



HAGERSVILLE SITE

75 Parkview Road, Suite 7
Hagersville, ON N0A 1H0
Tel: 905.768.9599

DUNNVILLE SITE

334 Broad Street West,
Dunnville, ON N1A 1T1
Tel: 905.774.7541

CALEDONIA SITE

245 Argyle Street South, Suite 3
Caledonia, ON N3W 1K7
Tel: 365.206.0303

PARTNERING IN HALDIMAND COUNTY TO DELIVER INNOVATIVE, FAMILY-CENTRED PRIMARY HEALTH CARE

Patient Experience Survey

Your Feedback

You Are Important to Us

How did we do?

97%



Satisfied with involvement in decisions about care & treatment

94%



Satisfied with opportunities to ask questions

97%



Satisfied that enough time was spent with them

96%



Satisfied that someone listened to their concerns

97%



Satisfied that they could say what was important

97%



Satisfied that their health concerns were taken seriously

97%



Satisfied that they were comfortable to talk about personal problems related to their health concerns

92%



Satisfied with their overall experience with the Reception staff



80% Waited less than 20 days for an appointment

94% Satisfied with the day & time of appointments

97% Satisfied with the wait time in the office



Your Comments



"Good listening ear and guidance"

"Felt very comfortable"

"Love the concept of a Family Health Team"

"Fantastic that I could come in same day..."

"Appreciate the support"

"Satisfied"

"Very courteous"



Surveys were conducted in Dunnville and Caledonia in December 2020

Feedback was received after appointments with Inter-Disciplinary Health Professionals (IHPs)

Number of responses = 71