



NorthHamilton
Community Health Centre

Client Satisfaction Survey 2017

Report prepared September 2017

Table of Contents

| | |
|---|----|
| Client Satisfaction Survey 2017 | 1 |
| SUMMARY OF FINDINGS | 3 |
| Satisfaction with Service Provider Interactions, and Facilities..... | 3 |
| New Questions | 4 |
| Areas in Need of Attention..... | 5 |
| INTRODUCTION | 7 |
| New Survey Questions and Design..... | 7 |
| Survey Design and Analysis Decisions | 7 |
| RESULTS | 9 |
| Perceived Health Status..... | 9 |
| Main Health Care Provider | 11 |
| Knowledge of Health Centre, Staff and Services..... | 11 |
| Team-Based Care..... | 11 |
| 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 | 27 |
| Rehabilitation Services | 32 |
| Diabetes Services..... | 39 |
| Reception..... | 42 |
| Phone System | 44 |
| Weekend Appointments..... | 45 |
| Other Services Desired | 48 |
| Cultural Sensitivity..... | 50 |
| Transportation..... | 50 |
| Health Centre Accessibility and Design | 51 |
| CONCLUSION | 64 |

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 fifth successive occasion in which clients have been surveyed on a yearly basis. Prior to 2012, the Client Experience Survey was administered every two years. This year, a total of 218 clients participated in the survey; including 198 English respondents and 20 Spanish respondents. In comparison, 223 English and Spanish speaking clients were surveyed in 2016, 198 clients in 2015, 175 in 2014 and 179 in 2013.

Satisfaction with Service Provider Interactions, and Facilities

Clients continue to exhibit very high levels of satisfaction with the services and care received across departments. Reporting on English-speaking respondents, client approval ratings of the "overall care" received from the Primary Care department was 78.7% for Primary Care, when combining the top two response options of 'excellent' and 'very good'. When including the PC rating scale's mid-point of 'good', 95.4% of English-speaking respondents and 100% of Spanish-speaking respondents said that the overall care received in PC was 'good' or better.

Combining the top two response options of 'satisfied' and 'very satisfied', ratings among English-speakers for "overall care" received in other departments were 95.8% for Diabetes Education Services, 98.1% for Mental Wellness, 98.1% for Rehab., 98.6% for the Fitness department, and 98.8% for Foot Care Services. Also, combining the top two response options of 'satisfied' and 'very satisfied', the Health Promotion Department, Senior's Services, and Volunteer Services received ratings of 86.7%, 93.1%, and 90.0% respectively among English-speaking respondents.

When asked about the "level of dignity and respect" extended to them by the different departments, approval among English-speakers was 96.2% for Mental Wellness, 95.8% for Diabetes Education Services, and 100% for Fitness, Foot Care, and Rehabilitation Services, when combining the 'satisfied' and 'very satisfied' response options. When asked about how often they were treated with dignity and respect during Primary Care appointments, 95.4% of PC clients responded 'always' or 'most of the time'.

Respondents were knowledgeable of the fact that the Health Centre works in teams with 90% of English-speaking respondents and 94% of Spanish-speaking respondents saying that they knew of the team concept in effect at the Health Centre (similarly, in 2016, the percentage was 94% among English speakers and 100% among Spanish speakers). In terms of actually liking the team approach to care, 90% of English speakers and 100% of Spanish speakers reported liking that a team handled their care.

When evaluating continuity of care/interdisciplinary care at the Centre, 85.3% of English-speaking and 86.8% of Spanish-speaking PC clients reported that primary care providers 'always' or 'most of the time' seemed to know about their medical history; while, 91.7% of English-speaking and 100% of Spanish-speaking PC clients felt that primary care providers 'always' or 'most of the time' seemed to have recent tests or exam results; 94.4% of English-speaking and 93.3% of Spanish-speaking PC clients stated that primary care providers were 'always' or

'most of the time' consistent in what they were telling their clients about their care and treatment'; and 90.6% of English-speaking and 100% of Spanish-speaking PC clients said that primary care providers 'always' or 'most of the time' seemed to work well together in caring for their clients.

Combining the 'always' and 'most of the time' response options, ratings for Primary Care, Mental Wellness, Rehabilitation, Fitness, Foot care, and Diabetes ranged from the high 80s to high 90s in various care categories. For example, 89.0% of PC clients to 99.1% of Rehab clients felt that they were given the opportunity to ask questions about their health and treatment; 86.2% of PC clients to 98.1% of Mental Wellness clients felt that they were helped in understanding how best to manage their own health; 88.0% of PC clients to 97.9% of clients of Diabetes Education Services felt involved as much as they wanted to be in decisions related to their own care; while a range of 90.0% of PC clients to 98.1% of Mental Wellness clients felt that the respective providers spent enough time with them, and finally, 89.4% of clients of Diabetes Education to 98.1% of Mental Wellness clients felt that their appointments in the respective departments began on time.

In 2017, 98.0% of English-speaking respondents and 95% of Spanish-speaking respondents replied that reception staff were helpful 'always' or 'most of the time'; while 98.5% of English-speaking respondents and 95% of Spanish-speaking respondents replied that reception staff were polite 'always' or 'most of the time'. Additionally, 98.0% of English-speaking respondents and 90% of Spanish speaking 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 highly rated with 92.4% of English-speaking respondents and 90% of Spanish-speaking respondents reporting that the Health Centre was located in an accessible location. Additionally, the layout of the Health Centre continues to be viewed positively, with 99.5% of English-speaking respondents and 100% of Spanish-speaking respondents reporting that they were able to move around the building easily. The overall cleanliness of the Health Centre was also rated highly with 99.0% of English-speaking respondents and 100% of Spanish-speaking respondents rating the Centre's cleanliness as 'good' or better. Furthermore, clients rated the overall physical comfort of the Health Centre highly with 99.5% of English-speaking respondents and 100% of Spanish-speaking respondents giving ratings of 'good' or better.

In 2017, 100% of both English-speaking and Spanish-speaking survey respondents felt that the services provided at the Health Centre were sensitive and respectful of their culture, beliefs, and traditions (compared to 98.5% of English survey respondents and 100% of Spanish survey respondents in 2016).

New Questions

Several questions were modified or added in the 2017 survey. Reviewing the responses to question #51 of the survey, revealed that as in previous years, the most likely used weekend services would be primary care, followed by fitness/gym services, and then physiotherapy, however, the change of format of question #51 to indicate the frequency of use does enhance its interpretability. For instance, in the past decision-makers would have to decide whether or not to add weekend services based on a simple 'yes' or 'no', now they can decide to base decision on if a certain proportion said they would use it at least 'often'.

Q#52 also revealed that for English-speakers, weekend services may be most successful if provided on Saturdays (38%), however, many indicated that either day (Saturday or Sunday) would work for them (among English-speakers 32% said either day/both days; among Spanish-speakers 45% said either day/both days).

Results from the newly modified version of question #59 showed that NHCHC clients are using the internet and that some means of engagement might include e-mails as 51.5% of English clients and 55% of Spanish clients 'often' or 'very often' use the internet for e-mails. Facebook may also be a feasible means of engagement with 46.5% of English clients and 35% of Spanish clients saying that they use the platform, compared to only 17.8% of English and 28% of Spanish clients who said they used any other form of social media, e.g. Twitter.

Question #60 showed that a relatively larger share of clients used a personal or home computer, or laptop to access the internet versus any other device with 55.6% of English-speakers, and 60% of Spanish-speakers (n=12) using personal or home computers, or laptops, while the smart phone was also a highly used device with 49.5% of English-speakers and 65% of Spanish-speakers (n=13) saying that they used a smart phone to access the internet. However, 24.4% of English-speaking and 10% of Spanish-speaking NHCHC clients indicated that they did not use anything to access the internet (i.e. no internet usage). About the same number of Spanish-speakers and English-speakers reported use of a public device, e.g. library computer, but this represented a larger share of Spanish-speakers due to sample size (6 out of 198 English-speakers, 5 out of 20 Spanish-speakers indicated using a public device).

Finally, the newly added question #66 revealed that the most important values related to "excellent" health care were respect, compassion, and honesty as these were the most frequently chosen values among NHCHC clients.

Areas in Need of Attention

Wait Times

In the 2017 survey, 64.3% of Spanish-speakers and 62.0% of English-speaking respondents reported being able to get an appointment on the day that they wanted (40% of Spanish-speakers and 39.0% of English-speakers reported being seen on the same or by the next day). This is a declining statistic compared to the 68.8% of Spanish-speaking respondents and the 82.6% of English-speaking respondents from the 2016 survey who reported getting an appointment on the day requested. Among individuals surveyed in 2017 who reported having to wait two or more days for an appointment, the primary reason provided for the wait was due to 'no earlier appointments being available' (87.5% Spanish-speakers and 47.8% English-speakers said as much). Furthermore, an additional 31.3% of English-speakers specified reasons such as "doctor was away/on holiday" and "doctor/provider was busy/booked".

ED Visits

The proportion of English-speaking clients reporting to have visited an emergency department in the past 12 months remains at just over 40% (41.7% in 2017; 41.0% in 2016). Also, about a third of Spanish-speaking respondents had been to the ED in the past 12 months. In 2017, 21.1% of English-speaking respondents reported being admitted to hospital, which is slightly higher than 2016's results when 18.6% reported being

admitted. Although we have limited ability to trend and interpret Spanish results due to low sample sizes, it can be noted that 13% (n=2) of Spanish-speaking primary care respondents reported hospital admissions in 2017, whereas 25% (n=4) reported admissions in the 2016 survey.

Programs and Services

Although awareness of the Centre's on-call medical service among primary care clients has increased among English-speakers to 68.5% in 2017, up from 62.1% in 2016, it remains below target. Additionally, among English-speaking respondents who knew of the on-call service's existence, only 44.4% were familiar with when the service was available. Additional efforts to increase awareness and knowledge of the program are warranted, as is the potential to offer the on-call service in other languages (e.g. Spanish). Only 40% of Spanish-speaking respondents in 2017, a decrease from 2016's 62.5%, knew about the on-call service, but 5 of the 6 who knew of its existence, also knew when it was available.

Client interest in weekend access to services remains prevalent, with approximately one third of English-speaking respondents saying they would use the listed services either "often" or "very often" on weekends; interest ranged from 29.2% for Diabetes Education to 37.9% for Doctor/Nurse Practitioner/Physician Assistant. Among the Spanish-speaking cohort, interest ranged from 40% for Diabetic Foot Care to 70% who would see their Social Worker or Mental Wellness Worker on the weekend. Although 38.6% of English-speaking clients and 30% of Spanish-speaking clients specified Saturday morning as the preferred offering, most reported to have no preference for the day/time of weekend services.

Despite adults aged 55+ making up over half of the total survey respondents (63%), only 14.7% of English-speakers indicated that they used any Seniors Services offered by the Centre (40% of Spanish-speakers used Seniors Services). A number of client suggestions were made to better meet their needs, including more accessible parking and offering social gatherings/events specific to seniors.

Similarly, awareness of the Centre's Health Promotion programs was fairly high (70.7% among English-speakers and 75% among Spanish-speakers), yet reported participation in such programs within the last two years was low (15.2% among English-speakers, 20% among Spanish-speakers). This might be due to a number of reasons, such as scheduling barriers, lack of program knowledge, or other preferred programs not currently being offered. One respondent provided feedback for the Healthy Moms Healthy Babies program, saying that a focus on what not to do may be a bit stress-inducing, and to instead focus on teaching practical parenting skills such as how to change diapers and how to put a baby to sleep, etc.

Awareness of the Centre's website increased from 37.2% in 2016 to 49.0% in 2017 among English-speakers and went from 36.8% to 45.0% among Spanish-speakers. However, of those respondents who were aware of the website's existence, 64% of English-speakers (nearly double from 2016) and 55% of Spanish-speakers said they 'never' use it. To promote greater use of the website among clients, respondents frequently suggested that the Centre offer education and learning around navigating the website and the internet in general.

Only one third of respondents from the 2017 survey reportedly knew about the Centre's complaint process (33%, versus 53% in 2016). Similarly, only a minority (30%) of Spanish-speaking respondents would know what

to do if they had a complaint. When asked what additional services or programs clients would like offered at the Centre, as well as what they would like to change about the Centre, suggestions included, but were not limited to: availability of on-site lab and diagnostic imaging services, more parking close to the Centre, on-site swimming pool, greater gym access, recreational/social activities (e.g., coffee house, arts programs), and child care.

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 2017 survey largely builds on the survey design from previous years. Major changes from the 2016 version included the addition of 5 new questions pertaining to:

- the frequency of usage of certain services should they be made available on the weekends (Q#51)
- whether Saturday or Sunday would be preferred for the use of the specified services (Q#52)
- the frequency of use of certain internet-accessible applications, e.g. Facebook (Q#59)
- the types of devices clients use to connect to the internet (Q#60)
- client's perception of the meaning of "excellent health care" (Q#66)

Additionally, part of the way through the surveying process, administrators re-worded the questions asking about "senior" services to instead ask about services for "adults 55 years and older" as a number of clients seemed offended at the use of the term "senior" whether it applied to them or not.

Survey Design and Analysis Decisions

The survey was analyzed using Survey Monkey. Only complete responses were included in analysis, and a filter was applied to remove the impact of incomplete data entries. An a priori decision was made to analyze question groups based on the response to the first question in the grouping for sets of dependent questions. For example, question #1 was asked of all respondents and all complete responses were summated and reported, however, questions #2 through #19 is a grouped set of questions intended only for primary care clients. Therefore, questions # 3 through #19 were only summated and reported based on the response to question #2, which asked "Do you have a primary care provider at NHCHC...?" If the respondent said "yes", then his responses for questions #3-19 were included in the analysis, if the client said "no", then by application of a filter his responses were excluded from the analysis for these questions. This decision was made to ensure accuracy of description of the services. Survey Monkey's survey logic would have naturally led non-PC clients past this block of questions, but this a priori decision to apply the filter during analysis allowed us to further exclude any inaccurately entered data. Similarly, through the use of filtering, complete responses for questions #21 and #22, were only analyzed and reported for those who answered "yes" to question #20, which asked "Do you use Mental Wellness Services...?" Finally, as was done in previous years, for questions rated on a scale of "poor" to

“excellent” the top three responses were combined to present the percentage of clients who were satisfied with the service, while, for questions rated on a scale of “never” to “always” only the top two response options were combined. In future, survey design and analysis traditions should be reviewed to ensure that a more consistent picture of client responses is being presented.

METHODS

Similar to 2016, the survey participants of 2017 were selected by convenience sample. This is in contrast to the randomized collection method used previous to 2016. Clients who had appointments with Health Centre Staff were called the day before their appointments and asked to participate either before or after their appointment or over the phone. As a result of this collection method, all participants were currently in need of services at the Centre at the time of survey completion. Bias may be introduced by the convenience sampling method because, for example, clients who were not attending the Centre because of dissatisfaction with Centre services, and clients whose health status did not necessitate a Health Centre visit would not have been surveyed. This may impact on the representativeness of the survey sample. However the demographic of the survey population do not differ significantly from previous populations, though there were more single parent family households (female-headed) and fewer ‘mother,father, and child(ren)’ households reported.. A similar weighting criterion of at least 55% Primary Care clients was applied for the English-speaking respondent sample. Clients were included in the English survey if they had the ability to comprehend English well enough to complete the survey in English. Clients were included in the Spanish survey if they were unable to comprehend English well enough to complete an English survey but were more comfortable with Spanish. 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. Most clients were invited to take part in the survey prior to their appointments via phone call made in advance of their visit. A few were approached as they sat waiting in the waiting rooms given that survey posters were posted around and so clients would have had knowledge that a survey was taking place. Most surveys were done in person and administered by a single administrator, or a two-person team using paper copy and then Survey Money for data entry. A number of surveys were completed by a survey administrator over the phone who then entered the responses into Survey Monkey. Unlike previous years, no take-home surveys were provided in 2017, as the return rate has been extremely low in the past.

Like in previous years, as compensation for their valuable time, clients were offered a \$2 gift card for Tim Horton’s and a chance to win a \$100 grocery gift card for participating in the 2017 Client Experience 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. No comparison can be provided for newly added questions. All year-over-year comparisons are to be interpreted in the context of the different sampling methods used (2017: convenience stratified, 2016: convenience stratified, 2015 and prior: random stratified).

Perceived Health Status

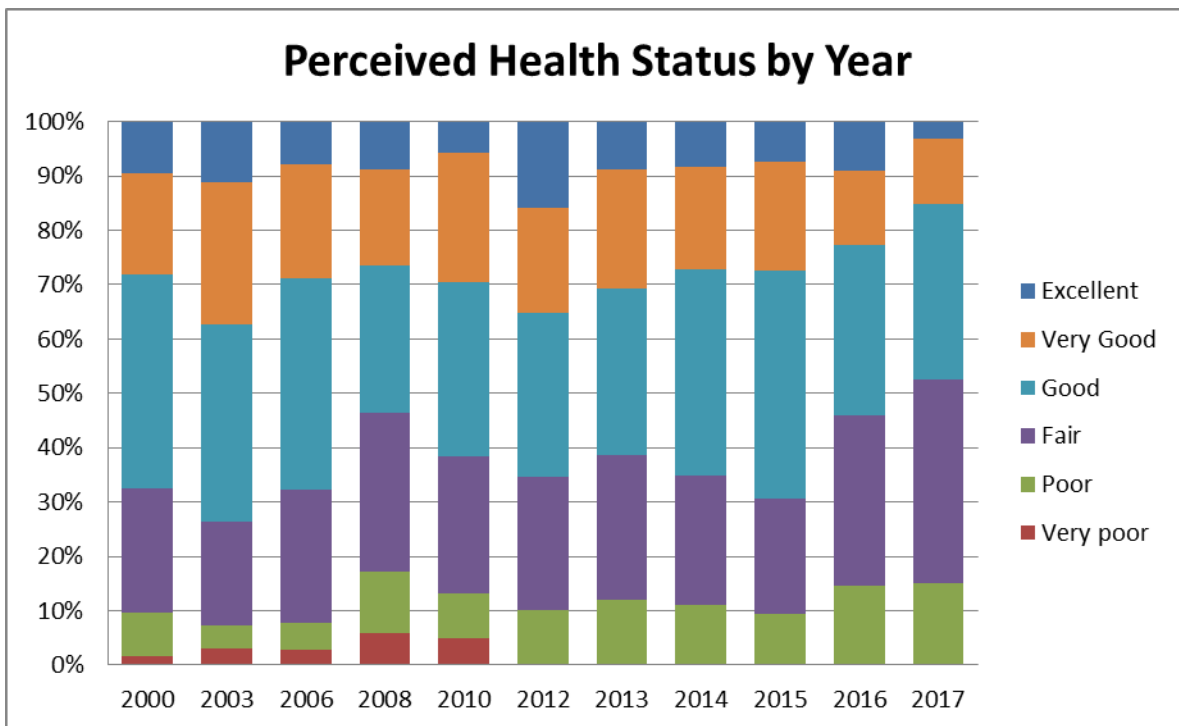
Prior to 2012 a 6-item scale was used. In 2012, a 5-item scale was used, to better reflect the standard way that this question is asked. This table shows the full six items for 2000 to 2010. 2012 to 2017 results are reported using the 5-item scale.

1. How would you describe your health?

| Perceived Health Status | 2000 | 2003 | 2006 | 2008 | 2010 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|--------------------------------|-------------|-------------|-------------|-------------|-------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Very poor | 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> | <i>Option not given</i> |
| Poor | 7.9% | 4.3% | 4.9% | 11.2% | 8.2% | 10.0% | 12% | 11% | 9.4% | 14.65% | 15.15% |
| Fair | 23.0% | 19% | 24.4% | 29.4% | 25.2% | 24.7% | 26.7% | 23.9% | 21.3% | 31.31% | 37.37% |
| Good | 39.3% | 36% | 39.0% | 27.1% | 32.1% | 30.0% | 30.7% | 38.1% | 41.9% | 31.31% | 32.32% |
| Very Good | 18.5% | 26% | 21.0% | 17.6% | 23.9% | 19.5% | 22% | 18.7% | 20.0% | 13.64% | 12.12% |
| Excellent | 9.6% | 11% | 7.8% | 8.8% | 5.7% | 15.8% | 8.7% | 8.4% | 7.5% | 9.09% | 3.03% |

Despite the subjective nature of this question, perceived health status has been shown to correlate to individual's future health care use and mortality. Compared to 2016, a lower percentage of clients would describe their health as "excellent" (9% in 2016, 3% in 2017), while there was an increase in those who would describe their health as just "fair" (31% in 2016, 37% in 2017). In 2017, only about 47.5% of individuals ranked their health as good, very good or excellent, which is less than the approximately 54.0% of individuals who

ranked their health as good, very good or excellent in 2016; 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 client 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 in the difference comparing the 2017 and 2016 years to the previous years 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.



The majority of Spanish-speaking respondents in 2017 ranked their health as ‘good’ (60%), while a substantial group would describe their health as ‘fair’ (35%), and the remaining 5% of Spanish-speaking respondents described their health as ‘very good’. Therefore, in 2017, 65% of clients would describe their health as ‘good’ or better, but none would describe their health as being ‘poor’. In contrast, in 2016, 75% of Spanish-speakers ranked their health as ‘good’ (35%), ‘very good’ (25%), or ‘excellent’ 15%, while 15% described their health as fair and 10% described their health as poor. It is important to note, that interpretation of the Spanish sample must be made with extreme caution as the sample size is relatively small (N=20 in both 2016 and 2017).

Main Health Care Provider

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

Of the 198 English speakers who answered this survey to completion, 109 (55.33%) reported having a primary care provider at NHCHC, while 88 individuals (44.67%) reported not having a primary care provider at NHCHC. The breakdown was as expected as the survey methodology tried to facilitate a 60/40 or at least a 55/45 split in favour of Primary Care respondents.

| Answer Options | 2014 | 2015 | 2016 | 2017 |
|----------------|--------|--------|--------|--------|
| Yes | 60.65% | 58.00% | 59.41% | 55.33% |
| No | 39.35% | 42.00% | 40.59% | 44.67% |

Among Spanish-speaking respondents (N=20), 15 individuals (75%) were clients of Primary Care, allowing for good feedback about the Primary Care department at NHCHC, only one client was exclusively a PC client, as most also received Health Wellness services, which will be addressed in questions further below.

Knowledge of Health Centre, Staff and Services

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

The majority of English-speaking respondents who responded “yes” to this question (specifically, 97 out of 100 respondents to this question) knew the name of their Primary Care Provider. Of the 15 Spanish-speakers who said ‘yes’ to having a Primary Care Provider at the Centre, 100% (i.e. all 15 clients) 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 | 2017 English Response Percent | 2016 English Response Percent | 2015 English Response Percent | 2014 English Response Percent | 2013 English Response Percent | 2012 English Response Percent | 2016 Spanish Response Percent | 2017 Spanish Response Percent |
|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Yes | 89.91% | 94.96% | 92.6% | 94.7% | 83% | 72.5% | 93.75% | 100.00% |
| No | 10.09% | 5.04% | 7.5% | 5.3% | 17% | 27.5% | 6.25% | 0.00% |

PC client knowledge of NHCHC’s team-based model remained high at 90% of English-speaking respondents, though lower than in previous years. 100% of Spanish-speaking respondents knew of this team approach.

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

| Answer Options | 2017 English Response | 2016 English Response | 2015 English Response | 2014 English Response | 2013 English Response | 2012 English Response | 2016 Spanish Response | 2017 Spanish Response |
|----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Yes | 89.81% | 92.24% | 92.40% | 95.70% | 89.90% | 81.20% | 100.00% | 100.00% |
| No | 10.19% | 7.76% | 7.60% | 4.40% | 10.10% | 18.80% | 0.00% | 0.00% |

As in 2016, 100% of Spanish-speakers reported liking the team-based model of care, while about 90% of English-speaking respondents claimed to like this approach.

Individuals who responded to not liking the team-centered approach were asked “why not?” Responses to this follow-up question are shown below.

11 English-speaking respondents said that they did not like the team-based approach commenting that:

- “rather see a doctor who knows”
- “doctor has students come in; would prefer to just see [the] doctor instead of students interfering”
- “would prefer to just see [the] doctor.”
- “didn’t know [the] Health Centre worked in teams”
- “I haven’t had to deal with a team for about a year now, but whether I have a team providing my care or not, my doctor doesn’t listen to me regardless”
- “they don’t seem to know what “confidentiality” means”
- “nice to talk to one provider and not go through stages from one room to another”
- “because I want to see my doctor only”
- “I didn’t even know that the Health Centre even works in teams”
- “maybe I would, I didn’t know they worked in teams”
- “I had an issue earlier this year”

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 | 72 (66.06%) | 17 (15.60%) | 12 (11.01%) | 5 (4.59%) | 3 (2.75%) | 109 |
| b. they explained things in a way that was easy to understand | 72 (66.06%) | 19 (17.43%) | 12 (11.01%) | 3 (2.75%) | 3 (2.75%) | 109 |
| c. they were sensitive to your needs and preferences | 77 (70.64%) | 13 (11.93%) | 10 (9.17%) | 4 (3.67%) | 5 (4.59%) | 109 |
| d. they encouraged you to talk about your personal goals or what was important to you during your appointments | 68 (62.39%) | 12 (11.01%) | 15 (13.76%) | 3 (2.75%) | 11 (10.09%) | 109 |
| f. they gave you clear instructions about what you need to do after your visit | 75 (68.81%) | 13 (11.93%) | 17 (15.60%) | 1 (0.92%) | 3 (2.75%) | 109 |

In 2017, 92.7% of English-speaking respondents rated their primary care provider as 'good', 'very good' or 'excellent' at listening to their concerns. This is slightly lower than the 95.8% of respondents rated their primary care provider as 'good', 'very good' or 'excellent' at listening to their concerns in 2016, and the 95.7% in 2015. 94.5% of 2017 respondents rated their primary care provider as 'good', 'very good' or 'excellent' at explaining things in a way that was easy to understand. The figure is very similar to 2016's and 2015's rating of 95.8%. Compared with 2016 and 2015, a lower percentage of clients rated their primary care provider as 'good', 'very good' or 'excellent' at being sensitive to their needs and preferences with a figure of 91.7% in 2017, 95.8% in 2016, and 93.6% in 2015. In 2017, 87.2% 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. This is favourably comparable to the 85.7% of respondents who 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, but is a slight decrease compared to 2015, at which time 89.4% of respondents felt their health care provider encouraged them to talk about goals and share what was important to them. 96.3% of 2017 respondents 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. This is very similar to the 95.8% who said as much in 2016, and only slightly lower than the 97.9% in 2015.

For Spanish-speaking respondents to this question (n=15), reporting on ratings of 'good', 'very good' or 'excellent', in 2017, 100% felt PC providers listened to their concerns, and explained things in a way that was

easy to understand (93.8% in 2016); 100% said that PC providers were sensitive to their needs and preferences (87.5% in 2016), 93.3% felt that providers encouraged them to talk about personal goals or what was important to them during appointments, while one person, accounting for 6.67% of the sample, gave a rating of ‘poor’ for being encouraged to talk about important issues. In 2016, 87.5% felt encouraged to speak about personal goals, etc. in 2016. Finally, in 2017, 100% of clients gave a rating of ‘good’ or better when describing whether providers gave them clear instructions about what they needed to do after their health care visit (87.5% in 2016).

7. Thinking about the doctor, nurse or physician assistant you see most often, 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 | 85 (77.98%) | 12 (11.01%) | 5 (4.59%) | 5 (4.59%) | 2 (1.83%) | 109 |
| b. help you to understand how best to manage your health | 77 (70.64%) | 17 (15.60%) | 10 (9.17%) | 3 (2.75%) | 2 (1.83%) | 109 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 82 (75.93%) | 13 (12.04%) | 6 (5.56%) | 4 (3.70%) | 3 (2.78%) | 108 |
| d. spend enough time with you | 83 (76.85%) | 14 (12.96%) | 7 (6.48%) | 2 (1.85%) | 2 (1.85%) | 108 |
| e. begin appointments on time | 68 (62.39%) | 23 (21.10%) | 10 (9.17%) | 4 (3.67%) | 4 (3.67%) | 109 |
| f. treat you with dignity and respect | 94 (87.04%) | 9 (8.33%) | 4 (3.70%) | 0 (0.00%) | 1 (0.93%) | 108 |

In 2017, approximately 89.0% of respondents said that they had a primary care provider at NHCHC that gave them an opportunity to ask questions about recommended treatment always or most of the time. In 2016 this figure was 92.4%, and in 2015 it was 89.4%. 86.2% of 2017 respondents who said that they had a primary care provider at NHCHC, said that this provider helped them to understand how best to manage their health always or most of the time. In 2016 this figure was 94.1%, and in 2015 it was again 89.4%. Approximately 88.0% of 2017 respondents said that their primary care provider involved them as much as they wanted in decisions related to their own care and treatment always or most of the time. In 2016, 94.0% said as much, while in 2015, 90.4% felt their provider involved them in decision-making at least most of the time. 89.8% of respondents in 2017 said that their provider spent enough time with them most of the time or always. 93.2% of 2016 respondents and 87.2% of 2015 respondents said this. A slight improvement compared to previous years was made in 2017 as it

related to appointments beginning on time at 83.5% compared to the 82.2% of respondents who said that their provider started their appointments on time always or most of the time in 2016. Further, 95.4% of 2017 respondents felt that their primary care provider treated them with dignity and respect always or most of the time, compared to 97.5% in 2016. Please note that this question had been rescaled in 2016 to range from ‘Always’ to ‘Never’ from a 5-point scale of ‘Poor’ to ‘Excellent’ in 2015.

Among Spanish-speaking respondents reporting on ‘most of the time’ and ‘always’, the corresponding percentages were 100%, 86.7%, 86.7%, 86.7%, 80%, and 86.7% in these categories respectively.

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 | 60 (55.05%) | 25 (22.94%) | 18 (16.51%) | 4 (3.67%) | 2 (1.83%) | 109 |
| b. your confidence in the doctor, nurse of physician assistant that you see most often at the Centre | 74 (68.52%) | 16 (14.81%) | 12 (11.11%) | 4 (3.70%) | 2 (1.85%) | 108 |
| c. the care and services you received from your primary care providers at the Centre | 72 (66.67%) | 13 (12.04%) | 18 (16.67%) | 2 (1.85%) | 3 (2.78%) | 108 |

Combining the three response options of ‘good’, ‘very good’, or ‘excellent’, in 2017, 94.5% of respondents were happy with the length of time spent waiting in the examination room; 94.4% had a high level of confidence in their provider, and 95.4% were happy with the “care and services” received from their primary care provider. Comparatively, in 2016 the ratings were 98.3% for waiting time, 97.5% for confidence level, and 98.3% for “care and services”. In 2015, a rating of 95.7% was received in all three categories.

12 out of 15 (80%) of Spanish-speaking respondents rated the length of time spent waiting as ‘very good’ or better, while 20% rated the wait as ‘fair’. 100% rated their confidence in the provider seen most often as ‘good’ or better, and similarly, 100% rated the provider’s care and services as ‘good’ or better. Ratings were similarly high 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 | 73 (66.97%) | 20 (18.35%) | 10 (9.17%) | 4 (3.67%) | 2 (1.83%) | 109 |
| b. Did each seem to have your recent tests or exam results | 77 (71.30%) | 22 (20.37%) | 6 (5.56%) | 3 (2.78%) | 0 (0.00%) | 108 |
| c. Were they consistent in what they were telling you about your care and treatment | 85 (78.70%) | 17 (15.74%) | 4 (3.70%) | 1 (0.93%) | 1 (0.93%) | 108 |
| d. Did they seem to work well together in caring for you | 85 (80.19%) | 11 (10.38%) | 7 (6.60%) | 1 (0.94%) | 2 (1.89%) | 106 |

Responses about NHCHC’s collaborative, interdisciplinary care revealed that in 2017, 85.3% of English-speaking respondents felt that providers seemed to know their medical history ‘always’ or ‘most of the time’ (this is a lower percentage of clients compared to 90.6% in 2016, and 88.2% in 2015). Meanwhile in 2017, 91.6% felt that providers seemed to have recent test results ‘always’ or ‘most of the time’, this is an improvement over the 85.2% in 2016, and 87.2% in 2015). Additionally, 94.4% of 2017 respondents felt that providers were consistent in their messages about care and treatment (another improvement over 2016 (91.4%) and 2015 (91.5%) figures). Finally, in 2017, just as in 2016, 90.6% of English-speaking respondents felt that providers worked well together in providing client care (90.3% in 2015).

Among Spanish-speaking respondents, combining responses of ‘always’ or ‘most of the time’, 86.75% felt that providers knew clients’ medical history (2 clients accounting for 13.3% felt that providers ‘rarely’ seemed to know the client’s medical history. 100% of Spanish-speaking respondents felt that providers seemed to have recent medical test results; while 93.3% felt providers were consistent in what each said about care and treatment; and finally, 100% of Spanish-speaking respondents in 2017 felt that providers worked well together in caring for clients.

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 | 2017 English Response | | 2016 English Response | | 2017 Spanish Response | | 2016 Spanish Response | |
|----------------|-----------------------|--------|-----------------------|--------|-----------------------|--------|-----------------------|--------|
| | N | % | N | % | N | % | N | % |
| Yes | 67 | 62.04% | 95 | 82.61% | 9 | 64.29% | 11 | 68.75% |
| No | 41 | 37.96% | 20 | 17.39% | 5 | 35.71% | 5 | 31.25% |

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. Among English-speaking respondents, the 2017 results were disappointing compared to the 2016 results, with just 62% saying that they received an appointment on the day that they wanted compared to nearly 83% in 2016. The next question may shed some light on some of the reasons clients felt they were unable to receive a timely appointment.

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% |
| 2017 | 23 | 21.70% | 18 | 16.98% | 56 | 52.83% | 7 | 6.60% | 3 | 2.83% |

In 2017, almost 39.0% of survey respondents reported being seen either the same day or next (n=41). A decrease compared to 2016, when 47.0% of survey respondents reported being seen either the same day or next (n=55).

40% Spanish-speaking respondents in 2017 were able to see a provider either the same (n=3) or next day (n=3).

Responses by 29 English-speaking respondents in 2017 who opted to specify the number of days spent waiting are shown below:

| YEAR | 2 days | 2-3 days | 3 days | 4 days | 5 days | 6 days | 7 days | 8-13 days | 14-16 days | 1+ Months |
|------|--------|----------|--------|--------|--------|--------|--------|-----------|------------|-----------|
| 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 | |
| 2017 | 3 | | 4 | 2 | 2 | | 4 | 2 | 5 | 2 |

Seven of the eight Spanish-speaking individuals who reported having to wait more than 2 days for an appointment specified that it took 2-3 days (n=1), 5 days (n=2), 7 days/a week (n=2), 15 days (n=1), or 15-30 days (n=1) before they were able to get an appointment.

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 | 2017 | 2016 | 2015 | 2017 | 2016 | 2015 |
|--|---------------------------------|---------------------------------|---------------------------------|--------------------------------|--------------------------------|---------------------------------|
| | English Response Percent (N=67) | English Response Percent (N=49) | English Response Percent (N=42) | Spanish Response Percent (N=8) | Spanish Response Percent (N=4) | Spanish Response Percent (N=16) |
| I only wanted to see my health care provider and not a different care provider | 11.94% | 43.14% | 31.0% | 0.00% | 14.29% | 18.8% |
| The earlier appointment offered didn't work with my plans | 4.48% | 13.73% | 23.8% | 12.50% | 28.57% | 18.8% |
| I was too busy to come earlier | 4.48% | 3.92% | 11.9% | 0.00% | 0.00% | 6.3% |
| There were no earlier available appointments (even with another care provider) | 47.76% | 31.37% | 23.8% | 87.50% | 42.86% | 56.3% |
| The clinic was closed | 0.00% | 1.96% | 2.4% | 0.00% | 0.00% | 0.0% |
| Other (please specify) | 31.34% | 5.88% | 7.1% | 0.00% | 14.29% | 0.0% |

Among the English-speaking sample who described the reason for having to wait more than two days to book an appointment (n=67), approximately 21% of respondents gave a client-driven explanation for the wait, including only wanting to see their own provider (11.9%), earlier appointments not working with plans (4.5%), or being too busy to come earlier (4.5%). The vast majority however, gave reasons that can be seen as Centre-driven and outside of the control of the client. For example, 47.8% of respondents chose the response option “there were no earlier appointments available (even with another care provider), and another 31.3% chose the “other” response option, and cited reasons such as:

- Doctor was away/on holiday (n=5)
- Doctor/providers was busy/booked (n=8)
- Doctor had a union problem (n=1)
- Family emergency for Health Care Provider (n=1)
- They called me (n=1)
- Provider scheduling (n=1)

This presents a different picture compared to 2016 where, 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 a specific provider, and about 33.3% of respondents gave Centre-driven reasons for the wait, including the Centre being closed, or there being no earlier appointments.

Among PC Spanish-speakers who reported having to wait 2 or more days (n=8), 87.5% (n=7) reported that this was due to there being no earlier appointments available at the Health Centre, while one individual gave a client-driven reason, saying that the earlier appointment did not work with their plans.

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

13. During the last 12 months...

| Answer Options | 2017 | | 2016 | | 2015 | | 2014 | | 2013 | |
|---|------|--------|------|--------|------|-------|------|-------|------|-------|
| | YES | | YES | | YES | | YES | | YES | |
| | N | % | N | % | N | % | N | % | N | % |
| a. Have you visited a walk-in clinic? | 28 | 25.69% | 36 | 30.25% | 17 | 18.3% | 26 | 27.6% | 31 | 29.8% |
| b. Have you visited the emergency department? | 45 | 41.67% | 48 | 41.03% | 28 | 30.1% | 32 | 34.4% | 22 | 21.4% |

26% of English-speaking respondents (n=28) and 33% of Spanish-speaking respondents (n=5) had visited a walk-in clinic in the past 12 months. 42% of English-speaking respondents (n=45) and 33% of Spanish-speaking respondents (n=5) had been to the Emergency Department in the past 12 months.

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

| Answer Options | 2017 | | 2016 | | 2015 | | 2014 | | 2013 | |
|---------------------------------------|------|-------|------|-------|------|------|------|-------|------|-------|
| | YES | | YES | | YES | | YES | | YES | |
| | N | % | N | % | N | % | N | % | N | % |
| Did you stay (overnight) in hospital? | 23 | 21.1% | 21 | 18.9% | 5 | 7.9% | 15 | 24.6% | 9 | 14.5% |

In 2017, 21% of English-speaking respondents reported that they were hospitalized, i.e. admitted to hospital, in the past 12 months, while 13% of Spanish-speaking respondents (n=2) reported as much.

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?

In 2017, 47.8%, or 11 of 23 primary care clients who were hospitalized, reported that they were ‘very satisfied’ with the follow-up care provided by the Health Centre. 30.4%, or 7 out of 23 respondents claimed that they were ‘satisfied’, while 17.4%, or 4 of 23 gave a ‘neutral’ response. None of 23 said that they were ‘dissatisfied’, but one person claimed to be ‘very dissatisfied’ with their follow-up care at the Centre. No follow-up question was provided to determine why this client was unhappy with the follow-up care provided. While overall, this breakdown presents a positive picture, it cannot be considered an improvement as last year’s figures showed that 70.0% said that they were ‘very satisfied’, and the remaining 30.0% reported being ‘satisfied’ with follow-up care at the Centre. Furthermore, in previous years, no individuals had ever reported being dissatisfied or very dissatisfied with follow-up care. Unfortunately, this suggests that at least on one occasion NHCHC was unable to properly identify and provide timely care to a client discharged from hospital.

Both Spanish-speaking individuals who had been admitted to hospital reported being ‘satisfied’ (n=1), or ‘very satisfied’ (n=1) with follow-up care received at the Health Centre.

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2013 | 2017 | 2016 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 68.52% | 62.10% | 63.40% | 56.40% | 56.30% | 40.00% | 62.50% |
| No | 31.48% | 37.90% | 36.60% | 43.60% | 43.70% | 60.00% | 37.50% |

Knowledge of the existence of NHCHC’s on-call medical service was up in 2017 compared to previous years, with 68.5% of respondents claiming to know about the service. 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. While, the figure has improved, as of 2017, knowledge of the existence of our on-call service among primary care clients is still below target.

6 out of 15 Spanish-speaking respondents reported that they knew about NHCHC’s on-call medical service. In 2016, 10 out of 16 respondents knew about this service, however, 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 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 74 English-speaking individuals who responded “Yes” to knowing about the on-call medical service, 48 (65.75%) of those claiming a knowledge of the service) responded that they knew *when* the on-call medical service was available. This represented just 44.44% of primary care respondents who knew when the on-call medical service was available, suggesting a need for greater effort in increasing client awareness of this important service. Of the 6 Spanish-speaking respondents who knew of the on-call medical service, 5 (83.33% of those with a knowledge of the service) knew when the service was available.

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 | 2017 Response Percent | 2016 Response Percent | 2015 Response Percent | 2014 Response Percent | 2013 Response Percent |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Wait until the next day | 46.79% | 56.78% | 52.7% | 44.7% | 32.8% |
| Call the Health Centre’s after hours phone number | 15.60% | 11.86% | 20.4% | 12.8% | 17.9% |
| Visit a Walk-in Clinic | 12.84% | 9.32% | 9.7% | 18.1% | 23.1% |
| Go to Emergency | 3.67% | 6.78% | 3.2% | 9.6% | 18.7% |
| Other | 21.10% | 15.25% | 14% | 14.9% | 7.5% |

Responses for 'Other' (n=23) among English-speaking respondents included:

- Nothing/Stay at home/tough it out (n=10)
- See a pharmacist (n=3)
- "Make home remedy"
- "Wait a few days"
- "Wait it out. If sore throat will go to emergency. Otherwise will take home remedies to cope for time being"
- "Determine the severity and do what I feel I have to"
- "Depends how severe"
- "All of the above [i.e. wait/call after hours line/visit walk-in/go to ED) depending on the severity of the cold"
- "Call 1-800 number for the nurses on standby"
- "Call doctor"
- "Visit my family doctor who is not here at the NHCHC"

Though this question was meant for PC clients only, at least one, if not two, responses show that some clients may have answered this question even though it did not apply to them as they responded that they would call their doctor who was NOT at NHCHC.

As in previous years, the majority of clients would wait or do nothing rather than visit the Emergency Department for a cold. Though only one person said that they would go to Emergency for a cold among the Spanish-speaking sample, the majority (6 out of 15) said that they would go to a walk-in clinic, 2 out of 15 would use the after-hours medical call in service, and 5 out of 15 would simply wait.

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. Four individuals from the English survey responded to this question. The responses when asked to explain why go to emergency were:

- "if needed will go to emergency or go to walk in clinic will chose based on need"
- "very efficient and thorough"
- "no"
- "Because I need immediate medical attention"
- "It would depend on how bad the cold was"
- "If it's not serious, I will wait until the next day"

And one Spanish-speaking respondent had this to say:

- "I need immediate attention and am tired of dealing with walk-in clinics."

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 2016, respondents were asked to reflect on their experience within a two year time frame in order to accurately gauge current level of 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 90.0% to 98.8% 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 96.2% to about 100%. For Health Promotion services, including Seniors Services and Volunteer Services, approval ratings ('very satisfied' and 'satisfied' combined) ranged from 86.7% to 93.1%.

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 94.4% to 99.1% across departments for being given an opportunity to ask providers questions about health and treatment; a range of about 94.4% to 98.1% for being helped by the provider in understanding how best to manage health; a range of 92.8% to 97.9% for being involved as much as wanted in decisions related to one's own care and health; a range of 93.0% to 98.1% for feeling that enough time was allocated to spend with providers; and a range of 89.4% to 98.1% for 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 | 2017 English Response Percent | 2016 English Response Percent | 2015 English Response Percent | 2014 English Response Percent | 2017 Spanish Response Percent | 2016 Spanish Response Percent | 2015 Spanish Response Percent | 2014 Spanish Response Percent |
|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Yes | 26.77% | 34.65% | 17.40% | 26.50% | 85.00% | 90.00% | 31.60% | 47.60% |
| No | 73.23% | 65.35% | 82.60% | 73.60% | 15.00% | 10.00% | 68.40% | 53.40% |

A lower percentage of English-speaking respondents reported using Mental Wellness services in 2017 compared to 2016, but this figure was higher compared to 2015 and roughly equal to the proportion in 2014 that reported using Mental Wellness services. 85% of the Spanish-speaking respondents surveyed reported using Mental Wellness service.

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 | 45 (84.91%) | 6 (11.32%) | 1 (1.89%) | 1 (1.89%) | 0 (0.00%) | 53 |
| b. help you to understand how best to manage your health | 45 (84.91%) | 7 (13.21%) | 1 (1.89%) | 0 (0.00%) | 0 (0.0%) | 53 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 45 (84.91%) | 5 (9.43%) | 1 (1.89%) | 1 (1.89%) | 0 (1.89%) | 53 |
| d. spend enough time with you | 45 (84.91%) | 7 (13.21%) | 1 (1.89%) | 0 (0.00%) | 0 (0.0%) | 53 |
| e. begin appointments on time | 41 (78.85%) | 10 (19.23%) | 1 (1.92%) | 0 (0.00%) | 0 (0.0%) | 52 |

Questions about Mental Wellness services provided at the Health Centre were changed in 2014 to align with the Health Quality Ontario questions. Combining response options of ‘most of the time’ and ‘always’, 2017 results showed an excellent overall perception of Mental Wellness services as 96.2% of respondents felt that they were given opportunity for questions at least most of the time (92.8% in 2016); 98.1% felt that they were helped to better understand how to manage their care (94.3% in 2016); 94.3% felt involved at least most of the time (98.5% in 2016); 98.1% felt they were given enough time with providers (92.9% in 2016); and 98.1% said that Mental Wellness appointments began on time at least most of the time, a big jump from 2016, when 88.5% said as much.

Among Spanish-speaking respondents reporting on ‘most of the time’ and ‘always’, the corresponding percentages were 93.8%, 100%, 100%, 100%, and 93.8% in these categories respectively.

22. 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 Mental Wellness | 47 | (88.68%) | 5 | (9.43%) | 1 | (1.89%) | 0 | (0.00%) | 0 | (0.00%) | 53 |
| b. the overall care you received from the Mental Wellness Team | 45 | (84.91%) | 6 | (11.32%) | 2 | (3.77%) | 0 | (0.00%) | 0 | (0.00%) | 53 |

In 2017, 98.1% of respondents who had used Mental Wellness services reported being either ‘satisfied’ or ‘very satisfied’ with the level of dignity afforded them. In 2016, this percentage was 95.7%. Reporting on “overall care” from the Mental Wellness department in 2017, 96.2% were ‘satisfied’ or ‘very satisfied’ (this was 92.9% in 2016).

93.8% of Spanish-speaking respondents, were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect received during visits to the Mental Wellness department, while one individual remained ‘neutral’. 81.2% of respondents were ‘satisfied’ or ‘very satisfied’ with the overall care received in Mental Wellness, while 3 individuals chose ‘neutral’ in this category.

Health Promotion

23. 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 | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|---------|----------|----------|----------|----------|----------|----------|----------|----------|
| Options | Response | Response | Response | Response | Spanish | Spanish | Spanish | Spanish |
| | Percent | Percent | Percent | Percent | Response | Response | Response | Response |
| Yes | 70.71% | 70.85% | 68.75% | 81.30% | 75.00% | 65.00% | 57.90% | 81.00% |
| No | 29.29% | 29.15% | 31.25% | 18.70% | 25.00% | 35.00% | 42.10% | 19.00% |

This question was originally added in 2014 to determine a baseline of client awareness of the existence of Health Promotion programs at the Health Centre. In 2015, there was a large decrease in the percentage of individuals who reported an awareness of Health Promotion programs compared to 2014. Since then, the percentage has held steady at about 70%. The decrease was also quite steep among the Spanish-speaking respondents in 2015 compared to 2014. It has since increased to 75% as reported in 2017. As has already been mentioned, caution should be taken when interpreting data from such a small sample (Spanish-speaking sample = 20 respondents).

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

| Answer | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|---------|-----------|----------|----------|----------|----------|----------|----------|----------|
| Options | English | English | English | English | Spanish | Spanish | Spanish | Spanish |
| | Response | Response | Response | Response | Response | Response | Response | Response |
| | Percent | Percent | Percent | Percent | Percent | Percent | Percent | Percent |
| | (N = 198) | (N=199) | | | (N=15) | (N =20) | | |
| Yes | 15.15% | 19.10% | 6.90% | 18.70% | 20.00% | 30.00% | 26.30% | 38.10% |
| No | 84.85% | 80.90% | 93.10% | 81.30% | 80.00% | 70.00% | 73.70% | 61.90% |

In 2017, 30 of 198 respondents (15%) reported participation in Health Promotion programs within the past 2 years. Among those who said that they were aware of the Health Promotion programs in the previous question (n=140), these 30 participants represent about a 21.4% participation rate (participation rate among those aware of HP programs was 27% in 2016, and 10% in 2015).

3 out of the 15 Spanish-speaking primary care clients who were aware of HP programs had actually participated in the HP programs at NHCHC accounting for 15% of all Spanish-speaking respondents.

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

| Answer Options | 2017 | 2016 | 2015 | 2017 | 2016 | 2015 |
|-------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| | English | English | English | Spanish | Spanish | Spanish |
| | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent |
| Very Satisfied | 63.33% | 70.27% | 40.0% | 0.00% | 83.33% | 33.3% |
| Satisfied | 23.33% | 21.62% | 50.0% | 100.00% | 0.00% | 66.7% |
| Neutral | 10.00% | 5.41% | 10.0% | 0.00% | 0.00% | 0.0% |
| Dissatisfied | 0.00% | 2.70% | 0.0% | 0.00% | 16.67% | 0.0% |
| Very Dissatisfied | 3.33% | 0.00% | 0.0% | 0.00% | 0.00% | 0.0% |

Overall, there was a high level of satisfaction with Health Promotion programming among participants, as 100% of Spanish-speaking respondents and 86.7% of English-speaking respondents claimed to be ‘satisfied’ or ‘very satisfied’. However, one individual among the English-speaking sample reported being ‘very dissatisfied’ with Health Promotion programs at the Health Centre. This respondent left a response to the follow-up question as recorded below.

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. One English-speaking client had this to say:

- “Healthy Moms Healthy Babies - so focused on the harm and made my pregnancy way more stressful - hoped to learn more practical things like how to change a diaper, how to put them to sleep - instead learned don’t do this, don’t do that... making me paranoid all the time - felt a lot of relief and ease once I stopped going to the program.”

Seniors Services

27. Have you attended any of the following programs: Third Youth, Senior’s Community Kitchen, Sit and Fit, Living Well (Alzheimer’s Society), Senior’s Advisory Committee, or Finding your Balance at the Health Centre in the last 24 months?

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| | English | English | English | English | Spanish | Spanish | Spanish | Spanish |
| | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent |
| Yes | 14.65% | 16.06% | 8.80% | 8.60% | 40.00% | 60.00% | 26.70% | 60.00% |
| No | 85.35% | 83.94% | 91.20% | 91.40% | 60.00% | 40.00% | 73.30% | 40.00% |

Though these services were designed for adults over 55 years, or those who identified as “seniors”, the actual use of the word “senior” was dropped from this question in 2017 when it became apparent that some individuals (both those who can be categorized as seniors and others for which the label may not apply) found the application of the term a bit offensive. Instead clients were simply asked if they had used any of the services named rather than had they used any services for seniors. In 2017, 29 of 198 English-speaking clients reported using at least one of the services listed above. The percentage of individuals reporting usage of these services decreased slightly in 2017 compared to 2016, but is an increase compared to 2015 and 2014.

8 out of 20 Spanish-speaking respondents (40%) reported attendance at any of the senior adult programs hosted at NHCHC. Demographic data, while analyzed separately from the survey data for increased anonymity, indicated that 55% of the Spanish-Speaking respondents surveyed were over the age of 55 years, and so were eligible for these programs.

Given that 63% of the English-speaking respondents surveyed were over the age of 55 years, more may need to be done to engage this older cohort of clients with NHCHC senior’s programming. The relatively low proportion of respondents who reported using these services, may be due to a lack of knowledge of services and programs, or other barriers that prevent the 55+ population from accessing our services. It is also possible that these individuals do not self-identify as seniors, feel they do not need specialized services, or are already engaged in suitable programs elsewhere. However, as individuals age and as seniors comprise a larger proportion of the population than they have 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.

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

| Answer Options | 2017 | 2016 | 2017 | 2016 |
|-------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent |
| Very Satisfied | 79.31% | 68.97% | 62.50% | 75.00% |
| Satisfied | 13.79% | 24.14% | 25.00% | 25.00% |
| Neutral | 6.90% | 6.90% | 12.50% | 0.00% |
| Dissatisfied | 0.00% | 0.00% | 0.00% | 0.00% |
| Very Dissatisfied | 0.00% | 0.00% | 0.00% | 0.00% |

Just as in 2016, 93.1% of English-speaking respondents in 2017 reported being ‘very satisfied’ (79.31%) or ‘satisfied’ (13.79%) with the services for older adults, while 2 individuals gave a neutral response (6.90%). However, in 2017 a few more individuals fell into the ‘very satisfied’ group. In 2015 and 2014, the rate was 100% ‘satisfied’ or ‘very satisfied’; 0% neutral responses.

87.5% of Spanish-speaking participants reported being ‘very satisfied’ (n=5) or ‘satisfied’ (n=2) with their experience with Seniors programs, while one participant was ‘neutral’ on the subject. Comparatively, there was a 100% satisfaction rate in 2016 and 2015.

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

This question was asked of all respondents not just those who said they had participated in current programs. While most respondents did not have any suggestions in regards to services for older adults 55+, and some reported that they were very happy with current level of service, some suggestions from English-speaking respondents included:

- | | |
|------------------------|---|
| Access | <ul style="list-style-type: none"> • Do appointment based on priority and need based also sometimes seniors are vulnerable and may need an earlier appointment |
| Access | <ul style="list-style-type: none"> • Instead of having it dedicated only for the seniors, it would be nice it was included for all ages as they have been left out for not being a senior |
| Access, Locations | <ul style="list-style-type: none"> • Have various branches around the city to accommodate those around the city |
| Access, Parking | <ul style="list-style-type: none"> • More parking |
| Access, Parking | <ul style="list-style-type: none"> • Have more accessible parking told last year and nothing happened and most people that come here are on walkers and need handicap spaces |
| Access, Transportation | <ul style="list-style-type: none"> • Add transportation services |
| Access, Transportation | <ul style="list-style-type: none"> • Provide services for seniors in winter to get to the Centre |
| Access, Transportation | <ul style="list-style-type: none"> • Some don't have transportation and DARTS isn't an option |
| Awareness | <ul style="list-style-type: none"> • Pamphlets; communicate better |
| Awareness | <ul style="list-style-type: none"> • Let people in Hamilton know this Centre is available |
| Awareness | <ul style="list-style-type: none"> • Promote them better |
| Awareness | <ul style="list-style-type: none"> • I don't even know what Health Centre has available. Inform people |
| Fitness | <ul style="list-style-type: none"> • Pool for seniors. There is one next door, but [I] don't know how to access [it] |
| Fitness | <ul style="list-style-type: none"> • Seniors should get more attention from the government. [After prompt for something specific to NHCHC:] Same activities that you are doing. Offer Tai Chi. |
| Engagement | <ul style="list-style-type: none"> • Try to reach out to the seniors more |
| Programs | <ul style="list-style-type: none"> • Start up seniors advisory again |
| Programs | <ul style="list-style-type: none"> • A weight loss program |
| Programs | <ul style="list-style-type: none"> • Shopping services |
| Programs, Counselling | <ul style="list-style-type: none"> • Have counselling for the seniors |
| Programs, Counselling | <ul style="list-style-type: none"> • Counselling. Have them volunteer to get them active and involved |
| Recreation | <ul style="list-style-type: none"> • Have social gathering where seniors can talk to each other and figure out and learn from each other how to deal with everyday difficulties |
| Recreation | <ul style="list-style-type: none"> • Start a book club, or crafts club, or knitting. Something social and a way to meet other people |
| Recreation | <ul style="list-style-type: none"> • More recreation, provide tea time, exercise |
| Recreation | <ul style="list-style-type: none"> • Program to socialize and get out; help them plan their meals, etc |
| Recreation | <ul style="list-style-type: none"> • I don't know what they have, I don't know what to suggest. I remember it |

was very important for my grandmother to be with people and talk with them, interacting with many different groups of people

- Service • Keep doctors consistent
- Service • If seniors miss an appointment, have a follow up. Have a separate line for seniors and the disabled at annual events
- Service • Take extra few minutes to listen to what seniors have to say and help should be provided quickly.
- Service • Pay more attention to nutrition. Keep the elderly safe and healthy so the younger generations is also healthy. Get information from Canadian certified universities and spread that information.
- Service • Create separate groups for different age ranges
- Service • Maybe have a part-time door to door service. [Make] house calls
- Service • Toe nails grow very fast and have problems when they are ingrown, and would like to have available when needed. Most often the appointments are not available when needed as it is always busy
- Service • More volunteers. Free services. More nurses and doctors
- Service • Have more rooms for physical therapy

Among Spanish-speaking respondents, responses included:

- Access, Engagement • Develop more activities geared to the seniors' population which will provide more involvement. Better hours for programs to run
- Awareness • More activities for the seniors; call me and tell me about the other services that are available. I would be happy to come for all services if I knew what was available
- Programs, Praise • I don't have anything bad to say. I love the Sit & Fit program because it is so easy for me to do at home too
- Programs, ESL • Conversation Cafes or provide English Classes
- Programs • Variety in services, i.e. more recreational programs targeted for seniors
- Programs, Counselling • Offer mental wellness toolkits in Spanish
- Nothing, Praise • Nothing. I am a senior and everything here is perfect for what I need
- Nothing, Praise • Very satisfied with the programs, doesn't feel that there are any further needs

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 40.40% | 44.22% | 42.80% | 55.60% | 70.00% | 70.00% | 47.40% | 70.00% |
| No | 59.60% | 55.78% | 57.20% | 44.40% | 30.00% | 30.00% | 52.60% | 30.00% |

80 of 198 English-speaking individuals reported being aware of NHCHC’s volunteer services. This is slightly lower than the percentage that reported being aware of volunteer services in 2016 (44%) and in previous years. There continues to be a need to review how volunteer services are promoted at our Centre.

Meanwhile, 14 of 20 Spanish-speakers were aware of NHCHC’s volunteer programs.

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 5.08% | 9.64% | 3.80% | 9.30% | 25.00% | 40.00% | 10.50% | 15.00% |
| No | 94.92% | 90.36% | 96.30% | 90.70% | 75.00% | 60.00% | 89.50% | 85.00% |

Just 10 of the 80 respondents who reported being aware of the Centre’s volunteer programs actually volunteered with the Centre, accounting for about 12.7% of those with awareness of the volunteer programs. This figure represented 5.1% of all respondents to the 2017 survey as shown in the table. In comparison, in 2016, approximately 20.5% of English-speaking respondents who were aware of the Centre’s volunteer opportunities, i.e. 9.6% of all 2016 respondents had actually volunteered at the Health Centre within the last 24 months.

Among the Spanish-speaking respondents who were aware of the volunteer programs (n=14), 35.7% had actually volunteered at the Health Centre, which represented a participation rate of 25% of the total Spanish-speaking PC sample (N=20).

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 | 8 (81.82%) | 1 (9.09%) | 1 (9.09%) | 0 (0.00%) | 0 (0.00%) |
| Spanish Response | 2 (50.00%) | 2 (50.00%) | 0 (0.00%) | 0 (0.00%) | 0 (0.00%) |

9 of 10, i.e. 90% of NHCHC volunteers were either ‘satisfied’ or ‘very satisfied’ with their experience volunteering at NHCHC. Unlike in 2016, when 100% of volunteers were either satisfied or very satisfied, in 2017, one volunteer chose the neutral option to describe their volunteer experience with the Centre.

The breakdown amongst Spanish-speaking respondents was 40% ‘very satisfied’, and 60% ‘satisfied’ with the volunteer experience at NHCHC.

Rehabilitation Services

33. Have you used Rehabilitation services at the Health Centre in the last 24 months (Physiotherapy, Occupational Therapy, Caring for my COPD)?

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 53.03% | 54.23% | 30.00% | 30.50% | 70.00% | 75.00% | 31.60% | 47.60% |
| No | 46.97% | 45.77% | 70.00% | 69.50% | 30.00% | 25.00% | 68.40% | 52.40% |

Just over half of English-speaking respondents had used rehabilitation services in 2017. The proportion of English-speaking respondents using these services in 2017 was similar to the 2016 proportion (53% and 54%).

70% of Spanish-speaking respondents reported that they had used rehab services in the past 2 years.

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

| Answer Options | 2017 | 2016 | 2017 | 2016 |
|----------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent |
| Physiotherapy | 79.05% | 77.98% | 92.86% | 100.00% |
| Occupational Therapy | 24.76% | 23.85% | 50.00% | 53.33% |
| Caring for my COPD | 31.43% | 26.61% | 0.00% | 0.00% |
| Kinesiology | 21.90% | 33.94% | 64.29% | 80.00% |

This question was newly added to the 2015 survey, and the Kinesiology option was added in 2016. The cumulative response percentage of more than 100% indicates that some respondents used multiple rehabilitation services. As in 2016, physiotherapy was the most frequently used rehabilitation service.

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 | | Very Good | | Good | | Fair | | Poor | |
|------------------------------|-----------|--------|-----------|--------|------|--------|------|-------|------|-------|
| | N | % | N | % | N | % | N | % | N | % |
| 2017 English Response (n=93) | 55 | 67.90% | 20 | 24.69% | 4 | 4.94% | 1 | 1.23% | 1 | 1.23% |
| 2017 Spanish Response (n=10) | 11 | 84.62% | 1 | 7.69% | 1 | 7.69% | 0 | 0.00% | 0 | 0.00% |
| 2016 English Response (n=83) | 55 | 66.27% | 17 | 20.48% | 8 | 9.64% | 1 | 6.67% | 1 | 1.20% |
| 2016 Spanish Response (n=15) | 7 | 46.67% | 3 | 20.00% | 4 | 26.67% | 0 | 0.00% | 0 | 0.00% |

This question was newly added to the 2015 survey. In 2017, the majority of English-speaking respondents felt that the length of wait was ‘excellent’, ‘very good’ or ‘good’, however, two individuals gave low ratings for this question, and at least one of the two felt that the length of time spent waiting was unacceptable, giving a rating of ‘poor’. This followed a similar profile to 2016’s results.

100% of Spanish-speaking respondents said that the wait time in the exam room before seeing the physiotherapist was ‘good’ or better.

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 | 90 | 87.38% | 12 | 11.65% | 1 | 0.97% | 0 | 0.00% | 0 | 0.00% | 103 |
| b. help you to understand how best to manage your health | 91 | 88.35% | 7 | 6.80% | 5 | 4.85% | 0 | 0.00% | 0 | 0.00% | 103 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 87 | 84.47% | 10 | 9.71% | 4 | 3.88% | 0 | 0.00% | 2 | 1.94% | 103 |
| d. spend enough time with you | 87 | 84.47% | 10 | 9.71% | 6 | 5.83% | 0 | 0.00% | 0 | 0.00% | 103 |
| e. begin appointments on time | 90 | 87.38% | 9 | 8.74% | 2 | 1.94% | 2 | 1.94% | 0 | 0.00% | 103 |

Combining the top two ratings of ‘always’ and ‘most of the time’, approximately 99% of respondents felt that they were given an opportunity to ask questions about recommended rehabilitation therapy at least ‘most of the time’, compared to 94.3% in 2016. While, 95.1%, said that the rehabilitation therapists involved in their care helped them to understand how to manage their health at least ‘most of the time’ (in 2016, the combined rating was 96.2%). Further, 94.2% of 2017 respondents felt that the therapist(s) involved them to a satisfactory degree in care and treatment decisions at least ‘most of the time’ (2016: 95.2%), and 94.2% felt that their rehab provider spent enough time with them at least ‘most of the time’ (2016: 91.5%). Finally, 96.1% of respondents in 2016 felt that their rehab appointments began on time (which is an increase compared to 94.3% in 2016).

Among the 2017 Spanish-speaking cohort, 100% felt that they were ‘always’ given the opportunity to ask questions, helped in understanding their health care management, involved as much as desired in decision-making, and that providers spent enough time with them. Similarly, 100% felt that appointments began on time at least ‘most of the time’.

Q37. 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 you received during your visits to Rehab | 97 | (93.27%) | 7 | (6.73%) | 0 | (0.00%) | 0 | (0.00%) | 0 | |
| b. the overall care you received from the Rehabilitation Team | 95 | (91.35%) | 7 | (6.73%) | 2 | (1.92%) | 0 | (0.00%) | 0 | (0.00%) | 104 |

Responses to these questions remained high as 100% of respondents were ‘satisfied’ or ‘very satisfied’ with the dignity and respect extended to them by the rehab team, and 98.1% were ‘satisfied’ or ‘very satisfied’ with their overall care provided by the rehab team. Similarly, in 2016, 99.1% of respondents were ‘satisfied’ or ‘very satisfied’ with the dignified and respectful treatment and 98.1% with the overall care received during Rehabilitation Services.

100% of Spanish-speaking respondents were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect received during rehab visits and the overall care received from the rehab team.

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

Just over a third of English-speaking survey respondents reported using fitness services at North Hamilton CHC in the past 24 months, and 50% of Spanish-speaking respondents surveyed (10 out of 20) had used these services.

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 35.86% | 51.24% | 40.50% | 37.00% | 50.00% | 70.00% | 21.10% | 33.30% |
| No | 64.14% | 48.76% | 59.50% | 63.00% | 50.00% | 30.00% | 79.00% | 66.70% |

39. If YES, then thinking about your Fitness Providers at the Health 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 | 61 | 85.92% | 6 | 8.45% | 4 | 5.63% | 0 | 0.00% | 0 | 0.00% | 71 |
| b. help you to understand how best to manage your health | 64 | 90.14% | 3 | 4.23% | 3 | 4.23% | 1 | 1.41% | 0 | 0.00% | 71 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 62 | 88.57% | 5 | 7.14% | 2 | 2.86% | 1 | 1.43% | 0 | 0.00% | 70 |
| d. spend enough time with you | 61 | 85.92% | 5 | 7.04% | 4 | 5.63% | 1 | 1.41% | 0 | 0.00% | 71 |

In 2017, reporting on responses of ‘always’ and ‘most of the time’, among those who had used fitness services, 94.3% 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. 95.7% reported that providers involved them as much as they wanted in decisions related to their own care and treatment, and 93% felt that providers spent enough time with them ‘always’, or ‘most of the time’. 2016 results were fairly similar, though 2017’s results for the last criterion (enough time spent) was a substantial improvement over 2016. In 2016, 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’.

Among the Spanish-speaking respondents of 2017, 8 out of 10 responded that fitness providers ‘most of the time’ or ‘always’ gave opportunity to ask questions, 90% felt they had been helped to understand how to manage their own health, 90% felt involved in decision-making, and 80% felt that fitness providers spent enough time with them, while 1 out of the 10 reported that these ‘rarely’ occurred.

40. 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 Fitness | 67 | 94.37% | 4 | 5.63% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 71 |
| b. the overall care you received from the Fitness Team | 64 | 90.14% | 6 | 8.45% | 1 | 1.41% | 0 | 0.00% | 0 | 0.00% | 71 |

Reporting on responses of ‘very satisfied’ and ‘satisfied’, among those who had used fitness services, 100% felt that they were treated with dignity and respect, and all but one, 98.6% were happy with the overall care received from the fitness team. In 2016, 98% of clients reported that they were ‘satisfied’ or ‘very satisfied’ with the level of dignity, respect and the overall care provided by the Fitness team.

90% of Spanish-speaking respondents were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect, and the overall care afforded them by the Fitness Team. One client chose the ‘neutral’ option for each category.

Foot Care Services

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | English | English | English | English | Spanish | Spanish | Spanish | Spanish |
| | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent | Response Percent |
| Yes | 41.92% | 36.50% | 41.90% | 41.90 % | 25.00% | 40.00% | 21.10% | 28.60% |
| No | 58.08% | 63.50% | 58.10 % | 58.10% | 75.00% | 60.00% | 79.00% | 71.40% |

A higher proportion of respondents had used foot care services compared to 2016. At almost 42%, this figure was similar to the proportions reported in 2015 and 2014 among English-speaking clients. Conversely, at just a quarter, a lower proportion of Spanish-speaking clients used foot care services in 2017 compared to 2016, and that percentage aligns more closely with 2015 and 2014 stats.

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 | 76 | 91.57% | 3 | 3.61% | 3 | 3.61% | 0 | 0.00% | 1 | 1.20% | 83 |
| b. help you to understand how best to manage your health | 72 | 86.75 | 7 | 8.43% | 2 | 2.41% | 1 | 1.20% | 1 | 1.20% | 83 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 71 | 85.54% | 6 | 7.23% | 4 | 4.82% | 0 | 0.00% | 2 | 2.41% | 83 |
| d. spend enough time with you | 77 | 92.77% | 2 | 2.41% | 4 | 4.82% | 0 | 0.00% | 0 | 0.00% | 83 |
| e. begin appointments on time | 78 | 93.98% | 3 | 3.61% | 1 | 1.20% | 1 | 1.20% | 0 | 0.00% | 83 |

NHCHC’s foot care providers have received impressive client ratings in past years, and 2017 was no exception. Reporting on responses of ‘always’ and ‘most of the time’, among those who had used North Hamilton’s foot care services, approximately 95.2% said that they were given an opportunity to ask questions about recommended treatment (94.4% in 2016). Again, 95.2% said that providers helped them to understand how best to manage their health (93.1% in 2016). Meanwhile, 92.8% said that providers involved them as much as they wanted in decisions related to their own care and treatment (93.1% in 2016), and 95.2% said that providers had spent enough time with them at least ‘most of the time’ (93.1% in 2016). Finally, 97.6% of respondents said that their foot care appointments ‘always’ or ‘most of the time’ began on time (97.2% in 2016).

100% of Spanish-speaking respondents who had received foot care services were at least ‘most of the time’ given an opportunity to ask questions, and helped in understanding how best to manage their health. While 4 of 5 clients (80%) were at least ‘most of the time’ involved as much as desired in care and treatment decisions. 4 of 5 clients also felt that foot care providers ‘always’ spent enough time with them, and all 5 felt that appointments ‘always’ began on time.

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 | 80 | 96.39% | 3 | 3.61% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 83 |
| b. the overall care you received from the Foot Care Team | 80 | 96.39% | 2 | 2.41% | 1 | 1.20% | 0 | 0.00% | 0 | 0.00% | 83 |

In terms of overall levels of satisfaction, in 2017 100% of those surveyed felt that they were treated with dignity and respect by the Foot Care Team at least 'most of the time' (98.6% in 2016). While 98.8% were happy with the "overall care" received from Foot Care, 'always', or 'most of the time' (100% in 2016).

100% (i.e. 5 out of 5) of Spanish-speaking respondents who had received foot care services were either 'satisfied' or 'very satisfied' with the level of dignity and respect that they had received during their foot care visits, as well as the overall care received from the team.

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 | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 24.24% | 29.00% | 26.30% | 25.20 % | 45.00% | 40.00% | 21.10% | 33.30% |
| No | 75.76% | 71.00% | 73.80% | 74.80% | 55.00% | 60.00% | 79.00% | 66.70% |

The percentage of English-speaking clients utilizing Diabetes Education Services has remained fairly constant ranging from 24-29% of clients. 24% of English-speaking respondents surveyed in 2017 reported having used Diabetes services at the Health Centre in the last 24 months. Comparatively, in 2016, 29% of English-speaking respondents surveyed reported having used Diabetes services at the Health Centre in the last 24 months.

45% of Spanish-speaking respondents surveyed in 2017 had used Diabetes Education Services.

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 | % | N | % | |
| a. give you an opportunity to ask questions about recommended treatment | 44 | 91.67% | 2 | 4.17% | 1 | 2.08% | 0 | 0.00% | 1 | 2.08% | 48 |
| b. help you to understand how best to manage your health | 45 | 93.75% | 1 | 2.08% | 1 | 2.08% | 0 | 0.00% | 1 | 2.08% | 48 |
| c. involve you as much as you want to be in decisions related to your own care and treatment | 45 | 93.75% | 2 | 4.17% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 48 |
| d. spend enough time with you | 43 | 89.58% | 4 | 8.33% | 0 | 0.00% | 0 | 0.00% | 1 | 2.08% | 48 |
| e. begin appointments on time | 41 | 87.23% | 1 | 2.13% | 2 | 4.26% | 2 | 4.26% | 1 | 2.13% | 47 |

Reporting on responses of ‘always’ and ‘most of the time’ from the 2017 survey, among those who had used North Hamilton’s Diabetes Education services, about 95.8% said that they were given an opportunity to ask questions about recommended treatment, and again, 95.8% and that providers helped them to understand how best to manage their health. 97.9% reported that providers involved them as much as they wanted to be in decisions related to their own care and treatment, and the same percentage, 97.9% felt that providers had spent enough time with them in 2017. Finally, 89.4% said that their diabetes education appointments began on time. The 2016 percentages were 96.6%, 96.6%, 96.5%, 96.6%, and 96.4%, respectively.

100% of Spanish-speaking respondents who had used Diabetes Education Services declared that they were ‘always’ given an opportunity to ask questions, helped in understanding care management, and involved as much as desired in care decisions. 9 of 9, 100% also felt that Diabetes Education providers ‘always’ spent enough time with them and ‘always’ began appointments on time.

46. 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 the Diabetes Education providers | 45 | 93.75% | 1 | 2.08% | 0 | 0.00% | 0 | 0.00% | 2 | 4.17% | 48 |
| b. the overall care you received from the Diabetes Team | 43 | 89.58% | 3 | 6.25% | 0 | 0.00% | 1 | 2.08% | 1 | 2.08% | 48 |

In 2017, 95.8% of those surveyed reported that they were ‘satisfied’, or ‘very satisfied’ with the level of dignity and respect received from Diabetes providers, and the same percentage, 95.8%, was ‘satisfied’, or ‘very satisfied’ with the overall care received from the team. 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. However at least two individuals accounting for 4.2% of respondents were either ‘dissatisfied’ or ‘very dissatisfied’ with their treatment and overall care from Diabetes Education Services.

All Spanish-speaking participants of Diabetes Education were ‘satisfied’ or ‘very satisfied’ with the level of dignity and respect and overall care provided by the Diabetes Education team.

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 more easily identify and distinguish Health Wellness clients versus Primary Care clients. In 2017, 167 clients (84.3%) had used at least one Health Wellness service in the past 24 months, 85 clients (42.9%) were exclusively HW clients, while 82 clients (41.4%) were simultaneously PC and HW clients, and 27 clients were exclusively PC clients (13.6%).

19 out of 20 (90% of) Spanish-speaking respondents reported using at least one Health Wellness service; 5 were exclusively Health Wellness clients, not having a Physician, Nurse Practitioner or Physician assistant at the Health Centre, while 14 were simultaneously HW and PC clients. Finally, one client was exclusively a Primary Care client of the Health Centre, receiving no Health Wellness services.

Reception

48. Are the Reception Staff at the Centre helpful?

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Always | 85.13% | 82.00% | 78.90% | 75.50% | 95.00% | 70.00% | 68.40% | 81.00% |
| Most of the time | 12.82% | 15.00% | 16.20% | 19.40% | 0.00% | 15.00% | 26.30% | 9.50% |
| Sometimes | 1.54% | 3.00% | 5.00% | 4.50% | 5.00% | 15.00% | 5.30% | 9.50% |
| Rarely | 0.51% | 0.00% | 0.00% | 0.70% | 0.00% | 0.00% | 0.00% | 0.00% |
| Never | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

95% of Spanish-speaking respondents to the 2017 survey reported that receptionists at the Health Centre were ‘always’ helpful, which is an improvement over last year, where 85% reported that reception staff were helpful at least ‘most of the time’, and 70% said that they were ‘always’ helpful.

Among English-speaking respondents, 97.9% reported that reception staff were helpful ‘always’ or ‘most of the time’ (similar to 2016’s 97.0%). These results separated by department and reported for the Primary Care Department and Health Wellness Departments are as follows:

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | PC Only Response Percent | PC Only Response Percent | PC Only Response Percent | PC Only Response Percent | HW Only Response Percent | HW Only Response Percent | HW Only Response Percent | HW Only Response Percent |
| Always | 92.31% | 85.11% | 71.4% | 82.4% | 84.34% | 77.63% | 77.6% | 70.5% |
| Most of the time | 7.69% | 14.89% | 22.9% | 5.9% | 14.46% | 19.74% | 17.9% | 26.2% |
| Sometimes | 0.00% | 0.00% | 5.7% | 8.8% | 1.20% | 2.63% | 4.5% | 3.3% |
| Rarely | 0.00% | 0.00% | 0.0% | 2.9% | 0.00% | 0.00% | 0.0% | 0.0% |
| Never | 0.00% | 0.00% | 0.0% | 0.0% | 0.00% | 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 Primary Care clients tended to give slightly higher ratings in the ‘always’ category versus HW clients. However both groups gave high ratings when reporting on the combined ‘always’ and ‘most of the time’ options. The reception staff were perceived as being helpful ‘always’ or ‘most of the time’ by 100% of PC only clients, and that 98.8% of Health Wellness only clients. This breakdown was similarly high in 2016, when 100% of PC clients and 97.4 % of HW clients felt reception was helpful at least ‘most of the time’.

49. Are the Reception Staff at the Centre polite?

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2013 | 2017 | 2016 | 2015 | 2014 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Always | 88.32% | 89.55% | 85.20% | 83.20% | 91.30% | 80.00% | 70.00% | 68.40% | 85.70% |
| Most of the time | 10.15% | 8.46% | 12.40% | 13.60% | 7.10% | 15.00% | 20.00% | 31.60% | 4.80% |
| Sometimes | 1.02% | 1.99% | 2.50% | 2.60% | 1.60% | 5.00% | 10.00% | 0.00% | 9.50% |
| Rarely | 0.51% | 0.00% | 0.00% | 0.70% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |
| Never | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% |

In 2017, about 98.5% of English-speaking respondents found reception staff to be polite at least ‘most of the time’ (98% in 2016). 95% of Spanish-speaking respondents in 2017 found reception staff to be polite at least ‘most of the time’.

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | PC Only Response Percent | PC Only Response Percent | PC Only Response Percent | PC Only Response Percent | HW Only Response Percent | HW Only Response Percent | HW Only Response Percent | HW Only Response Percent |
| Always | 92.59% | 89.36% | 82.9% | 79.4% | 89.29% | 88.31% | 86.8% | 82.0% |
| Most of the time | 7.14% | 8.51% | 14.3% | 14.7% | 9.52% | 9.09% | 10.3% | 14.8% |
| Sometimes | 0.00% | 2.13% | 2.9% | 2.9% | 1.19% | 2.60% | 2.9% | 3.3% |
| Rarely | 0.00% | 0.00% | 0.0% | 2.9% | 0.00% | 0.00% | 0.0% | 0.0% |
| Never | 0.00% | 0.00% | 0.0% | 0.0% | 0.00% | 0.00% | 0.0% | 0.0% |

As in question #48, Primary Care clients tended to give slightly higher ratings in the ‘always’ category versus HW clients. However, reporting on frequencies of ‘always’ and ‘most of the time’, both gave receptionist high ratings. 100% of PC only clients, and 98.8% of Health Wellness only clients felt that receptionists were polite at least ‘most of the time’. Comparatively, in 2016, 97.9% of Primary Care only and 97.4% of sole users of Health Wellness services said that reception staff was polite at least ‘most of the time’.

Phone System

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

| Answer Options | 2017 English Response Percent | 2016 English Response Percent | 2017 Spanish Response Percent | 2016 Spanish Response Percent |
|-----------------------|--|--|--|--|
| Excellent | 75.63% | 71.86% | 50.00% | 26.32% |
| Very Good | 12.69% | 18.59% | 10.00% | 21.05% |
| Good | 9.64% | 7.04% | 30.00% | 10.53% |
| Fair | 1.52% | 2.01% | 5.00% | 26.32% |
| Poor | 0.51% | 0.50% | 5.00% | 15.79% |

In 2017, 90% of Spanish-speaking respondents rated their ability to reach a receptionist when calling in to the Health Centre as ‘excellent’ or ‘very good’ or ‘good’. While, approximately 98% of English-speaking respondents rated their ability to reach and speak to a receptionist as ‘excellent’ or ‘very good’ or ‘good’ in 2017. In 2016, 97.5% of respondents gave a rating of at least ‘good’ for this question.

When stratified by department (i.e. PC only; HW only), 96.3% of English-speaking primary care only respondents felt that their ability to speak directly to a receptionist (rather than voice mail) was ‘excellent’, ‘very good’ or ‘good’, and 98.8% of Health Wellness only respondents felt the same. In 2016, 100% of English-speaking primary care respondents felt that their ability to speak directly to a receptionist (versus getting voice mail) was ‘excellent’, ‘very good’ or ‘good’, while 94.7% of sole Health Wellness respondents felt that way.

| Answer Options | 2017 PC Only Response Percent | 2016 PC Only Response Percent | 2015 PC Only Response Percent | 2017 HW Only Response Percent | 2016 HW Only Response Percent | 2015 HW Only Response Percent |
|-----------------------|--|--|--|--|--|--|
| Excellent | 77.78% | 70.21% | 68.6% | 73.81% | 69.33% | 62.1% |
| Very Good | 3.70% | 17.02% | 20.0% | 15.48% | 20.00% | 22.7% |
| Good | 14.81% | 12.77% | 8.6% | 9.52% | 5.33% | 13.6% |
| Fair | 3.70% | 0.00% | 2.9% | 1.19% | 4.00% | 1.5% |
| Poor | 0.00% | 0.00% | 0.0% | 0.00% | 1.33% | 0.0% |

Weekend Appointments

A question about the use of weekend appointments was originally added to the 2013 survey and asked clients “Would you use weekend appointments?” This question was asked in all successive years up to 2016. It was followed up by the question “If YES, ...for which services”. However, in 2017, the questions were merged and modified. Clients were asked “If weekend appointments were available for the following services, how often would you use them.” And then a follow-up question tried to determine which of Saturday morning or evening, or Sunday morning or evening would be preferred for weekend appointments.

Responses to the original questions #51 and #52 from 2013-2016 are given in the tables directly below, and the responses for the 2017 variations are recorded separately further below.

Would you use weekend appointments? (2013 - 2016)

| 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% | 75.20% | 72.60% | 73.15 % | 75.00% | 64.70% | 71.40% |
| No | 24.26% | 24.80% | 27.50% | 26.85% | 25.00% | 35.30% | 28.60% |

Since 2013, roughly three quarters of survey participants reported wanting to use weekend appointments. In 2016, 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.

If YES, then for which of the following services would you use weekend appointments? Please check all that apply. (2013 – 2016)

| Answer Options | 2016 Yes | | 2015 Yes | | 2014 Yes | |
|-----------------------------|----------|--------|----------|--------|----------|--------|
| | N | % | N | % | N | % |
| Chiroprapist (foot care) | 42 | 28.38% | 38 | 30.90% | 27 | 39.10% |
| Group Programs | 34 | 22.97% | 19 | 15.40% | 14 | 20.60% |
| Diabetes Education | 37 | 25.00% | 31 | 25.20% | 17 | 26.60% |
| Doctor/Nurse Practitioner | 95 | 64.19% | 80 | 65.00% | 74 | 78.70% |
| Physiotherapy | 67 | 45.27% | 39 | 31.70% | 37 | 50.00% |
| Social Work/Mental Wellness | 41 | 27.70% | 22 | 17.90% | 16 | 24.60% |
| Fitness (gym) | 81 | 54.73% | 53 | 43.10% | | n/a |
| Other, please specify | 1 | 0.68% | 3 | 2.40% | 24 | 34.80% |

In 2016, 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%.

51. If weekend appointments were available for the following services how often would you use them? (2017)

| Answer Options | Very Often | | Often | | Occasionally / Sometimes | | Seldom/ Rarely | | Never | | Response Count |
|---|------------|--------|-------|--------|--------------------------|--------|----------------|-------|-------|--------|----------------|
| | N | % | N | % | N | % | N | % | N | % | |
| Doctor/ Nurse Practitioner/ Physician Assistant | 47 | 23.74% | 28 | 14.14% | 40 | 20.20% | 15 | 7.58% | 68 | 34.34% | 198 |
| Physiotherapy (Rehabilitation) | 47 | 23.98% | 22 | 11.22% | 37 | 18.88% | 10 | 5.10% | 80 | 40.82% | 196 |
| Diabetic Foot Care | 45 | 22.84% | 22 | 11.17% | 26 | 13.20% | 10 | 5.08% | 94 | 47.72% | 197 |
| Diabetes Education | 40 | 20.51% | 17 | 8.72% | 23 | 11.79% | 7 | 3.59% | 108 | 55.38% | 195 |
| Social Worker/ Mental Wellness Worker | 40 | 20.41% | 19 | 9.69% | 23 | 11.73% | 6 | 3.06% | 108 | 55.10% | 196 |
| Fitness (gym) | 50 | 25.64% | 21 | 10.77% | 30 | 15.38% | 6 | 3.08% | 88 | 45.13% | 195 |

Although changing the format of the question to indicate frequency does enhance our interpretation and decision-making abilities it did not much change the order of popularity of the services, but may serve to show what the usage levels may be for each area. For example, in 2017 only 37.9% of clients would ‘often’ or ‘very often’ use a PC provider (this changes to 58.1% if ‘occasional’ use were to be considered), versus when this question was a ‘yes’ or no, 64% of clients indicated that “yes” they would visit PC provider on the weekend. Combining responses of ‘often’ or ‘very often’ (and including the ‘occasional’ percentage in brackets) we see that the most frequently used service based on 2017 results stayed consistent with previous years as Primary Care remained most likely used, followed by Fitness/Gym at 36.4% (51.8%), Physiotherapy at 35.2% (54.1%), Diabetic Foot Care at 34.0% (47.2%), Mental Wellness/Social Worker at 30.1% (41.8%), and finally Diabetes Education Services 29.2% (41.0%).

13 of 20, or 65% of Spanish-speaking respondents to the 2017 survey would use a Physician, NP or PA ‘often’ or ‘very often’, while 3 out of 20 (15%) would on occasion use weekend appointments to see these providers. 65% would see a physiotherapist or go to rehab. on a weekend either ‘often’ or ‘very often’, while 10% would use on occasion. 8 out of 20 (40% of) Spanish-speaking respondents would use Diabetic Foot Care appointments on the weekend, while 5% would occasionally use the weekends for a foot care appointment. Approximately 53% (10 out of 19) would attend Diabetes Education on the weekends ‘often’ or ‘very often’, and one person said they would sometimes (or occasionally) use Diabetes Education weekend appointments. 14 out of 20 Spanish-

speaking individuals, i.e. 70%, would see their social worker or mental wellness worker on the weekend either 'often' or 'very often', while 4 out of 20 reported that they would sometimes/occasionally see a social/mental wellness worker on the weekend. This is therefore the most likely used service among the Spanish-speaking respondents surveyed in 2017. Finally, about 53% (10 out of 19) would use the gym/fitness services on the weekend either 'often' or 'very often' while 4 out of 19, ~21%, would 'occasionally' use the gym or fitness services on the weekend.

52. If you would use one of the services mentioned above, what time of day would best suit you (2017)?

| Answer Options | 2017 English Response Percent (N=197) | 2017 Spanish Response Percent (N=20) |
|------------------------|--|---|
| Saturday Morning | 38.58% | 30.00% |
| Sunday Morning | 4.06% | 15.00% |
| Other (please specify) | 57.36% | 55.00% |

'Other' responses that were specified included:

English

Any/Both/Either (n=63, 32%), Anytime Saturday (n=2, 1%)*, Anytime Sunday (n=3, 1.5%)*, Any Afternoon (n=9, 4.6%), Saturday Afternoon (n=2, 1%), Sunday Afternoon (n=1, 0.5%), Depends on bus/grandkids (n=2, 1%), Neither (n=30, 15.2%)

Spanish

Anytime (n=9, 45%), Any morning (n=1, 5%), Sunday Afternoon (n=1, 5%)

**Could be added to table above*

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 are listed thematically below:

| | |
|--------------------------------|---|
| Access | • Later hours for gym |
| Access | • Make exercise timings more flexible |
| Access | • More locations |
| Access | • There are very limited parking spaces available. More accessible and regular parking should be available |
| Access | • Client wants to use the gym, however there is a problem with accessing the gym due to many restrictions and the client feels like it will help them with their well-being |
| Access | • Allowing spouses to join in on activities. |
| Access | • Foot care should be available to everyone not only diabetic [clients] |
| Access | • Have an easier call system, like have a direct line when they call a service because they get cut off when they call and have to give their phone number |
| Allied Health | • Have massage service here |
| Alternative Medicine, Fitness | • Naturopathic medicine; Yoga |
| Diagnostics | • Blood testing |
| Diagnostics | • Bring the blood lab back |
| Diagnostics | • It would be very nice and convenient to have the lab back |
| Diagnostics | • Lab & x-ray |
| Diagnostics, Allied Health | • Having dentistry, blood work, and x-rays |
| Diagnostics, Allied Health | • Blood test lab; Pharmacist |
| Fitness | • Sponsored swimming (swimming passes) |
| Fitness | • Pool at the centre |
| Fitness | • Add a pool |
| Fitness | • Add a pool to the centre |
| Fitness | • Bike riding program |
| Fitness | • Recreation for seniors and children to get them moving and stop watching too much TV or cellphones (after school programs) |
| Grief/Bereavement | • Grieving Services - it was offered two years ago when I first started |
| Mental Health | • A program for PTSD |
| Mental Health | • Mental group session awareness program |
| Nutrition | • More cooking classes for people with diabetes where they explain more about carbs. Or more programs for people with diabetes in general. |
| Nutrition | • Cooking classes for all ages |
| Nutrition | • Dietary |
| Nutrition, Fitness | • Food and nutrition; Fitness |
| Pain Management, Allied Health | • Have ointments available for pain; Chiropractor; Dental service |
| Recreation | • Self defense classes |

| | |
|--------------------------|--|
| Recreation | • Social gathering based on illnesses people have |
| Recreation | • A place where you could play cards. More art programs |
| Recreation | • Craft/book club, meeting room, coffee house, social gatherings, practice speaking English or learning different languages |
| Recreation | • Cultural gatherings -- sitting, eating, talking |
| Seniors | • Classes for seniors for us to learn how to use computers |
| Service | • More interpreters |
| Service | • More consistent with doctors, less switching around, getting to know patient better |
| Sleep Clinic | • A program that puts you to sleep (helps you sleep at night) |
| Social Integration | • Focus groups and integration facilities for various people that are having difficulties integrating into society for instance for transgender people |
| Target Group | • People with heart problems |
| Target Group | • Group for Cystic Fibrosis |
| Target Group | • Offer services that provide help for individuals suffering from hearing loss. |
| Target Group | • Something for vision and hearing |
| Target Group, Recreation | • Eye clinic; Self Defense |

Responses from Spanish-speaking respondents included:

| | |
|------------------------|--|
| Access, Extended Hours | • Have the services available as hospitals do, 24/7 in case of emergencies |
| Amenities | • Have a cafeteria available |
| Diagnostics | • Vaccinations and blood work |
| Language Training | • I have seen that there are a lot of us seniors that don't speak English very well. Having some type of conversational group would really help and benefit the improvement of our English. Especially when it comes to booking appointment, it would be nice to be able to book an appointment by myself, rather than having to look for someone to translate every time. |
| Programs | • Support groups for bettering your mood and soul problems. Meditation. And letting me be a part of more than one group." |
| Programs | • Bring back "Vivir al Dia" program |
| Programs | • ESL classes Specialist i.e. eye doctors, etc. |
| Programs, Target Group | • More recreational activities targeted for women, i.e. arts and crafts classes, dancing classes for seniors. |
| Programs | • Employment services and training |

Many said nothing was needed, and that “All the services I need are offered under one roof and is perfect for what I need” as reported by one participant.

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 | 2017 English Response Percent | 2016 English Response Percent | 2015 English Response Percent | 2014 English Response Percent | 2013 English Response Percent | 2017 Spanish Response Percent | 2016 Spanish Response Percent | 2015 Spanish Response Percent | 2014 Spanish Response Percent |
|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Yes | 100.00% | 98.45% | 99.4% | 98.70% | 98.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| No | 0.00% | 1.55% | 0.60% | 1.30% | 2.00% | 0.00% | 0.00% | 0.00% | 0.00% |

100% of clients felt that services at NHCHC were provided in a culturally sensitive manner. The response rating for this question was similar in previous years as depicted in the table above.

As in previous years, 100% of the Spanish-speaking respondents to this question felt that the services provided at the Health Centre are sensitive and respectful to their culture, beliefs and traditions, however, one person skipped/failed to answer this question.

Transportation

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

| Answer Options | 2017 Response Percent | 2016 Response Percent | 2015 Response Percent | 2014 Response Percent | 2013 Response Percent | 2012 Response Percent |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Car | 42.13% | 43.07% | 37.9% | 38.7% | 37.9% | 35.37% |
| Walk | 16.24% | 20.79% | 26.7% | 25.2% | 23.2% | 20.4% |
| Bus | 21.83% | 20.30% | 27.3% | 22.6% | 25.8% | 30.6% |
| DARTS | 4.06% | 8.91% | 2.5% | 4.5% | 0.5% | 4.1% |
| Taxi | 3.55% | 3.47% | 3.1% | 5.2% | 8.4% | 3.4% |
| Scooter/ Wheelchair | 1.52% | 2.48% | 1.9% | 1.9% | 2.6% | 2.7% |
| Bicycle | 0.00% | 0.50% | 0.0% | 0.65% | 0.5% | 0.0% |
| Other | 10.66% | 0.50% | 0.6% | 1.3% | 1.1% | 3.4% |

As in previous years, the majority of English-speaking respondents reached the Health Centre by car whether they were driven or drove themselves. This year, 16% said that they usually walk to get to the Centre. As in past years, roughly 1 in 5 clients, specifically 21.8% in 2017, takes the bus to the Centre. Those who chose “other” generally reported using multiple sources fairly equally to get to the Health Centre.

Among the Spanish-speaking respondents (N=20), 9 reported taking the bus (45%), 3 said they usually used a car (15%), while 1 person responded that they walked to the Centre (5%, n=1). Those who chose ‘other’ described multiple sources of transportation, most choices were either car, bus, or walk, but 1 person mentioned that a taxi was one of three modes that they employed, and one person mentioned a bike along with their other modes of transportation.

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?

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 92.42% | 92.57% | 90.60% | 92.90% | 90.00% | 90.00% | 84.20% | 95.20% |
| No | 7.58% | 7.43% | 9.40% | 7.10% | 10.00% | 10.00% | 15.80% | 4.80% |

As in 2016, more than 92% of survey respondents felt that the Health Centre was located in an accessible location; this figure was also high in previous years. Among Spanish-speaking respondents, the percentage that felt that the Health Centre was in an accessible location was 90% which is same as that reported in 2016.

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

| Answer Options | 2017 | 2016 | 2015 | 2014 | 2017 | 2016 | 2015 | 2014 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 99.49% | 98.52% | 99.40% | 98.10% | 100.00% | 100.00% | 94.40% | 100.00% |
| No | 0.51% | 1.48% | 0.60% | 1.90% | 0.00% | 0.00% | 5.60% | 0.00% |

Ratings regarding accessibility of the building itself remained high as 99.5% of English-speaking respondents and as in 2016, 100% of Spanish-speaking respondents asked in 2017 felt that it was easy to navigate around the Health 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 | % | |
| The overall cleanliness of the Health Centre? | 149 | 75.63% | 30 | 15.23% | 16 | 8.12% | 2 | 1.02% | 0 | 0.00% | 197 |
| The overall physical comfort of the Health Centre? | 150 | 76.14% | 29 | 14.72% | 17 | 8.63% | 1 | 0.51% | 0 | 0.00% | 197 |

This question was taken from the Health Quality Ontario survey and was newly added to the 2015 survey. Almost 99% of respondents felt that the cleanliness and comfort afforded by the Centre was ‘good’ or better, and 99.5% felt that the overall physical comfort of the Centre was ‘good’ or better. All Spanish-speaking respondents reported that the cleanliness and physical comfort of the Health Centre was either ‘good’, ‘very good’ or ‘excellent’.

Do you have internet access (2016)?

| Answer Options | 2016 | 2015 | 2016 | 2015 |
|----------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | English Response Percent | English Response Percent | Spanish Response Percent | Spanish Response Percent |
| Yes | 72.28% | 70.00% | 57.89% | 79.00% |
| No | 27.72% | 30.00% | 42.11% | 21.00% |

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). The question was modified for the 2017 survey as recorded below:

59. How often do you use the following applications on the internet (2017)?

| Answer Options | Very Often | | Often | | Occasionally / Sometimes | | Seldom/ Rarely | | Never | | Response Count |
|---|------------|--------|-------|--------|--------------------------|--------|----------------|-------|-------|--------|----------------|
| | N | % | N | % | N | % | N | % | N | % | |
| E-mail (e.g. Gmail, Yahoo, Outlook, AOL) | 85 | 42.93% | 17 | 8.59% | 22 | 11.11% | 19 | 9.60% | 55 | 27.78% | 198 |
| Search Engines (e.g. Google, Bing, Yahoo) | 91 | 45.96% | 27 | 13.64% | 17 | 8.59% | 6 | 3.03% | 57 | 28.79% | 198 |
| News Media (e.g. MSN, BBC, CBC) | 45 | 22.96% | 14 | 7.14% | 18 | 9.18% | 19 | 9.69% | 100 | 51.02% | 196 |
| Facebook | 79 | 39.90% | 13 | 6.57% | 11 | 5.56% | 11 | 5.56% | 84 | 42.42% | 198 |
| Other Social Media (e.g. Twitter, Tumblr) | 32 | 16.24% | 3 | 1.52% | 14 | 7.11% | 8 | 4.06% | 140 | 71.07% | 197 |

In 2017, 51.5% of English-speaking respondents indicated that they used the internet for e-mails at least ‘often’, more were likely to use it for searching via Google or other search engines with 59.6% saying they used such search engines at least ‘often’, while only 30.1% consumed news media on the internet. 46.5% of English-speaking respondents used Facebook, while only 17.8% used other forms of social media on the net.

11 out of 20 Spanish-speaking respondents (55%) reported using e-mail ‘often’ or very often’, while one person said they ‘occasionally’ used e-mail. The same proportion, 55% used search engines ‘often’ or ‘very often’, while one (5%) used it ‘occasionally’. 7 out of 19 (37% of) Spanish respondents used news media ‘often’ or ‘very often’, while the rest (12 of 19) viewed the news online ‘rarely’ (21%) or ‘never’ (42%). 7 out of 20 (35%) reported using Facebook ‘often’ or ‘very often’, with 10% reporting occasional use, and about 28% (5 out of 18 who responded to this last question) reported using other forms of social media ‘very often’, with the rest (73%) reporting that they ‘never’ used these other social media types.

60. What device(s) do you use to connect to the internet?

| Answer Options | 2017 English Response Percent | 2017 English Response Count | 2017 Spanish Response Percent | 2017 Spanish Response Count |
|--|-------------------------------|-----------------------------|-------------------------------|-----------------------------|
| Personal/ Home Computer/ Laptop | 55.56% | 110 | 60.00% | 12 |
| Smart Phone | 49.49% | 98 | 65.00% | 13 |
| Tablet (iPod or iPad) | 21.21% | 42 | 20.00% | 4 |
| Public Device (e.g. library computer) | 3.03% | 6 | 25.00% | 5 |
| None/ NA/ I do not access the internet | 21.72% | 43 | 10.00% | 2 |
| Other (Please Specify) | 4.55% | 9 | 0.00% | 0 |

Other responses included:

TV (n=2)

Other’s Computer (e.g. work, family) (n=2)

No computer (n=3)*

No internet (n=2)*

**Could be added to table above*

Please note that percentages recorded for question #60 add up to more than 100% because of the use of multiple items by some clients.

61. 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 | 2017 English Response Percent | 2016 English Response Percent | 2015 English Response Percent | 2014 English Response Percent | 2017 Spanish Response Percent | 2016 Spanish Response Percent | 2015 Spanish Response Percent | 2014 Spanish Response Percent |
|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Yes | 48.99% | 37.19% | 55.3% | 47.4% | 45.00% | 36.84% | 31.6% | 38.1% |
| No | 51.01% | 62.81% | 44.7% | 52.6% | 55.00% | 63.16% | 68.4% | 61.9% |

There was a marked increase in the percentage of English-speaking respondents who reported knowing of the Health Centre’s website compared to 2016 (49% in 2017; 37% in 2016). 2017’s percentage came closer to

previous years at around 50% of clients. This is an area for renewed client education, as clients could be made better aware of the benefits of visiting the website.

While website content is mostly in English, almost half of the Spanish-speaking respondents knew about the website, and as recorded below one Spanish-speaking respondent ‘sometimes’ used the website, while 3 others used it, but ‘rarely’.

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

| Answer Options | 2017 | 2017 | 2017 | 2017 |
|----------------|--------------------------|------------------------|--------------------------|------------------------|
| | English Response Percent | English Response Count | Spanish Response Percent | Spanish Response Count |
| Very Often | 1.03% | 1 | 0.00% | 0 |
| Often | 3.09% | 3 | 0.00% | 0 |
| Sometimes | 13.40% | 13 | 11.11% | 1 |
| Rarely | 18.56% | 18 | 33.33% | 3 |
| Never | 63.92% | 62 | 55.56% | 5 |

This question was re-scaled in 2017 ranging from ‘very often’ to ‘never’ with a 5 option scale in 2017, whereas in 2016 it ranged from ‘frequently’ to ‘never’ on a 4-point scale. The unfiltered responses are presented in the table above, i.e. all responses are shown, not just from those who had said in the previous question that they were aware of the website.

In 2016, about 41% of English-speaking respondents said that they ‘rarely’ used the service (2017: 19%), and about a third reported ‘never’ using the service (this almost doubled in 2017 with 64%), while in 2016, 19% claimed to use the website ‘sometimes’ (2017: 13%), and 6.7% used the website ‘frequently’ (2017: 4.1% used it ‘often’ or ‘very often’).

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’ used the Health Centre’s website (N=46), but the majority of responses were for ‘never’ using the website (45.8%, N=71), and 9.7% (N=15) reported that they use the website ‘infrequently’.

63. What can we do to encourage you to use our website?

In previous years, this question was only asked of those who responded ‘rarely’ or ‘never’ to the question on usage of the website. This year an open text question requested everyone’s ideas on how to encourage website use among Health Centre clients. The list of English-speaking respondents’ suggestions is arranged thematically below:

| | |
|---|--|
| Awareness | • Advertise that it is out there. |
| Awareness | • Advertise raise awareness |
| Awareness | • Advertise it |
| Awareness | • Tell me about it |
| Awareness | • Raise awareness |
| Awareness | • Raise awareness about the website |
| Awareness | • Advertise it more |
| Awareness | • Reminders |
| Awareness | • Raise awareness tell people there is a website available |
| Awareness | • Advertise it more |
| Awareness | • Advertise raise awareness |
| Awareness | • Raise awareness advertise |
| Awareness | • Advertise that there is a website |
| Awareness | • Advertise it because I did not know it existed |
| Awareness | • Raise awareness and advertise |
| Awareness | • Nothing really, except for advertise in the paper because I LOVE the paper |
| Awareness | • Advertise more |
| Awareness | • More advertisement about it |
| Awareness | • Just tell me about it |
| Awareness | • Just send me an email |
| Awareness | • Getting a regular email perhaps once a month update |
| Awareness | • Just tell me to use it and I'll use it if I have to |
| Awareness | • Available information on the website weather its resourceful |
| Awareness | • Tell clients about it |
| Awareness | • Make people more aware of website |
| Awareness, | • Teach basic computer knowledge and raise awareness about the site |
| Education/Learning | |
| Awareness, Appt Booking, Email reminders | • Promote it, or allow us to book appointments online, send email reminders |
| Education/Learning | • The client would like to know what is available on that website and evaluate if it is useful for them |
| Education/Learning | • Teach me how to use it |
| Education/Learning | • Teach me how to use it |
| Education/Learning | • More info |
| Education/Learning | • Know that I know about it, I will use it |
| Education/Learning | • Teach me how to use it |
| Education/Learning | • I wouldn't because I don't know how to use computers |
| Education/Learning | • Teach how to use internet |
| Education/Learning | • Teach |
| Education/Learning | • Show me how to use it. I don't know how. I just know how to search for articles. |
| Education/Learning | • Teach little bit more about computers |
| Education/Learning | • Provide classes for those who don't know the basic component of the internet and also teach basic literacy |
| Education/Learning | • Explain to seniors how to use the website-- write instructions on paper |

| | |
|-----------------------------|--|
| Education/Learning | <ul style="list-style-type: none"> • Make website easier to use |
| Appt Booking | <ul style="list-style-type: none"> • Appointment booking |
| Appt Booking | <ul style="list-style-type: none"> • Add useful things, appointment booking online, |
| Appt Booking | <ul style="list-style-type: none"> • Have online appointment booking |
| Appt Booking, Email, Forums | <ul style="list-style-type: none"> • Book appointments, be able to communicate with doctors via messages, email, ask questions |
| Forums | <ul style="list-style-type: none"> • Create chats |
| Program calendar | <ul style="list-style-type: none"> • Add info on website and timings for programs |
| Program calendar | <ul style="list-style-type: none"> • Offer calendar for the services you have here. |
| Program calendar | <ul style="list-style-type: none"> • Add schedules-- exercise programs |
| Disability limiting use | <ul style="list-style-type: none"> • Nothing, can't remember computer functions due to a stroke |
| Disability limiting use | <ul style="list-style-type: none"> • I'm blind so no |
| Does not intend to use | <ul style="list-style-type: none"> • I wouldn't |
| Does not intend to use | <ul style="list-style-type: none"> • Nothing, I don't live in the area to be interested in what else is offered here. I only come every couple weeks for my feet. |
| Does not intend to use | <ul style="list-style-type: none"> • I don't think I would never have to use it |
| Does not intend to use | <ul style="list-style-type: none"> • nothing, I wouldn't use it |
| Does not intend to use | <ul style="list-style-type: none"> • You can't really do anything to get me to use the website |
| Does not intend to use | <ul style="list-style-type: none"> • No, it's just easy to pick up phone and book appointments |
| Does not intend to use | <ul style="list-style-type: none"> • I'll never use it |
| Does not intend to use | <ul style="list-style-type: none"> • nothing because she would rather phone to get questions answered |
| Does not intend to use | <ul style="list-style-type: none"> • I won't use it |
| Does not intend to use | <ul style="list-style-type: none"> • Daughter is the one that uses the website but client will not use the website |
| Does not intend to use | <ul style="list-style-type: none"> • No more paper trail, unless there is something for me personally, I would not go on it |
| No computer use | <ul style="list-style-type: none"> • Nothing. If I was young enough to play around with a computer, then I might use it more often. |
| No computer use | <ul style="list-style-type: none"> • I don't use computers |
| No computer use | <ul style="list-style-type: none"> • No, don't have the money to buy computer or internet |
| No computer use | <ul style="list-style-type: none"> • Nothing really, I don't have a computer |
| No computer use | <ul style="list-style-type: none"> • Staying away from computers |
| No computer use | <ul style="list-style-type: none"> • I don't even have a computer so there's no point in telling me to use the website |
| No computer use | <ul style="list-style-type: none"> • I don't use technology |
| No internet access | <ul style="list-style-type: none"> • Nothing, Doesn't use the internet |
| No internet access/use | <ul style="list-style-type: none"> • nothing, doesn't use the internet |
| No internet access/use | <ul style="list-style-type: none"> • I don't have internet to be aware |
| No internet access/use | <ul style="list-style-type: none"> • Nothing, does not use the internet |
| No internet access/use | <ul style="list-style-type: none"> • Don't have internet |
| No internet access/use | <ul style="list-style-type: none"> • I would never use the internet |
| No internet access/use | <ul style="list-style-type: none"> • Nothing. I don't have access to the internet, nor do I want access to the internet |
| No internet access/use | <ul style="list-style-type: none"> • Don't have internet |
| No internet access/use | <ul style="list-style-type: none"> • Nothing. I'm not a big on the internet nor I don't like the internet |
| No internet access/use | <ul style="list-style-type: none"> • Provide a cheaper version of internet |
| No internet access/use | <ul style="list-style-type: none"> • Doesn't matter I don't have a computer |

| | |
|----------------------------------|--|
| No internet access/use | • I won't use the internet |
| Unaware of website existing | • Now that I know about it, I will be using it. |
| Unaware of website existing | • No idea because I didn't know it existed |
| Unaware of website existing | • Didn't know about it, has no complaints |
| Lack of Interest, Not applicable | • Why would I need to use it? |
| Lack of Interest, Not applicable | • Why would I need to? I don't think I'd use it |
| Lack of Interest, Not applicable | • I haven't used the website to begin with |
| Lack of Interest, Not applicable | • I haven't visited the website yet |
| Lack of Interest, Not applicable | • Nothing. I'll use it when I need it |
| Lack of Interest, Not applicable | • If I need something, then I'll use it |
| Lack of Interest, Not applicable | • I don't know, I barely use the website |
| Lack of Interest, Not applicable | • You can't really do anything really for me |
| Lack of Interest, Not applicable | • I just don't think about going to it |
| Lack of Interest, Not applicable | • I'd only use it if there was something I wanted to know |
| Lack of Interest, Not applicable | • I don't know. It depends on what is available and other factors. |
| Lack of Interest, Not applicable | • Why would you need to? |
| Lack of Interest, Not applicable | • Just doing the survey (getting to learn more about it). General interest |
| Lack of Interest, Not applicable | • I don't know |
| Privacy/Security | • Stop fraud on the internet |

Spanish-speaking respondents suggested that the website should maybe “have a Spanish section available informing [people] of programs”, or that NHCHC should “advertise that there is a website [out] front for [people] to be aware that it exists”. Others re-iterated the need for more awareness saying, “[make] more advertisement available by the reception area inviting clients to visit website”, “create a Facebook group that has more info about the Health Centre and the programs it has, where it includes the website”, and “have the Wi-Fi password and information located in a more visible area”. One person’s response suggested that providing “classes that teaches English as a second language” would be helpful. Some others said that nothing would encourage use of the website, one person in particular said, “I prefer to get my information in person rather than online”, and another said “I don't like using internet”, and yet another responded “[I am] not sure [what

would encourage use of the website], [I am] not very familiar with internet usage, and one more person said “Nothing, if I wanted to use the website, I would check the website on my own” in response to this question.

64. 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 | 2017 English Response Percent | 2016 English Response Percent | 2015 English Response Percent | 2014 English Response Percent | 2017 Spanish Response Percent | 2016 Spanish Response Percent | 2015 Spanish Response Percent | 2014 Spanish Response Percent |
|----------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Yes | 32.82% | 52.94% | 42.90% | 44.50% | 30.00% | 45.00% | 36.80% | 28.60% |
| No | 67.18% | 47.06% | 57.10% | 55.50% | 60.00% | 55.00% | 63.20% | 71.40% |

This question was originally added to the 2014 survey by NHCHC Board request. In 2017, 33% of individuals reported knowing about the complaints process (52.9% of 2016 respondents knew the process). Similar, to the English sample, only a minority of Spanish-speaking respondents (30%) would know what to do if they had a complaint.

65. 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. 2017 responses included:

- Access, Fitness/Gym, Location, Parking
 - Access, Hours
 - Access, Hours
 - Access, Hours, Parking
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Location
 - Access, Parking
 - Access, Parking
 - Access, Parking
- More locations; Bigger parking lot; stock up on more popular gym equipment; more spacing around and in the gym if possible
 - Provide longer hours every day rather than certain day of the week. After having picked up my kids, the Health Centre is always closed, and it’s difficult to come in in the morning.
 - Extended hours/Weekend appointments
 - Longer hours for the gym; more parking
 - Come to the mountain
 - Change the location (branch)
 - Have a mountain health centre
 - A more accessible location
 - put one in the east end of Hamilton, the distance to come here is significant for some people
 - location because I live in the mountain
 - moving it closer to James street and having late night appointment and gym in the late evening
 - Location
 - bigger parking lot
 - have more parking
 - Have more parking spaces

| | |
|---|---|
| Access, Parking | <ul style="list-style-type: none"> • To have more parking spaces that are also wider because it gets difficult to park and get in/out of my own car |
| Access, Parking | <ul style="list-style-type: none"> • More parking |
| Access, Parking | <ul style="list-style-type: none"> • More parking. If I can't park on the property, then I can't park anywhere, because there is parking only for those that have a permit. I want to get medical help, not get a ticket. |
| Access, Parking | <ul style="list-style-type: none"> • Add more parking |
| Access, Parking | <ul style="list-style-type: none"> • More parking |
| Access, Parking | <ul style="list-style-type: none"> • More handicap parking and have the non-handicap people park at the other parking lot. |
| Access, Parking | <ul style="list-style-type: none"> • Add parking |
| Access, Parking | <ul style="list-style-type: none"> • More parking; always busy |
| Access, Parking | <ul style="list-style-type: none"> • Parking extend |
| Access, Parking | <ul style="list-style-type: none"> • More parking |
| Access, Parking | <ul style="list-style-type: none"> • More accessible parking spaces |
| Access, Parking | <ul style="list-style-type: none"> • More parking, teach people how to park |
| Access, Parking | <ul style="list-style-type: none"> • Have more parking |
| Access, Parking | <ul style="list-style-type: none"> • Parking |
| Access, Service, Parking, Hours, Wait Time | <ul style="list-style-type: none"> • Have more accessible parking, have later hours for gym, and have minimal wait time for feet care as people get foot problems due to long wait. |
| Amenities/Comfort | <ul style="list-style-type: none"> • Fix up the walkway, make it look more appealing |
| Amenities/Comfort | <ul style="list-style-type: none"> • Expand the building |
| Amenities/Comfort | <ul style="list-style-type: none"> • Less fluorescent lights |
| Amenities/Comfort | <ul style="list-style-type: none"> • Air conditioning |
| Amenities/Comfort | <ul style="list-style-type: none"> • Have public computers for clients, some don't have access to computers |
| Amenities/Comfort | <ul style="list-style-type: none"> • Have a filter or place that dispenses water upstairs |
| Amenities/Comfort | <ul style="list-style-type: none"> • Waiting area: less standing; less line ups; more sitting area; make waiting area more convenient for those who cannot stand for long periods of time |
| Amenities/Comfort | <ul style="list-style-type: none"> • Make the doors wider |
| Amenities/Comfort, Service | <ul style="list-style-type: none"> • Air ventilation in the gym; improve check-in [have] more female doctors [allow] same day appointments |
| Amenities/Comfort | <ul style="list-style-type: none"> • I don't know, maybe add a Tim Horton's or another food kiosk in the Health Centre because people would like that a lot. |
| Awareness | <ul style="list-style-type: none"> • Don't know enough about anything, promote more! |
| Awareness | <ul style="list-style-type: none"> • Don't know what else is available |
| Awareness | <ul style="list-style-type: none"> • Promote! I don't know what is offered and I live 2 blocks down |
| Awareness | <ul style="list-style-type: none"> • I still can't think of anything because I'm still just new here. |
| Fitness/Gym | <ul style="list-style-type: none"> • Make the rules around the gym for everyone; it seems to be focused on the elderly. I am very busy but if I don't come to the gym for a few weeks I have to book 3 appointments with a kin student and that's not practical, very time consuming, and makes me not want to come. I play a lot of sports, I am healthy, and I know how to use the gym. I would like to use it easily whenever I can without going through the hassle of booking appointments and all. |
| Fitness/Gym | <ul style="list-style-type: none"> • Extend the gym hours |

| | |
|--------------------|--|
| Fitness/Gym | • Add a pool |
| Fitness/Gym | • Adding swimming pool with salt water |
| Fitness/Gym | • Maybe make the gym a little bigger |
| Fitness/Gym | • Bigger gym |
| Fitness/Gym | • Make the classes little longer, have longer duration more than 10 weeks to keep people active and committed into exercising |
| Fitness/Gym | • More rooms for physical aerobics and more gyms for stuff like basketball. |
| Programs | • Kids area, daycare |
| Programs | • Nursery room |
| Programs | • A playroom for kids |
| Programs | • Nothing, location is great, parking is great, and people are great. Maybe serve breakfast! |
| Programs | • Add program for cultural groups i.e. Afghani people |
| Service | • Train receptionists to sound more polite on the phone; especially those who are just filling in for the actual receptionist. I understand they are busy, but a little kindness and patience would be greatly appreciated. |
| Service | • Make everyone feel welcomed; had an incident where someone from upstairs did not make client feel welcomed because of their financial status |
| Service | • Spread out reception, it is too busy |
| Service | • Have a service that has a connection with DARTS, and show wait time |
| Service | • Geographic basin is ridiculous idea some clients have been patient with the center since they were born and due to a move and relocation they have to change doctor, this particular practice caused unnecessary pain and stress also the people who running always don't know what is going on as they are not dealing with clients first hand everyone in work should be included and have a say how things should be run especially people dealing with public first hand |
| Service | • I would like the lunch time offered in the COPD program to be eliminated and just get on with the meeting |
| Service | • Staff to be more punctual |
| Service | • Try to make things better that works for everyone and works for them |
| Service | • Pathways needs to be altered because it's too intrusive after the student's high school life |
| Service | • Does not seem like everyone is on the same page, get more organized |
| Service, Privacy | • Make sure everything stays confidential |
| Service, Privacy | • Have nurses/doctors that know about my medical needs, but that don't go discussing it with others. More confidentiality in the centre. |
| Service, Privacy | • Confidentiality between doctors and patients |
| Service, Providers | • Not really; just accessibility with the psychologist and therapist |
| Service, Providers | • More time with my provider |
| Service, Providers | • More nurses as one of their nurse friends was let go, as well as more nurse practitioners |
| Service, Providers | • switching doctors |
| Service, Providers | • Would just prefer to see doctor instead of students |
| Service, Providers | • New doctors |

- Service, Providers
 - Fix Dr. Shaban, need more people skills, great as a doctor, however need to know how to speak and interact with people
- Service, Providers
 - Add more doctors
- Service, Providers
 - Consistent doctors
- Service, Providers
 - Wish we had more doctors
- Service, Wait Time
 - it is hard to get in here and always booked and have been here for 60 years

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

- Amenities/Comfort
 - Brighten up the mood of the Health Centre by adding picture frames around the Centre
- Community
 - Everything about North Hamilton is great. Everyone has a big heart and really cares about me and about my health. I am super thankful for what the Health Centre provides and does for the community.
- Diagnostics
 - X-rays, scanning, labs.
- Fitness/Gym
 - Add more equipment in the gym.
- Fitness/Gym
 - Add a pool
- Fitness/Gym
 - Extend the entire building to include a pool for my physiotherapy. Add more locations exactly like this one for the mountain
- Fitness/Gym, Access
 - Have various themes for fitness classes. Be open before/after work - Classes de gracias - Horario accessible – Noche
- Fitness/Gym, Service, Amenities
 - Expand the Health Centre by adding some recreation activities in the lower floor such as Ping-Pong tables or another gym. The one on the second floor is so isolated and restricted to those who "need" it's for their improving their health. I would like to have access to a gym that would allow me to help me maintain my weight and breathing instead of "just for physiotherapy". I would also like it if the Health Centre had a café inside or beside it because the amount of time that I wait in the waiting room is just too much and I get hungry/thirsty. Anything else is too far even in walking distance.
- Language, Providers
 - To have a doctor for the Spanish community. I feel like I would get better treatment knowing that there are no language barriers and that we're on the same page.
- Language, Providers
 - Hire more providers that speak the clients language(s)
- Service, Providers
 - Hire more doctors
- Service, Providers, Building
 - Have the doctors be more punctual when they have appointments. And actually take the time to listen to what I have to say. I would like that the all my concerns can be checked at one appointment, rather than having to come and book another week later. Extend and expand the building.
- Service, Wait Time
 - Book follow-up appointments within a shorter period of time (e.g. 3-5 day) because having to wait 2-3 weeks for a 20 minutes appointment is a waste.

Service, Wait Time,
Parking

- I understand that reception is very busy, but I would really like it if they would minimize the wait time for holds. I usually just want to get transferred but wait 5 minutes just to get transferred. So minimizing the hold times would be great. I would also like it if they would increase the parking spaces because I have gotten tickets before for parking on the streets when there is nowhere to park when I have my appointments.

66. When thinking about excellent health care, what one word comes to mind to describe what you value most (e.g. honesty, respect, quality, privacy, access, affordability, compassion)?

This question was newly added in 2017. The top three responses were 'respect' (n=42), 'all the qualities listed' (n=30), and 'compassion' (n=25), tied with 'honesty' (n=25).

A list of all the responses specified included: 'access' (n=10), 'accommodation' (n=1), 'affordability' (n=9), 'all' (n=30), 'attentiveness' (n=2), 'availability' (n=3), 'awesome[ness]' (n=1), 'being able to walk and breathe' (n=1), 'care' (n=5), 'compassion' (n=25), 'communication' (n=4), 'complete' (n=1), 'connection' (n=1), 'convenience' (n=1), 'co-operation' (n=1), 'dignity' (n=1), 'easy' (n=1), 'education' (of clients) (n=1), 'efficiency' (n=2), 'empathy' (n=4), 'energy' (n=2), 'excellence' (n=3), 'expediency' (n=1), 'expertise' (n=1), 'friendly' (n=2), 'good doctor' (n=1), 'happiness/joy' (n=3), 'health' (n=3), 'helpful' (n=6), 'honesty' (n=25), 'inclusive' (n=1), 'integrity' (n=2), 'nice/kind' (n=3), 'knowledge' (n=2), 'listening skills' (n=3), 'minimal wait time' (n=1), 'partnership' (n=1), 'politeness' (n=1), 'privacy' (n=17), 'punctuality' (n=1), 'quality' (n=11), 'reliability' (n=1), 'resourceful' (n=1), 'respect' (n=42), 'responsibility' (n=1), 'responsiveness' (n=1), 'sense of belonging' (n=2), 'sense of humour' (n=1), 'services' (n=1), 'support' (n=1), 'timely care' (n=1), 'trust' (n=2), 'understanding' (n=3), 'urgency' (n=1), 'wholeness (social, cultural, financial, spiritual, physical, mental, emotional)' (n=1).

While many responded with just one word to describe excellent health care as asked, some of the themes listed above were pulled from more fulsome answers including:

- "How the doctor and nurse treat you, [in] earlier days when first opened, the doctors came down to the patient level and were understanding."
- "Communication, because if the doctor at the hospital didn't tell me that I had pneumonia, I would have never known. My doctor at the NHCHC knew since a couple months ago and didn't even tell me."
- "Compassion, especially from Angela in reception and Lynn the nurse, and Eric. They are the most compassionate out of everyone."
- "Connection, being able to create connections with others and communicate."
- "Compassion. I have been to other ones and they are not as compassionate as they are here and the services are great for what I need."
- "Availability and access and minimal wait time to see a doctor."
- "Compassion. Sense of belonging. Honesty. Sense of humour. Empathy/sympathy. Wholeness: Social, culture, financial, spiritual, physical, mental, emotional."
- "Convenience; have everything at one stop for health care needs."
- "Education; helping me in learning what best for me and how to better my health."
- "Somebody that shows interest in your health and actually helps you

- “Tender love and care”

10 of the 20 Spanish-speaking respondents responded that all the listed qualities were important to health care, and those who opted to choose the one or two most important characteristic(s) said excellence meant: ‘access’ (n=1), ‘compassion’ (n=4), ‘equality’ (n=1), ‘honesty’ (n=2), ‘quality’ (n=3), ‘respect’ (n=3).

CONCLUSION

It is important to note that as in 2016, respondents to the 2017 survey were obtained via convenience sampling. In using a convenience sampling methodology, the survey does not capture the voice of clients who had not scheduled an appointment during the survey period of 8 weeks. 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 even lower this year (52.5% reported ‘fair’ to ‘poor’ health in 2017, 46.0% in 2016), or on how clients in general answered survey questions, e.g. skewing it positively by leaving out those who were not coming to the Centre for reasons of disaffection. It should be noted that demographic comparisons with previous surveys do not show significant differences with respect to age, gender, level of education, household income,. Household composition shifted from 2016, with more single parent family households (female-headed) and fewer ‘mother, father, and child(ren)’ households being reported. In general, the 2017 survey results show similar trends to previous years. Health Centre clients who participated in the 2017 survey were quite 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 as detailed in the “Areas in Need of Attention” section on page 5 of this report. Awareness of the Centre’s complaints process and medical on-call system has improved over previous years, but does continue to fall below acceptable levels. Awareness and usage of our website also remains low, as does use of some services, for example, Health Promotion, Senior and Volunteer Services.