

2021-22 Patient Client Satisfaction Survey

99% said the overall experience with reception staff was good to excellent.

98% said the overall sense of feeling welcomed and safe at the GBACHC was good to excellent.

98% said the overall experience accessing an appointment was good to excellent.

97% said their healthcare provider listened to their concerns and answered questions satisfactorily.

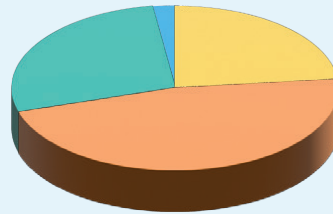
96% said their healthcare provider involved them in care and treatment decisions.

88% received an appointment in a timely manner when they were sick or concerned about their health.

84% felt comfortable and safe having a virtual appointment.

49% would be interested in receiving some aspects of care virtually (e.g., test results and prescription renewals) when the pandemic ends.

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Staff is very knowledgeable and take their time to ensure you understand.
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The last time you needed urgent care, how many days did it take from appointment request to the appointment day?

Same Day: 58 2-19 Days: 115
Next Day: 68 20+ Days: 5

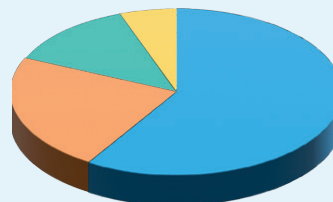


In the past year, with which healthcare provider or program did you have an appointment or session?

Nurse Practitioner: 204 Physiotherapist: 40
Respiratory Therapist: 8 Social Worker: 37
Specialist Through OTN: 4 Physician: 275
Dietitian: 36 Exercise Program: 25
Diabetes Educator: 36 Education Program: 9

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It's been good learning about diabetes and keeping mine under control. I really appreciate the staff at the GBACHC, really caring people.
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Virtual care implementation was awesome. Responding to the pandemic was outstanding.
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