



# Queen West CHC

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2008 Client Survey



# Survey items

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- Client service satisfaction (9 items)
- Service impact on client health-care knowledge and behaviours (4)
- Service impact on client health status and quality of life (2)



# Language & Gender

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- 358 clients participated (371 in 2006).
- 279 (78%) in English, 54 (15%) in Chinese, and 25 (7%) in Portuguese.
- 210 (61%) respondents were female, 135 (39%) were male, and 1 person was transsexual/transgendered.



# Age

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- 37 (10%) were 24 years of age or younger, and 20 (6%) were 65 years of age or older.
- The majority of respondents were between the ages of 25 and 64 (84%)



## Length of stay and visits

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- 21% had been receiving service for 6 months or less, and 41% for more than 5 years.
- The highest proportion of first time visits was in the Great Start program with 26%.
- 49% of respondents had seen a QW provider from 2 -- 10 times.
- 19% of clients had seen a QW provider from 31--50 or more times.



# Service Satisfaction

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- There was an average high rate of **satisfaction** with service or neutral response.
  - There was an average very low rate of **dissatisfaction** with service, with 2% of respondents disagreeing with the nine statements.
- The lowest rating was in the area of people having to wait a long time when they have an appointment — twice as high as the last survey (10% vs. 5% in 2006.)



## Service Impact on Knowledge, Self Care and Planning Care

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- There was an average **high rate** of knowledge, improved self-care, and active participation in planning care, or neutral response.
- There was an average **very low rate** of lack of knowledge, lack of improved self-care, and lack of active participation in planning.



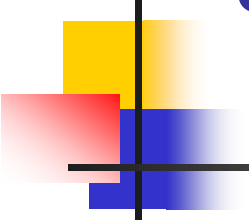
## Service Impact on Health and Life

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- The perceived impact will be mediated by length of service, type, and severity of illness or condition, treatability, socio-economic situation and other factors.
- There was an average **high rate** of improved health and life, or neutral response.
  - There was an average **very low rate** of lack of improved health and life.



# Queen West Health Care Providers Seen

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- Doctors (n=210) and nurses (n=184) were by far the most frequently seen health care providers.
  - Early Years staff (n=16) and mental health nurses (n=16) were the least frequently seen.

## Programs and Services Attended or Used in Past Two Years



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Most used

- Medical Clinic (n=106)
- Programs for pregnant women (n=76)
- Information and Referral (n=66)
- I.D. Clinic (n=64).

## Programs and Services Attended or Used in Past Two Years



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Least used

- Home visits (n=9)
- Kit makers (n=14)
- Chinese health programs (n=17)



# Groups of Interest

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261 (73%) completed this item

1. Life Skills (n=124)
2. Stress management (n=114)
3. Music (n=74)
4. Art (n=66) & Community Kitchen (n=66)
5. Self-esteem (n=64)
6. Anger management (n=39)
7. Addictions self-help (n=37)



# Feedback Themes

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- Staff
- Services
- Environment
- Communication



# Issues

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The most problematic issues were:

- Length of time between appointments.
- Having to wait past the appointment time.
- Concerns about the area immediately outside the Centre.



# Client Suggestions

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- More staff, more services and programs, and longer hours (also in 2006 survey.)
- Make information about the services of Queen West more visible and accessible (also in 2006 survey.)



# SUMMARY

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Overall, Queen West Community Health Centre is viewed as a very welcoming environment with friendly, professional and caring staff who provide an excellent array of services.