

HOW ARE WE USING THE PATIENT EXPERIENCE SURVEY DATA?

WHAT ARE SHARE & LEARN SESSIONS?

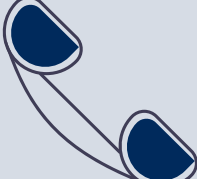

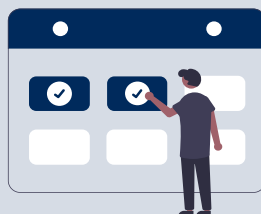
The University of Toronto family medicine teaching clinics have been surveying patients to understand their care experiences and needs. Teaching clinics have used the feedback from the Patient Experience Surveys to help them focus on areas for improvement that are important to patients. Patients, doctors, and staff met in the Spring of 2022 to learn from each other through multiple online events, called Share & Learn Sessions to address common areas identified for improvement.



[Watch video recording](#)

IMPROVING CLINIC PHONE WAIT TIMES

During the Share & Learn sessions, we focused on improving clinic phone wait times, a common problem identified by patients. Different clinics shared with the group some of the changes they tried and whether or not they worked. Here are some examples of what some of our teaching clinics have tried:

	What we learned from our survey	Changes we tried	Result
Telephone booking 	Patients felt it took long on the phone to book an appointment or said they had to call multiple times: learn more	<ul style="list-style-type: none"> Changing the telephone system, for example, using a new phone system that allows more callers Adding the option for automatic redial 	Better team communication and less patient complaints regarding the telephone system
Call volume management 	Some patients were unhappy with their phone experience: learn more	<ul style="list-style-type: none"> Some clerical staff focused their time on the phone line instead of other clerical duties 	Staff found it easier to complete tasks and felt they could better deal with patients
Online booking 	Patients were comfortable with the level of privacy and security of phone, video or email care: learn more	<ul style="list-style-type: none"> Adding options for online booking or email booking Creating a patient portal to allow for non-urgent patient communication 	Saved time for staff and made the screening easier

*please note that these changes have not been tried at all of our teaching clinics

WHAT'S NEXT?

We want to know if these changes are working and will share another survey with our patients. Doing multiple surveys will help us see how we are doing over time, which will help us know whether our solutions are working.

We have partnered with patients! [Our new University of Toronto Family Medicine Patient Advisory Committee](#) is working with us on this survey and are:

- guiding questions that we should ask in our patient experience survey
- helping us interpret results of our patient experience survey
- providing feedback on new projects that aim to better care

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

[View full report](#)

[See past survey results](#)

[Review the survey](#)