

PATIENT EXPERIENCE SURVEY

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

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

Why: To learn what works for patients, what doesn't work, & where we can improve. We look at the results over time to see what changes we need to make to give better care.



14,374 total patients completed the latest survey

WHAT WE LEARNED

Survey 9—Winter 2024

Access to Urgent Care

55%

said it was **easy** to
access urgent care after
hours and on holidays

62%

were able to access
same-day or next-day
urgent care

Booking Experience

45%

reported a 0-
to 2-minute
wait.

69%

reported an
excellent or
very good
booking
experience

Thank you for sharing your feedback!

If you have observed any changes or have suggestions, please share them with our clinic staff.

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

