

PATIENT EXPERIENCE SURVEY

12,429 total patients completed the latest survey

The survey is distributed and analyzed twice a year. We look at the results over time to see what changes we need to make to give better care.



SUMMER 2024 FINDINGS

65% respondents know how a resident doctor differs from a family doctor

Learn more about the difference between a Resident and Family Doctor:



Who is your usual primary care provider?

- 67%** responded **staff physician**
- 23%** of patients responded **resident physician**
- 5%** of patients responded **unsure**
- 5%** of patients responded **nurse practitioner**



8% of patients reported booking their next appointment after their last visit

What we learned about access to care:
You are more likely to get an appointment if you book it right after your last appointment

