



NL Health Services

Community Health - Western Zone Client Experience Survey 2022-2023 Regional Results

Respondents

524 surveys were completed by clients receiving community health services in the Western Zone

Overall Experience

Overall Care
9.6 out of 10

99% would recommend services to friends and family

Key Measures of Care and Services

99% Felt involved in decisions about care and treatment	99% Surroundings were clean	97% Received information about health changes	99% Treated with courtesy and respect	98% Asked if adequate support was available	99% Things were explained in a way that was understandable

Client Recommendations



- ✓ Explore opportunities to assess whether clients are receiving health care services in the method of their preference (ie. virtual rather than in-person). If needed, further advocate to implement the appropriate service method where possible.
- ✓ Further explore concerns regarding privacy for clients that attended vaccination clinics. If needed, explore opportunities to ensure adequate privacy.