

PATIENT EXPERIENCE SURVEY

The survey is distributed and analyzed twice a year. We look at the results over time to see what changes we need to make to give better care.

This was the first time we included a patient experience question about disabilities.



1107 total patients at our clinic completed the latest survey.

WHAT WE LEARNED

23%

of patients who responded to the survey reported having a disability

The most commonly identified disabilities are physical disabilities and mental health impairments. Of those patients who identify as having a disability:

55%

report having a physical disability

48%

report having a mental disability

Compared with those without a reported disability:



There was no difference in receiving clinic care in the past 12 months.



We noticed patients reporting a disability were more likely to seek urgent care in the past 12 months. However, they were similar in experience as other patients in reporting accessing care on evenings and weekends.



Next steps: Working with patient partners to better understand our systems and use patient experience data to enhance care for patients with disabilities.

WHAT'S NEXT

64%

of patients have not used our online appointment booking option. Based on the feedback we received about why this option wasn't being used, we've made some changes.

WHAT WE DID

We've created clinic posters reminding patients of our website and online booking options, updated the booking tool format to make it more user-friendly, and shortened our URL to make it quicker and easier to access.

Our patients can now book your next visit online using the link below:
unityhealth.to/fhtbooking