



**HAGERSVILLE SITE**

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

**DUNNVILLE SITE**

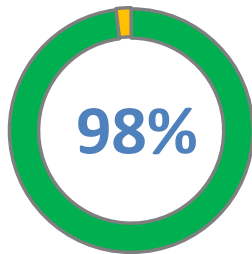
334 Broad Street West,  
Dunnville, ON N1A 1T1  
Tel: 905.774.7541

**CALEDONIA SITE**

55 Argyle Street North,  
Caledonia, ON N3W 1B8  
Tel: 905.765.4061

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

**Your Overall Experience with the Administration Staff**



**Your Experience with Your Healthcare Provider**



**98%** of you felt involved in decisions about your care and treatment



**99%** of you were satisfied that your healthcare provider gave you an opportunity to ask questions



**97%** of you were satisfied that your healthcare provider spent enough time with you

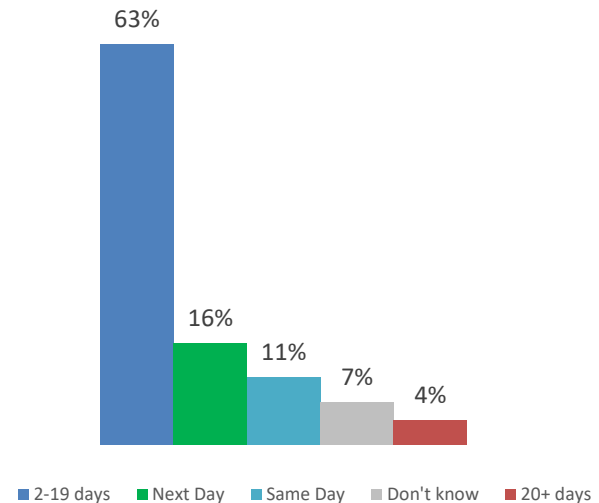


**98%** of you were satisfied that your healthcare provider listened to your concerns



**97%** of you were felt comfortable in talking about personal problems related to your health concerns

**Wait Times During Appointments**



**98%** of you were satisfied with the length of time from being referred to your visit



**91%** of you were satisfied with the scheduling your appointment

**Your Comments**

"We are very grateful for the care we receive here"

"Love my doctor & receptionist!"

"I love our medical team!"

"Excellent care & follow up & advice as always"

**Haldimand Family Health Team**  
Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>1. Thinking about your visit today with this healthcare provider, how satisfied were you with the length of time from being referred to when you had your visit?</b>	5 Extremely Satisfied	82	66%	145	80%	227	74%
	4 Very Satisfied	31	25%	26	14%	57	19%
	3 Satisfied	10	8%	6	3%	16	5%
	2 Somewhat Satisfied	1	1%	0	0%	1	0%
	1 Not at all Satisfied	1	1%	4	2%	5	2%
	N/A	0	0%	0	0%	0	0%
	Blank	1	1%	0	0%	1	0%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>2. How satisfied were you with the number of minutes you had to wait for your appointment once you arrived in the office?</b>	5 Extremely Satisfied	66	55%	121	68%	187	62%
	4 Very Satisfied	35	29%	25	14%	60	20%
	3 Satisfied	11	9%	14	8%	25	8%
	2 Somewhat Satisfied	5	4%	9	5%	14	5%
	1 Not at all Satisfied	4	3%	10	6%	14	5%
	N/A	0	0%	0	0%	0	0%
	Blank	5	4%	2	1%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>3. How satisfied were you with the overall experience you had with the reception staff?</b>	5 Extremely Satisfied	89	72%	164	91%	253	83%
	4 Very Satisfied	29	23%	14	8%	43	14%
	3 Satisfied	3	2%	0	0%	3	1%
	2 Somewhat Satisfied	2	2%	1	1%	3	1%
	1 Not at all Satisfied	1	1%	2	1%	3	1%
	N/A	0	0%	0	0%	0	0%
	Blank	2	2%	0	0%	2	1%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

**Haldimand Family Health Team**  
Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4a. How satisfied were you that your healthcare provider: a. Involved you as much as you wanted to be in decisions about your care and treatment?</b>	5 Extremely Satisfied	86	70%	150	85%	236	79%
	4 Very Satisfied	28	23%	23	13%	51	17%
	3 Satisfied	6	5%	2	1%	8	3%
	2 Somewhat Satisfied	2	2%	0	0%	2	1%
	1 Not at all Satisfied	1	1%	2	1%	3	1%
	N/A	0	0%	0	0%	0	0%
	Blank	3	2%	4	2%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4b. How satisfied were you that your healthcare provider: b. Gave you an opportunity to ask questions about recommended treatments?</b>	5 Extremely Satisfied	96	77%	148	84%	244	81%
	4 Very Satisfied	20	16%	23	13%	43	14%
	3 Satisfied	6	5%	3	2%	9	3%
	2 Somewhat Satisfied	1	1%	0	0%	1	0%
	1 Not at all Satisfied	1	1%	2	1%	3	1%
	5 NA	0	0%	0	0%	0	0%
	Blank	2	2%	5	3%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4c. Thinking about your visit today, how satisfied are you that your healthcare provider: Spent enough time with you?</b>	5 Extremely Satisfied	92	75%	153	86%	245	82%
	4 Very Satisfied	19	15%	19	11%	38	13%
	3 Satisfied	7	6%	2	1%	9	3%
	2 Somewhat Satisfied	2	2%	1	1%	3	1%
	1 Not at all Satisfied	3	2%	2	1%	5	2%
	5 NA	0	0%	0	0%	0	0%
	Blank	3	2%	4	2%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4d. Thinking about your visit today, how satisfied are you that your healthcare provider: Listened to your concerns?</b>	5 Extremely Satisfied	91	75%	151	85%	242	81%
	4 Very Satisfied	21	17%	22	12%	43	14%
	3 Satisfied	7	6%	1	1%	8	3%
	2 Somewhat Satisfied	1	1%	1	1%	2	1%
	1 Not at all Satisfied	2	2%	2	1%	4	1%
	5 NA	0	0%	0	0%	0	0%
	Blank	4	3%	4	2%	8	3%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

## Haldimand Family Health Team Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4e. Thinking about your visit today, how satisfied are you that your healthcare provider: Let you say what was important?</b>	5 Extremely Satisfied	96	79%	152	85%	248	83%
	4 Very Satisfied	20	16%	21	12%	41	14%
	3 Satisfied	4	3%	3	2%	7	2%
	2 Somewhat Satisfied	0	0%	0	0%	0	0%
	1 Not at all Satisfied	2	2%	2	1%	4	1%
	5 NA	0	0%	0	0%	0	0%
	Blank	4	3%	3	2%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4f. Thinking about your visit today, how satisfied are you that your healthcare provider: Took your health concerns seriously?</b>	5 Extremely Satisfied	98	79%	152	86%	250	83%
	4 Very Satisfied	19	15%	17	10%	36	12%
	3 Satisfied	4	3%	4	2%	8	3%
	2 Somewhat Satisfied	1	1%	0	0%	1	0%
	1 Not at all Satisfied	2	2%	3	2%	5	2%
	5 NA	0	0%	0	0%	0	0%
	Blank	2	2%	5	3%	7	2%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>4g. Thinking about your visit today, how satisfied are you that your healthcare provider: Made you feel comfortable in talking about personal problems related to your health concerns?</b>	5 Extremely Satisfied	99	80%	154	86%	253	83%
	4 Very Satisfied	20	16%	16	9%	36	12%
	3 Satisfied	3	2%	6	3%	9	3%
	2 Somewhat Satisfied	0	0%	1	1%	1	0%
	1 Not at all Satisfied	2	2%	2	1%	4	1%
	5 NA	0	0%	0	0%	0	0%
	Blank	2	2%	2	1%	4	1%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
<b>5. How many days did it take from when you first tried to see a healthcare provider to when you actually SAW him/her or someone else in their office?</b>	Don't know	7	6%	12	7%	19	7%
	20+ days	8	7%	3	2%	11	4%
	2-19 days	75	64%	103	62%	178	62%
	Next Day	11	9%	34	20%	45	16%
	Same Day	15	13%	15	9%	30	11%
	N/A	2	2%	0	0%	2	1%
	Blank	8	6%	14	8%	22	7%
	<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>

**Haldimand Family Health Team**  
Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville & Caledonia Qty	Hagersville & Caledonia Completed %	HFHT Qty	HFHT %
Comments	Negative	4	14%	9	17%	13	16%
	Neutral	3	10%	6	12%	9	11%
	Positive	22	76%	37	71%	59	73%
	Blank	97	77%	129	71%	226	74%
	Total	126	100%	181	100%	307	100%

QUESTION	RESPONSES	Dunnville	Dunnville %	Hagersville & Caledonia Qty	Hagersville & Caledonia %	HFHT Qty	HFHT %
6. What was the purpose of your visit today?	Allergies	0	0%	1	1%	1	0%
	Blank	24	19%	20	11%	44	14%
	blood work renew	0	0%	2	1%	2	1%
	Checkup	15	12%	13	7%	28	9%
	Consultation	0	0%	2	1%	2	1%
	discussion	1	1%	1	1%	2	1%
	F/U	23	18%	21	12%	44	14%
	form filled out	3	2%	10	6%	13	4%
	Infection	7	6%	5	3%	12	4%
	Injection/Shot	0	0%	5	3%	5	2%
	Meds review/renew	2	2%	20	11%	22	7%
	New patient	0	0%	2	1%	2	1%
	Physical Examination	2	2%	1	1%	3	1%
	post hospital	0	0%	3	2%	3	1%
	post surgery	0	0%	1	1%	1	0%
	Referral	1	1%	4	2%	5	2%
	review test result	9	7%	17	9%	26	8%
	Sick Visit	34	27%	44	24%	78	25%
	Test order	1	1%	7	4%	8	3%
	well baby visit	0	0%	2	1%	2	1%
	blood pressure check	1	1%	0	0%	1	0%
Flow chart update	1	1%	0	0%	1	0%	
infusion	1	1%	0	0%	1	0%	
Prep-op	1	1%	0	0%	1	0%	
<b>Total</b>		<b>126</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>307</b>	<b>100%</b>

**Comments - Dunnville**

1. waiting in the room to see physician took over 30 min; 2. it would be beneficial to have a team of physicians to back up main GP when an appointment not available in a reasonable time.

All good - Happy patient!

all staff were very professional & so helpful. Thank you

asked to speak to my doctor was told to see nurse. Have gone threw tests before to make sure this is a yeast infection I understand why but frustrating to go through more tests.

awesome interaction & support

Dr Xu is awesome!

Dr. Derochers has always be kind and helpful to me. Sometimes have to wait for 2 weeks for appt.

Everything good

everything was fine thanks

I am always happy here

I highly respect Dr. Kamouna's professionalism. He listens and explains fully what he thinks is or is not the problem. I am grateful to hav ehim as my physician

I would recommend Dr Xu to anybody

it was amazing that Dr. Xu was able to fit us in on short notice. We are very grateful for the care we receive here.

keep up the good work

later hours needed for those of us who work, especially when have walked in past for two hours in waiting room!

lovely, kind staff, a great place whne you feel unwell! Great care given!

phone was answered when I called. It was hard to get someone to answer.

put a clock in waiting room

reception is the best

sorry but unfortunately till we get governments to understand why our care is as it is no survey will fix it! All do the best they can with what's available & can't perform from miracles!

ultrasound was prscribed along with pain med. Dr. Deroscher is the best for listening and "getting right on" the problem

very good doc!

very good service is always experienced

very pleased

very pleased

would appreciate a follow up phone call on any test positive or negative

Comments - Hagersville & Caledonia
all good
always prompt
always prompt & personal service!
amazing doctors office. Always get in when you need. Professional, caring, and never a long wait
been battling with ear infections on left side for quite sometimes
best doctor I ever had. You have wait with a good doctor. Very professional
difficult to contact by phone sometimes
Doctor is the best doc ever, she really cares about her patient and is totally awesome.
Dr covers everything with regard to your medical & follows up with you (full blood work up)
Dr Yar is the best doctor we can have. Very considerate and helpful. Always explains results & diagnosis
Dr. Robertson has been my Dr for around 25 years. She is the absolute best!! Caring - she listens - I love her LOL <3
Dr. Yar is one of the better Doctors
enjoy great rapport with doctor & her staff
excellent all around :)
Excellent care & follow up & advice as always
exceptionally pleased with nurse practitioner
follow-up
Great service!!
great staff
great understanding staff. Doctor Sarah is my favourite doctor and I've had over 5 doctors. Don't want to go anywhere else. She treats my whole family!!!
Have a nice day
I am extremely satisfied with the health care I receive from Dr. Phillips
I have always had excellent results from my house practitioner Kristina and receptionist Lisa they do a great job!
I have been coming to this practice since I was young and I find the staff so supportive and I like the professionalism I have always been happy with my care
I like how thorough Dr. Yar is
I love our medical team
I never feel rushed, my doctor is always very helpful in his explanation and reception is genuine & friendly.
I waited 15 minutes to get into the office then to see the Dr.
it is a very good doctor
just because had to wait a week on my part
long wait
love Dr. Gunning! 26 years in
love my doctor & receptionist
my app't was at 3pm, I got into the Dr office area @509 pm and seen Dr. Yar @ totally unacceptable! My time is important too!
my husband is a busy trucker and can't afford sitting 1 - 2 hours to be seen by doctor. He is on a schedule. Cattle cannot stand still in a truck. My husband has half 2 x not seeing doctor
None
overall very satisfied with my new family physician
satisfactory
smiling and friendly. Very happy Dr is open to natural. A internatives that FHT offers nutritionist + pharmaceutical consults as well. The new office is nice, smells great & efficient
Sorry Don't like to wait to get in
started booking appts in the AM. As the wait is usually unacceptable. That's the only complaint I have. Otherwise, I like the health care
Thanks
the appointment was booked as requested
they are very professional and friendly and helpful
to long in waiting room, and get new magazines

**Comments - Hagersville & Caledonia**

usually a very long wait but always good about getting my family in and taking care of us!

very personable & informative

very satisfied with Dr. Gunnings office

very satisfied with service

waited for 2 hours before appointment

waiting long periods of time but I was told this could happen so I said I would bring a book. Okay by me

we feel very cared for here ;) we never feel rushed

yes it's important to me that they're here it's my body and I know what goes on everyday All I ask is please listen to me. Thank you