



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

100%

felt comfortable talking about personal problems related to their health concerns

satisfied that the healthcare provider **gave them an opportunity to ask questions**

satisfied that the healthcare provider **listened to their concerns**

felt involved in decisions about their care and treatment

satisfied that the healthcare provider **spent enough time with them**

satisfied with their **overall experience with the reception staff**

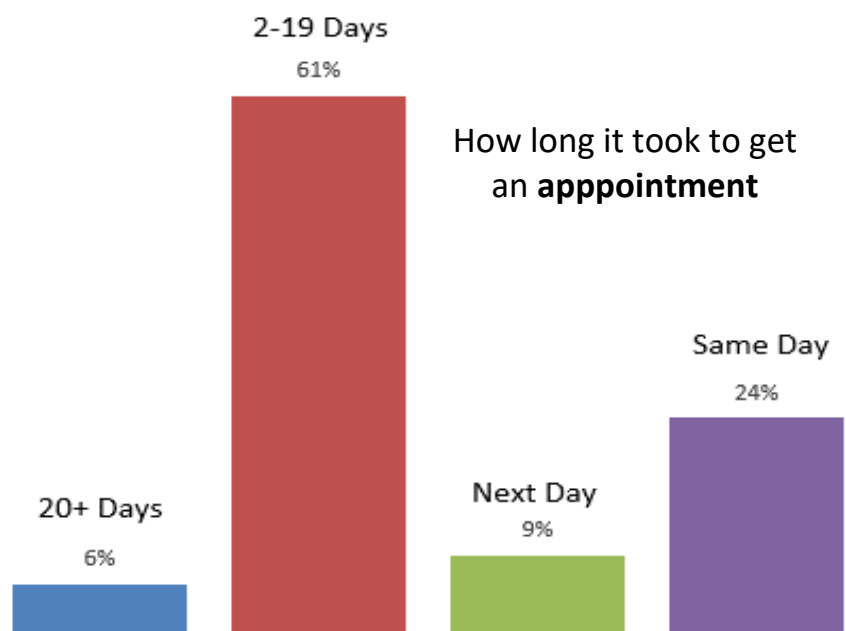
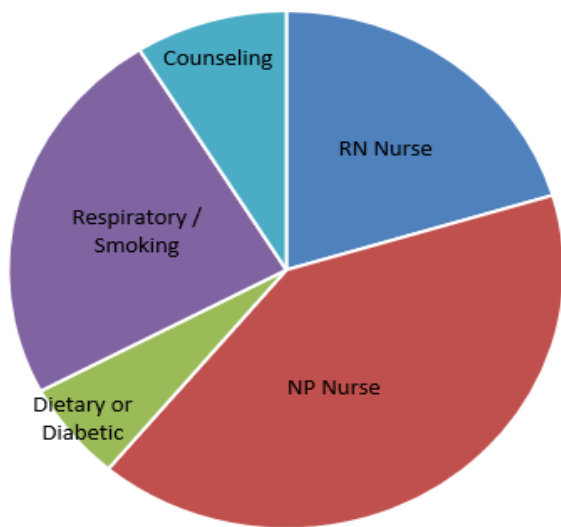


100% satisfied with the **day and time** of their appointments



99% satisfied with the length of **time to wait** for their appointments **in the office**

Type of Appointments



"Great place and awesome staff!"

"Front desk staff are very efficient and accommodating with my appointments"

"The smoking group is a great help"

"Pleasurable experience. Thanks!"

"What a great service to offer the local community"

"The Health Team is all wonderful; I feel this way after each visit!"

Haldimand Family Health Team
Patient Satisfaction Survey Results

COMMENTS

Dunnville

Front desk staff are very efficient and accommodating with my appointments
 Better phone service
 Appreciate free parking; Need more parking spaces
 My only real concern with the office is accessibility. I'm deaf. They still insist on phone calls!
 Regular doctor appointment answers will be very different
 Stupid Question (#8)
 good motivation
 The smoking group is a great help; also Kitty is great at her job
 Suggested a breathing test then joined the group. Thanks Kitty
 these group sessions really help!
 this program works, if you actually try
 very good program
 excellent consistent care!
 Calling for doctor but NP was fine needed to see someone
 What a great service to offer the local community

Hagersville

vert happy
 Great staff
 Thanks you - I have not smoked since Dec 26 2019 - not one puff
 Very pleased with my visit
 Pleasurable experience. "Thanks!"
 The health Team is all wonderful, I feel this way (above responses) after each visit!
 very pleasant visit overall

Caledonia

Great place and awesome staff!
 Malika was excellent! Impressed I received a phone call that I was due for my pap - I sometimes forget!
 requested this date
 Great service

Haldimand Family Health Team
Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
2. How satisfied were you with the day and time of your appointment?	Extremely Satisfied	45	83%	22	69%	28	93%	95	82%
	Very Satisfied	8	15%	8	25%	2	7%	18	16%
	Satisfied	1	2%	2	6%	0	0%	3	3%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	1	2%	0	0%	0	0%	1	1%
	Total		55	100%	32	100%	30	100%	117

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
3. How satisfied were you with the number of minutes you had to wait for your appointment once you arrived in the office?	Extremely Satisfied	42	79%	27	84%	27	90%	96	83%
	Very Satisfied	9	17%	4	13%	3	10%	16	14%
	Satisfied	2	4%	0	0%	0	0%	2	2%
	Somewhat Satisfied	0	0%	1	3%	0	0%	1	1%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	2	4%	0	0%	0	0%	2	2%
	Total		55	100%	32	100%	30	100%	117

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
4. How satisfied were you with the overall experience you had with the reception staff?	Extremely Satisfied	44	80%	29	94%	28	93%	101	87%
	Very Satisfied	9	16%	2	6%	2	7%	13	11%
	Satisfied	2	4%	0	0%	0	0%	2	2%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	0	0%	1	3%	0	0%	1	1%
	Total		55	100%	32	100%	30	100%	117

Haldimand Family Health Team
Patient Satisfaction Survey Results

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
5a. How satisfied were you that your healthcare provider: Involved you as much as you wanted to be in decisions about your care and treatment?	Extremely Satisfied	45	83%	25	78%	28	93%	98	84%
	Very Satisfied	9	17%	7	22%	2	7%	18	16%
	Satisfied	0	0%	0	0%	0	0%	0	0%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
5b. How satisfied were you that your healthcare provider: Gave you an opportunity to ask questions about recommended treatments?	Extremely Satisfied	44	81%	27	84%	28	93%	99	85%
	Very Satisfied	9	17%	5	16%	2	7%	16	14%
	Satisfied	1	2%	0	0%	0	0%	1	1%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
5c. Thinking about your visit today, how satisfied are you that your healthcare provider: Spent enough time with you?	Extremely Satisfied	42	78%	29	91%	28	93%	99	85%
	Very Satisfied	11	20%	3	9%	2	7%	16	14%
	Satisfied	1	2%	0	0%	0	0%	1	1%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	0	0%	0	0%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

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

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT %
5d. Thinking about your visit today, how satisfied are you that your healthcare provider: Listened to your concerns?	Extremely Satisfied	44	81%	28	88%	27	90%	99	85%
	Very Satisfied	9	17%	4	13%	2	7%	15	13%
	Satisfied	1	2%	0	0%	0	0%	1	1%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	1	3%	1	1%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT %
5e. Thinking about your visit today, how satisfied are you that your healthcare provider: Let you say what was important?	Extremely Satisfied	45	83%	28	88%	27	90%	100	86%
	Very Satisfied	8	15%	4	13%	2	7%	14	12%
	Satisfied	1	2%	0	0%	0	0%	1	1%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	1	3%	1	1%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
5f. Thinking about your visit today, how satisfied are you that your healthcare provider: Took your health concerns seriously?	Extremely Satisfied	45	83%	31	97%	27	90%	103	89%
	Very Satisfied	8	15%	1	3%	2	7%	11	9%
	Satisfied	1	2%	0	0%	0	0%	1	1%
	Somewhat Satisfied	0	0%	0	0%	0	0%	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0%	0	0%
	NA	0	0%	0	0%	1	3%	1	1%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		54	100%	32	100%	30	100%	116

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

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT %
5g. 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?	Extremely Satisfied	44	81%	29	91%	25	1	98	88%
	Very Satisfied	10	19%	3	9%	0	0	13	12%
	Satisfied	0	0%	0	0%	0	0	0	0%
	Somewhat Satisfied	0	0%	0	0%	0	0	0	0%
	Not at all Satisfied	0	0%	0	0%	0	0	0	0%
	NA	0	0%	0	0%	0	0	0	0%
	Blank	0	0%	0	0%	0	0	0	0%
	Total		54	100%	32	100%	25	100%	111

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
6. 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?	Don't know	6	12%	8	26%	0	0%	14	13%
	20+ days	4	8%	1	3%	0	0%	5	5%
	2-19 days	25	50%	14	45%	16	55%	55	50%
	Next Day	4	8%	1	3%	3	10%	8	7%
	Same Day	6	12%	7	23%	9	31%	22	20%
	I booked my appointment more than 1 month ago	5	10%	0	0%	1	3%	6	5%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		50	100%	31	100%	29	100%	110

QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
7. What kind of appointment did you have today?	RN Nurse	18	34%	3	10%	2	7%	23	20%
	NP Nurse	14	26%	14	45%	18	62%	46	41%
	Dietary or Diabetic	0	0%	5	16%	2	7%	7	6%
	Respiratory / Smoking	19	36%	6	19%	2	7%	27	24%
	Counseling	2	4%	3	10%	5	17%	10	9%
	Blank	0	0%	0	0%	0	0%	0	0%
	Total		53	100%	31	100%	29	100%	113

Haldimand Family Health Team
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QUESTION	RESPONSES	Dunnville	Dunnville Completed %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT Completed %
8. How did you hear about this service?	Through my doctor	32	59%	30	94%	26	93%	88	77%
	I asked if I could come in for an appointment	14	26%	2	6%	1	4%	17	15%
	It was advertised on a poster / flyer	0	0%	0	0%	0	0%	0	0%
	Someone in the office telephoned me	1	2%	0	0%	1	4%	2	2%
	Through Another organization in my community	0	0%	0	0%	0	0%	0	0%
	Other (please specify here)	5	9%	0	0%	0	0%	5	4%
	Other Specified	2	4%	0	0%	0	0%	2	2%
	Blank	0	0%	0	0%	0	0%	0	0%
	TOTAL		54	100%	32	100%	28	100%	114

QUESTION	RESPONSE CATEGORIES	Dunnville	Dunnville %	Hagersville	Hagersville Completed %	Caledonia	Caledonia Completed %	HFHT Qty	HFHT %
1. What was the purpose of your visit today?	Baby	3	6%	1	4%	0	0%	4	4%
	Dietitian	0	0%	5	19%	2	7%	7	7%
	Physical & Preventive (included PAPs)	2	4%	1	4%	2	7%	5	5%
	Vaccines & TB	12	23%	0	0%	1	4%	13	12%
	Cough	1	2%	4	15%	3	11%	8	8%
	Diabetes	0	0%	2	8%	0	0%	2	2%
	Social Work	0	0%	2	8%	5	19%	7	7%
	Pregnancy	2	4%	0	0%	0	0%	2	2%
	Consultation	8	15%	2	8%	10	37%	20	19%
	Lung	22	42%	5	19%	1	4%	28	26%
	Pain	0	0%	2	8%	1	4%	3	3%
	Prescription	1	2%	2	8%	0	0%	3	3%
	F/U	2	4%	0	0%	2	7%	4	4%
	No Response	5	9%	5	16%	1	4%	11	9%
	Total		58	100%	31	100%	28	100%	117