The most recent patient experience survey was sent between November 2021 and February 2022 to our patients electronically at 13 of our teaching clinics. We received the most responses we’ve ever received for our wave 5 survey, allowing us to learn from more patients.

WHAT’S NEW

We included new questions in our most recent survey to learn more from you:

1. Booking experience
2. Phone experience

WHAT WE LEARNED

- 72% booked their appointment over the phone
- 19% waited more than 10 minutes before being able to speak with someone to book their appointment
- 82% rated their experience when booking an appointment as good, very good or excellent

For patients who rated their phone booking experience as fair or poor, the top reasons were:

- 60% felt it took too long on the phone
- 42% said they had to call multiple times
- 13% were unhappy with how they were treated on the phone

CARE EXPERIENCE

- 85% felt that they received care within a reasonable time from their primary care provider
- 93% felt they were involved in decisions as much as they wanted in their care by their doctor or nurse practitioner
- 92% were satisfied or very satisfied with the care they received at our clinic

NEXT STEPS

- 92% wanted our clinics to continue in-person appointments
- 78% wanted our clinics to continue phone appointments
- 58% felt drop-in appointments were important

Based on these survey results, many of our teams are working on reducing wait times on the phone. We recently held virtual sessions for teams from different clinics to share what they have tried and to learn together how we can improve access to care.

Click here to learn more about our survey.