



Regional Ambulatory Care Client Experience Survey Results 2018-2019

Respondents







478 surveys were completed by clients receiving ambulatory care services in the Western region

Overall Experience

Overall Visit
8.9 out of 10

97% would recommend services to friends and family

Key Measures of Care and Services

94%	96%	49%	97%	75%	97%
Felt involved in decisions about care and treatment	Surroundings were clean	Received information in writing about health changes	Treated with courtesy and respect	Asked if adequate support was available	Things were explained in a way that was understandable
					

Client Recommendations



- ✓ Explore ways to better communicate wait times to clients
- ✓ Ensure all clients are asked if they have the help they need after their visit
- ✓ Ensure all clients are given information in writing about what symptoms or health problems to look out for after their visit
- ✓ Ensure all clients are given contact information on who to contact if they have a problem after their visit