

PATIENT EXPERIENCE SURVEY

12,658 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.



WHAT WE LEARNED



68% respondents know how a resident doctor differs from a family doctor compared to **65%** in the last survey

This question helped us understand the usefulness of the resources shared to explain the role



33% of patients reported needing urgent care compared with **16%** in 2020

However, same day/next day access to urgent care has **remained stable**



PATIENT-CENTERED CARE OUTCOMES

75% of patients always felt involved in **decision making** about their care and treatment

69% of patients said that their doctor or nurse practitioner **spent enough time** with them

63% of patients said they are **very satisfied** with their care

DID YOU KNOW?

Q: Why keep asking the same questions when the results do not change?

It allows us to provide feedback and motivation for staff and doctors to continue doing a good job and monitor any changes that may happen.

