

PATIENT EXPERIENCES WITH CARE

Our clinic is taking part in a survey led by the University of Toronto teaching sites for Family Medicine. The survey helps us understand patient care experiences and needs. It is sent to patients once a year, and we have so far learned from 6 surveys that were sent starting June of 2020. Our clinic doctors meet regularly as a team to discuss the survey results and find ways to provide better care.

FINDINGS

This is what we learned from you through our last survey done in July 2022.
We had 1757 patients respond to our survey and we are hoping to hear from you this time!

ACCESS TO OUR PHONE LINES

4723

Average number of phone calls our staff receive per week

81% of our patients rate their phone experience as good, very good or excellent

PHONE WAIT TIME

68.5%

Waited 5 min or less before they were able to speak to someone who could assist them

19% of patients who had rated their booking experience as fair or poor were associated with longer wait time on the phone

VIRTUAL CARE

% of patients receiving care through:

In-person	56%
Phone	42%
Video	1%
Email or Secure Messaging	4%

94 % of patients got the type of appointment they preferred

96 % of patients stated their in-person appointment met their needs

HOW DID OUR PATIENTS FEEL ABOUT THE CARE THEY RECEIVED?



88%

of our patients reported that their provider spent enough time with them and involved them in decisions about their care and treatment



69%

of our patients stated that they are satisfied with the length of time between making an appointment and receiving care



92%

of our patients stated that their primary care provider involve them with decisions around their care

WE APPRECIATE YOUR FEED BACK. WHAT WE ARE DOING NEXT...

By March 2023, we are hoping to roll out online appointment booking for our health care providers. Details of how can you book with your primary care provider will be emailed, please make sure we have your email address on file.

We understand this data does not represent everyone we see at our clinics. This is just one way for us to learn about your needs. Data for the analysis includes results from 1797 patients at our own site and 7482 patients across 13 teaching clinics that completed the first survey. Keep sharing your ideas with us! If you have never been asked to complete one of the surveys, please make sure we have your email address on file. Your turn will come!

Click [here](#) to learn more.