



PATIENT EXPERIENCE SURVEY

WHAT: A survey to collect patient feedback from all participating UofT 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. We look at the results over time to see what changes we need to make to give better care.



Winter 2026 Survey | # of respondents: 10,409

How does care compare to Ontario?

OurCare is a national initiative to engage patients and the public to build a better primary care system for everyone in Canada. Learn more : www.ourcare.ca

+ In Ontario **44.6%** of respondents with a primary care practitioner were able to get urgent care on the same day or next day

+ **65.8%** of DFCM patients were able to get same-day or next-day care for an urgent problem

+ In Ontario **89.4%** of respondents were able to see your own family doctor or nurse practitioner instead of someone else in the clinic

+ **84%** of DFCM patients reported receiving care always or usually from the doctor or nurse practitioner that they prefer

+ In Ontario **43.4%** of respondents with a primary care practitioner were able to get urgent care after hours

+ **72.5%** of DFCM patients said it was very easy or somewhat easy to get urgent care on an evening or weekend during the last 12 months.



What's next



- 16% of patients identify as having a disability
- Our team is working with patient partners to better understand our systems and enhance care for patients with disabilities.



Visit dfcm.utoronto.ca for patient resources