

December 7
2020 to
January 15
2021

Patient Experience Survey Results

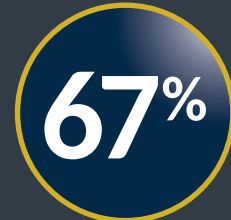
PURPOSE OF THE SURVEY

To gather baseline data
to better understand
patient experience at
Orchards Walk Medical Clinic
for self-reflection and
quality improvement

TOTAL RESPONSES



URGENT ACCESS



Patients reported that
wait times are very acceptable
or acceptable



Orchard's Walk
MEDICAL CLINIC

QUALITY OF CARE



(always or most of the time)

- Easy to get in touch with the clinic
- Staff are courteous and helpful
- Wait time within 15 minutes
- Care team explains things well
- Treated with dignity and respect
- Aware of medical history
- Involved in decisions regarding care
- Clear care and health instructions
- Access to recent test/exam results
- Opportunity to ask questions
- Effectively coordinates my care
- Spends enough time
- Knows and follows treatment plans
- Provides culturally safe care
- Respects cultural health practices

ROUTINE ACCESS



Patients indicated they could
see their doctor/nurse practitioner
when they needed to

HOURS OF OPERATION

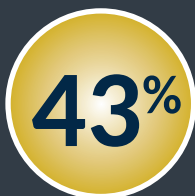


78%

satisfied or fairly satisfied
with the hours of operation

EXPERIENCES OF
DISCRIMINATION 3%

SELF-REPORTED HEALTH



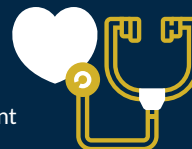
reported that their
Physical Health prevents
them from doing things
some or all of the time



reported that their
Mental Health prevents
them from doing things
some or all of the time

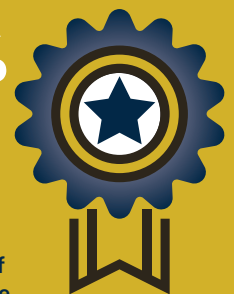
LEADING BARRIERS TO MANAGING HEALTH

1. Difficulty exercising
2. Difficulty eating well
3. Don't understand
health problems or
how to treat them
4. Not sure how to prevent
problems with health



85%

of patients rated
Orchards Walk
Medical Clinic an
8 out of 10 or
higher in terms of
overall experience



THANK YOU!

for participating and helping us
to become a better team-based
collaborative health care service



We will continue to review how we can improve our service