



**NorthHamilton**  
Community Health Centre

**Client Satisfaction Survey 2016**

*Report prepared July 2016*

## Table of Contents

Client Satisfaction Survey 2016 .....	1
SUMMARY OF FINDINGS .....	3
Satisfaction with Service Provider Interactions, and Facilities .....	3
Areas in Need of Attention .....	4
INTRODUCTION .....	6
New Survey Questions and Design .....	6
METHODS .....	7
RESULTS .....	8
Perceived Health Status .....	8
Main Health Care Provider .....	9
Knowledge of Health Centre, Staff and Services .....	10
Team-Based Care .....	10
Walk-in Clinics, Emergency Department Use and Hospitalizations Among Primary Care Users .....	19
Satisfaction with Departments Outside of Primary Care .....	23
Mental Wellness Services .....	24
Health Promotion .....	26
Seniors Services .....	28
Rehabilitation Services .....	31
Diabetes Services .....	37
Reception .....	40
Phone System .....	41
Weekend Appointments .....	42
Other Services Desired .....	44
Cultural Sensitivity .....	46
Transportation .....	47
Health Centre Accessibility and Design .....	48
CONCLUSION .....	53

## SUMMARY OF FINDINGS

Every year North Hamilton Community Health Centre engages our clients in a survey which asks a range of questions, including perceived health status, satisfaction with services, facilities, and knowledge of the Health Centre's resources. This is the fourth successive occasion in which clients have been surveyed on a yearly basis. Prior to 2012, Client Engagement Surveys were run every two years. In total 222 clients participated in the 2016 survey; this figure included 202 English respondents and 20 Spanish respondents. This year's sample size was slightly higher than previous years with 198 participants in 2015, 175 in 2014 and 179 in 2013.

### **Satisfaction with Service Provider Interactions, and Facilities**

Overall, clients continue to exhibit very high levels of satisfaction with the services and care received across departments. For example, client approval ratings of the overall care received from various departments ranged from 89.1% for Primary Care, when combining the top two response options of 'excellent' and 'very good' to 100% satisfaction with foot care services and volunteer services. When 'good' - the response scale's mid-point - is included in the approval rating for Primary Care, then its approval rating is about 98.3% and, then the lower end of the range would be 91.9% for Health Promotion, again only looking at the top two response options of 'satisfied' combined with 'very satisfied'.

When asked about the level of dignity and respect extended to them by the different departments, approval ranged from 95.7% for Mental Wellness, when combining 'satisfied' and 'very satisfied' to 99.1% for Rehabilitation services.

Respondents continued to exhibit a high knowledge of the fact that the Health Centre works in teams (94.44% in 2016 compared to 92.6% in 2015, 94.7% in 2014, 83% in 2013 and 72.5% in 2012). A slightly lower percentage (91.87%) reported liking the team approach to care delivery in 2016 compared to 2015 (92.5%) and 2014 (95.7%).

When evaluating continuity of care/interdisciplinary care at the Centre, primary care users reported that 90.6% of the time, primary care providers 'always' or 'most of the time' seemed to know about their medical history; 85.2% of the time 'always' or 'most of the time' seemed to have recent tests or exam results; 91.4% of the time were 'always' or 'most of the time' consistent in what they were telling their clients about their care and treatment'; and 90.6% of the time, primary care providers 'always' or 'most of the time' were seen to work well together in caring for their clients.

Combining "always" and "most of the time" for each department, including Primary Care, Mental Wellness, Rehabilitation, Fitness, Foot care and Diabetes, there is a range of 92.4% to 96.6% for being given the opportunity to ask questions about health and treatment; a range of 93.1.3% to 96.6% for being helped in understanding how best to manage one's health; a range of 93.1% to 98.6% for being involved as much as wanted in decisions related to one's own care and health; a range of 87.1% to 96.6% for feeling that enough time has been spent with the provider, and a range of 82.2% to 97.2% for appointments beginning on time.

In 2016, 97.0% of respondents replied that reception staff were helpful 'always' or 'most of the time' and 98.0% of respondents replied that reception staff were polite 'always' or 'most of the time'. 97.5% of respondents rated their ability to speak with reception staff (rather than to leave a phone message) as 'excellent', 'very good', or 'good.'

As in previous years, Health Centre accessibility was rated high with 92.6% of respondents reporting that the Health Centre was located in an accessible location. This figure is slightly higher than the 90.6% who reported that it was accessible in 2015. The design or layout of the Health Centre was also viewed positively with 98.5% reporting that they were able to move around the building easily (compared to 99.4% in 2015). The overall cleanliness of the Health Centre was also rated high (99.0% of ratings were 'good' to 'excellent') as was the overall physical comfort of the Health Centre (99.5% of ratings were 'good' to 'excellent').

In 2016, 98.5% of English survey respondents and 100% of Spanish survey respondents felt that the services provided at the Health Centre were sensitive and respectful of their culture, beliefs and traditions (compared to 99.4% of English survey respondents and 100% of Spanish survey respondents in 2015).

### **Areas in Need of Attention**

In the 2016 survey 82.6% of respondents reported that when they were sick they were able to get an appointment on the day that they wanted, however, only 47.0% of survey respondents reported being seen on the same day or the next for said appointment. In comparison, in 2015, 73.4% of primary care respondents reported they were able to get an appointment on the day that they wanted, and 50.6% reporting being seen on the same or the next day. In 2016 the main reason given, among individuals who had to wait 2 or more days for an appointment, was that they only wanted to see their own health care provider and not a different care provider (43.1%). In all, 60.8% of the cases who had to wait 2 or more days for an appointment were attributed to client-driven factors, however, there remains a significant proportion of clients who reported that clinic-driven factors resulted in their wait including 31.0% (n=16) who said that there were no earlier appointments available to them.

In 2016, 40.34% of English-speaking clients reported visiting an emergency department in the past 12 months this was up significantly from 30.1% in 2015; 34.4% in 2014 and 21.4% in 2013. 18.6% of respondents reported being admitted to hospital compared to 7.9% in 2015; 24.6% in 2014 and 14.5% in 2013. When asked if, they would go to the emergency department for a cold, 6.7% of primary care respondents responded affirmatively which was up from 3.2% in 2015.

62.1% of Primary Care respondents were aware of the Centre's on-call services compared to 63.4% in 2015; 56.4% in 2014; 56.3% in 2013; and 69% in 2012). This continues to fall below target despite many initiatives by the primary care team over the last number of years. The team will continue to work on improving on this metric with the hope of seeing improvement in future surveys. Clients continue to identify a desire for weekend access to services with 75.7% of respondents indicating that they would use weekend appointments. The top 3 services identified were Doctor/Nurse/Physician Assistant (~64%); Fitness/gym (~55%) and Physiotherapy (45%). 73% of respondents reported having internet access however when asked if they were aware that the Health Centre had a website only 37.2% of individuals reported being aware of the website. A. Further among

those clients who were aware of the website, most 'rarely' (41.3%) or 'never' (33.3%) visited the website. Some clients provided suggestions to improve usage e.g. put website on appointment cards, and make appointment-checking available.

Many respondents continue to lack awareness of the Health Centres complaint process with 52.94 % of those surveyed stating they were not aware of the process. This was up from 42.9% in 2015; 44.5% in 2014

Clients were asked two open ended questions about what services they would like to see offered at the Health Centre and what they would like to change about the Health Centre. Several clients identified the need for more services such as dental care, eye care, and increased variety of group programs, in particular child care and child friendly programs. When asked about what changes they would like to see respondents wanted more access to services including the gym and more parking close to the Centre.

## **INTRODUCTION**

Every year North Hamilton Community Health Centre engages its clients in a survey which asks a range of questions, including perceived health status, satisfaction with services and facilities, and knowledge of the Health Centre's resources. This survey aligns with the Health Quality Ontario (HQP) 'Primary Care Patient Experience Survey', meets the Health Centre's accreditation requirements, and provides evidence for strategic and programmatic decision-making.

### **New Survey Questions and Design**

The 2016 survey largely builds on the survey design from previous years. Some changes were made to the 2015 version however the content of current version is basically a finessing of the 2015 version. Changes from the 2015 version include:

- wording changes to increase readability or specificity, e.g. adding "at the Health Centre" in areas where the client may have otherwise given responses about their experiences elsewhere
- re-scaling of the question about being treated with dignity and respect from an "Excellent to Poor" rating scale to an "Always to Never" rating scale in the Primary Care section of questions.
- the readmission of the question asking the identity of the Primary Care Provider used most often, for data quality purposes, i.e. to ensure that a client assessing Primary Care services has actually accessed those services.
- the addition of 'Kinesiology' as a response option within the Rehabilitation Services block of questions

## **METHODS**

In contrast to the randomized collection method used in previous years, survey participants for 2016 were selected by convenience sample. Clients who had appointments with Health Centre Staff were asked to participate. Thus all participants were currently in need of services at the Centre at the time of survey completion. Some clients who were not attending the Centre because of dissatisfaction or whose health status did not necessitate a visit to the Health Centre would not have been surveyed. This may have impacted on the representativeness of the survey sample however the demographic of the survey population do not differ significantly from previous populations. A similar weighting criteria of at least 55% Primary Care clients was applied for the English-speaking respondents. Clients were included in the English survey if they had the ability to comprehend English well enough to complete the survey. Clients were included in the Spanish survey if they were unable to comprehend English well enough to complete an English survey. Since language acquisition is often not updated in Purkinje, a Spanish-speaking administrative staff member was asked to help identify true mono-lingual Spanish-speaking clients by convenience sampling.

Clients were approached in one of two ways. Clients were approached prior to their appointments as they sat waiting in the waiting rooms or else, clients who intended to visit the health centre for care were called in advance of their visit and invited to complete the survey. Most surveys were done in person and administered by a two-person team using Survey Monkey for data entry, but clients who preferred to complete the survey at home were given paper surveys with paid envelopes to take home and either mail upon completion or hand-deliver to the Health Centre. Two out of the eight surveys that were handed out to clients of the Health Centre who preferred to complete the survey at home were returned.

This year clients were offered a \$2 gift card and a chance to win a \$100 grocery gift card for participating in the Client Experience Survey. Clients received no other compensation for participating in the survey.

## **RESULTS**

All questions are presented below, in the order in which they were asked. Results of the surveys collected from English-speaking respondents follow with comparisons made to the results of the Spanish-speaking respondents survey and to previous years' results, where possible and relevant. All year-over-year comparisons are to be interpreted in the context of the different sampling methods used (2016: convenience stratified, 2015: random stratified), as well as the changes in wording and scales, etc.

### **Perceived Health Status**

Prior to 2012 a 6-item scale was used. In 2012, a 5-item scale was used, to better reflect the standard way that this question is asked. This table shows the full six items for 2000 to 2010. 2012 to 2016 results are reported using the 5-item scale.

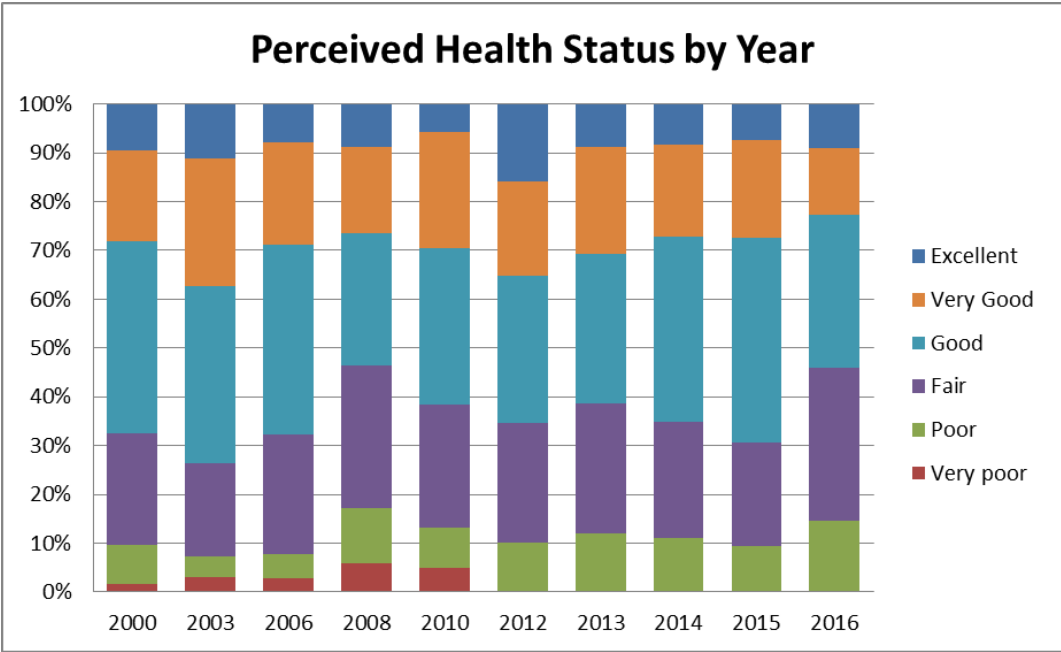
#### **1. How would you describe your health?**

<b>Perceived Health Status</b>	<b>2000</b>	<b>2003</b>	<b>2006</b>	<b>2008</b>	<b>2010</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
<b>Very poor</b>	1.7%	2.9%	2.9%	5.9%	5%	<i>Option not given</i>	<i>Option not given</i>	<i>Option not given</i>	<i>Option not given</i>	<i>Option not given</i>
<b>Poor</b>	7.9%	4.3%	4.9%	11.2%	8.2%	10.0%	12%	11%	9.4%	14.65%
<b>Fair</b>	23.0%	19%	24.4%	29.4%	25.2%	24.7%	26.7%	23.9%	21.3%	31.31%
<b>Good</b>	39.3%	36%	39.0%	27.1%	32.1%	30.0%	30.7%	38.1%	41.9%	31.31%
<b>Very Good</b>	18.5%	26%	21.0%	17.6%	23.9%	19.5%	22%	18.7%	20.0%	13.64%
<b>Excellent</b>	9.6%	11%	7.8%	8.8%	5.7%	15.8%	8.7%	8.4%	7.5%	9.09%

Despite the subjective nature of this question, perceived health status has been shown to correlate to individual's future health care use and mortality. In 2016, approximately 54.0% of individuals ranked their health as good, very good or excellent. This is significantly lower than the 69.4% of individuals in 2015; the 65.2% of individuals in 2014; and the 61.4% of individuals in 2013 who ranked their health as good, very good or excellent. Given that the random sample changes from year to year, a change in perceived health status is to be expected and may reflect the nature of the sample selected. Another contributing factor may be the sampling method used, as the population sampled were all intending to visit a health care provider at the time of being



surveyed and likely would have had some health complaint at the time of their visit unless, for example, the reason for visit was routine screening or annual check-up or for fitness or health promotion.



In contrast to the English-speakers, a larger percentage of Spanish-speakers ranked their health as ‘Excellent’ (15% compared to 9.1%), ‘Very good’ (25% compared to 13.6%) or ‘Good’ (35% compared to 31.3%), and a lower percentage of Spanish-speakers ranked their health as ‘Fair’ (15% compared to 31.31 or ‘Poor’ (10% compared to 14.7%). In total in 2016, 75% of Spanish-speakers ranked their health as good, very good or excellent compared to 54.0% of English-speakers. In 2015, 68.4% of Spanish-speakers ranked their health as good, very good or excellent compared to 69.4% of English-speakers.

**Main Health Care Provider**

**2. Do you have a doctor, nurse or physician assistant at North Hamilton Community Health Centre?**

Of the 202 English speakers who answered this survey to completion, 120 (59.4%) reported having a primary care provider at NHCHC, while 28 individuals (40.6%) reported not having a primary care provider at NHCHC. The survey methodology tried to facilitate a 60/40 split in favour of Primary Care respondents. Among Spanish-speaking respondents (N=20), 16 individuals (80%) were clients of Primary Care.

Answer Options	2014 Response Percent	2015 Response Percent	2016 Response Percent
Yes	60.7%	58%	59.41%
No	39.4%	42%	40.59%

**Knowledge of Health Centre, Staff and Services**

**3. If ‘yes’ do you know the name of the doctor, nurse of physician assistant?**

The majority of respondents (96.4%, n=107) knew the name of their Primary Care Provider. Of the 16 Spanish-speakers who said ‘yes’ to having a Primary Care Provider at the centre, 93.7% (N=15) knew the name of their Primary Care Provider.

**Team-Based Care**

**4. Do you know that the Health Centre works in teams (e.g. a doctor may work with a nurse, as well as a physiotherapist and dietitian)?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2013 Response Percent	2012 Response Percent	2016 Spanish Response Percent
Yes	94.96%	92.6%	94.7%	83%	72.5%	93.75%
No	5.04%	7.5%	5.3%	17%	27.5%	6.25%

As in 2015, client knowledge of our team-based model of care remains high (approx. 95.0%).

**5. Do you like it when a team provides your care?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2013 Response Percent	2012 Response Percent	2016 Spanish Response
Yes	92.24%	92.4%	95.7%	89.9%	81.2%	100.0%
No	7.76%	7.6%	4.4%	10.1%	18.8%	0.0%

One hundred percent of Spanish-speakers report liking the team-based model of care. Among the English-speaking sample, the response rate in 2016 continues to remain high compared to previous years. Individuals who responded to not liking the team-centered approach were asked “why not.”

Several of the 9 English-speaking respondents who said that they did not like the team-based approach, left comments as quoted below:

- “I prefer one-on-one treatment with my doctor. I get offended when treated [as] a lab rat or experiment.”

- “Because if I am booked with certain doctor, I have the expectations from my doctor, when someone else comes in, and they can’t prescribe nothing or they can't do nothing. Over time is wasted. Not happy.”
- “Does [not?] like when no(?) PC providers have medical records access”
- “I like to control some of the info re: foot doc - doesn't need to access to my social work records for example.”
- “Sometimes yes, sometimes no”
- “Sometimes, they do not talk to the person they supposed to be. They keep their records separate too”.

**6. Thinking about the health care provider you see most often, how would you rate...**

Answer Options	Excellent N (%)	Very Good N (%)	Good N (%)	Fair N (%)	Poor N (%)	Response Count
a. they listened to your concerns	81 (68.07%)	21 (17.65%)	12 (10.08%)	4 (3.36%)	1 (0.84%)	119
b. they explained things in a way that was easy to understand	78 (65.55%)	25 (21.01%)	11 (9.24%)	4 (3.36%)	1 (0.84%)	119
c. they were sensitive to your needs and preferences	73 (61.86%)	27 (22.88%)	13 (11.02%)	3 (2.54%)	2 (1.69%)	118
d. they encouraged you to talk about your personal goals or what was important to you during your appointments	69 (57.98%)	25 (21.01%)	18 (15.13%)	4 (3.36%)	3 (2.52%)	119
f. they gave you clear instructions about what you need to do after your visit	83 (69.75%)	18 (15.13%)	13 (10.92%)	3 (2.52%)	2 (1.68%)	119

95.8% of respondents rated their primary care provider as ‘good’, ‘very good’ or ‘excellent at listening to their concerns. Similarly in 2015, 95.7% of respondents rated their primary care provider as ‘good’, ‘very good’ or ‘excellent’ at listening to their concerns. Again, 95.8% of respondents rated their primary care provider as ‘good’, ‘very good’ or ‘excellent’ at explaining things in a way that was easy to understand in 2016. The figure in 2015 was identical as 95.8% of respondents rated their primary care provider as ‘good’, ‘very good’ or ‘excellent’ at explaining things in a way that was easy to understand in 2015.

95.8% of respondents rated their primary care provider as 'good', 'very good' or 'excellent' at being sensitive to their needs and preferences in 2016. This compares favorably to the 2015 figure, when 93.6% of respondents rated their primary care provider as 'good', 'very good' or 'excellent' at being sensitive to their needs and preferences.

85.7% of respondents rated their primary care provider as 'good', 'very good' or 'excellent' at encouraging them to talk about personal goals or what was important to them during their appointments in 2016. This is a slight decrease compared to 2015, at which time 89.4% of respondents reported that their health care provider encouraged them to talk about their personal goals or what was important to them.

95.8% of respondents would rate their primary care provider as 'good', 'very good' or 'excellent' at giving them clear instructions about what they need to do after their visit in 2016. This is slightly lower than the 97.9% who rated their primary care provider as 'good', 'very good' or 'excellent' at giving them clear instructions about what they need to do after their visit in 2015.

For Spanish-speaking respondents to this question (N=16), reporting on ratings of 'good', 'very good' or 'excellent', 93.8% felt PC providers listened to their concerns, and explained things in a way that was easy to understand; 87.5% said PC providers were sensitive to their needs and preferences, encouraged them to talk about personal goals or what was important to them during appointments, and gave them clear instructions about what they need to do after their visit.

**7. Thinking about the doctor, nurse or physician assistant you see most often, how often do they...?**

<b>Answer Options</b>	<b>Always N (%)</b>	<b>Most of the time N (%)</b>	<b>Sometimes N (%)</b>	<b>Rarely N (%)</b>	<b>Never N (%)</b>	<b>Response Count</b>
a. Give you an opportunity to ask questions about recommended treatment	89 (74.79%)	21 (17.65%)	6 (5.04%)	3 (2.52%)	0 (0.00%)	119
b. help you to understand how best to manage your health	92 (77.31%)	20 (16.81%)	5 (4.20%)	1 (0.84%)	1 (0.84%)	119
c. involve you as much as you want to be in decisions related to your own care and treatment	91 (77.78%)	19 (16.24%)	5 (4.27%)	1 (0.85%)	1 (0.85%)	117
d. spend enough time with you	81 (68.64%)	29 (24.58%)	5 (4.24%)	2 (1.69%)	1 (0.85%)	118
e. begin appointments on time	54 (45.76%)	43 (36.44%)	17 (14.41%)	1 (0.85%)	3 (2.54%)	118
f. treat you with dignity and respect	103 (86.55%)	13 (10.92%)	3 (2.52%)	0 (0.00%)	0 (0.00%)	119

In 2016, approximately, 92.4% of respondents who said that they had a primary care provider at NHCHC said that the provider gave them an opportunity to ask questions about recommended treatment always or most of the time. In 2015, this figure was 89.4%.

94.1% of respondents who said that they had a primary care provider at NHCHC said that the provider helped them to understand how best to manage their health always or most of the time. In 2015, this figure was also 89.4%.

94.0% of 2016 respondents who said that they had a primary care provider at NHCHC said that the provider involved them as much as they wanted in decisions related to their own care and treatment always or most of the time. Again, this compared favorably to the 2015 figure of 90.4%.

93.2% of 2016 respondents said that their provider spent enough time with them always or most of the time. In 2015, 87.2% of respondents said this.

In 2016, 82.2% of respondents said that their provider started their appointments on time always or most of the time. In 2015, this figure was 80.9%.

In 2016, the question about providers treating the client with dignity and respect was re-scaled to receive rankings ranging from ‘Always’ to ‘Never’. In this year, about 97.5% of clients reported that their provider treated them with dignity and respect always or most of the time. In 2015, this question was rated on a 5-point scale of ‘Poor’ to ‘Excellent’ and 90.4% rated their provider as very good or excellent at treating them with dignity or respect, this figure increased to 96.8% of respondents when ‘good’ was included as was reported in the 2015 report.

**8. Overall, how would you rate the following...?**

Answer Options	Excellent N (%)	Very Good N (%)	Good N (%)	Fair N (%)	Poor N (%)	Response Count
a. the length of time you had to wait in the examination room before you saw your health care provider	75 (63.03%)	34 (28.57%)	8 (6.72%)	1 (0.84%)	1 (0.84%)	119
b. your confidence in the doctor, nurse or physician assistant that you see most often at the Centre	81 (68.07%)	18 (15.13%)	17 (14.29%)	2 (1.68%)	1 (0.84%)	119
c. the care and services you received from your primary care providers at the Centre	80 (67.23%)	26 (21.85%)	11 (9.24%)	2 (1.68%)	0 (0.00%)	119

Respondents rated the three indicators in this section quite favorably with 98.3% of respondents considering that the length of time spent waiting in the examination room was ‘good’, ‘very good’, or ‘excellent’. While 97.5% had a high level of confidence in their provider rating their confidence level as ‘good’, ‘very good’ or ‘excellent’, and 98.3% rated the care received from their primary care providers as ‘good’, ‘very good’, or ‘excellent’ in 2016. This is slightly up from the rating of 95.7% received for all three in 2015 among the Primary Care random selection. 100% of Spanish-speaking respondents (N=16), rated the length of time spent waiting as ‘good’ or better; 87.5% (N= 14 of 16) rated their confidence in the provider seen most often as ‘good’ or better; and 100% rated the provider’s care and services as ‘good’ or better in 2016.

**9. Thinking about all of the health care providers at the Centre who have been involved in your care (and the way they worked together), how often...?**

Answer Options	Always N (%)	Most of the time N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)	Response Count
a. Did each seem to know your medical history	57 (48.72%)	49 (41.88%)	5 (4.27%)	4 (3.42%)	2 (1.71%)	117
b. Did each seem to have your recent tests or exam results	76 (66.09%)	22 (19.13%)	8 (6.96%)	5 (4.35%)	4 (3.48%)	115
c. Were they consistent in what they were telling you about your care and treatment	84 (72.41%)	22 (18.97%)	7 (6.03%)	1 (0.86%)	2 (1.72%)	116
d. Did they seem to work well together in caring for you	92 (78.63%)	14 (11.97%)	9 (7.69%)	1 (0.85%)	1 (0.85%)	117

Results about collaborative/interdisciplinary care remained favorable compared to 2015 results as 90.6% of English-speaking respondents felt that providers seemed to know their medical history ‘always’ or ‘most of the time’ (88.2% in 2015); 85.2% felt that providers seemed to have recent test results ‘always’ or ‘most of the time’ (87.2% in 2015); 91.4% felt that providers were consistent in their messages about care and treatment (91.5% in 2015); and 90.6% felt that providers worked well together in providing client care (90.3% in 2015).

Among Spanish-speaking respondents in 2016, the comparable responses of ‘always’ or ‘most of the time’ was 87.5% for providers knowing clients’ medical history; 75% for providers seeming to have recent medical test results; 100% for providers being consistent in what they said about care and treatment; and 93.8% of Spanish-speaking respondents felt that all providers worked well together collaborating in their care.

**10. The last time you were sick or were concerned you had a health problem, did you get an appointment at the Centre on the date you wanted?**

Answer Options	2016 English Response		2016 Spanish Response		2015 English Response	
	Percent		Percent		Percent	
	N	%	N	%	N	%
Yes	95	82.61%	11	68.75%	82	75.2%
No	20	17.39%	5	31.25%	27	24.8%

This question, taken from the HQO primary care survey, was added in 2015. It allows for a greater understanding of whether or not individuals who had to wait for an appointment felt that they were seen within a time frame that was satisfactory to them. The 2016 results were an improvement over the 2015 results among English-speaking respondents, while remaining roughly the same for Spanish-speaking respondents.

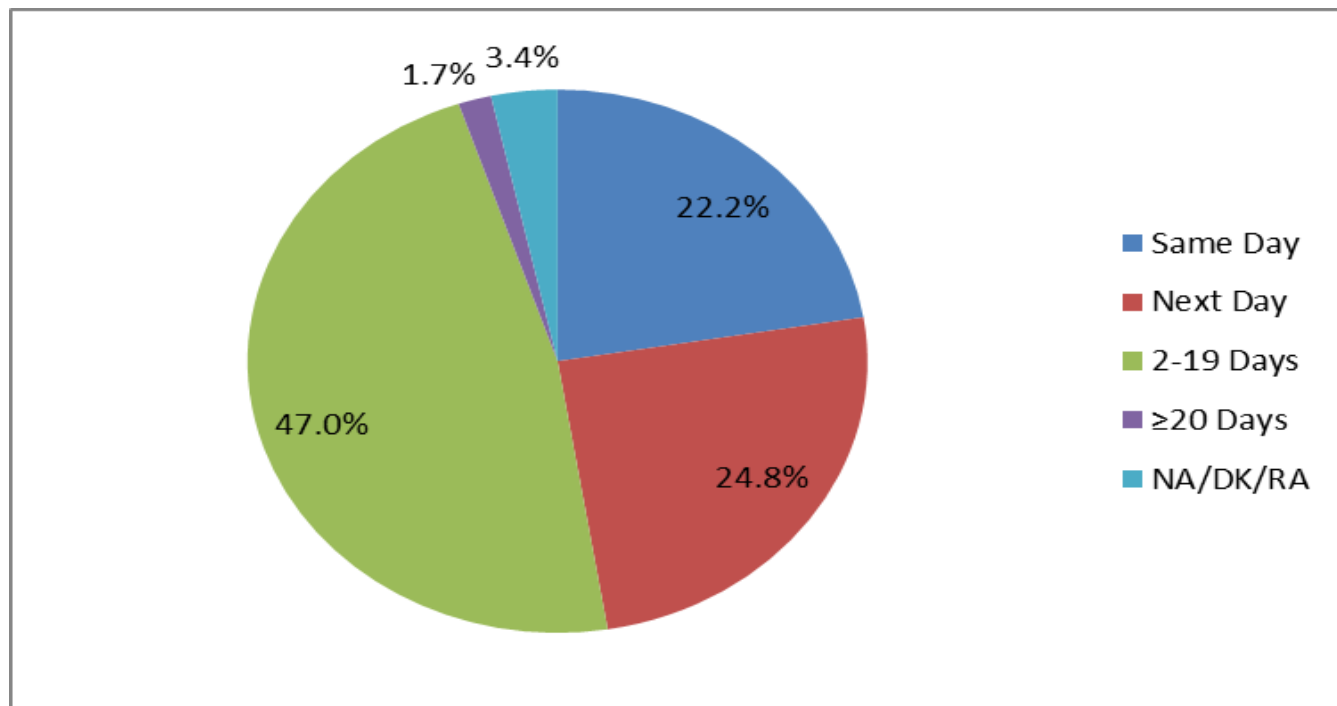
**11. Thinking about the last time you were sick or were concerned you had a health problem, how many days did it take from when you first tried to see your doctor, nurse practitioner, or physician assistant at the Centre to when you actually saw him or her or someone else in their office? Please Choose One, but specify the number of days if it took more than 2 days.**

Answer Options	Same Day		Next Day		2-19 Days		20 or more days		Not applicable/ don't know/refused	
	N	%	N	%	N	%	N	%	N	%
2014	10	10.8%	23	24.7%	51	54.8%	3	3.2%	6	6.5%
2015	21	23.1%	25	27.5%	40	44.0%	2	2.2%	3	3.3%
2016	26	22.22%	29	24.79%	55	47.01%	2	1.71%	4	3.42%

In 2016, 47.0% of survey respondents reported being seen either the same day or next (n=55). This is a slight decrease from 2015, at which time, 50.6% of respondents reported that they were seen either the same day or the next day from when they first tried to see their primary care provider. About 48.7% (n=57) of clients reported being seen after a wait of at least 2 days, while the rest did not give an answer to this question.



The pie graph below illustrates length of time English-speaking clients reported waiting for appointments before to being seen:



\*NA/DK/RA: Not Applicable/Don't Know/Refuse to Answer

Clients were also asked to specify the number of days if more than 2. Relevant responses by the English-speaking sample are tracked below:

YEAR	2 days	2-3 days	3 days	4 days	5 days	6 days	7 days	8-10 days	14-16 days	17-19 days
2014	12		15	6	1	3	8	2	3	
2015	5		8	2	5	1	9	4	4	
2016	4	4	4		2		8		5	

Results for the 16 Spanish survey respondents who answered this question were different from the results of the English survey respondents. Among Spanish-speaking respondents 31.35% were seen on the same day (n=5), 6.25% were seen next day (n=1), 25% were seen within 2-19 days (n=4), zero clients reported having to wait 20 or more days to be seen, and 3 clients did not have an answer as to the number of days spent waiting for appointments.

While only 3 Spanish-speaking individuals claimed to wait more than 2 days for an appointment, there were 5 comments given as a response option to the additional question: "if more than 2 days, what were the number of days spent waiting?" These comments were: "8 days after"; "15 approximately"; "maximum 1 week"; "20+" and

“3 days”. So that despite the fact that initially no one said they had to wait 20 or more days, there was in fact one comment of having to wait more than 20 days among the Spanish-speaking sample.

**12. If you responded to the above question that you needed to wait 2 or more days to book an appointment with a provider at the Centre, what is the most common reason why? Please check only one answer.**

Answer Options	2016 Response Percent (N=49)	2015 Response Percent (N=42)	2016 Spanish Response Percent (N=4)	2015 Spanish Response Percent (N=16)
I only wanted to see my health care provider and not a different care provider	43.14%	31.0%	14.29%	18.8%
The earlier appointment offered didn't work with my plans	13.73%	23.8%	28.57%	18.8%
I was too busy to come earlier	3.92%	11.9%	0.00%	6.3%
There were no earlier available appointments (even with another care provider)	31.37%	23.8%	42.86%	56.3%
The clinic was closed	1.96%	2.4%	0.00%	0.0%
Other (please specify)	5.88%	7.1%	14.29%	0.0%

While 57 PC individuals said that they had waited 2 or more days for an appointment, and while 51 PC individuals gave a response to this question, of these only 49 PC respondents had also claimed to having to wait 2 or more days, and given the condition of the question “if you said you had to wait 2 or more days...”, the percentages above only reflect those of the 49, for greater accuracy of the data. On a side note, by a *priori* decision, many of the questions below will be filtered in this way to ensure accuracy of the data presented. That being said, exclusion of responses from individuals whose initial response marks them as ineligible to respond to subsequent questions did not change the overall picture presented among English-speaking respondents, however, among Spanish-speaking respondents due to very small N sizes, the overall picture is different when responses must be excluded for data quality reasons.

Among the English-speaking sample who described the reason for having to wait more than two days to book an appointment (n=49), approximately 60.8% of respondents gave a client-driven explanation for the wait, including only wanting to see their own provider (~43%), earlier appointments not working with plans (13.7%), or being too busy to come earlier (~4%). Approximately 33.3% of respondents gave Centre-driven reasons for the

wait, including 31.4% who said that there were no earlier appointments, and almost 2% who said the Centre was closed. The remaining 4% gave specific responses that possibly could be absorbed by answer options above, but is presented here as reported, including: “availability of practitioner with my work schedule as a complication”; and “ date that was wanted”.

Among PC Spanish-speakers who reported having to wait 2 or more days (n=4), 50% (n=2) reported that this was due to client circumstances: ‘the earlier appointment did not work with my plans’, while 25% (n=1) reported that this was due to Centre circumstance: namely ‘there were no earlier available appointments (even with another care provider), and 25%, representing only one person gave the specific response: ‘appointment booked ahead’.

**Walk-in Clinics, Emergency Department Use and Hospitalizations Among Primary Care Users**

**13. During the last 12 months...**

Answer Options	2016 (primary care only)		YES 2015 (primary care only)		2014 YES		2013 YES (PC only)	
	N	%	N	%	N	%	N	%
a. Have you visited a walk-in clinic?	36	30.25	17	18.3	26	27.6	31	29.8
b. Have you visited the emergency department?	48	41.03	28	30.1	32	34.4	22	21.4

**14. Did the emergency department admit you to the hospital (i.e. did you stay in the hospital?)**

Answer Options	2016 (primary care only)		YES 2015 (primary care only)		2014 YES		2013 YES (PC only)	
	N	%	N	%	N	%	N	%
	21	18.92	5	7.9	15	24.6	9	14.5

In 2016, about 30% of primary care clients reported using a walk-in clinic (compared to only 18% in 2015), notably the 2016 percentage was more similar to that of 2014’s (27.6%) and 2013’s (29.8%). Meanwhile, approximately 41% of NHCHC primary care clients reported visiting the emergency department compared to the lower percentage of 30% in 2015, 34% in 2014, and 21% in 2013.

When looking at admission rates, ~19% of clients surveyed in 2016 reported having been admitted to the hospital in the last 12 months (while this figure was just about 8% in 2015, 25% in 2014 and approximately 15% in 2013). Compared to previous years, a lower percentage of primary care clients perceived their health to be ‘good’, ‘very good’, or ‘excellent’ (e.g. 54% in 2016 vs. 69% in 2015, or 65% in 2014) and this fact may be

reflected in the increased number of emergency department visits and admissions. On the other hand, different survey methods may have played a role, as might natural variability of the client pools being surveyed. Nevertheless, there continues to be a need to examine whether ED visits are taking place appropriately among clients, and if not, to educate clients about the appropriate options available for managing their health needs.

As will be explained below, caution must be taken when interpreting data from the Spanish-sample. The percentage of Spanish-speakers who reported visiting a walk-in clinic decreased in 2016 (12.50%) compared to 2015 (21.1%) and 2014 (45.0%), as did the number of individuals who reported visiting the Emergency Department (18.75% in 2016 compared to 42.1% in 2015 and 25% in 2014). However, a slightly higher percentage of Spanish speakers reported being hospitalized within the last year (25.0% in 2016 compared to 21.1% in 2015 and 6.3% in 2014). It is important to note that since the sample size of Spanish-speaking respondents is quite low, caution must be made interpreting the data. To put things into perspective, note that the 12.5% of Spanish-speaking respondents who visited a walk-in clinic represented only 2 (of 16) clients, while the 18.75% who visited the ED represented 3 (out of the 16) clients, and the 25% who were admitted into hospital represented 4 (of 16) clients. So it is easy to see that just a one integer increase in the numerator (2 vs. 3 vs. 4 clients who went outside the CHC for services) effects a relatively large increase in percentage, which may lead to over-interpretation of the data should caution not be used.

**15. If you answered YES TO BEING ADMITTED, i.e. yes to staying in the hospital in the last 12 months, then how satisfied were you with the follow-up care provided by your doctor, nurse or physician assistant at the Health Centre?**

Out of 21 primary care clients who were hospitalized in 2016, 20 answered this question. 70.0% said that they were ‘very satisfied’ with follow-up care at the Centre, while the remaining 30.0% were ‘satisfied’ with follow-up care at the Centre. As in previous years, no individuals reported being dissatisfied or very dissatisfied with follow-up care. Suggesting that NHCHC continues to properly identify and provide timely and superior care to clients discharged from hospital.

Of the 4 Spanish-speaking individuals who answered this question 50% reported being ‘very satisfied’ with follow-up from the hospital, while 50% remained “neutral” about their follow-up experience (compared to 100% (n=4) who reported being “satisfied” or “very satisfied” in 2015).

**16. Do you know that the Health Centre has an on-call medical service?**

Answer Options	2013 Response Percent	2014 Response Percent	2015 Response Percent	2016 Response Percent	2016 Spanish Response Percent
Yes	56.3	56.4	63.4	62.07	62.5
No	43.7	43.6	36.6	37.93	37.5

The wording of this question was changed in 2014 to distinguish between knowledge of service and knowledge of hours of service provision. In 2014 the question asked was “Do you know that the Health Centre has a medical

on-call service that operates 24 hours a day, 7 days a week.” A ‘no’ may therefore have reflected that the individual did not know the service was run 24/7 rather than about the service itself. As of 2016, knowledge of the existence of our on-call service among primary care clients is still below target, sitting at about 62.1% . Knowledge of our on-call service was 62.50% in 2016 among Spanish-speaking respondents with 10 out of 16 Spanish-speaking clients reporting that they knew about the service. This compared favorably to compared the only 5.3% (1 out of 19 respondents) in 2015. Knowledge of the on-call service is not expected to be high among Spanish-speaking respondents as the service is provided only in English and therefore, would not be useful to monolingual Spanish-speakers. However, there is some motivation to offer the on-call service in other languages.

### **17. Do you know when it’s available?**

Of the 72 individuals who responded “Yes” to knowing about the on-call medical service, 49 (68.1% of those claiming a knowledge of the service) responded that they knew *when* the on-call medical service was available. However, 3 Individuals who originally said that they did not know of the service, responded that they knew *when* the service was offered, perhaps suggesting a need for further survey administrator training; but in any case, these clients guessed accurately that the service was offered whenever the centre was closed. On the whole, then, a total of 52 English-speaking respondents (approximately 44.1% of the primary care total) knew when the on-call medical service was available, suggesting a need for greater effort in increasing client awareness of this important service.

**18. If the Health Centre was closed and you needed help for a cold, which of the following options would you most likely choose?**

Answer Options	2016 English Response (PC only)	2016 Spanish Response (PC only)	2015 English Response (PC only)	2015 Spanish Response	2014 Response (PC only)	2013 Random Selection
Wait until the next day	56.78%	40.0% (n=4)	52.7%	47.4%	44.7%	32.8%
Call the Health Centre's after hours phone number	11.86%	40.0% (n=4)	20.4%	21.1%	12.8%	17.9%
Visit a Walk-in Clinic	9.32%	10.0% (n=1)	9.7%	26.3%	18.1%	23.1%
Go to Emergency	6.78%	10.0% (n=1)	3.2%	0.0%	9.6%	18.7%
Other	15.25%	0.0%	14%	5.3%	14.9%	7.5%

Of the 10 Spanish-speaking respondents who knew of the on-call medical service, 5 (50% of those with a knowledge of the service, or 33.33% of the total respondents to this question) knew when the service was available.

Responses for 'Other' (n=18) for English respondents included:

- Speak with pharmacist (n = 6);
- Visit drug store/buy or take medicine (n=2);
- Make home remedies/self-treat (n= 4);
- Wait/do nothing (n = 3).

Compared with 2015, a greater percentage of individuals reported that they would visit an emergency department in 2016 (6.8% in 2016 vs. 3.2% in 2015), while a lower percentage of clients said that they would call the Centre's after-hours medical phone line (11.9% in 2016 vs. 20.4% in 2015). Roughly the same percentage claimed that they would visit a walk-in clinic for a cold (9.3% in 2016 vs. 9.7% in 2015), and there was a very slight increase in the percentage that would wait the next day to address their health issue (56.8% in 2016 vs. 52.7% in 2015). Interestingly while a low percentage reported that they would go to emergency for a cold, a fairly high percentage of both English and Spanish-speaking respondents actually reported having gone to the emergency department within the year. This may reflect knowledge rather than uptake of appropriate emergency department use and/or may reflect more serious reasons as to why individuals actually attended the emergency department. Several respondents surveyed were attending for chronic respiratory problems and might have felt it reasonable to go to the ED if they had a cold.

The decrease in the percentage of individuals reporting going to the emergency compared to 2013's figure may reflect a wording change to the question from "bad cold" in 2013 to "cold" in 2014.

**19. If you answered YES to going to the emergency department for a cold, please explain why...**

This question was originally added to the 2014 survey to understand the rationale for going to the emergency department for a cold. Four individuals from the English survey responded to this question. The reasons provided are quoted below:

- "It's fast to get treatment"
- "If I'm sick enough, and I can't get in to see the doctor at the Centre then, I have to go to the Emergency"
- "Closer"
- "Pharmacy automatically sends him there due to other medical information, such as taking other medications."

And one Spanish-speaking respondent had this to say:

- "Fear of that it could quickly escalate to a bronchitis given history of past bronchitis. Knowing that any tests that may be necessary will be done right away if it was required."

In 2014 answers provided related to the immediacy of care, proximity of care, and the perception of being 'known well' at emergency, while responses for 2015 reflected a lack of access (centre closed), and perceived seriousness of condition. In 2016, similar themes emerged as perceived seriousness or fear of worsening of condition, proximity ("closer") and immediacy of care ("its fast...") were given as reasons for visiting an emergency department with a cold.

**Satisfaction with Departments Outside of Primary Care**

Questions 20-46 asked about the different allied health services offered at the Centre, including Mental Wellness, Rehabilitation, Fitness, Health Promotion, Seniors' Services, Diabetes Services and Foot Care, and evaluated whether or not survey participants were a) able to ask questions about recommended treatment, b) assisted in understanding how best to manage their health, c) involved as much as they wanted in decisions related to their own care and treatment, and d) felt that providers spent enough time with them and, e) began appointments on time. Clients were also asked to rate their satisfaction with a) the level of dignity and respect that they received from each service, and their perception of b) the overall care received from each service.

As in 2015, respondents were asked to reflect on their experience within a two year time frame in order to accurately gauge current service.

Overall, clients were very satisfied with the care they received from the various departments of North Hamilton Community Health Centre, including Mental Wellness, Rehabilitation, Fitness, Feet First and Diabetes. Combining the 'very satisfied' and 'satisfied' options, the approval ratings for *overall care* ranged from approximately 91.9% to 100% within the different departments. Reporting on responses to whether or not

clients felt that they were treated with dignity and respect, and combining “very satisfied” and “satisfied” for these same departments, the results ranged from approximately 95.7% to about 99.1%.

For Health Promotion services, including Seniors services and volunteer services, approval ratings (‘very satisfied’ and ‘satisfied’ combined) ranged from 91.9% to 100%.

In general, the satisfaction rating was exceptional when looking at some specific aspects of service within Health Wellness departments. Combining responses of ‘always’ and ‘most of the time’, there was a range of approximately 92.9% to 96.6% across departments for being given an opportunity to ask providers questions about health and treatment; a range of about 93.1% to 96.6% for being helped by the provider in understanding how best to manage health; a range of 93.0% to 98.6% for being involved as much as wanted in decisions related to one’s own care and health; a range of 87.1% to 96.6% for feeling that enough time was allocated to spend with providers; and a range of 88.6% to 97.2% for Health Wellness appointments beginning on time.

Results per question, per department will be described in greater detail in the following sections.

**Mental Wellness Services**

**20. Have you used Mental Wellness services in the last 24 months (Social Workers, Client Advocates, Cultural Interpreters?)**

Answer Options	2016 Response Percent	2016 Response count	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	34.65%	70	17.4%	26.5%	90.0%	31.6%	47.6%
No	65.35%	132	82.6%	73.6%	10.0%	68.4%	53.4%

A higher percentage of English and Spanish-speaking respondents reported using Mental Wellness services in 2016 compared to 2015.



**21. If YES, then thinking about the Mental Wellness Team, how often do they...?**

Answer Options	Always N (%)	Most of the time N (%)	Sometimes N (%)	Rarely N (%)	Never N (%)	Response Count
a. give you an opportunity to ask questions about recommended treatment	54 (77.14%)	11 (15.71%)	3 (4.29%)	1 (1.43%)	1 (1.43%)	70
b. help you to understand how best to manage your health	56 (80.00%)	10 (14.29%)	3 (4.29%)	1 (1.43%)	0 (0.0%)	70
c. involve you as much as you want to be in decisions related to your own care and treatment	58 (84.06%)	10 (14.49%)	0 (0.0%)	1 (1.45%)	0 (0.0%)	69
d. spend enough time with you	51 (72.86%)	14 (20.00%)	3 (4.29%)	1 (1.43%)	1 (1.43%)	70
e. begin appointments on time	45 (64.29%)	17 (24.29%)	5 (7.14%)	1 (1.43%)	1 (1.43%)	70

Questions about Mental Wellness services provided at the Health Centre were changed in 2014 to align with the Health Quality Ontario questions. Clients were asked whether they had used such services and how satisfied they were with a) their opportunities to ask questions about recommended treatment; b) the provider's assistance in helping them to understand how best to manage their health; c) their level of involvement in decisions related to their own treatment and care; d) with the amount of time spent with their care provider; and e) the punctuality of their appointments (i.e. how often did they begin on time). Results showed a high level of satisfaction with Mental Health Services, as 92.9% of clients reported that they were given opportunity to ask questions about recommended treatment in both 2016 and 2015. The same percentage, 92.9%, reported that providers helped them to understand how best to manage their care at least 'most of the time' in 2015; while slightly higher figure, 94.3%, was reported in 2016. The percentage of clients who reported a satisfactory level of involvement in their own care and treatment remained exceptionally high at 98.5% in 2016. This figure was 100% in 2015. In 2016, 92.8% of respondents reported being satisfied with the amount of time spent with their care provider (a decrease compared to the 96.4% in 2015). A lower percentage of respondents in 2016 also reported that their appointments began on time 'always' or 'most of the time' (88.6%), compared to the 96.4% who reported as much in 2015.

100% of Spanish-speaking respondents felt that they were ‘always’ given ample opportunity to ask questions about recommended treatment, helped in understanding how to manage their health, involved as much as they wanted in care and treatment decisions, and that providers spent enough time with them. 100% of these respondents also felt that their appointments began on time ‘always’ ( 83.3%) or most of the time (16.7%).

**22. How satisfied are you with...?**

Answer Options	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied	Response Count
	N	%	N	%	N	%	N	%		
a. the level of dignity and respect that you received during your visits to Mental Wellness	60	(85.71%)	7	(10.00%)	3	(4.29%)	0		0	70
b. the overall care you received from the Mental Wellness Team	53	(75.71%)	12	(17.14%)	4	(5.71%)	1	(1.43%)	0	70

In 2016, 95.7% of English-speaking respondents were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect afforded them in Mental Wellness, while 92.9% were ‘satisfied’ or ‘very satisfied’ with the overall care received from the Mental Wellness Team.

100% of Spanish-speaking respondents, were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect and the overall care received in Mental Wellness.

**Health Promotion**

**22. Are you aware that our Centre offers Health Promotion Programs (e.g. Grub Club, Community Gardens, Healthy Moms Healthy Babies, Volunteering, Breakfast Club, Toolkits etc.)?**

Answer Options	2016 Response Percent	2016 Response Count	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	70.85%	141	68.8%	81.3%	65%	57.9%	81%
No	29.15%	58	31.3%	18.7%	35%	42.1%	19%

This question was originally added in 2014 to determine a baseline of client knowledge with Health Promotion programs. In 2015, there was a large decrease in the percentage of individuals who reported an awareness of Health Promotion programs compared to 2014 (68.8% compared to 81.3%). The decrease was also quite steep among the Spanish-speaking respondents in 2015 compared to 2014 (57.9% compared to 81%). 2016’s figures

are only a slight improvement over 2015's as awareness of Health Promotion sat at approximately 70.9% among English-speaking respondents and 65% among Spanish-speaking respondents.

**24. Have you participated in any Health Promotion programs at North Hamilton Community Health Centre in the last 24 months?**

Answer Options	2016 Response Percent (N = 199)	2015 Response Percent	2014 Response Percent	2016 Spanish Response (N =20)	2015 Spanish Response	2014 Spanish Response
Yes	19.1%	6.9%	18.7%	30.0%	26.3%	38.1%
No	80.9%	93.1%	81.3%	70.0%	73.7%	61.9%

In 2016, 38 of 199 respondents (19.1%) reported participation in Health Promotion programs within the past 2 years. Among those who were aware of the Health Promotion programs (n=141), this represents about a 27% participation rate, an improvement over last year's 10% participation rate.. It is unclear as to why a relatively low number of individuals report participating in Health Promotion programs. While a higher percentage of English-speaking individuals were aware of Health Promotion programs compared to Spanish-speaking respondents, a higher percentage of Spanish-speaking respondents had actually participated in an HP program within the last 24 months (the participation rate was about 46% among Spanish-speaking respondents who knew about the programs).

**25. If "Yes" then, how satisfied are you with the Health Promotion programs?**

Answer Options	2016 English Response Percent	2016 Spanish Response Percent	2015 English Response Percent	2015 Spanish Response Percent
Very Satisfied	70.27%	83.33%	40.0%	33.3%
Satisfied	21.62%	0.00%	50.0%	66.7%
Neutral	5.41%	0.00%	10.0%	0.0%
Dissatisfied	2.70%	16.67%	0.0%	0.0%
Very Dissatisfied	0.00%	0.00%	0.0%	0.0%

**26. If you answered that you were “Dissatisfied” or “Very dissatisfied” above, with which of the Centre’s Health Promotion programs were you NOT satisfied?**

A follow-up Health Promotion question asked clients who were dissatisfied with the HP program they were involved in, to identify which HP program did not meet expectations. While no one identified the program with which they were dissatisfied, one English-speaking said that they were dissatisfied because “there was surveys done, and never knowing the results of the surveys”. While, one Spanish-speaking individual who reported being dissatisfied with their experience with Health Promotion programs said that they were dissatisfied because [it] “did not meet expectations, felt isolated since facing difficulty communicating amongst individuals due to language barrier”.

**Seniors Services**

**27. Have you used any Senior’s services or attended any programs for Seniors (i.e. Senior’s Advisory, Senior’s Kitchen, Third Youth, Sit & Fit, Living Well (Alzheimer’s Society) and Finding your Balance) at the Health Centre in the last 24 months?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	16.06%	8.8%	8.6%	60.00%	26.7%	60%
No	83.94%	91.2%	91.4%	40.00%	73.3%	40%

The percentage of individuals reporting usage of Senior’s services increased in 2016 compared to 2015 among both English- and Spanish-speaking individuals.

**28. If YES, then how satisfied are you with the Senior services or programs at the Health Centre?**

Answer Options	2016 English Response Percent	2016 Spanish Response Percent
Very Satisfied	68.97%	75.00%
Satisfied	24.14%	25.00%
Neutral	6.90%	0.00%
Dissatisfied	0.00%	0.00%
Very Dissatisfied	0.00%	0.00%

Approximately 93% of English-speaking respondents reported being ‘very satisfied’ (68.97%) or ‘satisfied’ (24.14%) with the Senior’s services, the rest gave a neutral response (6.90%). In 2014 and 2015, the rate was 100% ‘satisfied or ‘very satisfied’.

Though double what it was in 2015, only a small percentage of English-survey respondent seniors reported use of NHCHC's Senior services (~16%). This may be due to a lack of knowledge of services and programs or other barriers that prevent the senior population from accessing our services. It is also possible that these individuals do not self-identify as seniors or are already engaged in programs for seniors elsewhere. As in 2015, the demographics of our sample are not reflected in this response. As individuals age and as seniors are comprising a larger proportion of the population than they did in the past, it is important to understand what services they require or would like to use and how best to deliver these services to them. Given the increase compared to 2015 at which time only 8% of the NHCHC sample had used these services, it seems that we are on the right track in terms of engagement of our senior population.

Among the 12 Spanish-speakers who responded to this question in 2016, 100% reported being 'very satisfied' (75%, n=9) or satisfied' (25%, n=3). In 2015, 100% of Spanish-speakers who answered this question also reported being 'very satisfied' (25%, n=1) or satisfied' (75%, n=3).

### **29. Any suggestions as to how we may better meet the needs of seniors using services at our Health Centre?**

While some said that they liked services as provided and did not suggest changes, some English-speaking respondents' suggestions about how to better meet the needs of NHCHC's seniors included: "call in when unwell or missing appointment about their well-being"; "book clubs, pub, games, senior fun party (back in time theme), show & tell (photos - war veterans, nurses, etc.)"; "faster way to get here [to NHCHC]"; "getting more information out to seniors"; "combine youth program with adult program"; "gym is smaller (?)"; "smaller groups"; "listen better to them"; "more community outreach programs - connecting the programs at NH to other organizations i.e. programs in churches and centres"; "drop in program - to tell and explain service in the community"; and "increasing the out of catchment zone and time given to those out of catchment, offering water aerobics". One respondent commenting on her dad's use of the services said she wished "everyone to be aware of what's going on as he has to repeat everything. The seniors may be forgetful and frustrated."

Among Spanish-speaking respondents, several comments praised staff and services. However, other comments and suggestions for improvement included: "providing financial assistance"; "diversify the programs available i.e. offer various programs that allow client to be involved in many types of learning opportunities."; "offer more educational programs and themes related to seniors and ageing group, and establish a Q&A session to give clients opportunity to integrate more fully in program and asks questions about topic discussed, [and] offer more various topics of discussion related to senior living."; "more educational programs for seniors regarding better health management and healthy eating habits"; more seminars/classes, ie. cooking, nutrition, [and] more English speaking conversational groups"; "more flexibility in regards to the times the programs are held, such as more frequency and different times available throughout the day."; "more conversational mental health wellness in Spanish"; "add a yoga program targeted for seniors"; "structured conversational groups specifically targeted for clients who face language barriers to give them an opportunity to practise the English language in a non-intimidating environment."; "create conversational English speaking groups to provide clients with language barriers an opportunity to practise the English language in an non-intimidating environment such as 1:1 or small group settings."; and "prepare a Q&A sheet during presentations to be completed by clients. This will create an

opportunity for clients to ask questions, and avoid program/class being interrupted or railing off topic during the presentations taking place. It will also allow for the presenter to better explain the topic to its full effect .”

**30. Are you aware of the volunteer services at our Centre?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	Spanish Response 2016	Spanish Response 2015	Spanish Response 2014
Yes	44.22%	42.8%	55.6%	70.0%	47.4%	70.0%
No	55.78%	57.2%	44.4%	30.0%	52.6%	30.0%

199 English-speaking individuals responded to this question of which 88 (44.2%) reported being aware of volunteer services. This is slightly higher than the percentage that reported being aware of volunteer services in 2015 (42.8%) nevertheless, there continues to be a need to review how volunteer services are promoted at our Centre. There was a more substantial increase in percentage of Spanish-speakers who were aware of volunteer services (70% in 2016 compared to 47.4% in 2015), however given the small numbers of Spanish-speaking respondents, no conclusions will be drawn about the difference at this time.

**31. Have you volunteered with our Centre in the last 24 months?**

Answer Options	2016 Response Percent	2015 Response Percent	2104 Response Percent	Spanish Response 2016	Spanish Response 2015	Spanish Response 2014
Yes	9.64%	3.8%	9.3%	40.0%	10.5%	15%
No	90.36%	96.3%	90.7%	60.0%	89.5%	85%

Approximately 20.5% of English-speaking respondents who were aware of the Centres’ volunteer opportunities had actually volunteered at our center within the last 24 months. In contrast, this figure was 57.1% among Spanish-speaking respondents (8 volunteers of 14 who were aware).

**32. If “Yes” then how satisfied were you with the volunteer experience at our Centre?**

Answer Options	Very Satisfied N (%)	Satisfied N (%)	Neutral N (%)	Dissatisfied N (%)	Very Dissatisfied N (%)
English Response	16 (84.21%)	3 (15.79%)	0	0	0
Spanish Response	5 (62.50%)	1 (12.50%)	2 (25.00%)	0	0

Just as in 2015, 100% English-speaking volunteers were either ‘very satisfied’ (84.2%) or ‘satisfied’ (15.8%) with their volunteer experience. A greater percentage were ‘very satisfied’ compared to 2015. The breakdown amongst Spanish-speaking respondents was 63% ‘very satisfied’, 13% ‘satisfied’, while 25% remained ‘neutral’ perhaps indicating a lukewarm experience.

### **Rehabilitation Services**

#### **33. Have you used Rehabilitation services at the Health Centre in the last 24 months (Physiotherapy, Occupational Therapy, Fitness)?**

<b>Answer Options</b>	<b>2016 Response Percent</b>	<b>2015 Response Percent</b>	<b>2014 Response Percent</b>	<b>2016 Spanish Response</b>	<b>2015 Spanish Response</b>	<b>2014 Spanish Response</b>
Yes	54.23%	30%	30.5%	75.00%	31.6%	47.6%
No	45.77%	70%	69.5%	25.00%	68.4%	52.4%

A larger percentage (more than half) of respondents reported using rehab services in 2016 compared to 2015, when just 30% of respondents had used these services.

#### **34. Which North Hamilton Health Centre Rehabilitation Services have you used? Please check all that apply**

<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Physiotherapy	77.98%	85
Occupational Therapy	23.85%	26
Caring for my COPD	26.61%	29
Kinesiology	33.94%	37

This question was newly added to the 2015 survey, with the Kinesiology option added in 2016. The cumulative response percentage of more than 100% indicates that some respondents used multiple rehab services.

Of the 15 Spanish-speaking individuals who answered this question, 15 (100%) reported using physiotherapy, 8 (53.33%) reported using Occupational Therapy, and 12 (80%) used Kin services. As in 2015, no Spanish-speaking respondents reported being involved in the COPD program.

**35. If you see a Physiotherapist at the Health Centre, how would you rate the length of time you had to wait in the examination room before you saw your physiotherapist?**

Answer Options		Excellent N (%)	Very Good N (%)	Good N (%)	Fair N (%)	Poor N (%)
English (n=83)	Response	55 (66.27%)	17 (20.48%)	8 (9.64%)	1 (6.67%)	1 (1.20%)
Spanish (n=15)	Response	7 (46.67%)	3 (20.00%)	4 (26.67%)	0	0

This question was newly added to the 2015 survey. The majority of respondents felt that the length of wait was 'very good' or better, however, at least one English-respondent felt that the length of time spent waiting was unacceptable.



### 36. Thinking about the Rehabilitation Team at the Centre, how often do they...?

Answer Options	Always		Most of the time		Sometimes		Rarely		Never		Response Count
	N	%	N	%	N	%	N	%	N	%	
a. give you an opportunity to ask questions about recommended treatment	88	83.02%	12	11.32%	4	3.77%	1	0.94%	1	0.94%	106
b. help you to understand how best to manage your health	80	75.47%	22	20.75%	3	2.83%	0	0.00%	1	0.94%	106
c. involve you as much as you want to be in decisions related to your own care and treatment	78	74.29%	22	20.95%	3	2.86%	2	1.90%	0	0.00%	105
d. spend enough time with you	74	69.81%	23	21.70%	6	5.66%	2	1.89%	1	0.94%	106
e. begin appointments on time	72	67.92%	28	26.42%	5	4.72%	1	0.94%	0	0.00%	106

Questions about rehabilitation services provided at the Centre received exceptionally favorable responses. In 2016, approximately 94.3% of respondents felt that they were given an opportunity to ask questions about recommended rehabilitation therapy at least ‘most of the time’, compared to 95.9% in 2015. 96.2% said that the rehabilitation therapists involved in their care helped them to understand how to manage their health at least ‘most of the time’, an increase over 2015’s figure of 91.7%. While 95.2% said that the therapist(s) involved them to a satisfactory degree in care and treatment decisions at least ‘most of the time’, this figure was almost identical to 2015’s posted result of 95.6%. Though comparatively lower, a substantial percentage of individuals felt that their rehab provider spent enough time with them at least most of the time (91.5% in 2016; 98% in 2015). Finally, about 94.3% of respondents in 2016 felt that their rehab appointments began on time (still, less than the 98% in 2015).

**Q37. How satisfied are you with....**

Answer Options	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very	Response Count
	N	%	N	%	N	%	N	%	Dissatisfied	
a. the level of dignity and respect that you received during your visits to Rehabilitation Services.	96	(90.57%)	9	(8.49%)	1	(0.94%)	0		0	106
b. the overall care you received from the Rehabilitation Team	82	(78.10%)	21	(20.00%)	1	(0.95%)	1	(0.95%)	0	105

Responses to these questions remained high as 99.1% of respondents were ‘satisfied’ or ‘very satisfied’ with the dignity and respect extended to them by rehab, and 98.1% were ‘satisfied’ or ‘very satisfied’ with their overall care provided by the rehab team. In 2015, 95.8% of respondents were ‘satisfied’ or ‘very satisfied’ with the dignified and respectful treatment and overall care received from Rehabilitation Services.

**Q38. Have you used Fitness services (i.e. the gym) in the last 24 months?**

Approximately half of English-speaking survey respondents reported using fitness services at North Hamilton CHC in the past 24 months, and 70% of Spanish-speaking respondents had used these services.

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	51.24%	40.5%	37%	70.00%	21.1%	33.3%
No	48.76%	59.5%	63%	30.00%	79.0%	66.7%

**39. If YES, then thinking about your Fitness Providers at the Health Centre, how often do they...?**

<b>Answer Options</b>	<b>Always N %</b>	<b>Most of the time N %</b>	<b>Sometimes N %</b>	<b>Rarely N %</b>	<b>Never N %</b>	<b>Response Count</b>
a. give you an opportunity to ask questions about recommended treatment	87 85.29	8 7.84	6 5.88	0 0.0	1 0.99	102
b. help you to understand how best to manage your health	80 79.21	14 13.86	6 5.94	0 0.0	1 0.99	101
c. involve you as much a you want to be in decisions related to your own care and treatment	82 81.19	12 11.88	6 5.94	0 0.0	1 0.99	101
d. spend enough time with you	74 73.27	14 13.86	9 8.91	3 2.97	1 0.99	101

Reporting on responses of ‘always’ and ‘most of the time’, among those who had used fitness services, 93.1% said that they were given an opportunity to ask questions about recommended treatment, that providers helped them to understand how best to manage their health, and that providers involved them as much as they wanted in decisions related to their own care and treatment. 87.1% of those who used fitness services felt that providers spent enough time with them ‘always’, or ‘most of the time’. These figures represent an improvement over last years’, as in 2015, these percentages were 87.5%, 81.3%, 84.4%, 84.1%, respectively.

**40. How satisfied are you with...?**

<b>Answer Options</b>	<b>Very Satisfied N %</b>	<b>Satisfied N %</b>	<b>Neutral N %</b>	<b>Dissatisfied N %</b>	<b>Very Dissatisfied N %</b>	<b>Response Count</b>
a. the level of dignity and respect that you received during your visits to Fitness	89 87.25	11 10.78	2 1.96	0 0.00	0 0.00	102
b. the overall care you received from the Fitness Team	84 83.17	15 14.85	1 0.99	1 0.99	0 0.00	101

Reporting on responses of ‘very satisfied’ and ‘satisfied’, among those who had used fitness services, 98.0% felt that they were treated with dignity and respect, and the same were happy with the overall care received from

the fitness team. This once again represented an increase compared to 2015’s reported figure of 93.8% who were satisfied with the level of dignity, respect and the overall care provided by the Fitness team.

**Foot Care Services**

**41. Have you used Foot Care Services at the Health Centre in the last 24 months?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	36.5%	41.9%	41.9 %	40.0%	21.1%	28.6%
No	63.5%	58.1 %	58.1%	60.0%	79.0%	71.4%

The lower percentage of surveyed individuals reported using Foot Care services in 2016 compared to 2015.

**42. If YES, then: Thinking about your Foot Care providers at the Centre, how often do they...?**

Answer Options	Always		Most of the time		Sometimes		Rarely		Never		Response Count
	N	%	N	%	N	%	N	%	N	%	
a. give you an opportunity to ask questions about recommended treatment	59	81.94	9	12.5	2	2.78	1	1.39	1	1.39	72
b. help you to understand how best to manage your health	56	77.78	11	15.28	3	4.17	1	1.39	1	1.39	72
c. involve you as much a you want to be in decisions related to your own care and treatment	58	80.56	9	12.5	2	2.78	0	0.0	3	4.17	72
d. spend enough time with you	58	80.56	9	12.5	3	4.17	2	2.78	0	0.0	72
e.begin appointments on time	59	81.94	11	15.28	2	2.78	0	0.0	0	0.0	72

Reporting on responses of ‘always’ and ‘most of the time’, among those who had used North Hamilton’s foot care services, approximately 94.4% said that they were given an opportunity to ask questions about recommended treatment, while 93.1% said that providers helped them to understand how best to manage their

health, that providers involved them as much as they wanted in decisions related to their own care and treatment, and that providers had spent enough time. Finally, 97.2% of respondents said that their foot care appointments always or most of the time began on time. While in most cases, these figures were a slight improvement over 2015's figures, the responses were also fairly impressive in 2015 at 87.0%, 88.4%, 88.4%, 92.4% and 98.5% respectively.

#### 43. How satisfied are you with...?

Answer Options	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		Response Count
	N	%	N	%	N	%	N	%	N	%	
a. the level of dignity and respect that you received during your visits to Foot Care	65	90.28	6	8.33	1	1.39	0	0.00	0	0.00	72
b. the overall care you received from the Foot Care Team	61	84.72	11	15.28	0	0.00	0	0.00	0	0.00	72

In terms of overall levels of satisfaction, in 2016, 98.6% of those surveyed felt that they were treated with dignity and respect by the Foot care team at least 'most of the time', while 100% were happy with the overall care received from Foot care, 'always', or 'most of the time'. While there was not much room left for improvement, in 2015, 97.1% felt that they were treated with dignity and respect and were happy with the overall care received at least 'most of the time'.

#### Diabetes Services

#### 44. Have you used Diabetes Education services at the Health Centre in the last 24 months (Dietitian, Diabetes Nurse, Diabetes Exercise)?

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	29.0%	26.3%	25.2 %	40.0%	21.1%	33.3%
No	71.0%	73.8%	74.8%	60.0%	79.0%	66.7%

In 2016, 29% of English-speaking respondents surveyed reported having used Diabetes services at the Health Centre in the last 24 months.

**45. If YES, then: Thinking about the Diabetes Education providers, how often do they...?**

Answer Options	Always		Most of the time		Sometimes		Rarely		Never	Response Count
	N	%	N	%	N	%	N	%		
a. give you an opportunity to ask questions about recommended treatment	53	91.38	3	5.17	2	3.45	0	0.0	0	58
b. help you to understand how best to manage your health	50	86.21	6	10.34	2	3.45	0	0.0	0	58
c. involve you as much as you want to be in decisions related to your own care and treatment	49	85.96	6	10.53	1	1.75	1	1.75	0	57
d. spend enough time with you	53	91.38	3	5.17	1	1.72	1	1.72	0	58
e. begin appointments on time	48	85.71	6	10.71	2	3.57	0	0.0	0	56

Reporting on responses of ‘always’ and ‘most of the time’, among those who had used North Hamilton’s Diabetes Education services, about 96.6% % said that they were given an opportunity to ask questions about recommended treatment, and that providers helped them to understand how best to manage their health. Meanwhile, 96.5% reported that providers involved them as much as they wanted to be in decisions related to their own care and treatment; a further 96.6% felt that providers had spent enough time with them, and 96.4% said that their diabetes education appointments began on time. The 2015 percentages were 90.9%, 90.9%, 93.2%, 90.9% and 90.9% respectively.

A very high level of satisfaction with the respectful treatment and overall care provided by the diabetes team was reported in 2016.

**46. How satisfied are you with...?**

Answer Options	Very Satisfied		Satisfied		Neutral		Dissatisfied		Very	Response
	N	%	N	%	N	%	N	%	Dissatisfied	
a. the level of dignity and respect that you received during your visits to the Diabetes Education providers	55	94.83	2	3.45	0	0.00	1	1.72	0	58
b. the overall care you received from the Diabetes Team	52	89.66	5	8.62	1	1.72	0		0	58

In 2016, 98.3% of those surveyed reported that they were ‘satisfied’, or ‘very satisfied’ with the level of dignity and respect received from Diabetes providers; the same percentage was ‘satisfied’, or ‘very satisfied’ with the overall care received from the team. In 2015, 93.2% of those surveyed were ‘satisfied’, or ‘very satisfied’ with the level of dignity and respect received from their Diabetes providers, and 95.5% were ‘satisfied’, or ‘very satisfied’ with the overall care received.

**47. Did you answer “yes” to using any of the services listed above within the last 24 months (i.e. physiotherapy, occupational therapy, fitness, foot care, diabetes education, health promotion or mental wellness services)?**

This question was originally added to the 2014 survey to be used as a filter question to identify and distinguish Health Wellness clients versus Primary Care clients. In 2016, 143 English-speaking clients had used Health Wellness services, and 72 were exclusively Health Wellness clients (not using PC services); while 120 clients were users of Primary care services; 49 exclusively so (not using Health Wellness services).

100% of Spanish-speaking respondents (n=20) reported using Health Wellness services; 4 exclusively (not using PC services), while there were 16 Primary care users, all of which were also users of Health Wellness.

**Reception**

As in all previous surveys since 2012, two questions were asked about the reception staff.

**48. Are the Reception Staff at the Centre helpful?**

<b>Answer Options</b>	<b>2016 Response Percent</b>	<b>2015 Response Percent</b>	<b>2014 Response Percent</b>	<b>2016 Spanish Response</b>	<b>2015 Spanish Response</b>	<b>2014 Spanish Response</b>
Always	82.0%	78.9%	75.5%	70.0%	68.4%	81.0%
Most of the time	15.0%	16.2%	19.4%	15.0%	26.3%	9.5%
Sometimes	3.0%	5.0%	4.5%	15.0%	5.3%	9.5%
Rarely	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Never	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Among English-speaking respondents, 97% reported that reception staff were helpful ‘always’ or ‘most of the time’. Results separated by Primary Care Department and Health Wellness Departments are as follows:

<b>Answer Options</b>	<b>2016 Response Percent</b>	<b>PC</b>	<b>2015 PC Response Percent</b>	<b>2014PC Response Percent</b>	<b>2016 HW Response Percent</b>	<b>2015 HW Response Percent</b>	<b>2014 HW Response Percent</b>
Always	85.11%		71.4%	82.4%	77.63%	77.6%	70.5%
Most of the time	14.89%		22.9%	5.9%	19.74%	17.9%	26.2%
Sometimes	0.00%		5.7%	8.8%	2.63%	4.5%	3.3%
Rarely	0.00%		0.0%	2.9%	0.00%	0.0%	0.0%
Never	0.00%		0.0%	0.0%	0.00%	0.0%	0.0%

These responses, which were filtered on those who were Primary Care clients but not Health Wellness clients, and vice versa, show that reception staff were perceived as being helpful ‘always’ or ‘most of the time’ by 100% of PC only clients, and that 97.4% of Health Wellness only clients thought the same. This breakdown was similarly high in 2015, as 94.2% of PC clients and 99.5% of HW clients felt reception was helpful at least ‘most of the time’.



**49. Are the Reception Staff at the Centre polite?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Survey Response	2013 Survey Response	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Always	89.55%	85.2	83.2%	91.3%	70.00%	68.4%	85.7%
Most of the time	8.46%	12.4	13.6%	7.1%	20.00%	31.6%	4.8%
Sometimes	1.99%	2.5	2.6%	1.6%	10.00%	0.0%	9.5%
Rarely	0.00%	0.0	0.7%	0.0%	0.00%	0.0%	0.0%
Never	0.00%	0.0	0.0%	0.0%	0.00%	0.0%	0.0%

About 98% of English-speaking respondents found reception staff to be polite. 90% of Spanish-speaking respondents found reception staff to be polite.

If this question were analyzed by distinct departments, PC only versus HW only, results would be as follows among English-speaking respondents:

Answer Options	2016 Response Percent	PC	2015 PC Response Percent	2014 PC Response Percent	PC	2016 HW Response Percent	HW	2015 HW Response Percent	2014 HW Response Percent
Always	89.36%		82.9%	79.4%		88.31%		86.8%	82.0%
Most of the time	8.51%		14.3%	14.7%		9.09%		10.3%	14.8%
Sometimes	2.13%		2.9%	2.9%		2.60%		2.9%	3.3%
Rarely	0.00%		0.0%	2.9%		0.00%		0.0%	0.0%
Never	0.00%		0.0%	0.0%		0.00%		0.0%	0.0%

Reporting on frequencies of ‘always’ and ‘most of the time’, in 2016, 97.9% of Primary Care only respondents said that reception staff was polite (this figure was similarly high in 2015 at 97.2%), and 97.4% of sole users of Health Wellness services said that reception staff was polite (97.1% in 2015).

**Phone System**

**50. How would you rate your ability to speak directly to the receptionist (compared to having to leave a message)?**

Answer Options	Excellent		Very Good		Good		Fair		Poor		Response Count
	N	%	N	%	N	%	N	%	N	%	
	143	71.86%	37	18.59%	14	7.04%	4	2.01%	1	0.50%	199

A total of 90.4% of respondents rated their ability to speak to a receptionist as 'excellent' or 'very good' in 2016. In addition, 7% gave a rating of 'good', which was the mid-point for this question.

When stratified by department (i.e. PC only and HW only) then 100% of English-speaking primary care respondents felt that their ability to speak directly to a receptionist (rather than voice mail) was 'excellent', 'very good' or 'good', while 94.7% of sole Health Wellness respondents felt the same. In 2015, 97.1% of primary care users and 98.5% of health wellness clients felt that their ability to speak directly to a receptionist (rather than voice mail) was 'excellent', 'very good' or 'good' when they called in.

Answer Options	2016 PC Response Percent	2015 PC Random Selection	2016 HW Response Percent	2015 HW Random Selection
Excellent	70.21%	68.6%	69.33%	62.1%
Very Good	17.02%	20.0%	20.00%	22.7%
Good	12.77%	8.6%	5.33%	13.6%
Fair	0.00%	2.9%	4.00%	1.5%
Poor	0.00%	0.0%	1.33%	0.0%

### Weekend Appointments

This question was originally added to the 2013 survey and has been asked in all successive years since then. Responses since 2013 are given in the chart below.

#### 51. Would you use weekend appointments?

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2013 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	75.74%	75.2%	72.6%	73.15 %	75.00%	64.7%	71.4%
No	24.26%	24.8%	27.5%	26.85%	25.00%	35.3%	28.6%

Since 2013, roughly three quarters of survey participants reported wanting to use weekend appointments.

Approximately 77.1% of PC only clients reported that they would use weekend appointments. Among HW only clients, 67.5% reported that they would use weekend appointments. In 2015, the departmental breakdown was 100% of PC clients and 59.1% of HW clients reporting an intention to use weekend appointments should it be made available.

**52. If YES, then for which of the following services would you use weekend appointments? Please check all that apply.**

Filtering on the 153 respondents who said that they would use weekend appointments, this question elicited 148 responses (shown in the chart below) as to the types of services that clients would use given the choice.

Answer Options	2016		2015		2014	
	Yes		Yes		Yes	
	N	%	N	%	N	%
Chiropodist (foot care)	42	28.38%	38	30.9%	27	39.1%
Group Programs	34	22.97%	19	15.4%	14	20.6%
Diabetes Education	37	25.00%	31	25.2%	17	26.6%
Doctor/Nurse Practitioner	95	64.19%	80	65.0%	74	78.7%
Physiotherapy	67	45.27%	39	31.7%	37	50.0%
Social Work/Mental Wellness	41	27.70%	22	17.9%	16	24.6%
Fitness (gym)	81	54.73%	53	43.1%	n/a	
Other, please specify	1	0.68%	3	2.4%	24	34.8%

As in 2015, the top three services clients reported wanting to use were:

- i) Doctor/Nurse Practitioner at 64.1%,
- ii) Fitness (gym) at 54.7%, and
- iii) Physiotherapy at 45.3%.

Chiropody once again (as in 2015) ranked fourth with 28.3% of survey participants reporting that they would use this service on the weekend.

One respondent specified that they would use the COPD program if it were offered on the weekend.

In 2014 the top 3 services for which weekend appointments would be used were: Doctor/Nurse (79%), physiotherapy (50%) and foot care (39%). These same services also ranked as the top three for which weekend appointment would be used in 2013.

**Other Services Desired**

**53. Apart from those already mentioned, what other services or community programs would you like to see offered at North Hamilton Community Health Centre?**

Responses from English-speaking respondents were organized thematically and are listed below:

Category	Response
Child Care/Kids Groups	Child care
Child Care/Kids Groups	Child care
Child Care/Kids Groups	Child care / play area (even unsupervised)
Child Care/Kids Groups	Daycare service
Child Care/Kids Groups	More kids programs
Child Care/Kids Groups	More programs for children
Child Care/Kids Groups	A parents group/class for children older than 6 years
Clinics/Labs	Blood donation clinic
Clinics/Labs	Add diagnosis imaging test here
Cooking/Nutrition	Healthy cooking classes
Cooking/Nutrition	More Community Kitchens
Cooking/Nutrition	Nutrient for public
Dental	Dental Office
Dental	Dental services
Dental	Dentist
Exercise	Bring back Zumba
Exercise	Physiotherapy large in catchment area
Exercise	Women low impact exercise programs
Food Bank	Food Bank
Foot Care	Allowing non diabetic clients into feet first clinics
Foot Care	Footcare for a wider range,[e.g.] blind or someone without a doctor.
Foot Care	Footcare for non diabetic clients
Groups/Classes/Education	More information provided about the gardens
Groups/Classes/Education	More group programs to help clients
Groups/Classes/Education	More programs about how to physically cope with the stress related issues
Groups/Classes/Education	Weight Monitoring programs, and education like the Less-on Lifestyle program offered though McMaster
Groups/Classes/Education	One on one tutoring help from volunteers
Gym	A bigger gym
Gym	Expand the gym

Gym	Fitness program
Gym	Free access to gym
Gym	Gym more space
Gym	Use the gym
Meditation/Yoga	Meditation programs
Meditation/Yoga	See yoga in the health centre
Meditation/Yoga	Yoga
Meditation/Yoga	Yoga
Mental Wellness	More mindfulness classes and more frequent classes
Mental Wellness	Program delivery for clients with dementia is very poor. Presenter was too quiet and clients couldn't hear. Need a better approach to delivering this program.
Mental Wellness	Mental health peer support
Mental Wellness	Mental wellness toolkit
Optometry	Eye care
Optometry	X-ray, eye doctor (duplicate; 2 themes)
Pool/Swimming	Connection with the pool
Pool/Swimming	Swimming
Specialties	Expand to include specialist like cardiologist
Weekend Services	Weekend care
X-ray	X-ray, eye doctor (duplicate; 2 themes)
X-ray	X-ray services, dental, ophthalmology services

Responses from Spanish-speaking respondents were organized thematically and are listed below:

Category	Response
Dental	In-house dentist
ESL Instruction	More conversational English speaking groups to help non-English speaking clients practise English conversation in a comfortable, non-judgmental setting.
ESL Instruction	Offer ESL classes in a small group setting which could include conversational groups to help enhance the English language skills.
Groups/Classes/Education	More arts and crafts programs, i.e. sewing classes, make-up and beauty classes to incorporate overall well being, vegetarian cooking classes.
Gym/Exercise	Build a track field outside and further incorporate the gym programs/training

Gym/Exercise	Set a limit time for use of each equipment in the gym thus to give everyone a chance to use the equipment equally. At times gym users will take about 1 hour in one machine. Spend more time with clients.
Improve Current Programs	No need for further programs, but focus on enhancing and improving the programs that are already available.
Optometry	Eye care.
Senior Services/Groups	More recreational activities aimed at seniors, i.e. trips, fitness classes for seniors, walking clubs ie. nordic track, outings, arts and crafts classes.
Spanish Services/Programs	More Spanish-speaking programs and seminars. More Spanish interpreters.
Transportation (for Seniors)	Bus to pick up seniors persons facing disabilities clients who have difficulty with transportation to attend program either because they may be facing barriers with language, fear of getting lost using the bus system, or not having the ability to independently take a car to the centre.
X-ray/Ultrasound	X-ray/ultrasound services
X-ray/Ultrasound	X-Ray/Ultrasound this would facilitate the results being available to the doctors sooner.
Yoga (for Seniors)	Love if we were able to do the yoga program for seniors.

### **Cultural Sensitivity**

#### **54. Do you feel the services provided at the Health Centre are sensitive and respectful to your culture, beliefs and traditions?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2013 Response Percent	2012 Response Percent	2016 Response Percent	2015 Spanish Response	2014 Spanish Response
Yes	98.45%	99.4%	98.7%	98.0%	96.3%	100%	100%	100%
No	1.55%	0.6%	1.3%	2.0%	3.7%	0.0%	0.0%	0.0%

The response rate to this question remained high at 98.5%. A similar proportion of survey participants reported feeling that the services provided at the Health Centre were sensitive and respectful to their culture, beliefs and traditions in 2015, 2014, 2013 and 2012 (99.4%, 98.7%, 98.0%, 96.3% respectively).

As in 2015, 100% of the Spanish survey sample feel that the services provided at the Health Centre are sensitive and respectful to their culture, beliefs and traditions.

## Transportation

### 55. How do you usually come to the Health Centre?

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2012 Response Percent	2013 Response Percent
Car	43.07%	37.9%	38.7%	37.9%	35.37%
Walk	20.79%	26.7%	25.2%	23.2%	20.4%
Bus	20.30%	27.3%	22.6%	25.8%	30.6%
DARTS	8.91%	2.5%	4.5%	0.5%	4.1%
Taxi	3.47%	3.1%	5.2%	8.4%	3.4%
Scooter/ Wheelchair	2.48%	1.9%	1.9%	2.6%	2.7%
Other	0.50%	0.6%	1.3%	1.1%	3.4%
Bicycle	0.50%	0.0%	0.65%	0.5%	0.0%

As in previous years, the majority of English-speaking respondents reached the Health Centre by car whether they were driven or drove themselves (the respondent who chose other said that they drove “with mother in car”. An equal proportion of individuals (roughly 20%) either walk or take the bus to the Centre (these modes were used by more than 25% of 2015 respondents). In 2016, a much larger percentage compared to previous years reported using DARTS for transportation (almost 9% in 2016, compared to 2.5% in 2015).

Spanish-speaking respondents (N=20), reported taking the bus (65%), using a car (30%), or walking (5%, n=1) to get to the Health Centre. In 2015, Spanish-speaking respondents reported using either car or bus for transportation to the Centre.

## **Health Centre Accessibility and Design**

In 2013, questions regarding accessibility and building design were measured on a 4-point scale (Yes, it is very easy..., Yes, it is somewhat easy..., No, it is not so easy, and No, it is very difficult...). In 2014, the scale was changed to a simple 'yes' or 'no' answer.

### **56. Do you feel the Health Centre is in an accessible location?**

<b>Answer Options</b>	<b>2016 Response Percent</b>	<b>2015 Response Percent</b>	<b>2014 Response Percent</b>	<b>2016 Spanish Response</b>	<b>2015 Spanish Response</b>	<b>2014 Spanish Response</b>
Yes	92.57%	90.6%	92.9%	90.00%	84.2%	95.2%
No	7.43%	9.4 %	7.1%	10.00%	15.8%	4.8%

More than 92% of survey respondents (N= 202) felt that the Health Centre was located in an accessible location (this figure was also high in previous years: 90.6% in 2015; 92.9% in 2014). Among Spanish –speaking respondents, the percentage that felt that the Health Centre was in an accessible location was 90% which is higher than 2015's figure of approximately 84% but slightly less than 2014's figure of 95.2% (of course with such small numbers (N=20), the annual differences among the Spanish-speaking sample cannot be shown to be statistically significant).

### **57. Does the design of the Health Centre enable you to move around the building easily?**

<b>Answer Options</b>	<b>2016 Response Percent</b>	<b>2015 Response Percent</b>	<b>2014 Response Percent</b>	<b>2016 Spanish Response</b>	<b>2015 Spanish Response</b>	<b>2014 Spanish Response</b>
Yes	98.52%	99.4%	98.1%	100.00%	94.4%	100%
No	1.48%	0.6%	1.9%	0.00%	5.6%	0.0%

Ratings regarding accessibility of the building itself remained high as 98.5% of English-speaking respondents (was 99.4% in 2015) and 100% of Spanish-speaking respondents felt it was easy to navigate the Centre.



**58. “On a scale of excellent to poor, how would you rate the following...?”**

Answer Options	Excellent		Very Good		Good		Fair		Poor		Response Count
	N	%	N	%	N	%	N	%	N	%	
a. The overall cleanliness of the Health Centre?	148	72.91%	44	21.67%	9	4.43%	2	0.99%	0	0.00%	200
b. The overall physical comfort of the Health Centre?	146	73.00%	42	21.00%	11	5.50%	1	0.50%	0	0.00%	200

This question was taken from the Health Quality Ontario survey and was newly added to the 2015 survey. Almost 100% of respondents felt that the cleanliness and comfort afforded by the Centre was ‘good’ or better. Specifically, 96% of survey respondents reported that the overall cleanliness of the Health Centre was ‘excellent’, or ‘very good’ with another 4.4% claiming that it was ‘good’. 94% felt that the overall physical comfort of the Centre was ‘very good’ or ‘excellent’, and an additional 5.5% felt that it was ‘good’.

**59. Do you have internet access?**

Answer Options	2016 Response Percent	2015 Response Percent	2016 Spanish Response Percent	2015 Spanish Response Percent
Yes	72.28%	70.0%	57.89%	79.0%
No	27.72%	30.0%	42.11%	21.0%

This question was newly added to the 2015 survey, but was asked after the question asking clients’ awareness of the Health Centre’s website (question 60 for this year’s survey). Approximately 72% of English-speaking respondents reported having internet access, while almost 58% of Spanish-speaking respondents said that they had access to the internet.

**60. Are you aware of the Health Centre’s website?**

This question was newly added to the 2014 survey to understand what percentage of NHCHC clients were aware of the existence of the Centre’s website.

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response Percent	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	37.19%	55.3%	47.4%	36.84%	31.6%	38.1%
No	62.81%	44.7%	52.6%	63.16%	68.4%	61.9%

There was a marked decrease in the percentage of English-speaking respondents who reported knowing of the Health Centre’s website when comparing 2016 (37%) to 2015 (55%). Perhaps this is an area for renewed client education, who could be made better aware of the benefits of visiting the website. As in previous years, the majority of Spanish-speaking respondents were not aware of the Health Centre’s website. This is not surprising as the website content is mostly in English it would probably lack relevance for the the Spanish only population.

**61. How often do you use the Health Centre’s website?**

Answer Options	Unfiltered Response Percent	Unfilered Response Count
Never	33.33%	25
Rarely	41.33%	31
Sometimes	18.67%	14
Frequently	6.67%	5

Among those who claimed use of the website, the most oft chosen frequency was ‘rarely’ at about 41%, while about a quarter of respondents, 25%, claimed to use the website ‘sometimes’ (18.7%) or ‘frequently’ (6.7%). On a data quality note, when responses were filtered on only those who had previously said that they were aware of the website then frequency of usage included responses of ‘never’ (32.88%), ‘rarely’ (42.47%), ‘sometimes’ (17.81%), and ‘frequently’ (6.85%).

In 2014, this question was asked differently: “ Have you ever used the Health Centre’s website?” to which 13.6% answered yes. In 2015, 155 out of 162 individuals responded to this question. 29.7% of individuals responded that they sometimes or frequently use the Health Centre’s website (N=46).The majority of responses were for ‘never’ using the website (45.8%, N=71) with 9.7% (N=15) reporting that they use the website infrequently. Only one Spanish-speaking respondent replied that they “sometimes” used the website in 2015 (5.3%).

**62. If you responded ‘Rarely’ or ‘Never’ to the question above, what can we do to encourage you to use our website?**

Filtering on those who responded ‘rarely’ or never’ to the question on usage of the website, an open text question requesting ideas on how to encourage website use among Health Centre clients garnered the following responses among English-speaking respondents:

- “Reminding her”
- “Doctor communications such as E-mail”
- “Have information on new programs and appointments to be sure”
- “If the health centre can pay for the internet than I will use the website”
- “To book appointments online”
- “More information on all programs”
- “Make the website more interesting”
- [Make it possible to] “look at appointment or schedule appointments”
- “More information on interactive stuff and the programming available.”

In addition, one individual said that they did not currently have a computer, while another said that they usually just call in and ask assistance if they have questions. Several individuals (18) said that nothing could be done (or perhaps that they couldn’t think of anything to be done) to encourage greater use of the Health Centre website.

One Spanish-speaking respondent suggested that the website link be included on the appointment cards given to clients. Two other Spanish-speaking respondent comments included a lack of desire/need to access the website; and an inability to access due to limited internet access.

**63. If you had a complaint or a concern about the Centre or the care you received here, do you know what you would need to do to have it addressed (looked into)?**

Answer Options	2016 Response Percent	2015 Response Percent	2014 Response	2016 Spanish Response	2015 Spanish Response	2014 Spanish Response
Yes	52.94%	42.9%	44.5%	45.00%	36.8%	28.6%
No	47.06%	57.1%	55.5%	55.00%	63.2%	71.4%

As per the Board’s request, this question was originally added to the 2014 survey. 42.9% of individuals reported knowing about the complaints process in 2015 and 44.5% in 2014. While a positive response of 52.94 % for English speaking and 45% for Spanish speaking respondents represents a significant improvement in 2016, it still falls below expectations for both English and Spanish speaking populations and will require further work.

**64. If you could make one change to the Health Centre, besides adding a program or service, what would it be?**

This question was re-worded in 2015, to try and elicit different responses than those already captured relating to additional services/programs at the Centre. In 2016, several responses were still program related:

Access/Hours	Open early
Access/Hours	Weekend appointments,
Access/Hours	Location
Access/Hours	Transportation to the centre that is provided by the centre
Access/Hours	More available appointments with Sib
Access/Hours	Individual has moved outside of the catchment and is having difficulty seeing the mental wellness team, especially Sib. This could be more accessible. Also, reception could all be as knowledgeable as Angela. Also, Doctor to have more time for the patient, with her, rather than with the student.
Access/Hours	Access to the centre, has changed from when it first opened, more accessible to everyone.
Amenities/Comfort	A lunch room, or small area to spend time if you are waiting. More inclusion in terms of the fitness centre and diabetes services. Does not want to be in the basement.
Amenities/Comfort	Little hot bath pool to heat feet and hands
Amenities/Comfort	Washrooms need to be more accessible- there is no wheelchair button on the second floor washroom making it difficult
Gym Exercise	More open gym
Gym/Exercise	More space in gym
Gym/Exercise	Kick boxing, more programs outside
Gym/Exercise	People should keep the gym clean
Gym/Exercise	If the gym is open on evenings and weekends
Gym/Exercise	gym would not cut you off
Gym/Exercise	Let me go to the gym, don't say me to wait if I come earlier
Lab	Keep the lab open for longer hours
Parking	Not adequate parking, massage therapy
Programs	Make program more well known
Programs	Extending Health Wellness services i.e. diabetic nursing, foot care etc. so that more evening appointments are available
Programs	Not adequate parking, massage therapy
Service	More workers
Service	Nurses should show more professionalism and respect towards clients
Waiting Time	Not sitting in the waiting room for long periods

Comments of Spanish-speaking respondents included comments of “none”, and “highly satisfied” with services as well as:

Access/Hours	Add more weekend appointments and weekend programs
Courtesy/Service	More equality treatment for all cultures, and focus on the Spanish community speakers.
Courtesy/Service	To continuously work with your team and enhance the services to help staff understand the importance of treating clients with respect and not isolate them.
Courtesy/Service	Provide reception staff with more training on human relations and adequately treating clients with patience.
Courtesy/Service	Feels that at times the lab technicians from primary care department can be very abrupt or "sour" with their interaction around clients.
Courtesy/Service	Reception staff primary care should give more patience to clients who are non-english speaking
Esthetics	Change the look of the reception areas to be more inviting, less hospitalized and more vibrant. Perhaps more modern furniture. Change the overall look so that it looks more warm and welcoming. Also have a Spanish speaking psychologist available.
Gym	The gym to be open late
Language	Have more spanish speaking staff to assist the vast amount of spanish speaking clientele.
Location	Put it beside my house.
Location	Expand the locations; build another locale on the mountain

## **CONCLUSION**

It is important to note the 2016 survey differed from previous surveys in sampling methodology. In using a convenient sample the survey is missing the voice of clients who were not scheduled for an appointment during the survey period. Clients who were not attending Centre services or programs because they were feeling too healthy or were managing their chronic conditions effectively would not be represented in the survey as would clients who are not making appointments because they are unhappy with the Health Centre. This may have systematically impacted on survey results such as perceived health status which was lower this year or how clients in general answered survey questions. It should be noted that demographic comparisons with previous surveys do not show any significant differences with respect to variables such as age, gender income or ethnicity. In general, the 2016 survey results show similar trends to previous years. Health Centre Clients who participated in the 2016 survey were extremely satisfied with the care and services they received at the Centre. Both the Health Centre and its staff received excellent satisfaction and approval rating with all services and providers. Respondents were highly satisfied with the helpfulness and politeness of reception staff and were very pleased with their ability to connect with reception staff when they phoned the Health Centre. Survey participants told us that Centre Staff highly respect their culture and traditions, and that the Health Centre is clean, comfortable, easy to access, with a design that allows them to move around the building easily.

Participants did provide responses that require further attention and follow up. Awareness of the Centre's complaints process and medical on-call system have improved over previous years but continue to fall below acceptable levels. Similar findings were reported for awareness of our website and Senior's services. Some respondents advocated for increased after hour access for existing services and more childcare and children's programming. Participants also advocated for additional new services such as dental care and eye care. The leadership team will develop a workplan to respond to survey feedback.