

PATIENT EXPERIENCE SURVEY

What: A survey to collect patient feedback from all 14 University of Toronto family medicine teaching clinics.

When: Distributed and analyzed twice a year since June 2020.

Why: To learn what works for patients, what doesn't work, and where we can improve. This survey is vital in helping us make advancements across all our sites, and the latest **results show a positive impact.**



14,507 total patients completed the latest survey

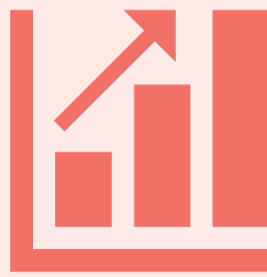
WHERE WE IMPROVED

Survey 8—Summer 2023

In comparison with Summer 2022

Phone wait times and bookings

45% of respondents reported a 0- to 2-minute wait, compared to **36%** last year



69% of respondents reported an excellent or very good booking experience, compared to **64%** last year

Access to urgent care

62% of respondents were able to access same-day or next-day urgent care, compared to **55%** last year



55% said it was easy to access urgent care after hours and on holidays, compared to **45%** last year

Thanks to our Summer 2023 respondents, DFCM received an impressive score of **3.35 on the Person-Centered Primary Care Measure** which assesses several aspects of primary care, including accessibility, advocacy, goal-oriented care, and prevention management.

Thank you for sharing your feedback!

If you have noticed any differences or have any ideas, please share with our clinic staff.

To learn more about the Patient Experience Survey, visit dfcm.utoronto.ca/share-learn

