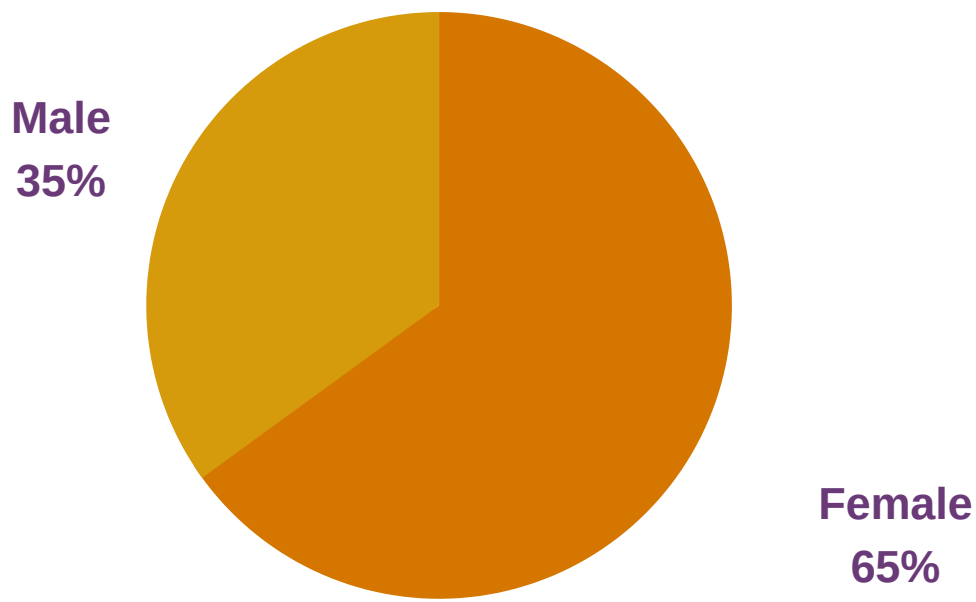


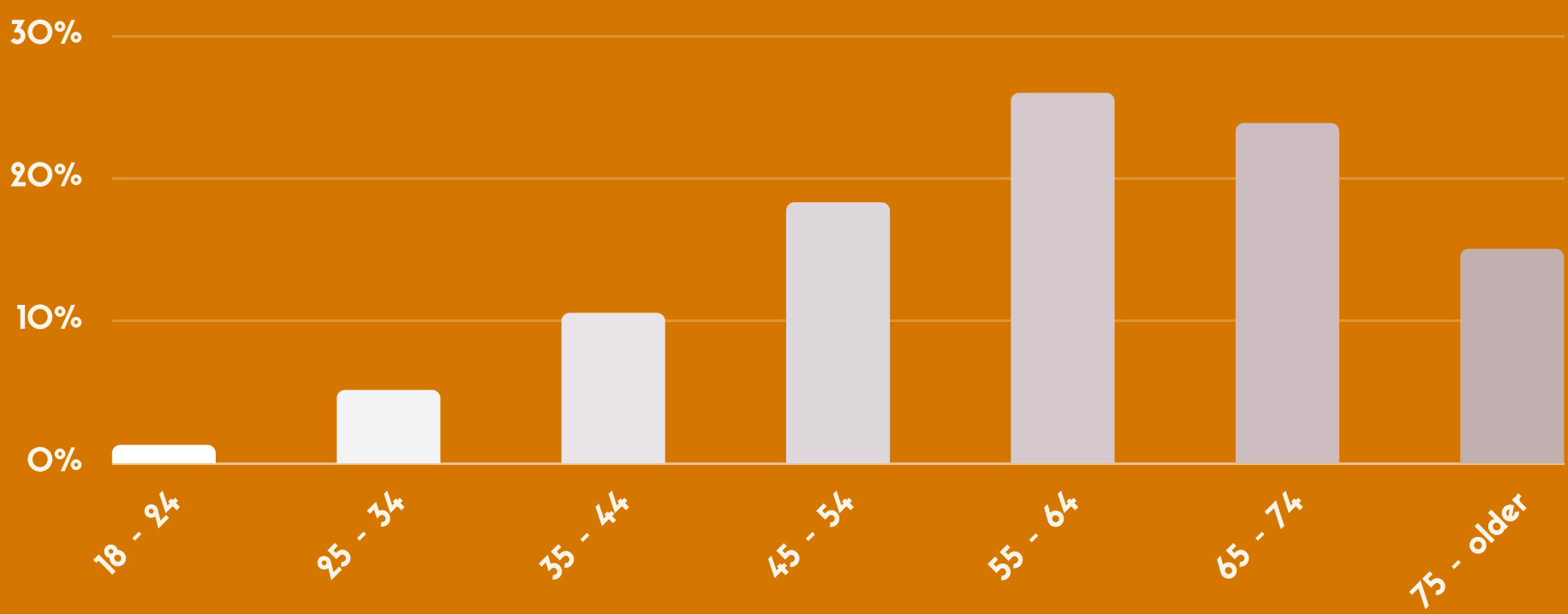
2020 PATIENT EXPERIENCE SURVEY RESULTS

2020 was the second year Summerville Family Health Team sent an online survey to patients, generating **2,538 responses.**

RESPONDENTS BY GENDER



84% of patients rate their experience at Summerville as Excellent or Very Good



RESPONDENTS BY AGE

- 93.1%** of patients indicated they were Often or Always given the opportunity to ask questions
- 93.7%** of patients Often or Always feel they are involved in making decisions
- 91.7%** of patients feel their practitioner Often or Always spent enough time with them
- 94.0%** of patients feel their practitioner Often or Always lets them say what was important to them

Top issues identified as opportunities for improvement:

Phone wait times

Faster access to book an appointment

Increased awareness of our care team and free SFHT programming

Online booking and notification

And, from one of our patients, *"These years, my own experience and my children's experience with all the Summerville team has been amazing! From the family doctors, the physiotherapist, nurses and all the receptionists - Everyone is kind, effective, knowledgeable & so compassionate. We are very grateful to everyone."*

Thank you for sharing your experiences, thoughts and insights regarding Summerville FHT!

QUESTIONS?

If you have any questions or comments, please contact Andrea Stevens, Executive Director by email at astevens@summervillefht.com