

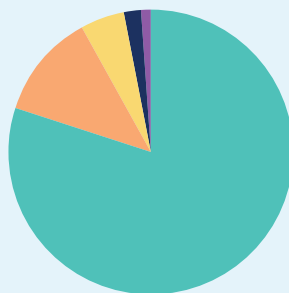
# 2023-24 PATIENT-CLIENT SATISFACTION SURVEY

## Themes from 491 surveys received.

The 2023-24 survey themes collectively pointed to a highly regarded community health centre known for its exceptional staff, efficient services, comprehensive and patient-centered care, strong commitment to community wellness, and supportive environment.

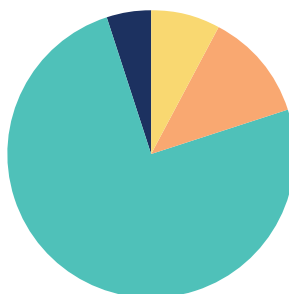
Themes also reflected a need for expanded and more diverse medical staff, improved infrastructure and facilities, better communication and accessibility, and a broader range of services to more effectively meet community needs.

### Thinking about the healthcare provider at your most recent appointment, please rate your overall confidence in the provider.



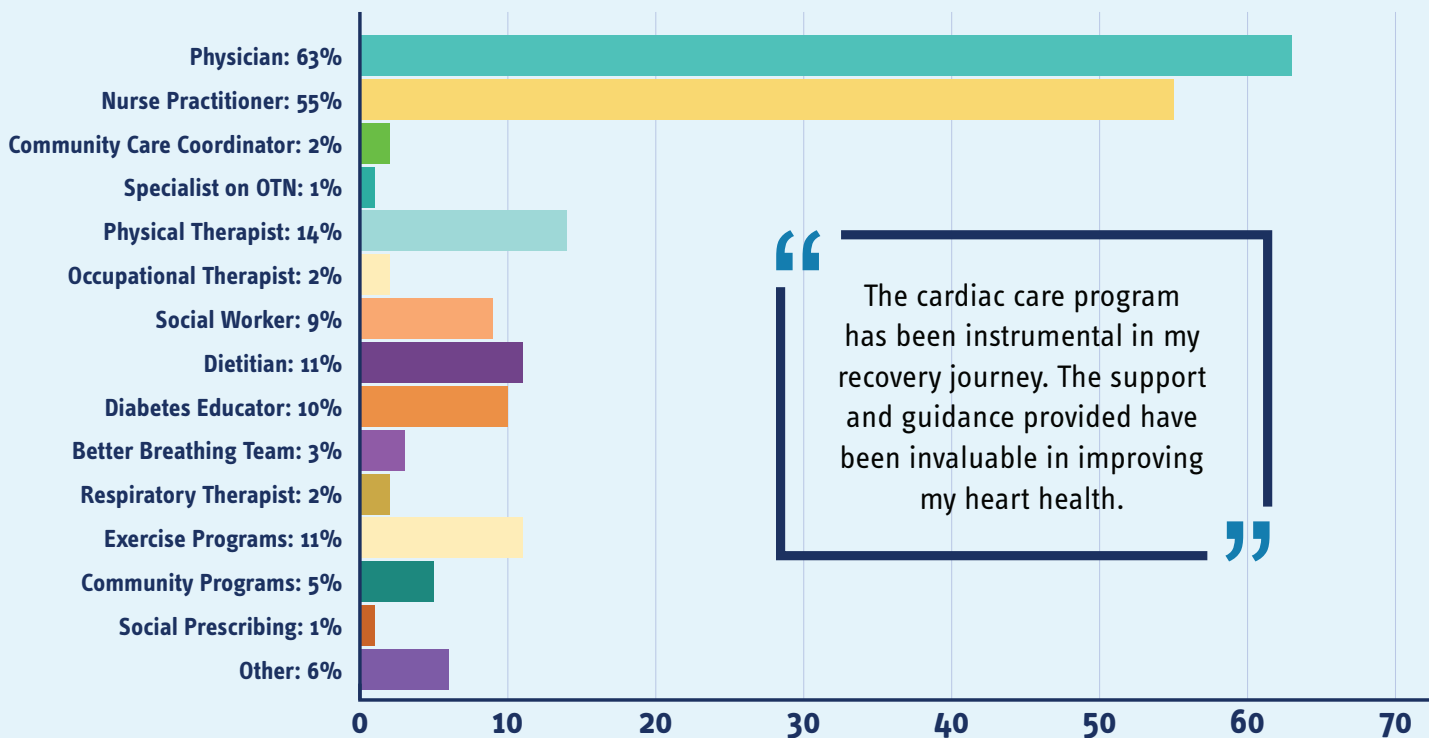
“ The excellent care and compassion provided by the staff instills a deep sense of confidence in the provider. ”

### The last time you needed care, how many days did it take from the appointment request to the appointment day?



“ Appointments are available quickly when needed. Follow-ups are good. ”

### In the past year, with which healthcare providers and programs did you have an appointment or session?



“ The cardiac care program has been instrumental in my recovery journey. The support and guidance provided have been invaluable in improving my heart health. ”