

Client Experience Survey: 2015

VISION: A model of urban healthcare for people where and when they need it.

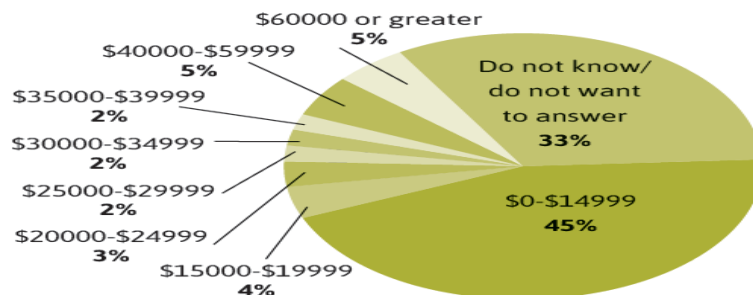
MISSION: Queen West - Central Toronto Community Health Centre delivers holistic, integrated, needs based primary health services and supports to improve the well-being and quality of life of individuals and communities who are at risk and/or face barriers in accessing high quality health care services and supports by engaging our partners and the community.

PRIORITY POPULATIONS: Priority is given to: Low-income people; Adults, seniors and youths who are homeless and street-involved; People who struggle with substance/drug use; People living with mental health issues; and, Immigrants and refugees.

2014/15 Population Profile



The average Annual Household Income of our clients seen in 2014/15:



12.9% newcomers; 19% are homeless; 13% are uninsured

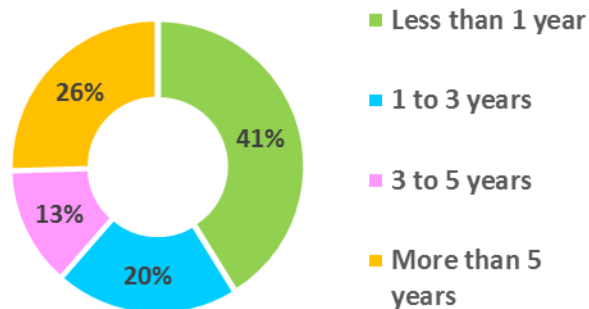
Survey conducted: June 2015 – October 2015. **Response Rate:** 166 clients completed the survey via Survey Monkey and paper submissions.

The questions asked are consistent with those recommended by Health Quality Ontario for the Patient/Client Experience surveys. The survey is confidential and the results are used to inform improvements in how we deliver services to clients and identification gaps and needs in the development of future programs and supports. THANK YOU to all our clients who participated in the survey and to Lorraine Barnaby, Health Promoter for compiling summary of the survey results.

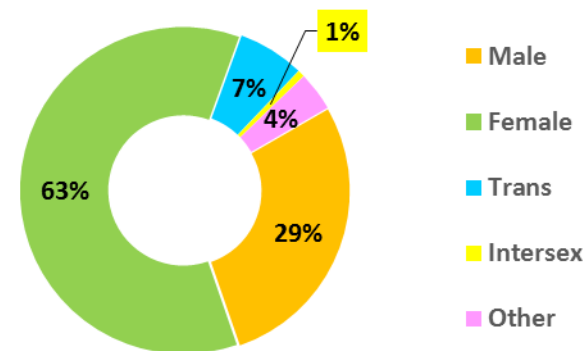
A Summary of the Results

Demographics:

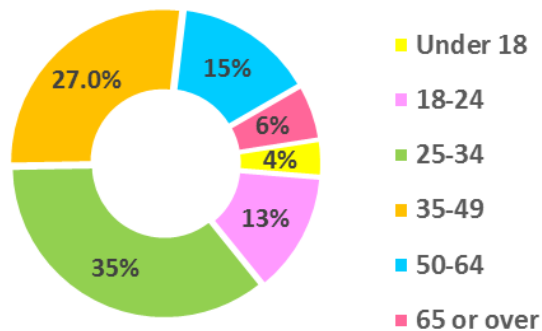
Length of time with Queen West CTCHC



Gender Distribution

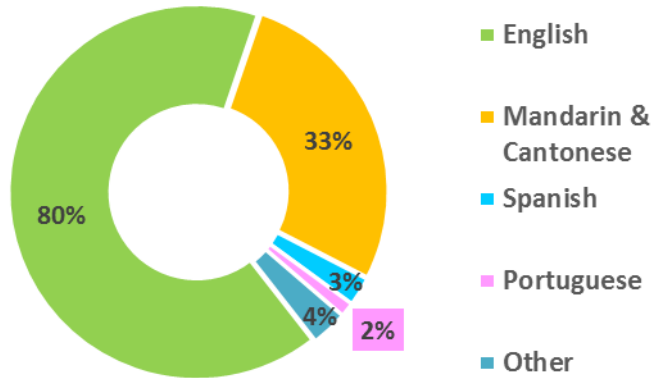


Age Distribution



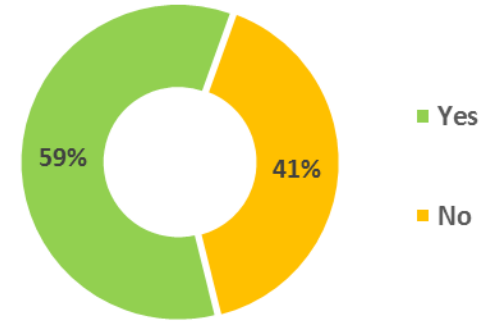
4% of respondents self-identified multiple gender identities as well as included information regarding sexual orientation which is reflective of intersecting identities.

Language Preferences

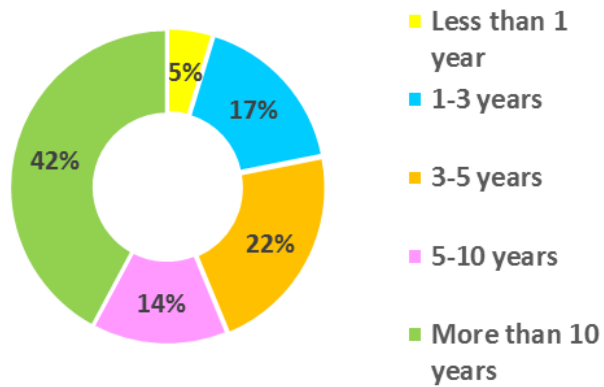


Respondents self-identified multiple language preferences which speak to the need for accessible services and resources (for more details see Areas for Improvement section).

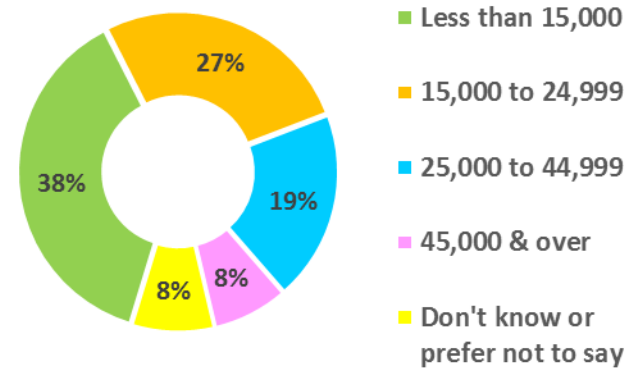
Were you born in Canada?



If you were not born in Canada, how long have you lived in Canada?



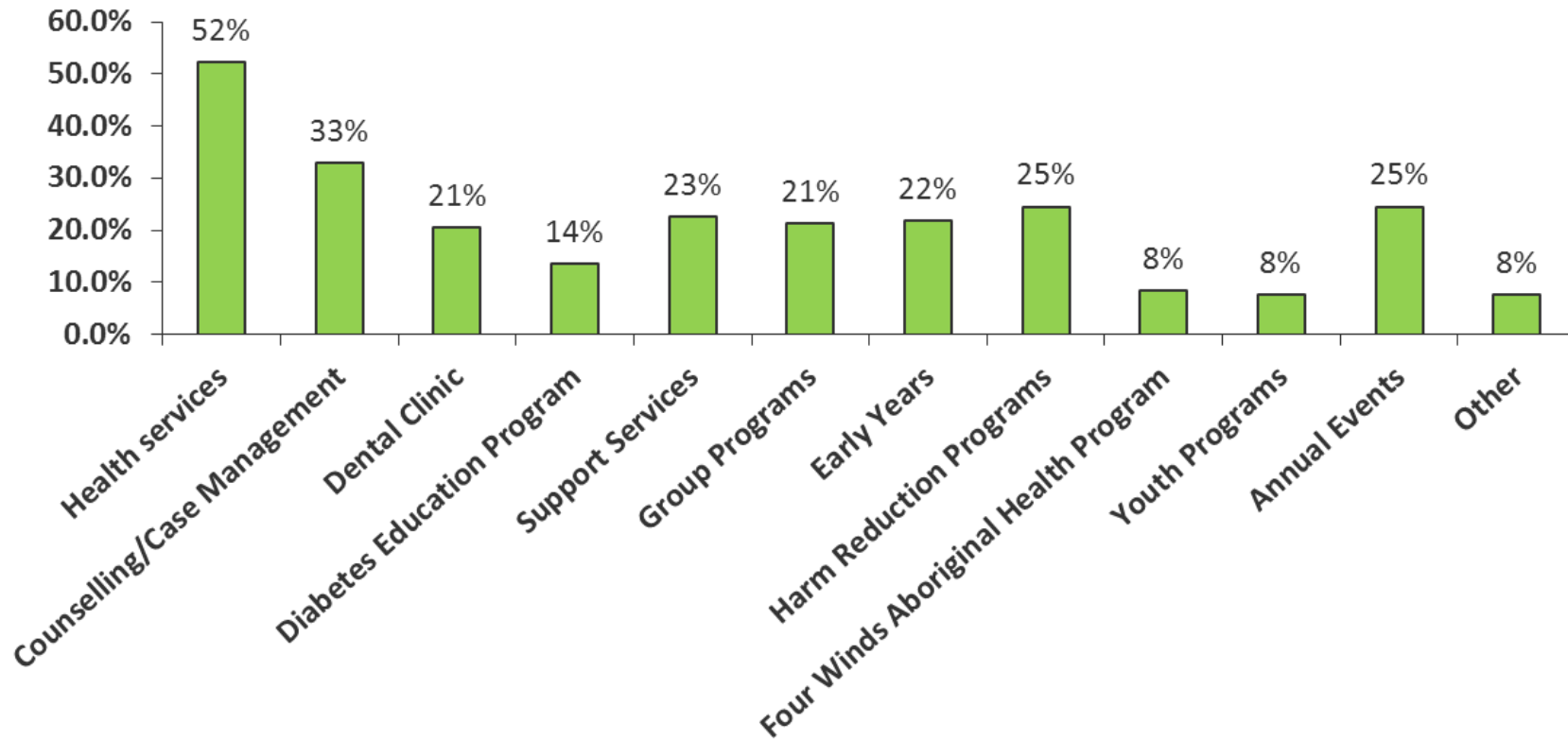
Family's Total Income: 2014



44% of respondents identified as a single person household, 23% as a two person household and 33% as three or more person household



Programs & Services Used in Past Year

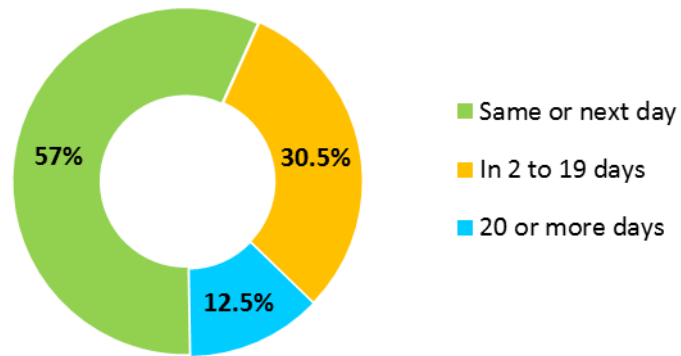


Services Used in Past 12 Months:

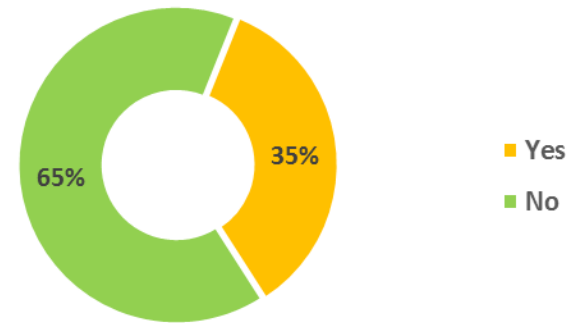
“Queen West runs great community events, outreach, harm reduction supplies and access to a diverse range of helpful services”

Wait Times:

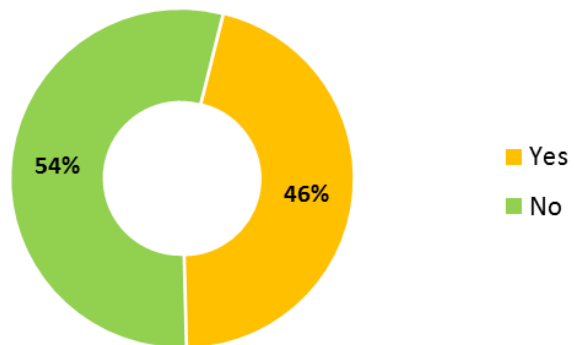
Number of days to get an appointment



Admitted to a Hospital in the Past Year

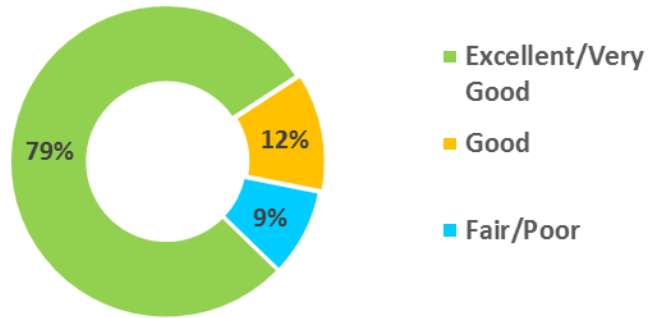


If yes, did you see a doctor/nurse practitioner at Queen West within 7 days after you got out of the hospital?

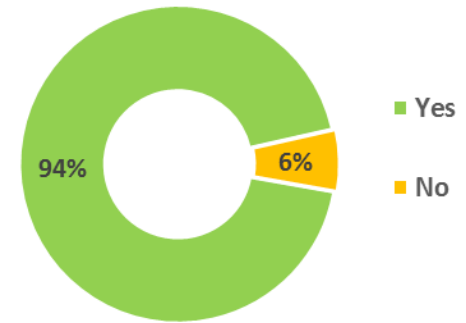


Service Satisfaction:

Clients' rating of care & services they received

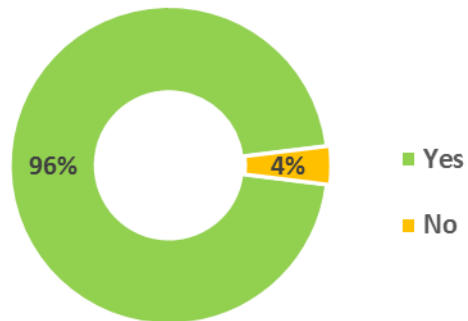


The hours and days Queen West CTCHC is open works well for me

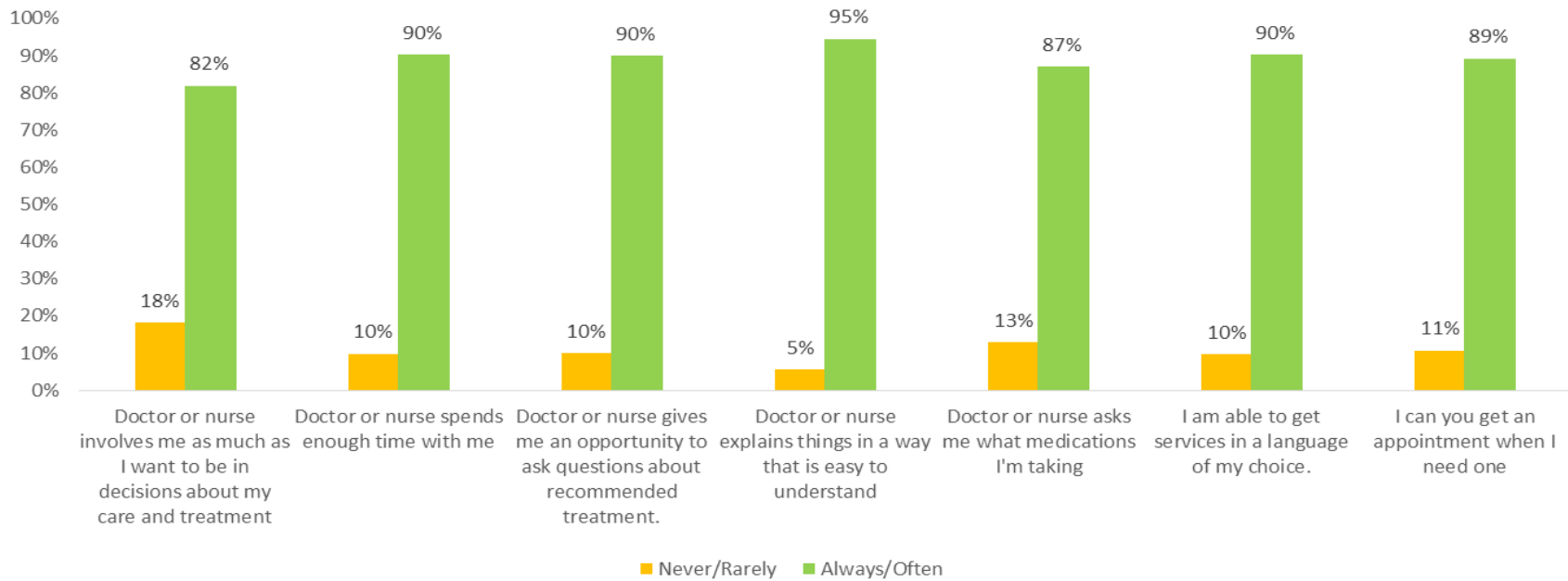


4% of respondents who answered no said that evenings and weekends would work better for them.

I feel comfortable & welcomed at Queen West

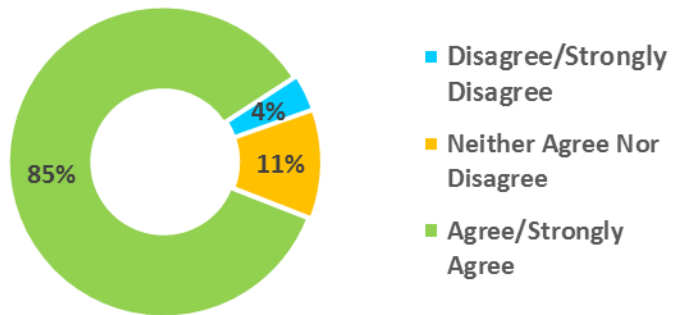


Service Satisfaction: Health Services

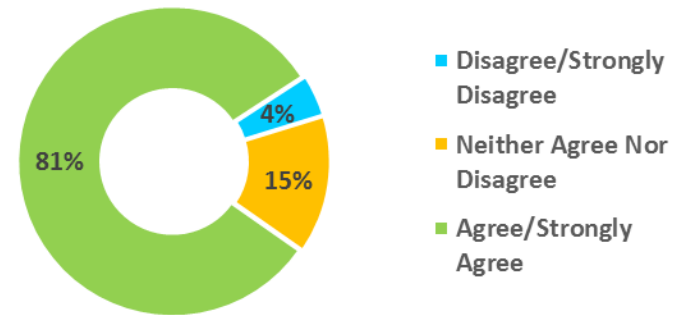


Health and Wellness:

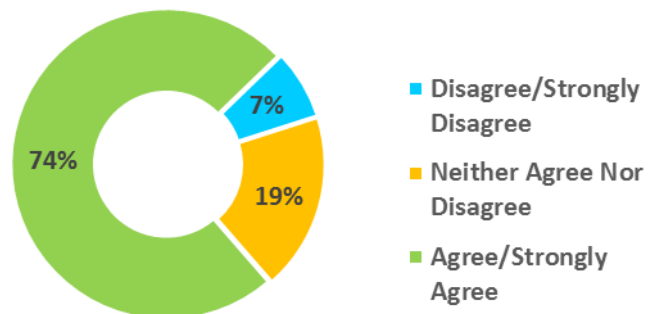
The staff are easy to talk to and encourage me to ask questions



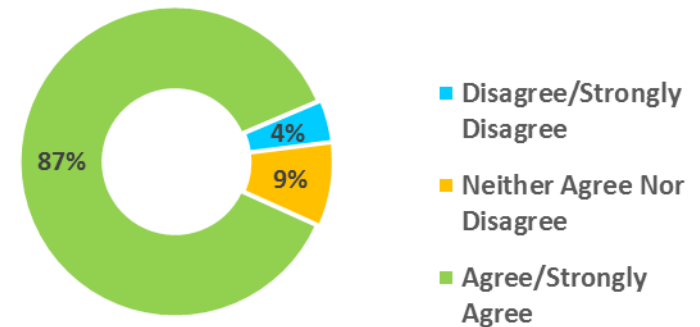
Staff help me connect to the services and programs I need



I know how to make a suggestion or a complaint

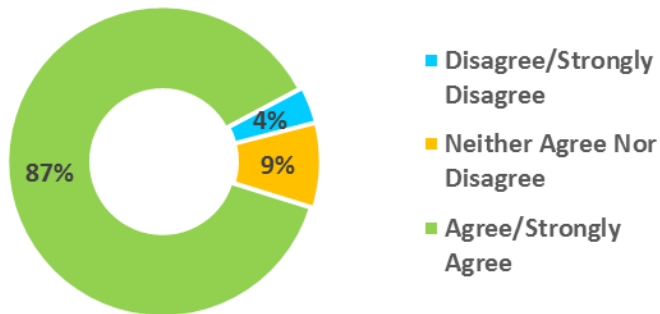


I feel safe when I receive care and services at Queen West

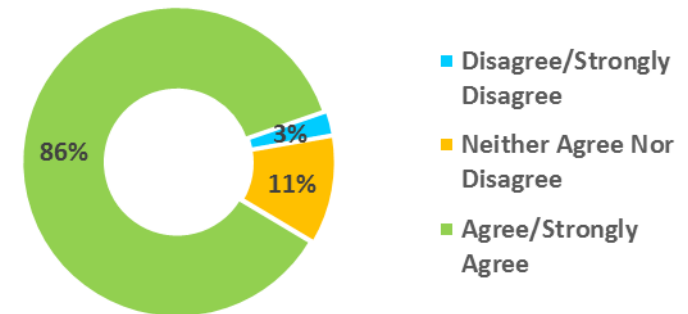




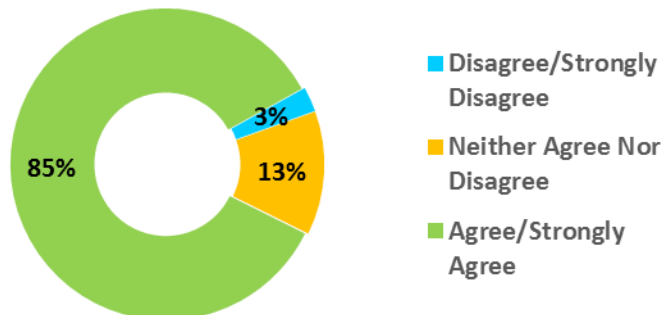
I feel respected when I receive services at Queen West



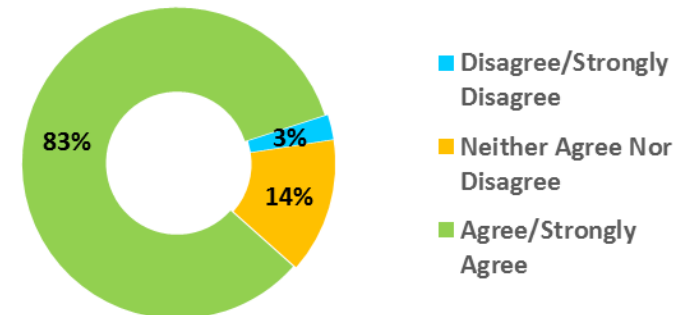
Queen West programs and services help me manage and improve my health & well-being



Queen West has a positive impact on my community



I would refer a family member or friend to Queen West



What We Do Well:

Our staff are friendly, caring, compassionate, understanding, respectful, professional, knowledgeable and non-judgmental.

“Non-judgmental of mental illness and addiction issues. A sense of genuine caring from all staff”

“Clean. Friendly staff. Very Knowledgeable team”

“Great doctors and counsellors”

“I do not feel judged. Staff are have always been professional and kind/friendly”

“I feel so comfortable talking frankly with my doctors – without judgement”

“Treat me as an equal; respect me; talk to me like a real person”

“Make people feel at ease and respected. Very positive environment”

“Very understanding and not judgmental at all”

“Listening to our questions and concerns”

“You make me feel very comfortable”

“Listens to my needs”

We offer a wide variety of accessible and responsive high quality services, programs, supports and events to meet the diverse needs of our community. Our centre is a welcoming and clean environment.

“Queen West serves a broad variety of people with different needs and experiences”

“This is the bestest health/activity centre I have ever been involved in”

“You guys do an awesome job. Keep it up. You are needed”

“I am a long time client and really enjoy the services”

"I am glad I found Queen West it is very helpful to me in everyway"

"Queen West runs great community events, outreach, harm reduction supplies and access to a diverse range of helpful services"

"I enjoy seeing old friends and staff at reception a nurse, nurse practitioners, counselors, and chiropractic, friendly, helpful"

"Being able to change providers in order to get a good fit. I liked this"

"I was able to see my MD, counsellor and psychiatrist all in one facility and they all communicate with one another clearly"

"I like file sharing with naturopath clinic"

"I am so grateful for the Queen West Community Health Centre for the Four Winds and all nurses, doctors and all staff"

"Thank you for your support and everything. I could make friends in here and learn a lot. This program helps a lot of pregnant women and women with babies. I am glad that I could use this program"

"Cooking class is lovely, the ladies are very nice"

"Thanks so much for all volunteers :)"

"Annual events are fun!"

"I am greeted and feel welcomed. Non-judgmental"

"Contentious, kind, polite, welcoming environment"

"Being polite and welcoming whenever I have appointments"

"Thanks for being so kind and thoughtful here"

"Non-stigmatizing very resourceful"

"Queen West has a good reputation in the community"

"Excellent customer service"

Areas for Improvement:

- Increase hours of operation (especially Tuesdays, evening and weekends)
- Be consistent with greeting people when they arrive and treating them respectfully
- Always answer the phones in a polite, courteous and professional manner, and speak slowly and clearly
- Use clients preferred names and pronouns
- Respond to the doorbell quickly
- Slow down and communicate better to avoid appointment booking errors
- Address computer issues (NOD system glitches)
- Better supervision of waiting areas (address safety issues quickly and decrease commotion/noise)
- Address language barriers (see language preference chart)
- Hire staffs who are reflective of the communities we serve (i.e. hire Aboriginal doctors/providers)
- Hire more doctors and counsellors in order to increase available appointments and decrease wait times
- Offer long term counselling and more frequent counselling appointments (once a month is not enough)
- Ensure that there is sufficient staff coverage and available appointments when providers are on vacation and/or away
- Be consistent in engaging clients regarding treatment options
- Increase Naturopathic Clinic services
- Give patients take home meds
- Offer support groups and classes, housing services and winter programs, information and services for seniors (i.e. housing and aging in peace) and education, programs and services for transgender/sexual (trans) individuals
- Provide more food (i.e. free meals and food drives) and water
- Host more events and BBQs
- Email program calendar, schedules, brochures and event/program flyers to clients
- Provide WIFI
- More comfortable seating
- Play soft music and have more artwork on walls (i.e. pictures of woods and animals).