



Community Health Client Experience Survey Results 2017-2018

Respondents

221 surveys were completed by clients receiving community health services in the Western region

Overall Experience

Overall Visit
9.5 out of 10

99% would recommend services to friends and family

Key Measures of Care and Services

99%
Scheduled appointment was convenient



100%
Surroundings were clean



74%
Received information in writing about health changes



100%
Treated with courtesy and respect



96%
Asked if adequate support was available



99%
Things were explained in a way that was understandable



Client Recommendations



Explore ways to ensure clients are provided with information in writing about what to do if there were changes in their or their child's health related to their present issue