

Client Experience Survey – 2016-2017

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.

Note: Effective April 1, 2017 Queen West – CTCHC voluntarily merged with Parkdale Community Health Centre. This survey reflects a client experience review of Queen West - CTCHC services over the year 2016-2017, ending March 2017.

Survey conducted: February 2017 – July 2017

Response Rate: 216 clients completed the survey via Survey Monkey and paper submissions

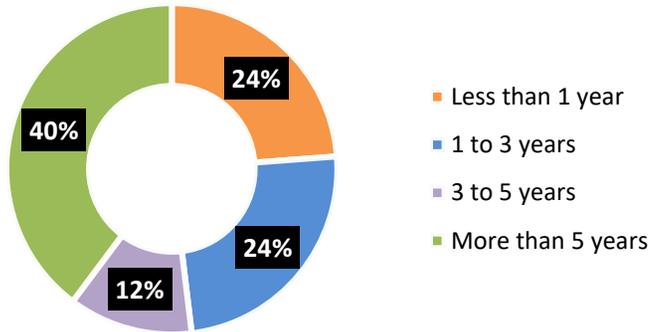
The questions asked are consistent with those recommended by Health Quality Ontario for the Patient/Client Experience surveys.

The survey is confidential and the results are used to inform improvements in how we deliver services to clients and to identify gaps and needs in the development of future programs and supports.

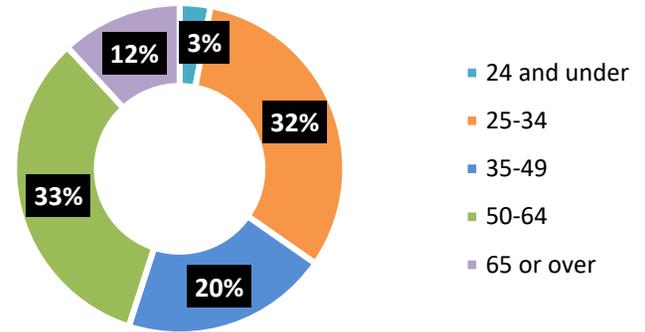
Thank you to all our clients who participated in the survey!

Client Demographics:

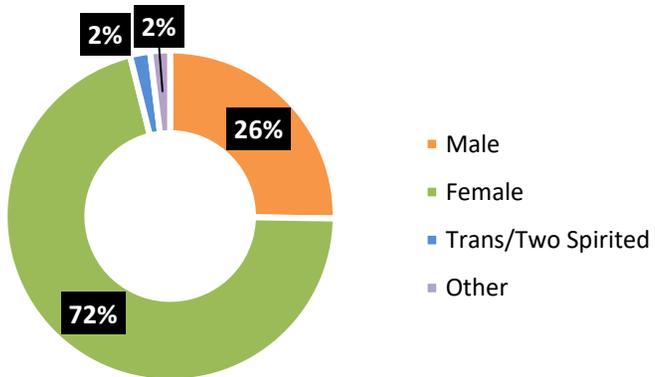
Length of time with Queen West



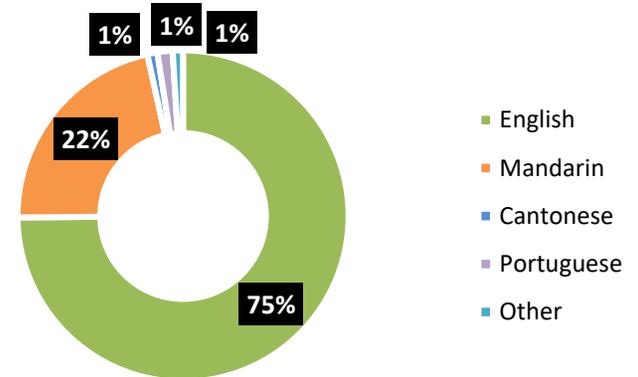
Age distribution



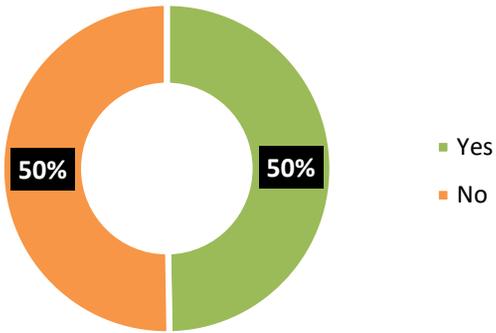
Gender distribution



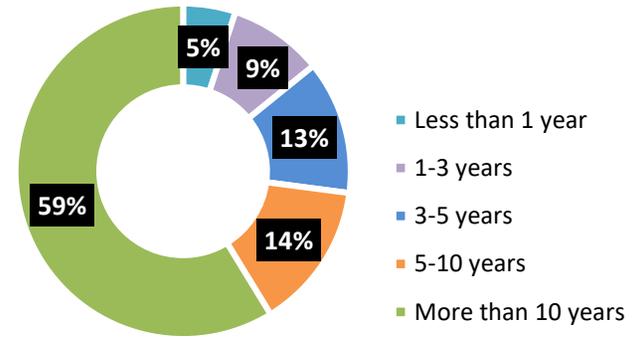
Language preference



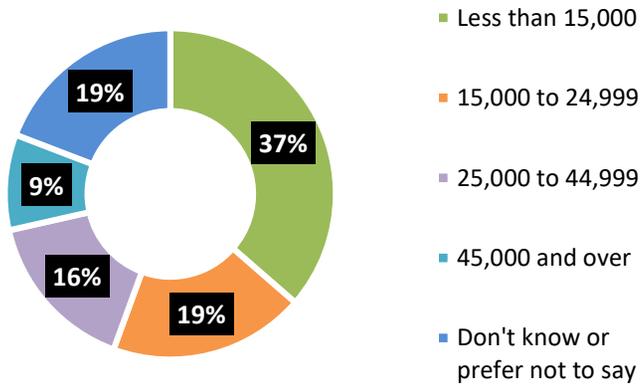
Born in Canada



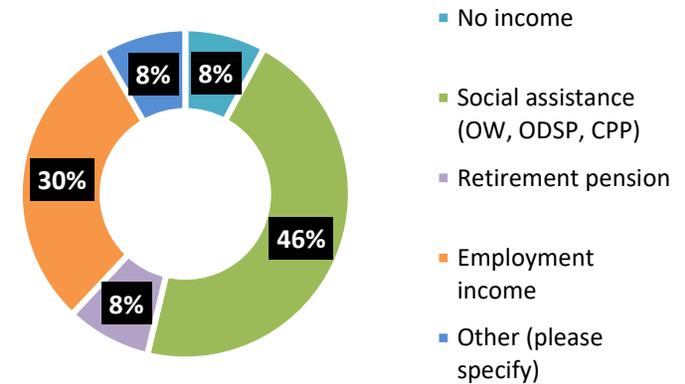
If not born in Canada - length of time in Canada



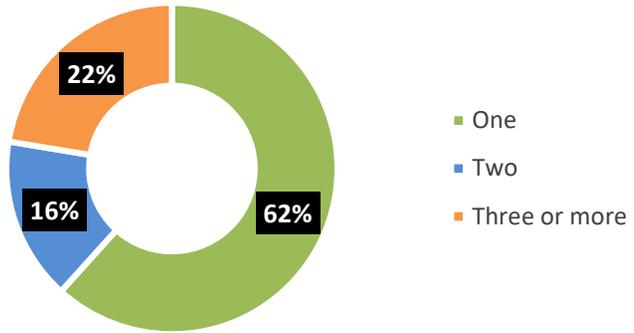
Family's total income 2016



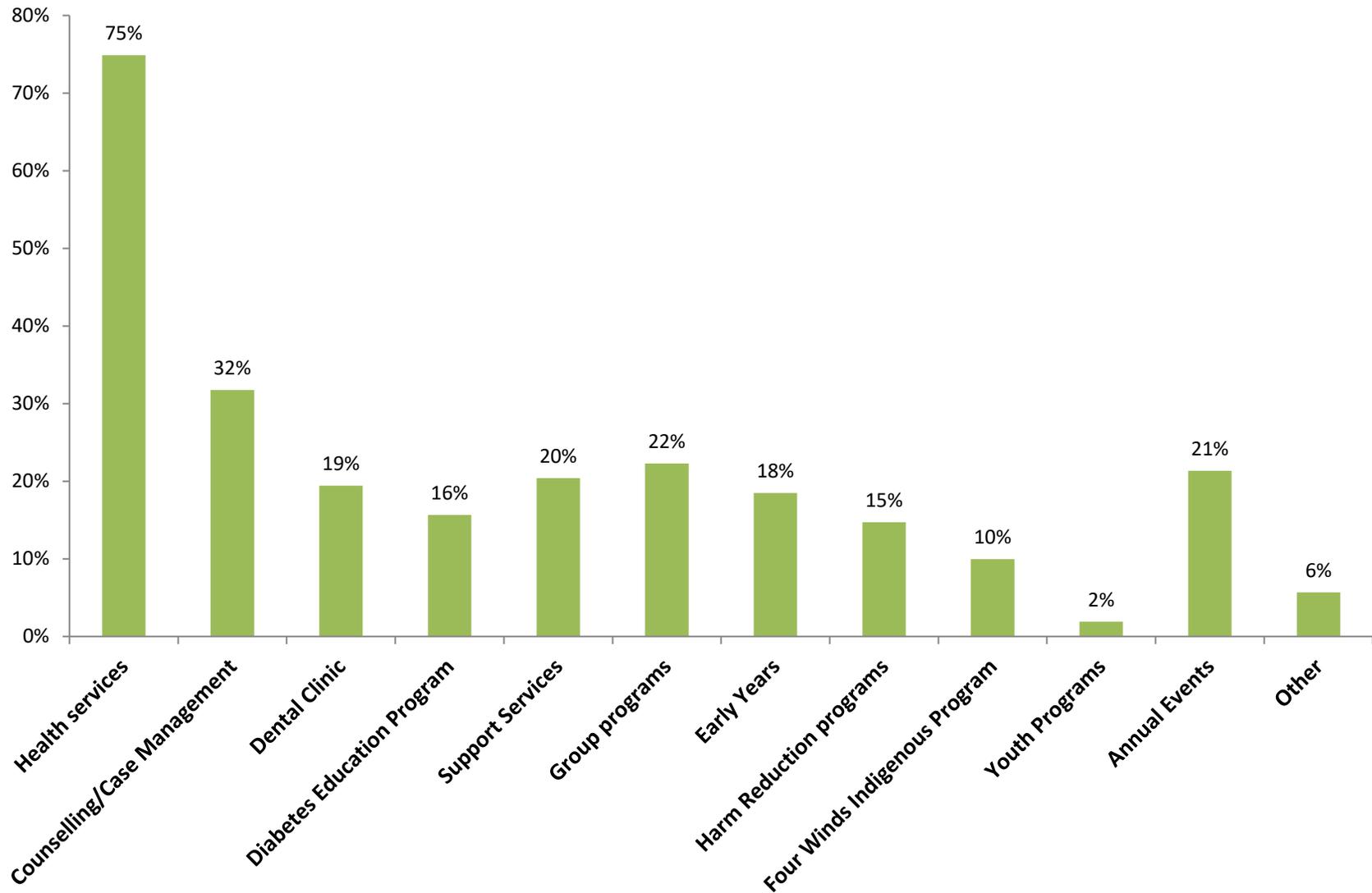
Household's main source of income



Number of people supported by income

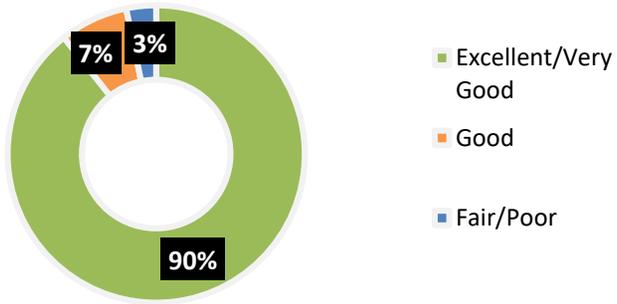


Programs and Services Used in the Past Year:

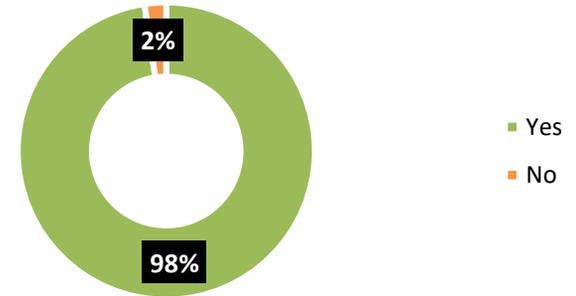


Service Satisfaction:

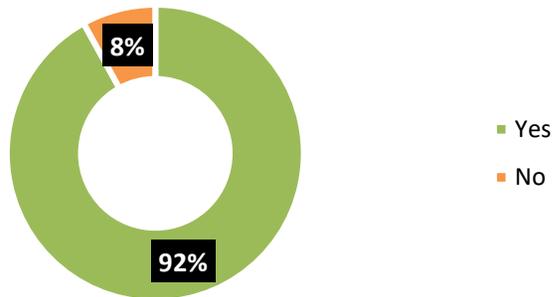
Clients' rating of the care and services they received



I feel comfortable and welcomed at Queen West



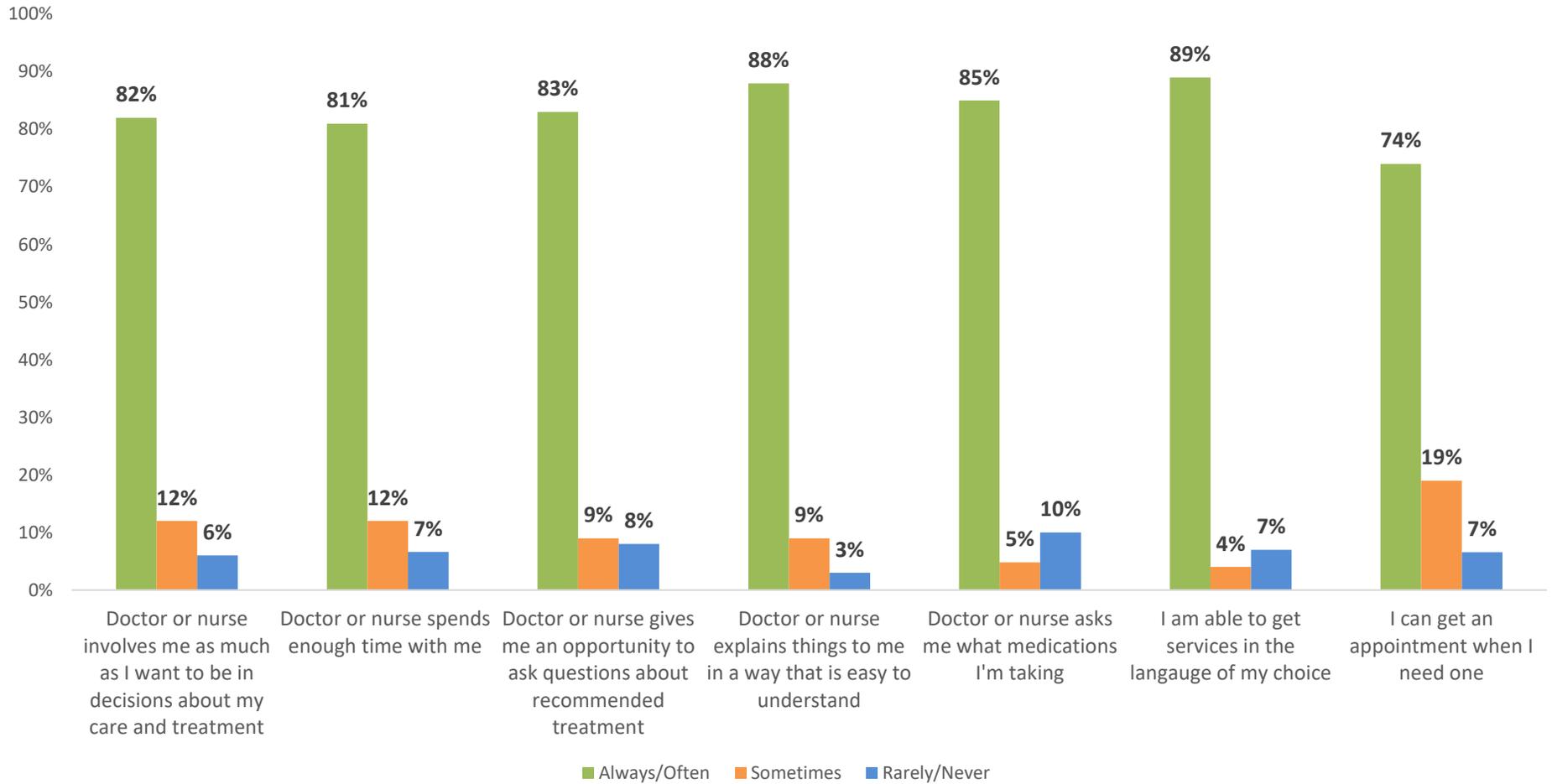
The hours and days Queen West is open works well for me



Suggestions for improved hours of operations:

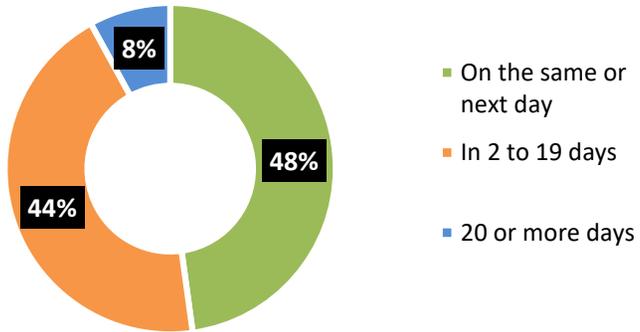
- Open seven days a week
- More evening hours (stay open later)
- Be open on Tuesday mornings
- More weekend hours (Saturday and Sunday)

Service Satisfaction: Health Services

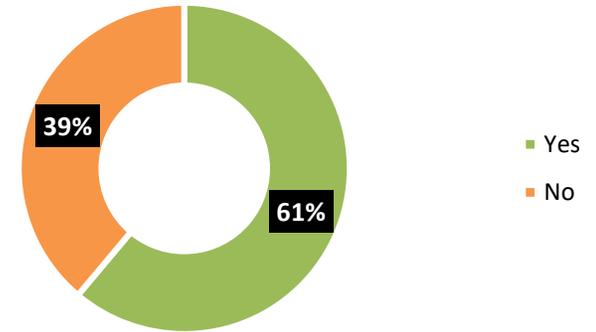


Wait Times:

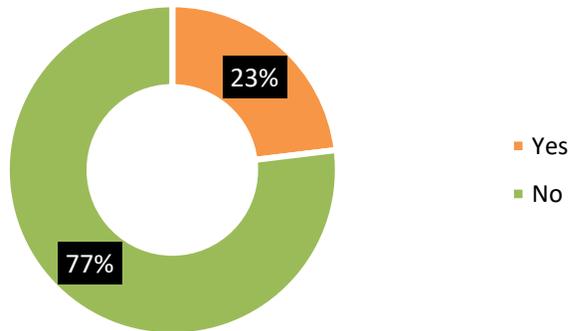
Number of days to get an appointment



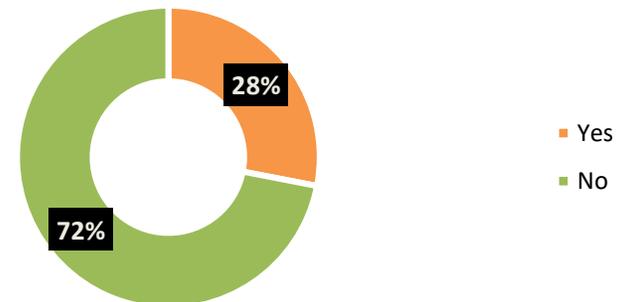
I got an appointment on the day I wanted



Admitted to a hospital in the past year

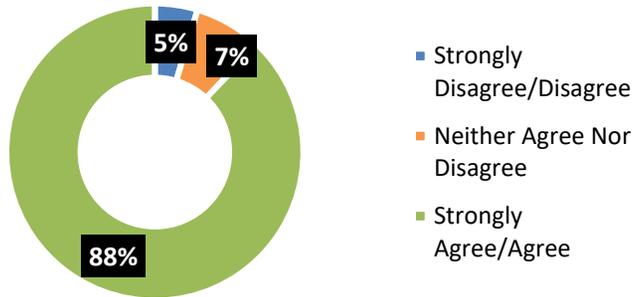


Saw a doctor or nurse practitioner at Queen West within 7 days after I got out of the hospital

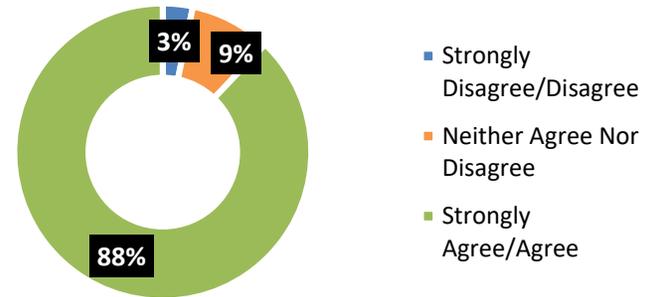


Health and Wellness:

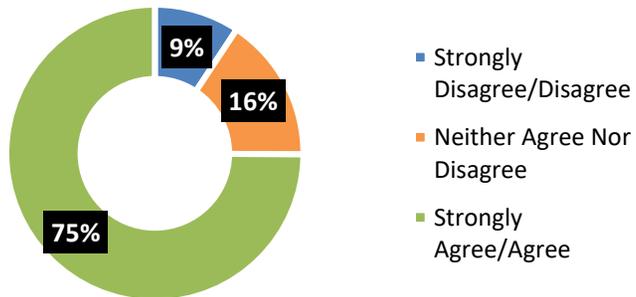
The staff are easy to talk to and encourage me to ask questions



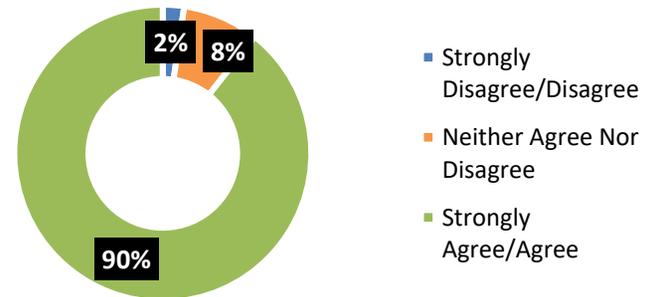
Staff help me connect to the services and programs I need



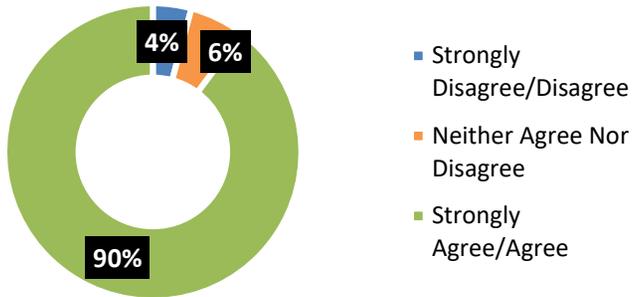
I know how to make a suggestion or a complaint



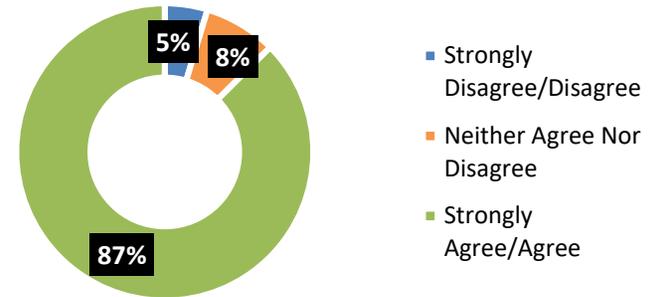
I feel safe when I receive care and services at Queen West



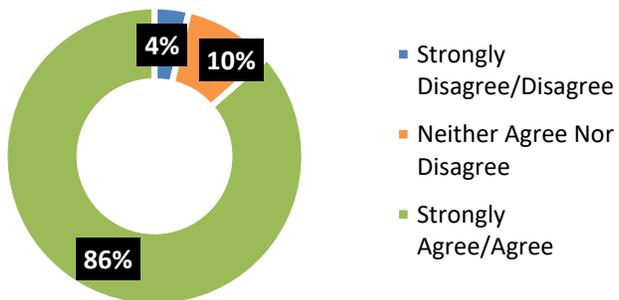
I feel respected when I receive services at Queen West



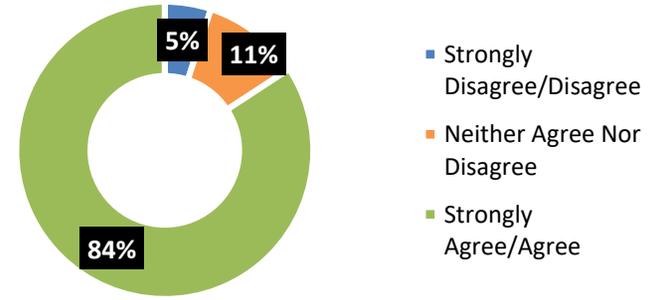
Queen West programs and services help me manage and improve my health & well-being



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 diverse, knowledgeable, warm, friendly, kind, sincere, approachable, non-judgemental, open, accepting, good listeners, caring, patient, helpful, resourceful, attentive, responsive, accessible, welcoming and treat clients with respect. The Centre provides comprehensive health care in a client centered, welcoming, and non-judgemental, safe, clean and accessible environment.

Quotes from client:

The Centre is a treasure in the community and we need more of them in Ontario

Everything is perfect, keep doing what you're doing, just you being there

Patient-centered care, LGBTQ friendly, and a safe space, health promoting care providers and services for vulnerable populations

Offers services to everyone in the community and provides a safe and clean environment for clients

It's inclusive, accessible, community-oriented, integrated, holistic, respectful, and sincere. I like seeing all kinds of people here

Making people feel welcomed and happy. No one is judgemental

I appreciate the clear message of inclusion and services meeting the diverse community here. Brave and great to do the injection site discussion with the community

Keep up the great work! Happy to see the harm reduction department expanding to include safe injection site

Everyone has been very nice. I'm used to being treated like a skid and you treat me like a human

I have never experienced a more welcoming community health centre

Your staff are awesome. I always feel safe and staff makes a point of keeping us safe

Staff make me feel comfortable about myself

I feel my voice is always heard and my issues are always addressed

Everyone is very friendly, they really care. They call to follow up on issues very quickly. It's very impressive

Great client service from front desk staff. The medical secretaries are great. They attend to people's needs

Your interactions and patience with clients are incredible. My experience with all the doctors have been amazing. Thank you

Health providers are amazing. The length of the medical appointments is great – much longer than private clinics

Wonderful medical care. Doctors and health practitioners are wonderful and genuinely caring

Dental services are excellent. I would not be able to afford dental services if it weren't for this clinic

Case worker is very helpful. It's nice to get referrals to other services from someone who knows the system

Excellent counselling, great support groups and friendly welcoming staff

Cooking workshops. Dietician is well informed

Good range of programs and services, including referrals and support

Excellent foot care

Great harm reduction services

Love the walking group and women's group

Four Winds program helps me stay sane and brings different people together, including elders and teachers

Naturopathic clinic

Prenatal programs, workshops on new born care and child minding service

Community services

Variety of workshop topics

ID clinic

Phone service is appreciated

Suggested Services, Programs, Workshops, Events and Supports:

Services:

- Orthopedic doctor
- Physiotherapy
- Chiropractor
- Massage therapy
- Acupuncture
- Free dental services for people on a low income
- Eye care
- Neurologist

Programs:

- Yoga
- LGBT support group
- Mindfulness meditation
- Recovery and trauma support groups
- Disability support group
- Social and recreational outings
- Seniors programming (social opportunities)
- Food security

Workshops:

- Bereavement
- Coping with physical health issues and chronic pain
- Coping with mental health issues
- Coping with Asperger syndrome
- Self defense for women
- Budgeting and debt management
- Home economics – skills for everyday living

- Environmental tips

Events:

- Community forums on services & community issues
- Focus groups to gather client feedback

Supports:

- Housing
- Homecare
- Employment
- Clothing bank
- Showers
- Mail pick-up service
- Information on special events and trips
- Meal programs, nutrition information & cookbooks (especially for people on a low income)

Some clients are asking for programs that we already offer. These services include the following:

- Hep C program
- Harm reduction
- Supervised injection service (opening soon)
- Diabetes education and support group
- Early years programming for new parents
- Indigenous programming
- Grief and substance use counselling
- Walking groups
- Healthy cooking on a budget workshops

Areas for Improvement:

- Promote services and programs more, especially for support groups, workshops and events
- Increase hours of operation (evening, weekend, urgent care and drop-in hours)
- More available doctor/follow up appointments
- Inform clients that there is a doctor on call during afterhours and weekends
- More available counselling and intake appointments
- Be more flexible and lenient regarding appointments
- Provide on-line appointment bookings
- Communicate respectfully with clients when providers are behind in their schedule
- Longer harm reduction room and weekend hours
- Be more consistent regarding providers
- Weekly evening drop-in program
- More youth programming
- More days for naturopathic clinic
- Substance use counsellors
- Housing supports
- Homecare services
- More culturally diverse programming
- Provide medication
- Provide food security supports
- More public speakers for Four Winds program
- Provide additional blood work lab days/hours
- Hire more staff
- Provide more transportation supports to assist clients
- Increase accessibility of site (automatic doors)
- Have coffee/tea and snacks available
- All gendered washrooms (in addition to the others)
- Be more consistent regarding using people's preferred gender pronoun. Make preferred name searchable in the electronic medical records system
- Be mindful of confidentiality – don't say people's names, medications and/or health conditions loudly where other clients can hear
- Don't assume people are going to use drugs on the premises after they receive harm reduction supplies
- Always be friendly when greeting people and answering the phone
- Return phone messages timelier. Check the general voicemail more often
- Make complaint process more transparent and respond to complaints in a timely fashion
- Make services available in my language of preference
- Let people wait inside when weather is bad
- Have a big sign on the window welcoming people in different languages (similar to one in the lobby)
- Have reading material in the waiting areas
- More hugs