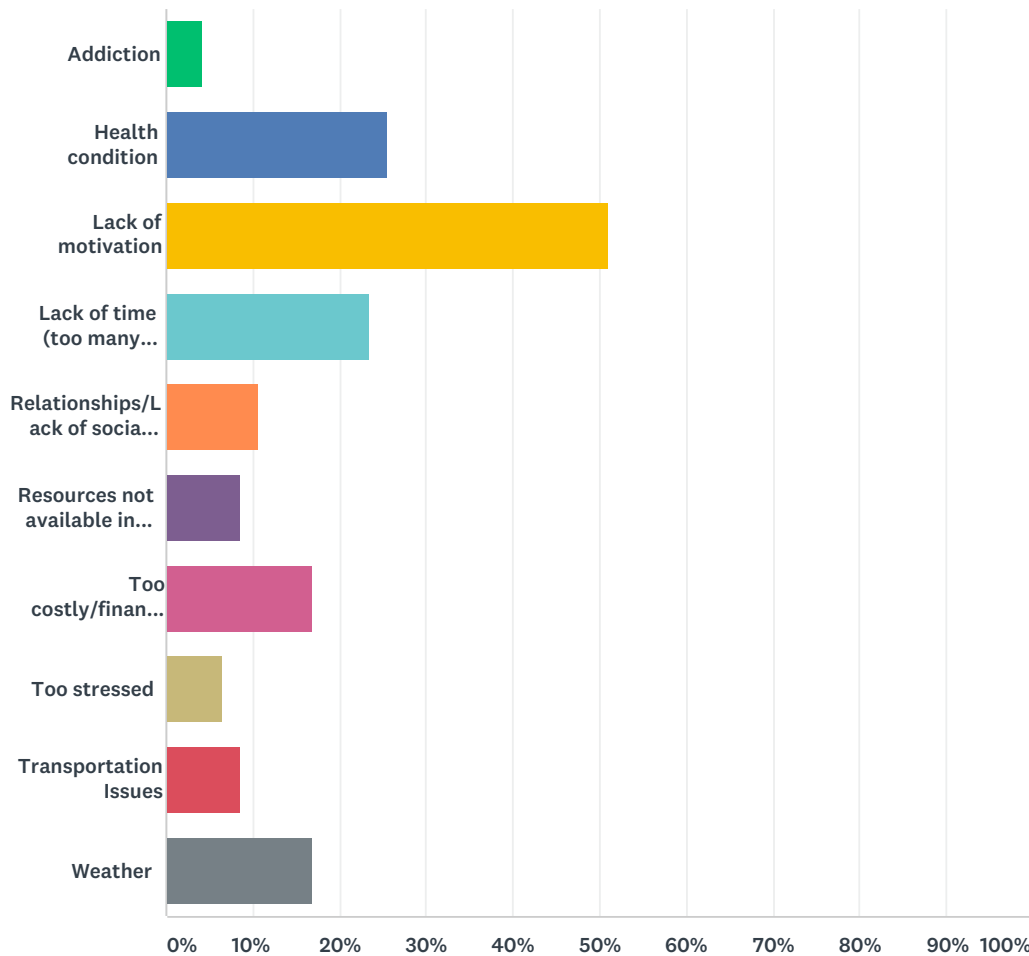
#	OTHER (PLEASE SPECIFY)	DATE
1	Lose weight	3/12/2018 9:40 AM

Client Satisfaction Survey 2017

2	I'm so pleased with the exercise programs Joy leads on Tues & Thurs & Sat am	3/12/2018 9:21 AM
3	Sometimes feel that its pointless, I'm not making progress. I have memory issues too	2/12/2018 4:13 PM
4	recently widowed could plan and prepare meals better	2/12/2018 3:54 PM

Q31 Is there anything stopping you from making this change or improvement? If Yes choose all that apply. If No leave blank.

Answered: 47 Skipped: 79



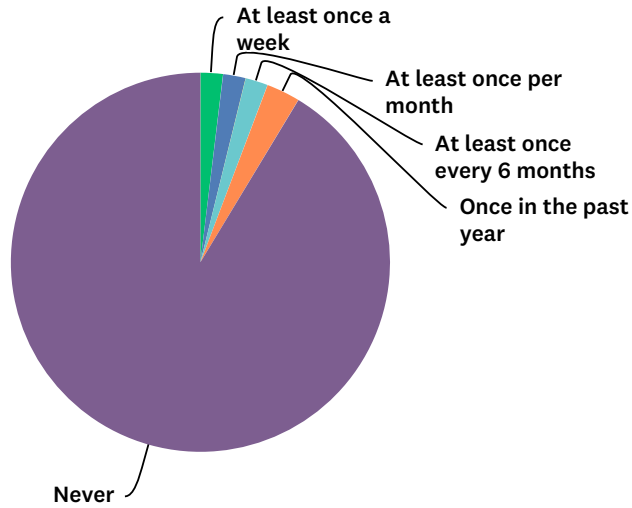
ANSWER CHOICES	RESPONSES	
Addiction	4.26%	2
Health condition	25.53%	12
Lack of motivation	51.06%	24
Lack of time (too many commitments or responsibilities)	23.40%	11
Relationships/Lack of social support	10.64%	5
Resources not available in the area/location of resources	8.51%	4
Too costly/financial constraints	17.02%	8
Too stressed	6.38%	3
Transportation Issues	8.51%	4
Weather	17.02%	8

Client Satisfaction Survey 2017

Total Respondents: 47

Q32 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?

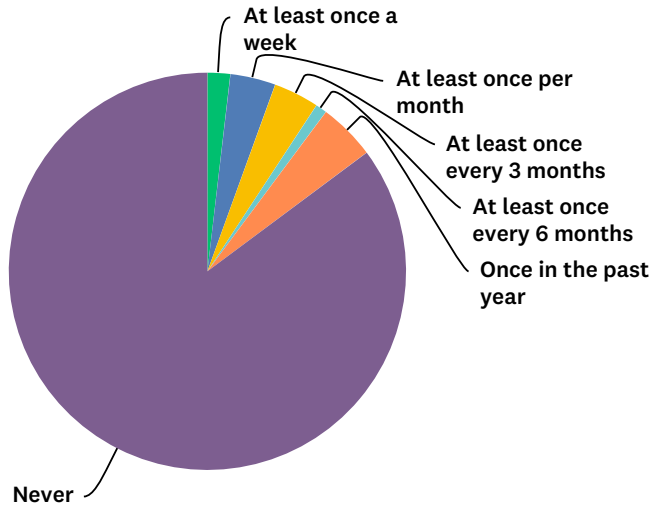
Answered: 104 Skipped: 22



ANSWER CHOICES	RESPONSES	
At least once a week	1.92%	2
At least once per month	1.92%	2
At least once every 3 months	0.00%	0
At least once every 6 months	1.92%	2
Once in the past year	2.88%	3
Never	91.35%	95
Other	0.00%	0
TOTAL		104

Q33 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)?

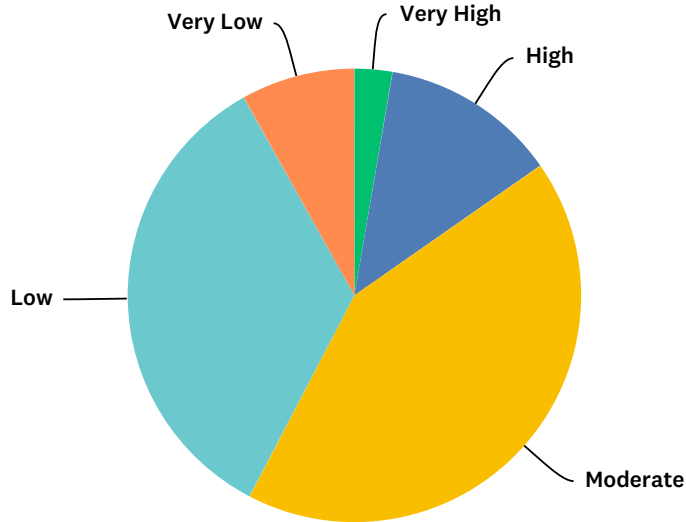
Answered: 108 Skipped: 18



ANSWER CHOICES	RESPONSES	
At least once a week	1.85%	2
At least once per month	3.70%	4
At least once every 3 months	3.70%	4
At least once every 6 months	0.93%	1
Once in the past year	4.63%	5
Never	85.19%	92
Other	0.00%	0
TOTAL		108

Q34 How would you describe your level of stress?How would you describe your level of stress?

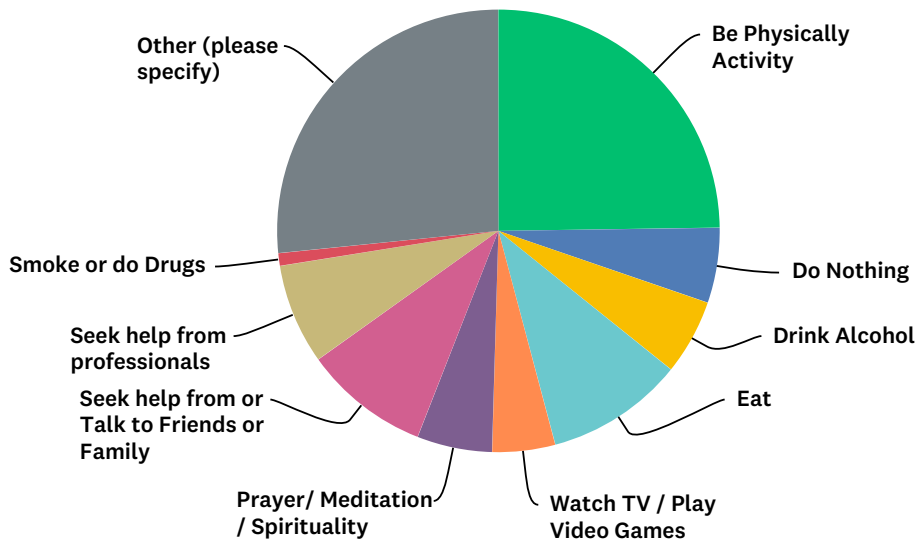
Answered: 111 Skipped: 15



ANSWER CHOICES	RESPONSES	
Very High	2.70%	3
High	12.61%	14
Moderate	42.34%	47
Low	34.23%	38
Very Low	8.11%	9
TOTAL		111

Q35 How do you deal with your stress? (Choose all that apply)

Answered: 109 Skipped: 17



ANSWER CHOICES	RESPONSES	
Be Physically Activity	24.77%	27
Do Nothing	5.50%	6
Drink Alcohol	5.50%	6
Eat	10.09%	11
Watch TV / Play Video Games	4.59%	5
Prayer/ Meditation / Spirituality	5.50%	6
Seek help from or Talk to Friends or Family	9.17%	10
Seek help from professionals	7.34%	8
Smoke or do Drugs	0.92%	1
Other (please specify)	26.61%	29
TOTAL		109

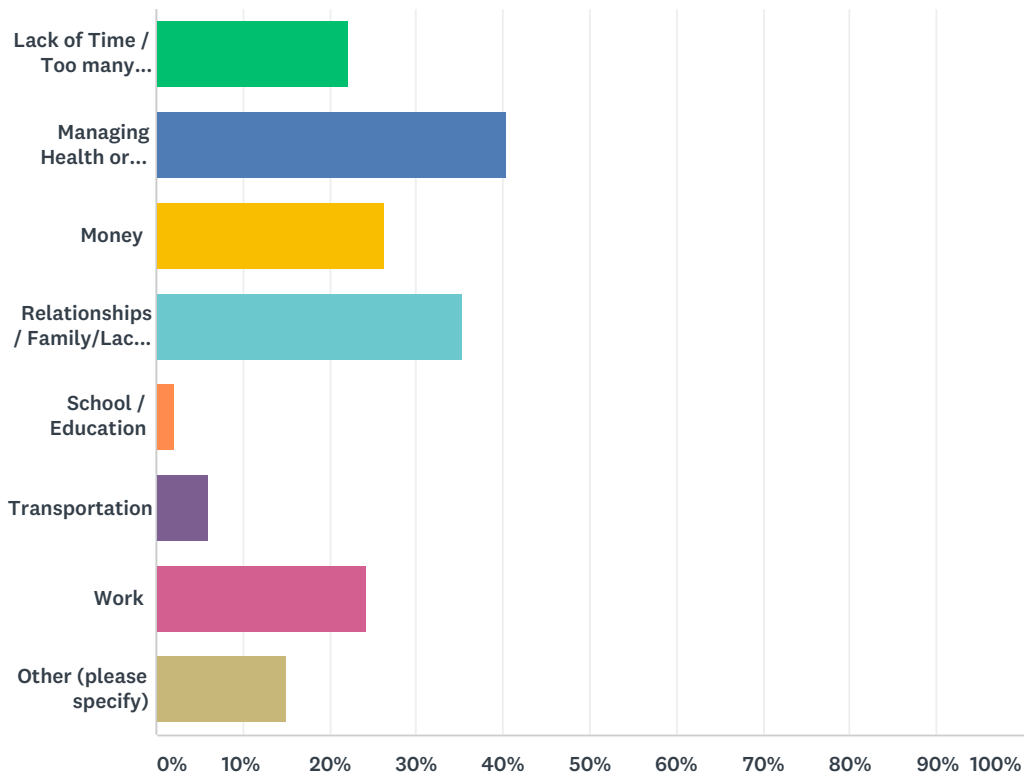
#	OTHER (PLEASE SPECIFY)	DATE
1	Tai Chi	3/12/2018 9:47 AM
2	seek, help, eat, watch tv	3/8/2018 4:03 PM
3	crafts,	2/26/2018 3:59 PM
4	Don't have stress	1/30/2018 11:51 AM
5	physically active and read	12/8/2017 12:58 PM
6	be active, drink alcohol, prayer, seek help from family, smoke or do drugs	11/16/2017 4:16 PM
7	sew , clean house, do stuff to take mind off of things	10/24/2017 12:32 PM
8	prayer, physical activity, seek help from friends and family	10/24/2017 10:21 AM

Client Satisfaction Survey 2017

9	prayer	10/24/2017 9:33 AM
10	prayer	10/24/2017 9:26 AM
11	active, eat, watch tv, write, read	10/23/2017 3:02 PM
12	Active, watch tv	10/23/2017 2:58 PM
13	active, read	10/23/2017 2:41 PM
14	seek help, eat	10/23/2017 2:33 PM
15	activity, eat and watch tv	10/4/2017 10:35 AM
16	physically active, prayer	9/15/2017 11:56 AM
17	physical activity, seek help from family or professionals	9/15/2017 11:50 AM
18	Family illness causes stress which can't be avoided	9/12/2017 11:45 AM
19	Watch tv	8/11/2017 2:54 PM
20	Prayer	8/11/2017 1:43 PM
21	Prayer/Meditation/Spiritually, Seek help from or talk to friends and family, other: talk to wife and play with family	7/13/2017 2:49 PM
22	Physically Active, watch tv/play video games, prayer/meditation/spiritually, seek help from or talk to friends or family, seek help from professionals.	7/13/2017 1:28 PM
23	Be physically active, prayer/meditation/spiritually, seek help from or talk to friends or family	7/13/2017 11:58 AM
24	Do nothing, eat, watch tv/play video games	7/13/2017 11:05 AM
25	All of the above except smoke & drugs	7/13/2017 10:59 AM
26	Be physically active, drink alcohol, eat	7/13/2017 10:48 AM
27	Also - Eat, Watch TV, Seek help from or talk to friends or family, other: read, go to the beach.	7/13/2017 10:42 AM
28	Drink alcohol and eat	7/13/2017 10:31 AM
29	Eat, Watch TV/Play Video Games, Seek help from professionals, Smoke Cigarettes	7/13/2017 9:31 AM

Q36 hat factors affect your level of stress the most? (Choose all that apply)

Answered: 99 Skipped: 27



ANSWER CHOICES	RESPONSES	
Lack of Time / Too many commitments or responsibilities	22.22%	22
Managing Health or conditions (your own or someone else)	40.40%	40
Money	26.26%	26
Relationships / Family/Lack of Social Support	35.35%	35
School / Education	2.02%	2
Transportation	6.06%	6
Work	24.24%	24
Other (please specify)	15.15%	15
Total Respondents: 99		

#	OTHER (PLEASE SPECIFY)	DATE
1	Illness-elderly parent, and adult child struggling financially	3/12/2018 9:53 AM
2	My life is pretty low stressed	3/12/2018 9:21 AM
3	marriage	3/8/2018 4:03 PM
4	lack of sun and unable to safely walk outside in the winter conditions	3/8/2018 3:58 PM

Client Satisfaction Survey 2017

5	fixed income is stressful	2/12/2018 4:13 PM
6	Loneliness- nights/evening as recent widow	2/12/2018 3:54 PM
7	i have chronic fatigue . I nap a lot and am tired	2/8/2018 4:41 PM
8	Don't have stress	1/30/2018 11:51 AM
9	some frustration after stroke-learning to cope and new limitations	1/24/2018 5:02 PM
10	Not enough	12/6/2017 11:11 AM
11	difficulty sleeping	11/22/2017 5:15 PM
12	Caregiver	10/25/2017 10:11 AM
13	Spouse illness	9/12/2017 11:45 AM
14	plain lazy	8/11/2017 2:54 PM
15	Nothing in particular	7/13/2017 2:56 PM

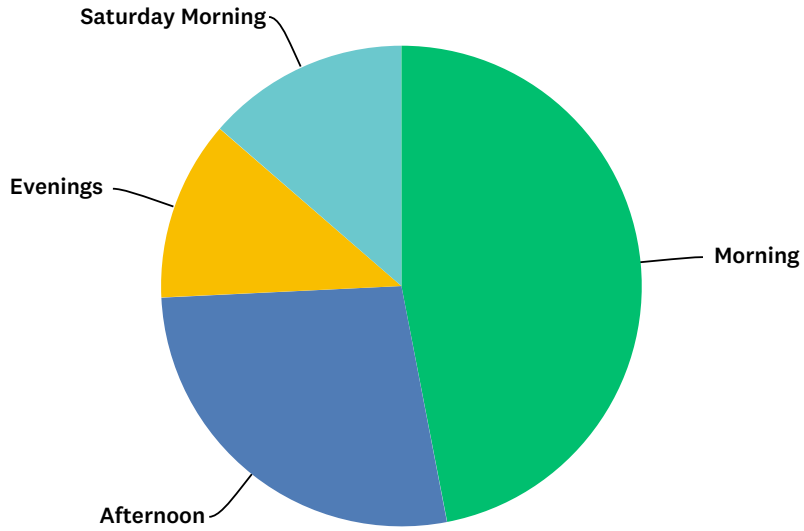
Q37 Please tell us any group or education sessions you think would improve you and your family's health and wellbeing.

Answered: 32 Skipped: 94

#	RESPONSES	DATE
1	Stress management course	3/12/2018 9:57 AM
2	Weight loss group	3/12/2018 9:40 AM
3	more fitness facilities & programs,Hub YMCA needed	3/12/2018 9:36 AM
4	Expanded walk in clinic hours	3/12/2018 9:24 AM
5	women's health issues due to digestive issues	3/8/2018 3:58 PM
6	indoor walking track	3/8/2018 3:54 PM
7	meditation	3/8/2018 3:48 PM
8	Community Hub with more activities	3/8/2018 3:40 PM
9	meal planning	3/8/2018 3:25 PM
10	Healthy Hearts	2/26/2018 3:53 PM
11	Dance classes, happy doing something together, exercise getting out- music= happy feeling	2/12/2018 4:13 PM
12	Arthritis support group for my spouse	2/8/2018 4:33 PM
13	family counselling	1/30/2018 11:55 AM
14	Diabetic education for my husband	12/8/2017 12:58 PM
15	Discuss menopause and how it affects all aspects of your life	11/22/2017 5:15 PM
16	not sure	11/20/2017 2:58 PM
17	thinking about it	11/16/2017 4:16 PM
18	None	11/16/2017 4:09 PM
19	round table talking with others who have same/similar long term health issues	10/25/2017 10:11 AM
20	Session with cooking class	10/25/2017 10:04 AM
21	Exercise	10/24/2017 12:38 PM
22	A gym	10/24/2017 11:31 AM
23	self compassion	10/24/2017 10:21 AM
24	unknown	9/15/2017 11:50 AM
25	We are coping okay	9/12/2017 11:45 AM
26	Workshops on Career development and money management	8/11/2017 9:03 AM
27	none that I know of	7/14/2017 11:41 AM
28	Depends on my next results regarding cancer	7/13/2017 3:54 PM
29	not required	7/13/2017 2:56 PM
30	If there was a club or group, or guest speakers to learn about everyone's cultures.	7/13/2017 2:49 PM
31	n/a	7/13/2017 10:48 AM
32	Seeing Mickey - She helps	7/13/2017 9:31 AM

Q38 When is the best time to schedule these sessions?

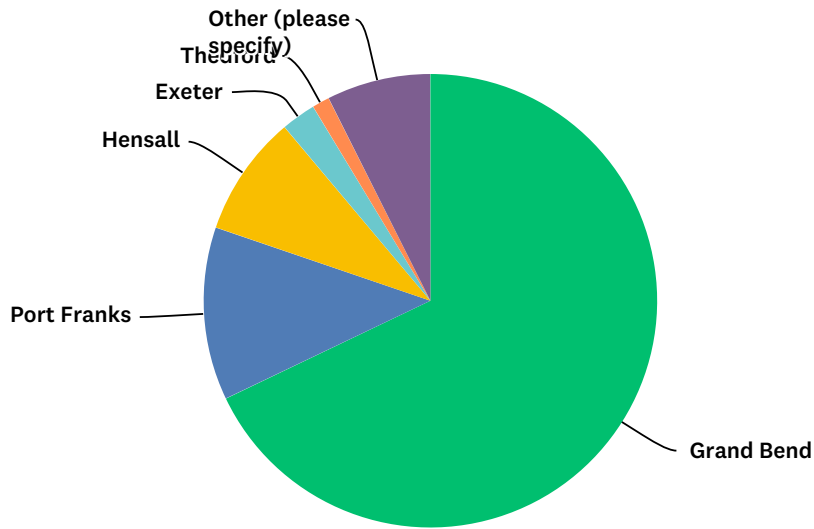
Answered: 66 Skipped: 60



ANSWER CHOICES	RESPONSES	
Morning	46.97%	31
Afternoon	27.27%	18
Evenings	12.12%	8
Saturday Morning	13.64%	9
TOTAL		66

Q39 Where would you like programs to be located?:

Answered: 81 Skipped: 45

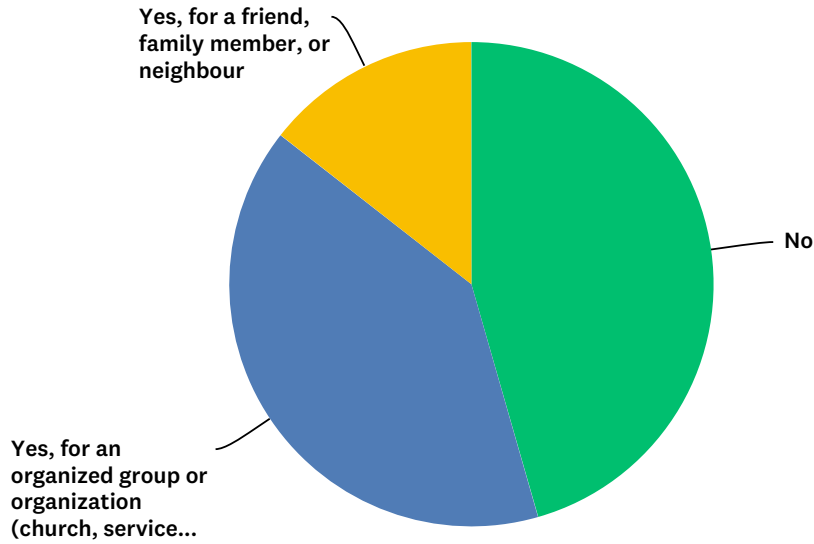


ANSWER CHOICES	RESPONSES	
Grand Bend	67.90%	55
Port Franks	12.35%	10
Hensall	8.64%	7
Exeter	2.47%	2
Thedford	1.23%	1
Other (please specify)	7.41%	6
TOTAL		81

#	OTHER (PLEASE SPECIFY)	DATE
1	Forest	3/8/2018 4:03 PM
2	Port Franks Thedford, Grand Bend. Saturday mornings good	2/26/2018 3:59 PM
3	Zurich or Grand Bend	2/12/2018 4:18 PM
4	GB , Hensall and Exeter	10/24/2017 12:47 PM
5	Grnad Bend, Port Franks, or Thedford	9/15/2017 11:50 AM
6	There are many folks here dealing with stress if they were accommodated with counselling maybe if would be a help for them	9/12/2017 11:45 AM

Q40 During the past year did you volunteer?

Answered: 90 Skipped: 36



ANSWER CHOICES	RESPONSES	
No	45.56%	41
Yes, for an organized group or organization (church, service club etc.)	40.00%	36
Yes, for a friend, family member, or neighbour	14.44%	13
TOTAL		90

Q41 Any other comments about GBACHC or our services?

Answered: 24 Skipped: 102

#	RESPONSES	DATE
1	We are lucky to have this facility and free programs	3/12/2018 9:53 AM
2	I am disappointed that when I feel I really require my doctor I can very seldom get to see him within 2 weeks. i very rarely need my doctor and then i am told I can see a nurse. If I wanted to see a nurse, i would have asked for one.	3/12/2018 9:47 AM
3	More exercise classes for active seniors	3/12/2018 9:40 AM
4	It meets my needs	3/12/2018 9:30 AM
5	Women Can Cook or cooking for one	3/8/2018 3:54 PM
6	Keep up the great work!	3/8/2018 3:48 PM
7	Love it! Thank you!	2/26/2018 3:53 PM
8	Winter is a difficult time. I've experienced what its like to be a shut in. Would like to have a place to safely walk in the winter, to meet up with other people inside when the weather is inclement. The movies are nice but seating too uncomfortable for me.	2/12/2018 4:13 PM
9	one reason why we moved here to retire. Hope it can continue to grow with the communities growth!	2/12/2018 4:03 PM
10	Great health care! Great staff!	2/12/2018 3:54 PM
11	Your services are very good. You have many groups or people who can help	12/6/2017 11:11 AM
12	Great service. Workers always ready to meet my needs thank you	11/22/2017 5:25 PM
13	Because of an accident in 2016 (head injury) my husbands life has changed dramatically. We were fortunate to be accepted by GBACHC a year ago and have nothing but praise for the services we receive. Keep up the good work!	10/25/2017 10:11 AM
14	No problem with here. very happy . Always a please to come here. It makes my day	10/24/2017 9:26 AM
15	You are all lovely friendly people & we always feel well looked after here.	10/23/2017 3:02 PM
16	we are blessed to have the folks here to help us	9/12/2017 11:45 AM
17	I get treated good always	8/11/2017 2:54 PM
18	It's great here! Fun and very Friendly clinic	8/11/2017 9:03 AM
19	none	7/14/2017 11:41 AM
20	You are all great! We moved here from London 4 years ago. I have had a lot of health surprises and really appreciate being here. Thank you - Alexis Devlin	7/13/2017 3:54 PM
21	Staff are Excellent !!	7/13/2017 2:56 PM
22	Always always never give up asking about how to improve, you're taking the right steps, thx	7/13/2017 2:49 PM
23	I feel fortunate for access to great care for myself and family.	7/13/2017 11:58 AM
24	It would help if the staff, not so much the doctors, wore name tags. I don't think the last name is necessary though.	6/28/2017 5:42 PM