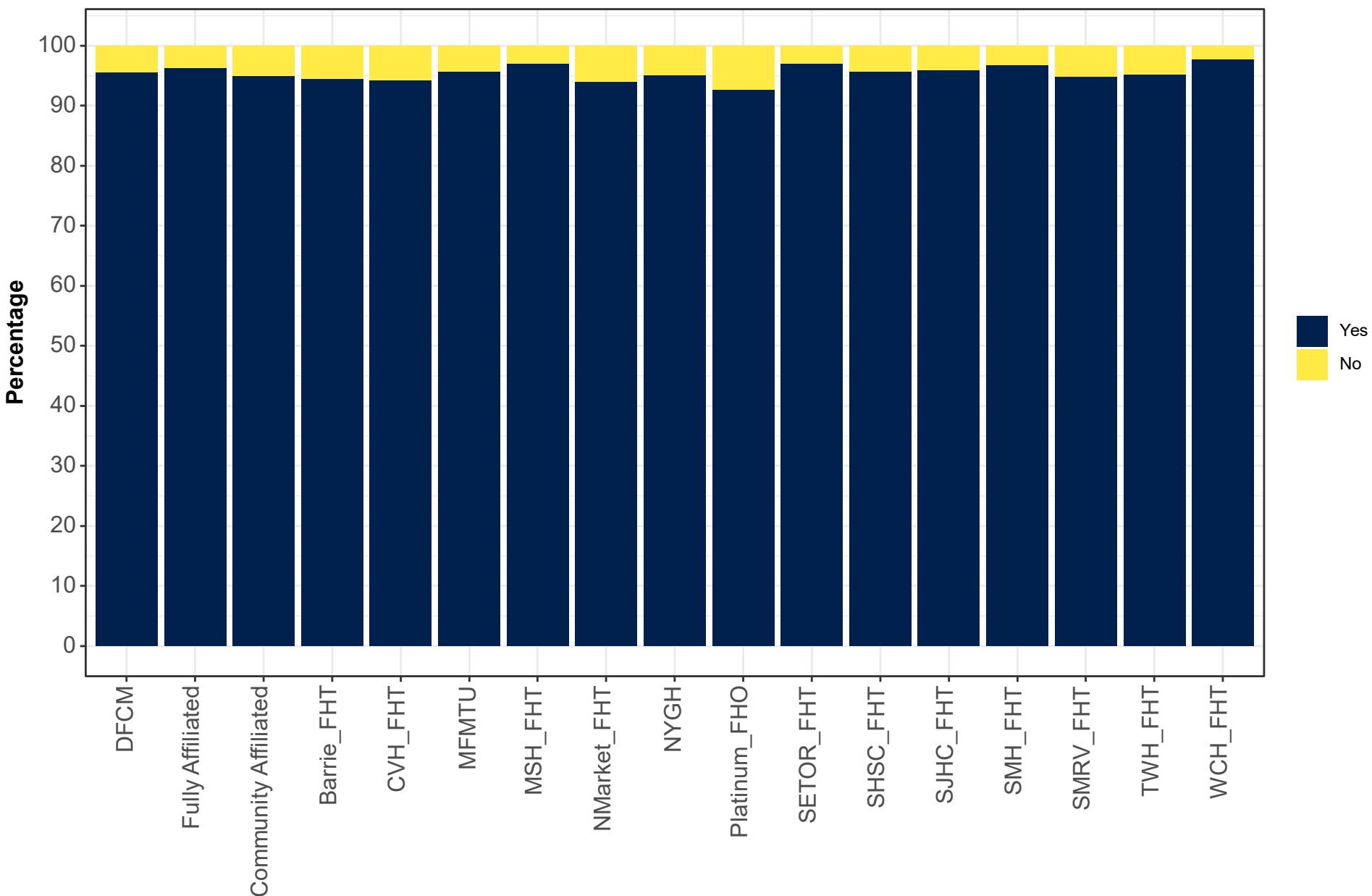


- Patient Experience Measures Survey
- Summer 2023 (May 2023 - July 2023)
- Site Stratified Plots

SiteName	SurveysSent	SurveyPartiallyCompleted	ResponseRate
Platinum_FHO	4,731	260	5.50
SJHC_FHT	2,707	290	10.71
Barrie_FHT	3,820	692	18.12
SETOR_FHT	6,512	719	11.04
WCH_FHT	6,890	791	11.48
CVH_FHT	5,947	821	13.81
MSH_FHT	8,383	879	10.49
NYGH	4,191	882	21.05
SHSC_FHT	3,475	1,012	29.12
NMarket_FHT	7,879	1,078	13.68
MFMTU	5,275	1,098	20.82
SMRV_FHT	16,309	1,807	11.08
TWH_FHT	12,839	1,943	15.13
SMH_FHT	18,366	2,235	12.17
Overall_DFCEM	107,324	14,507	13.52

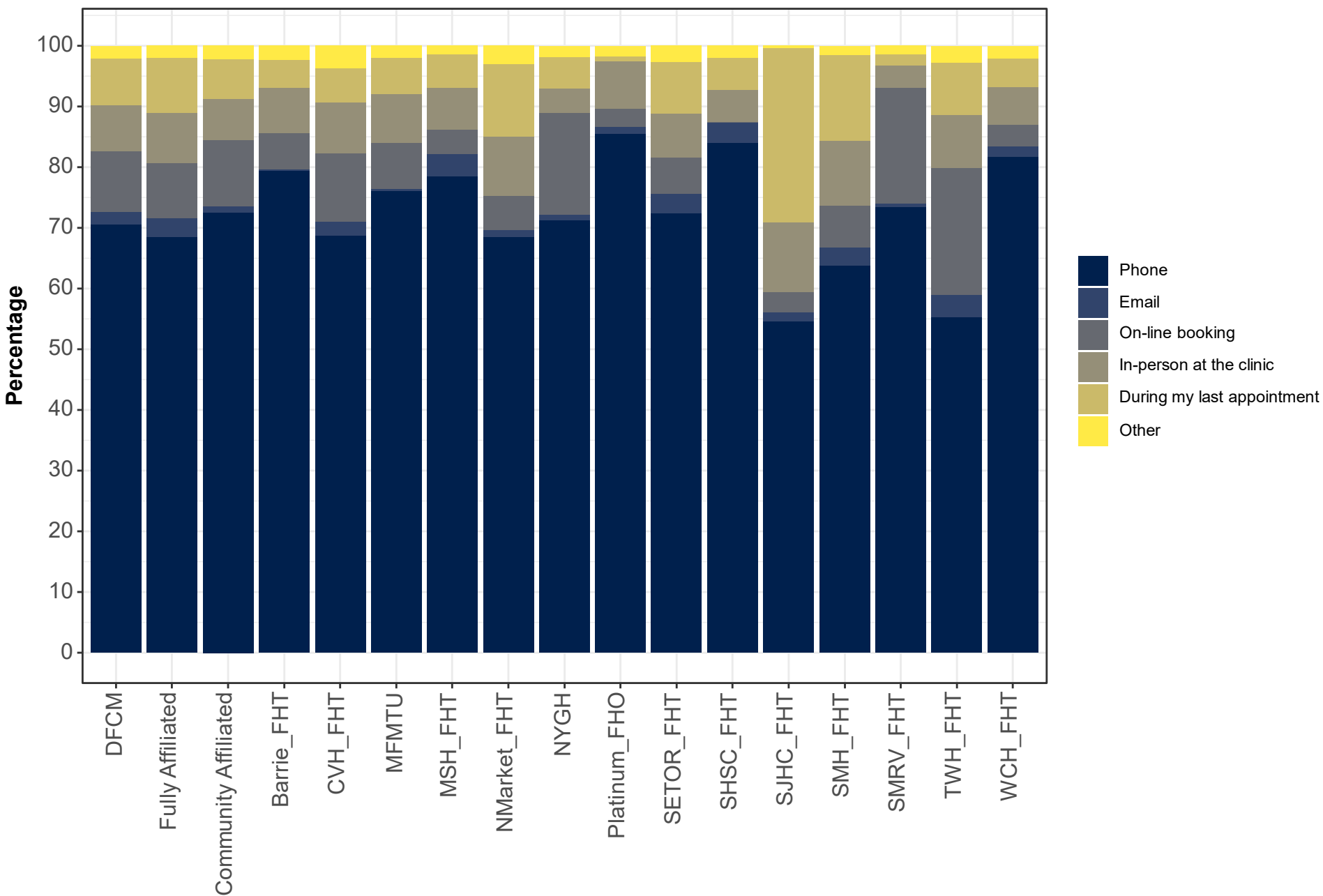
- Part 1 - Getting care from our team

**Did you receive care from a doctor or nurse practitioner at [CLINIC] over the last 12 months? This includes care delivered in person, by phone, by video or by email or secure message. (N\_DFCM=14507)**

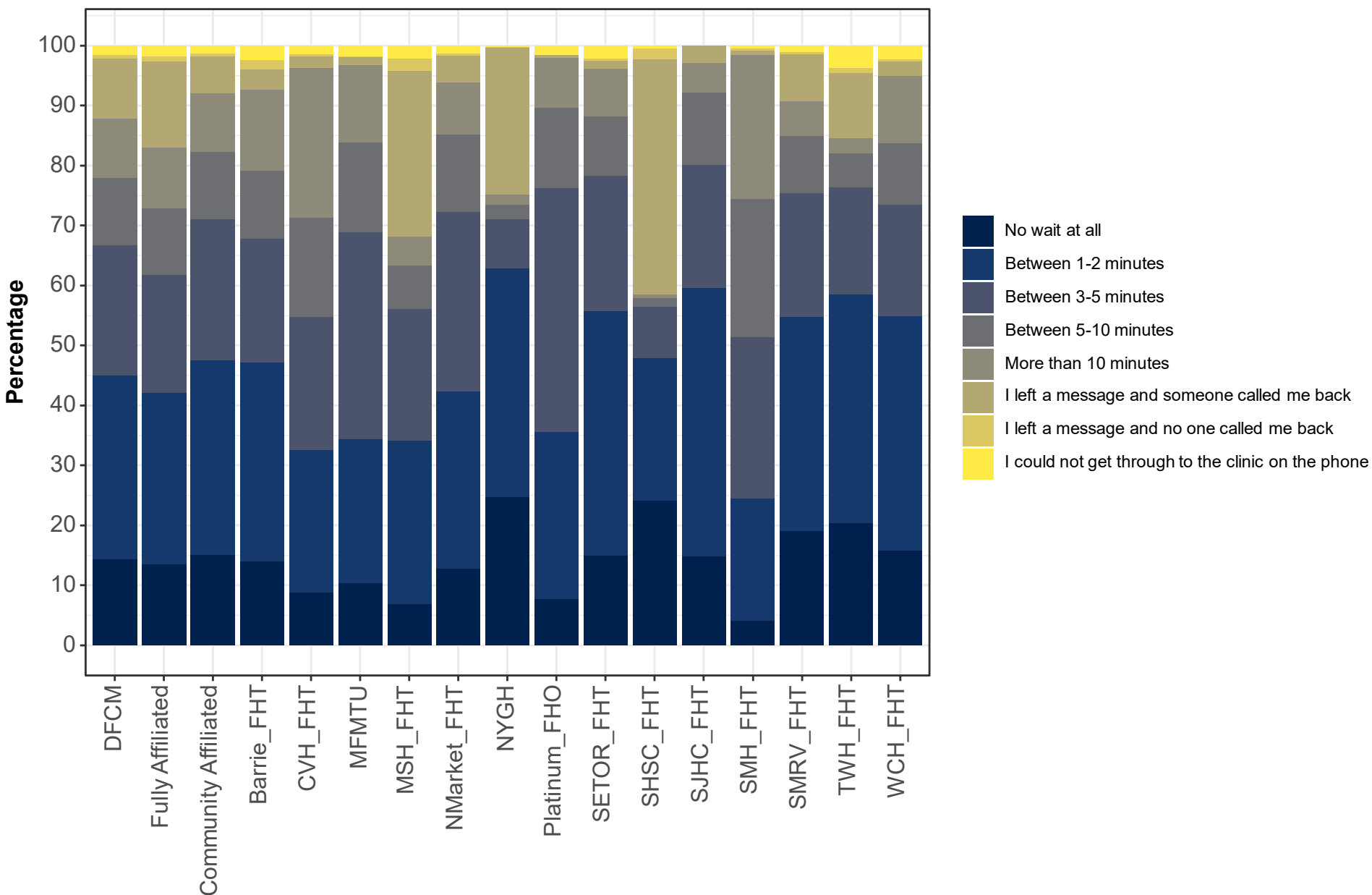


- Part 2 - Booking Your Appointment

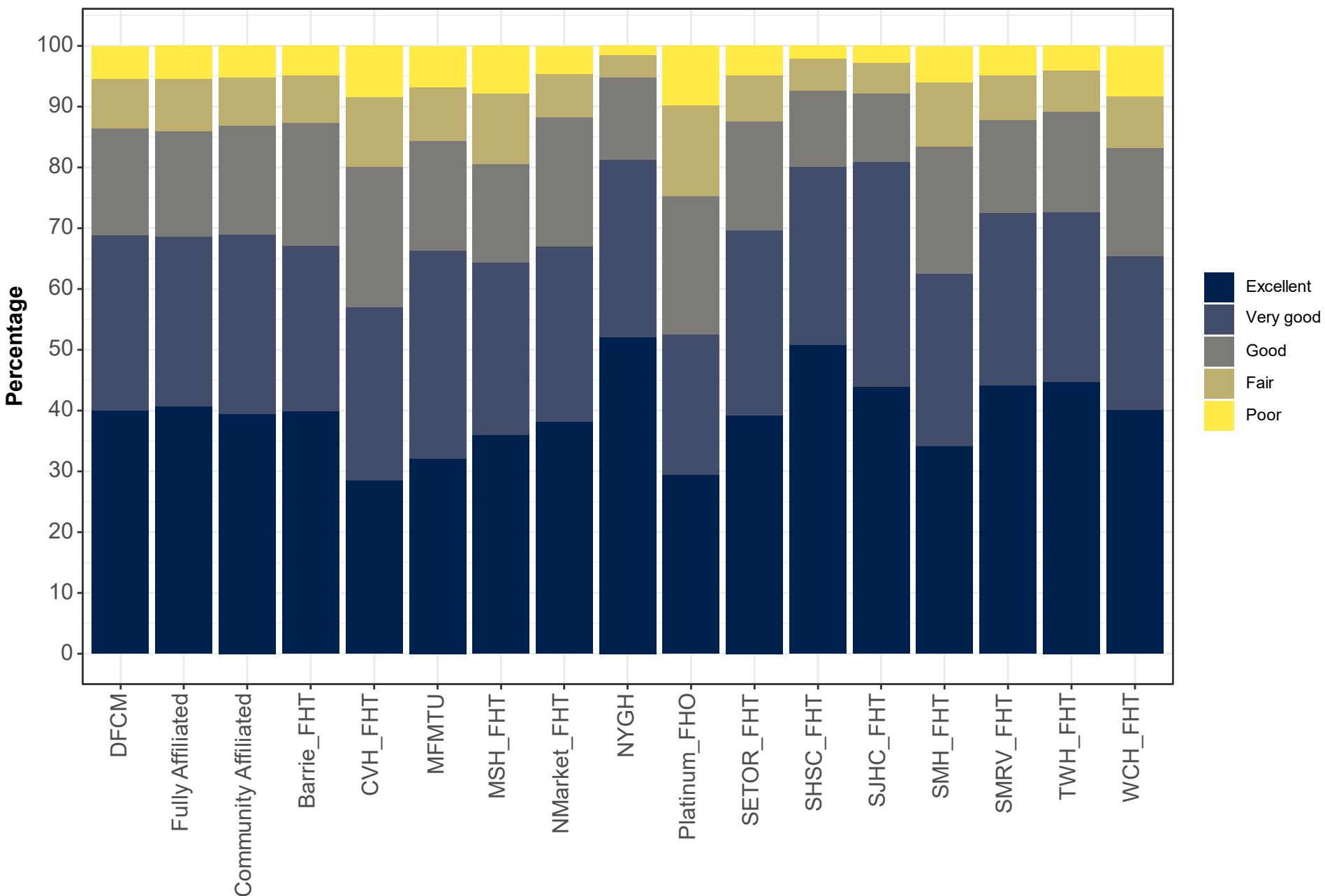
# How did you book your most recent appointment? Note: Not all of these methods may be available at our practice. (N\_DFCM=13584)



# When you called [CLINIC] to book your appointment by phone, how long did you wait before being able to speak to someone who could book your appointment? (N\_DFCM=9351)

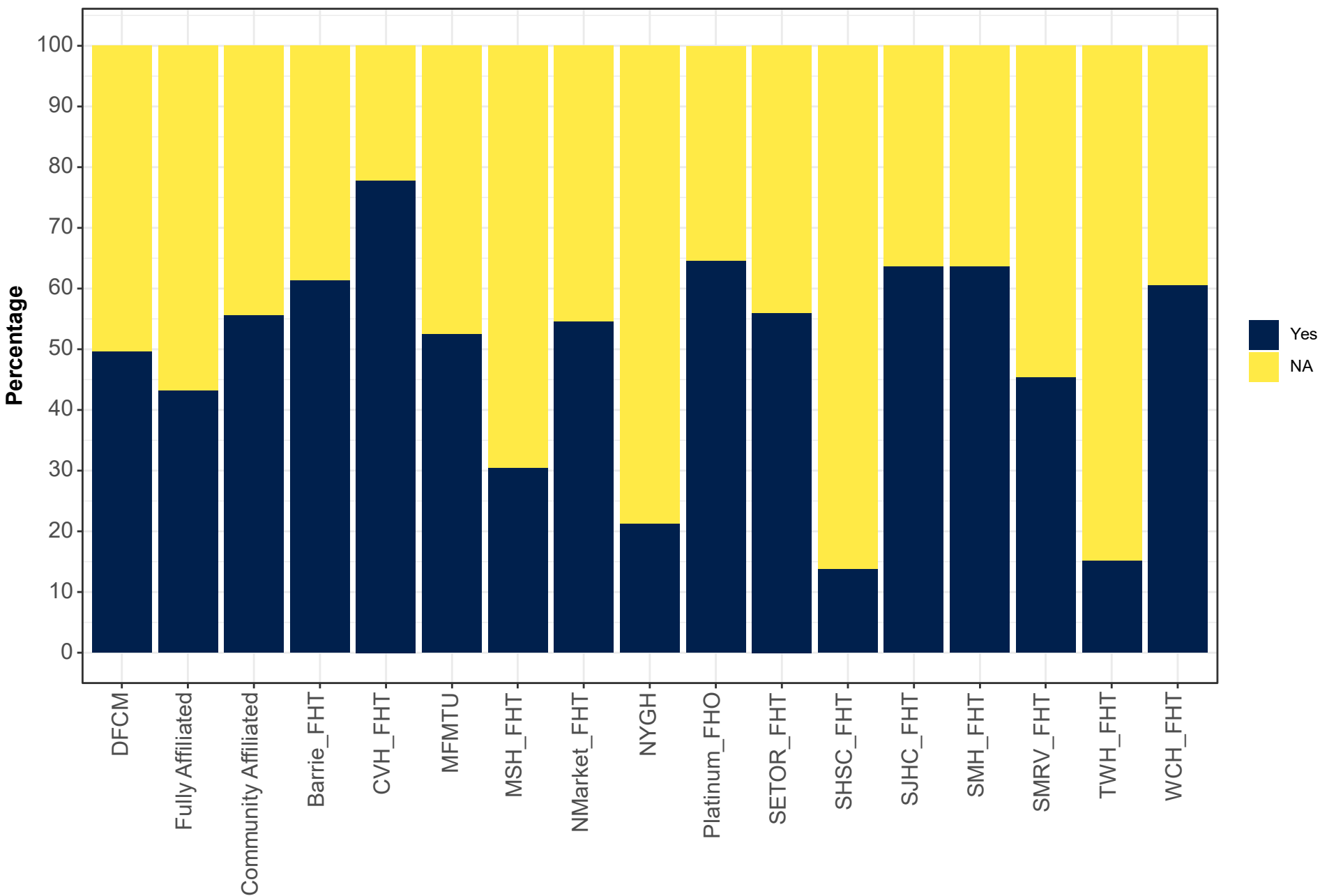


How would you rate your overall experience when booking your last appointment over the phone? (N\_DFCM=9351)

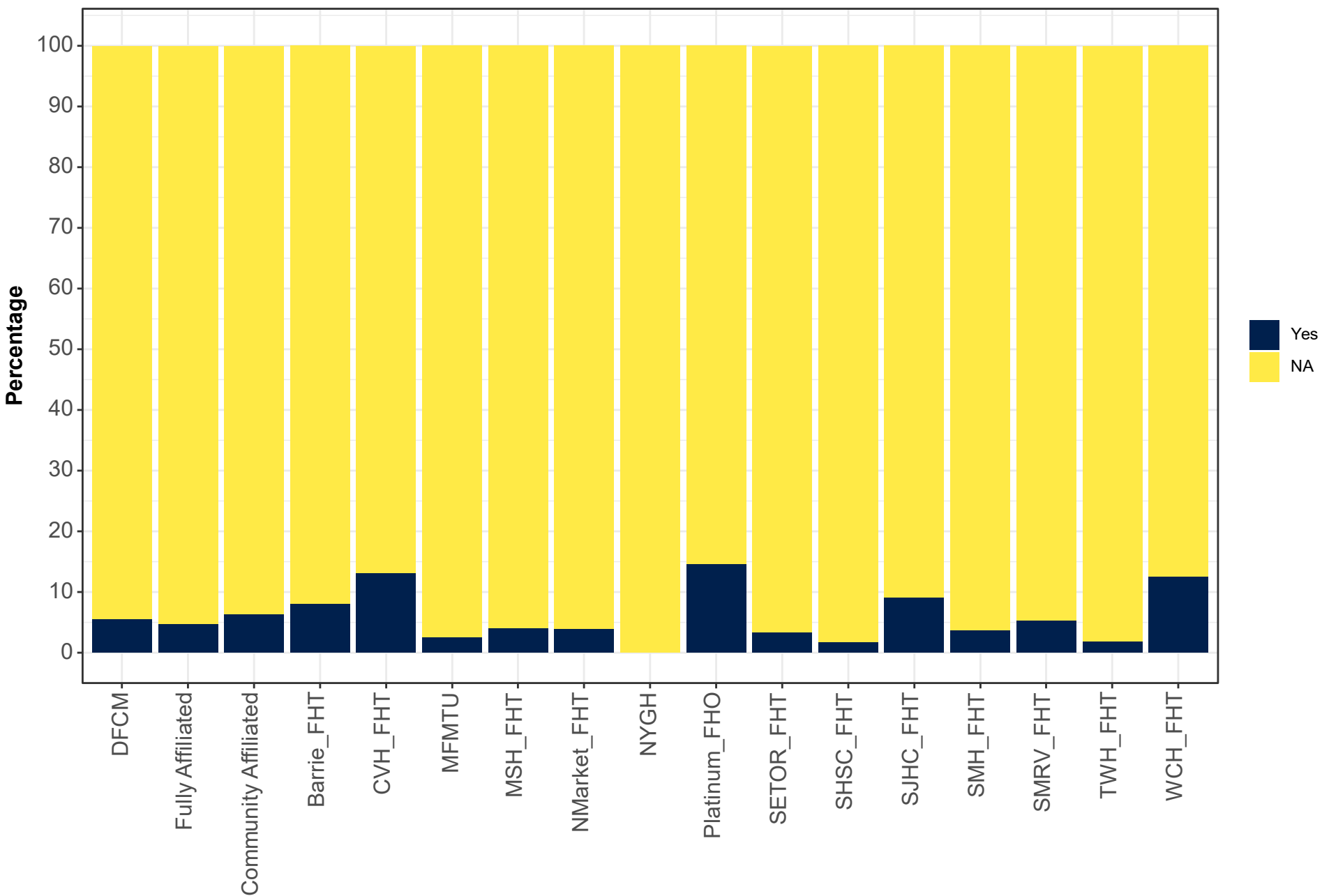




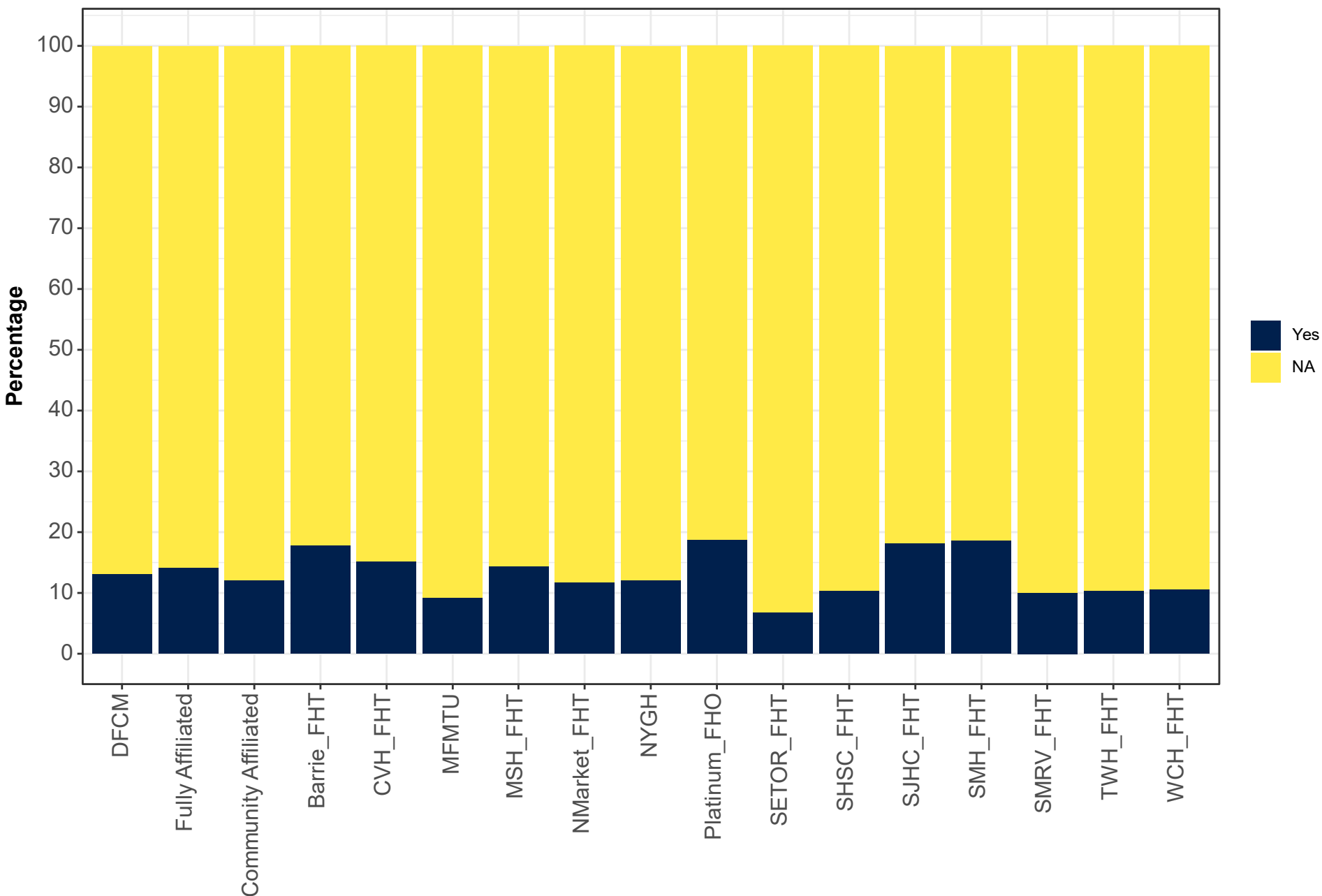
# Why did you rate your last booking experience as fair or poor? I waited too long on the phone. (N\_DFCM=1272)



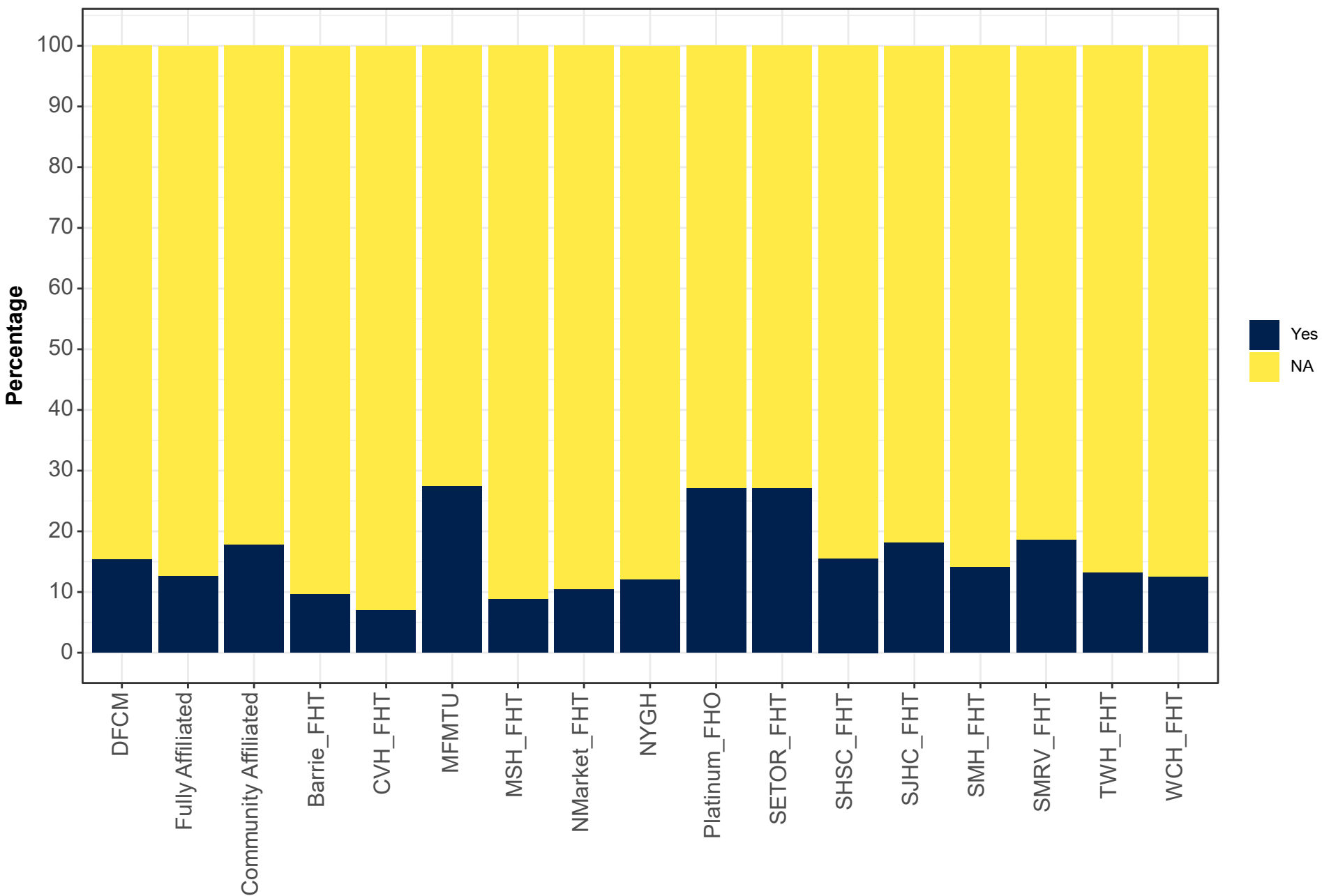
# Why did you rate your last booking experience as fair or poor? I get disconnected. (N\_DFCM=1272)



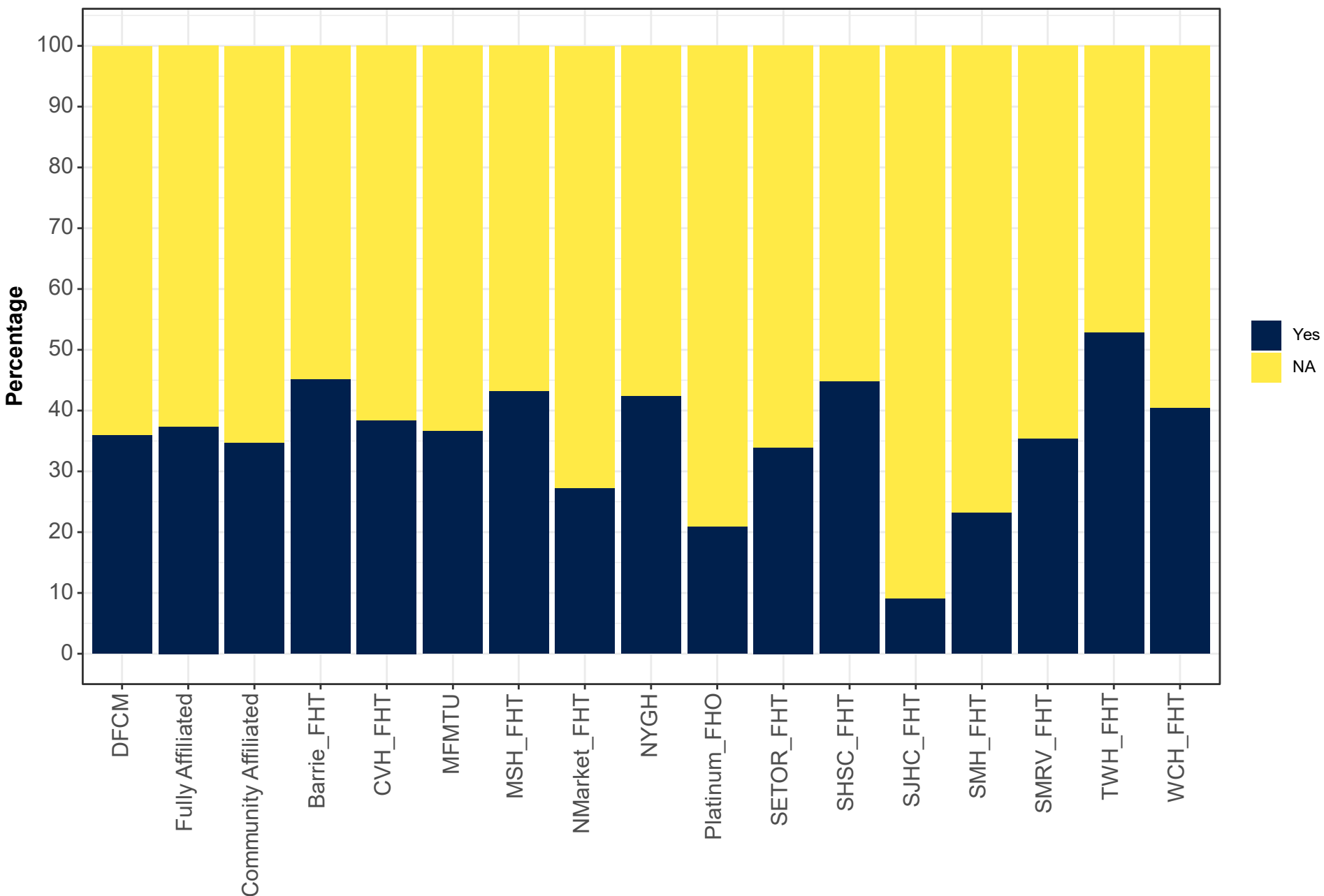
# Why did you rate your last booking experience as fair or poor? No appointment time worked for me. (N\_DFCM=1272)



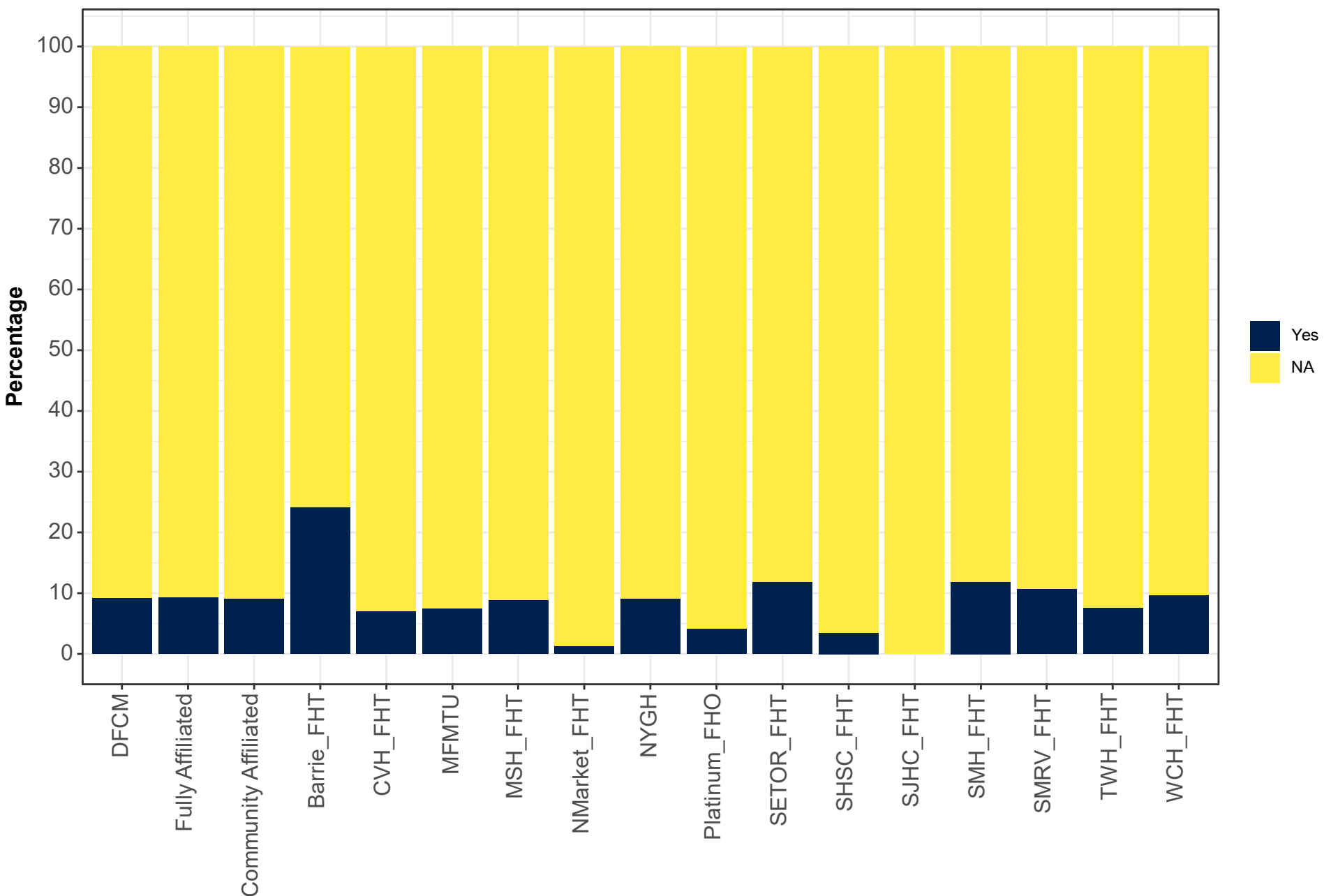
# Why did you rate your last booking experience as fair or poor? Unhappy with how treated on phone. (N\_DFCM=1272)



# Why did you rate your last booking experience as fair or poor? Call multiple times. (N\_DFCM=1272)

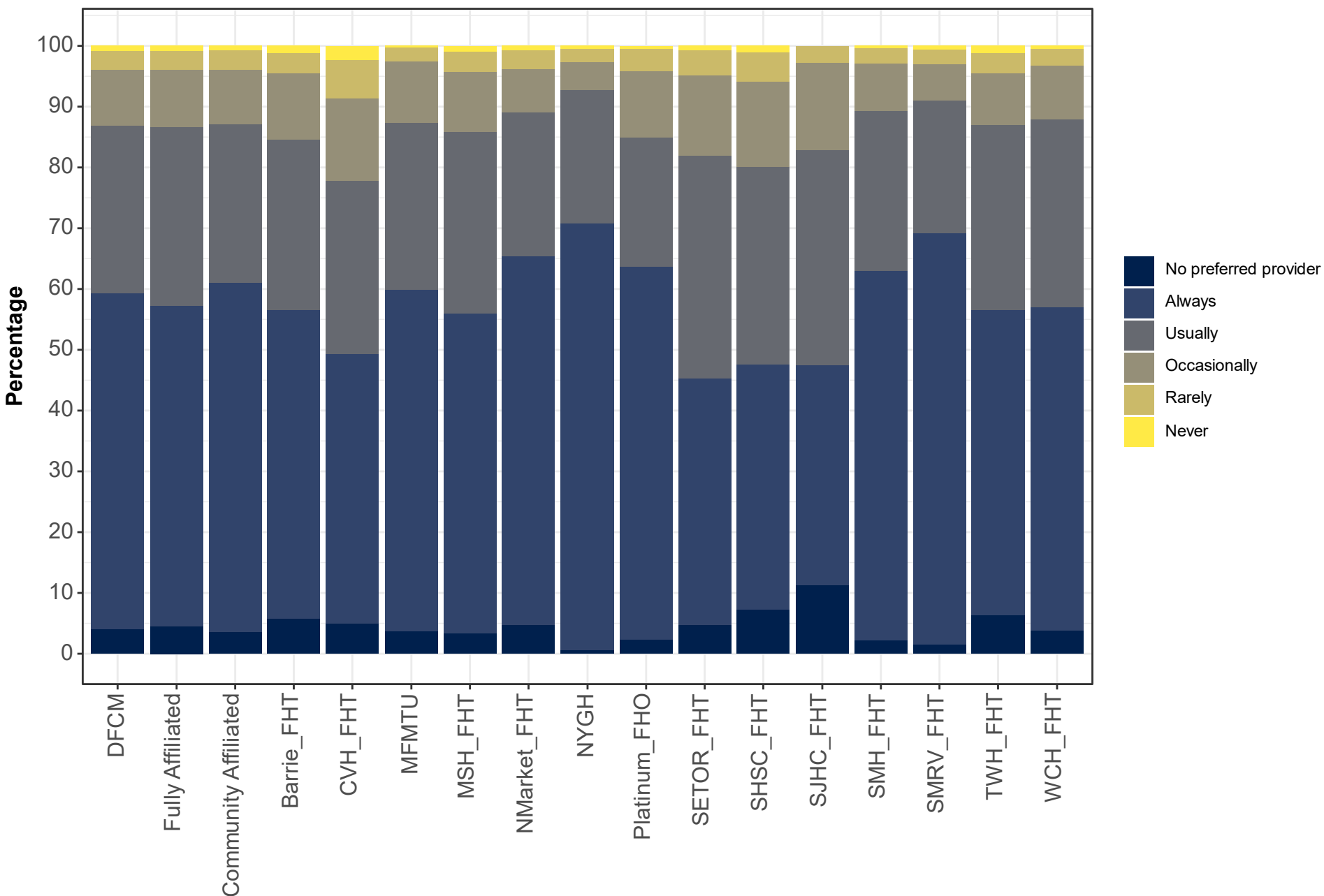


# Why did you rate your last booking experience as fair or poor? Unable leave a message. (N\_DFCM=1272)



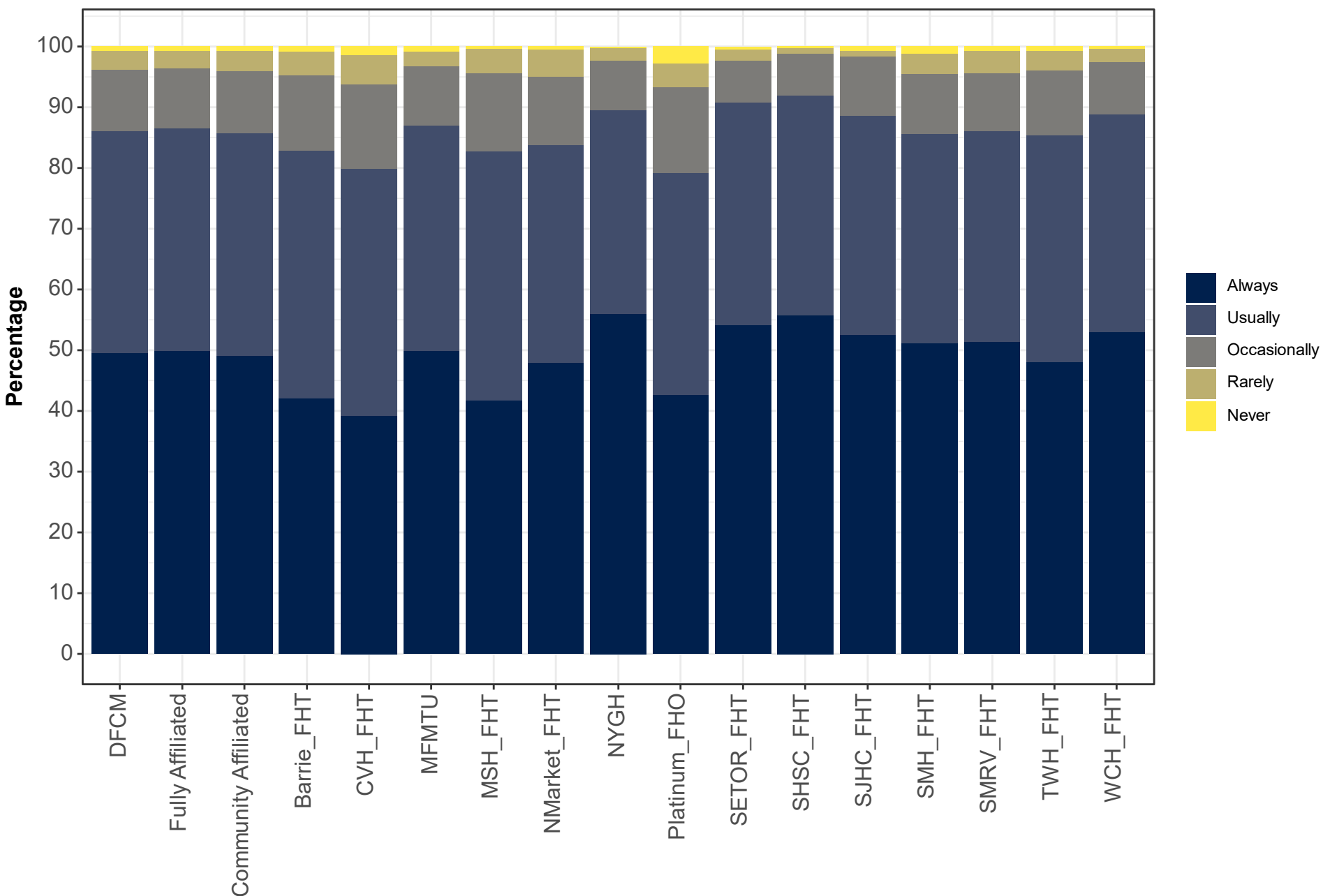
- Part 3 - Care Experience

How often did you receive care from the doctor or nurse practitioner that you prefer? (N\_DFCM=12838)

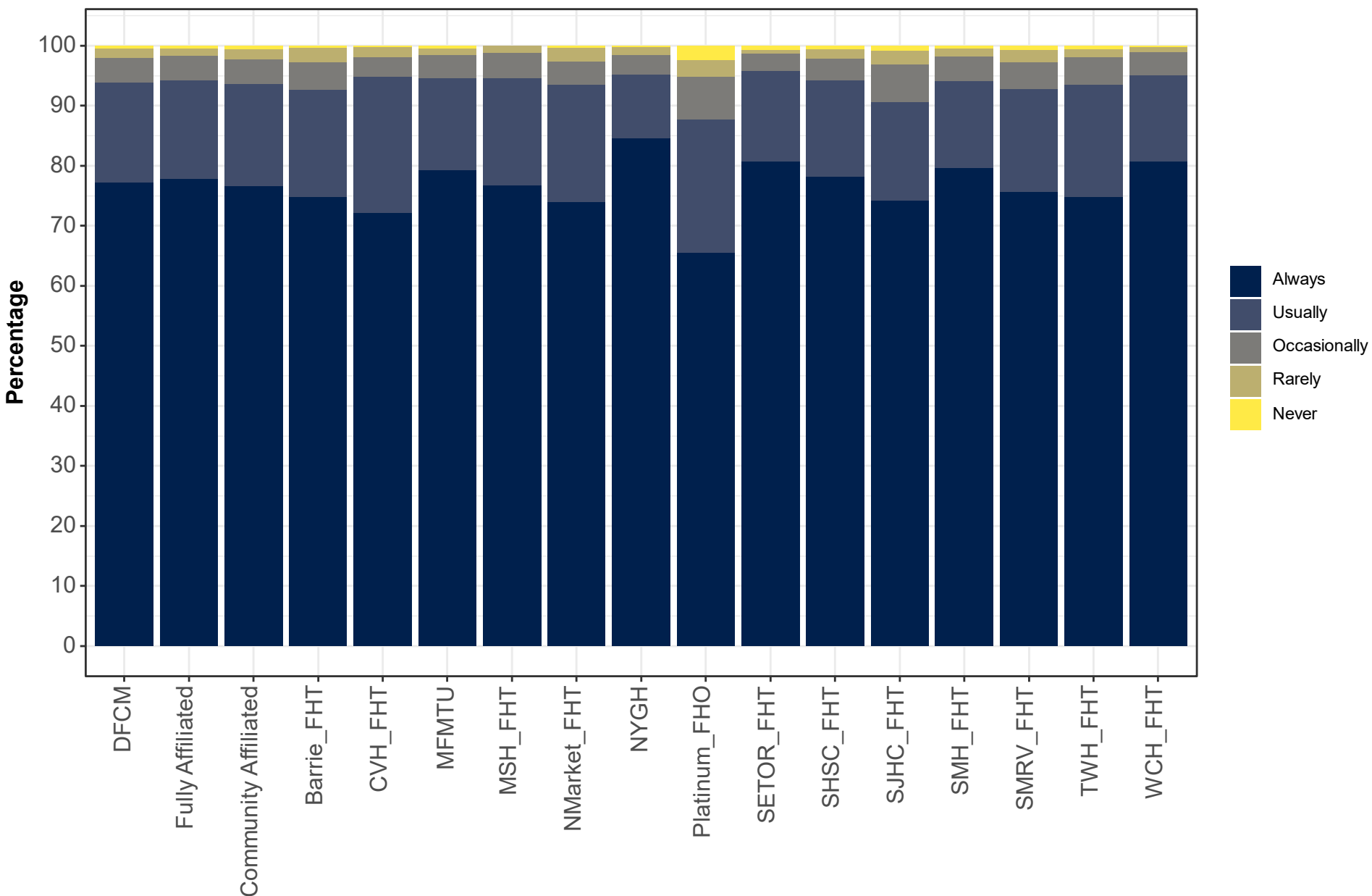




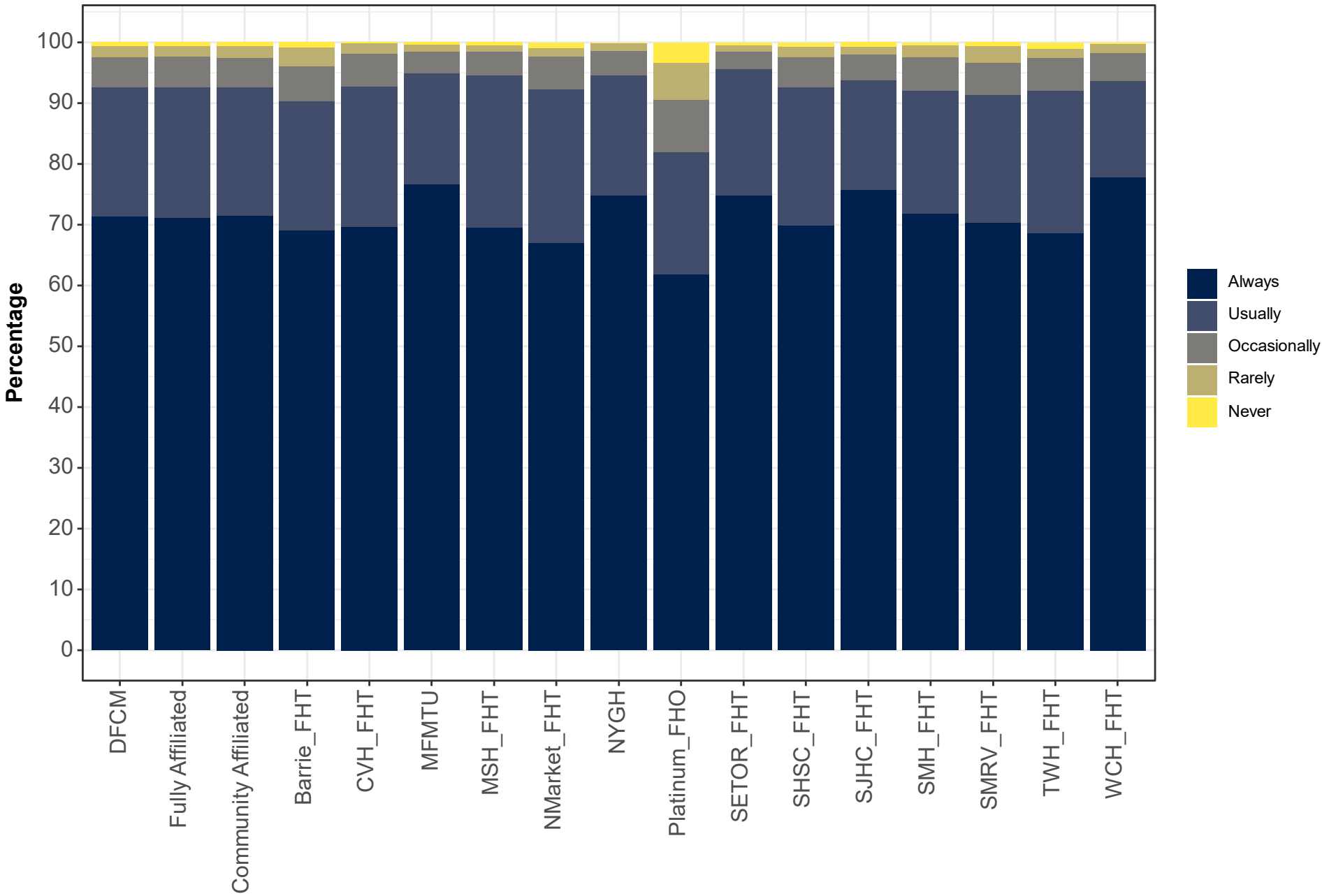
**How often did you receive care within a reasonable time from your doctor or nurse practitioner? (N\_DFCM=12775)**



# When you received care from your doctor or nurse practitioner, how often did they involve you as much as you want to be in decisions about your care and treatment? (N\_DFCM=12815)

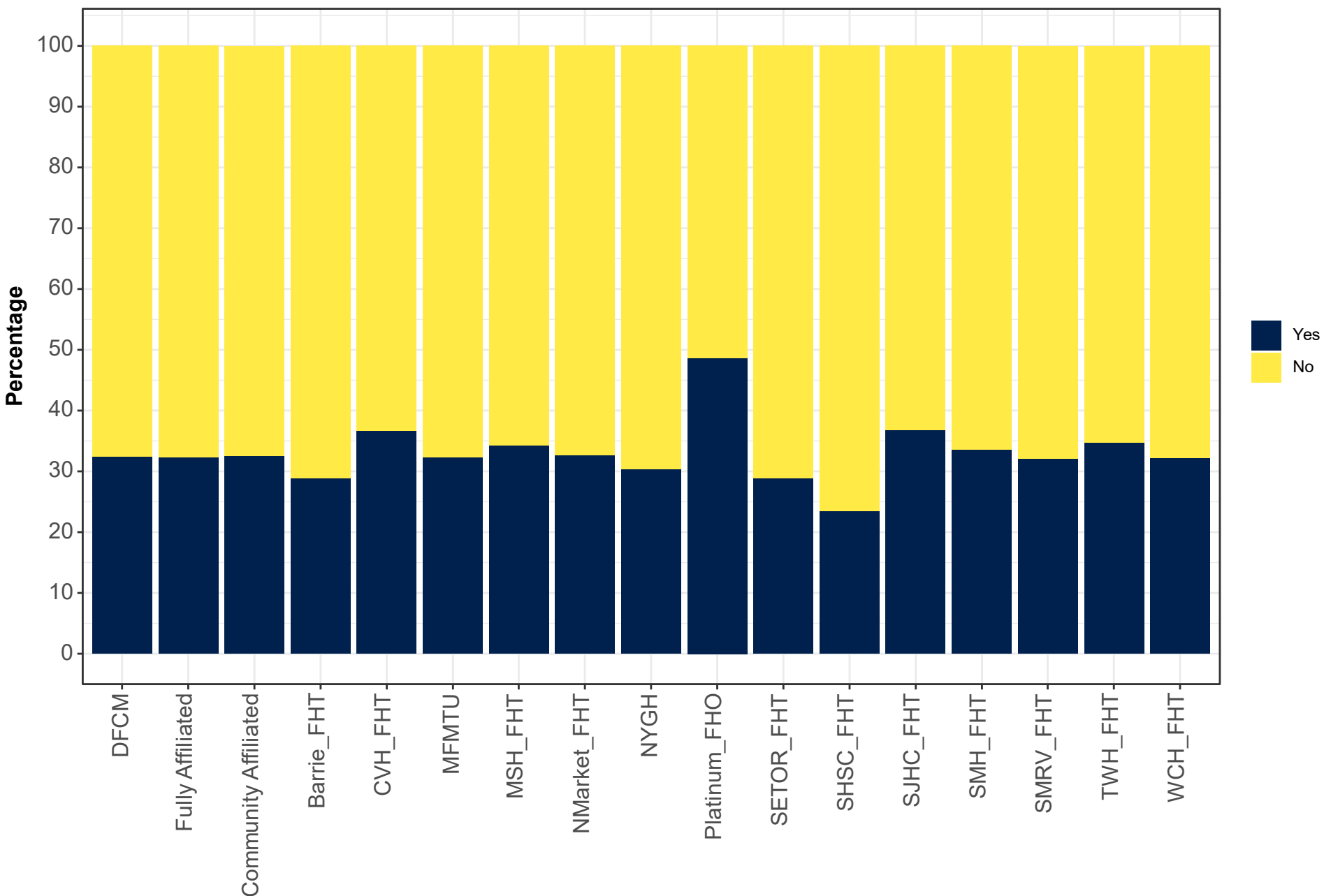


**When you received care from your doctor or nurse practitioner, how often did they spend enough time with you? (Select one response) (N\_DFCM=12819)**

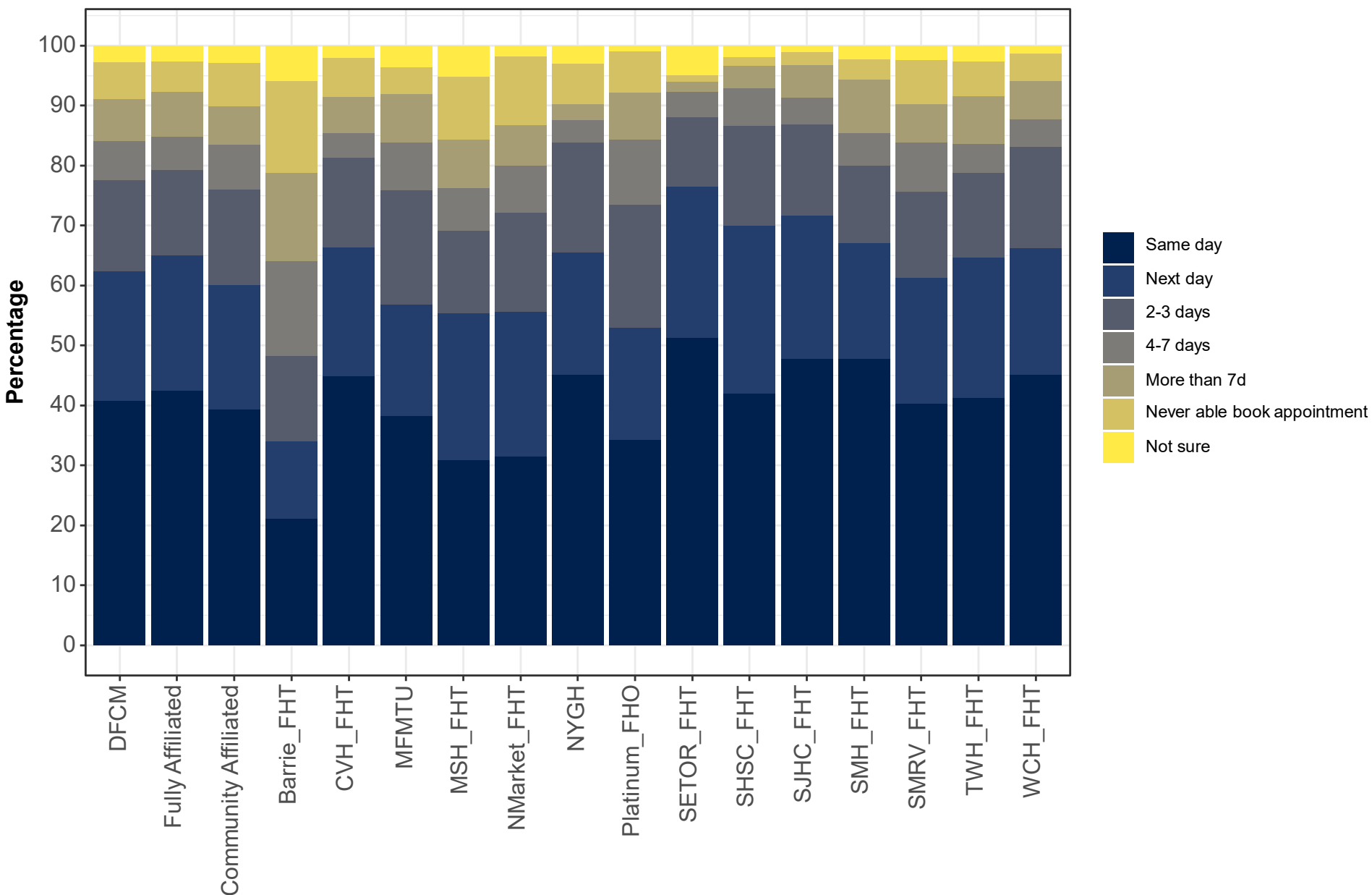


- Part 4 - Getting Urgent Care

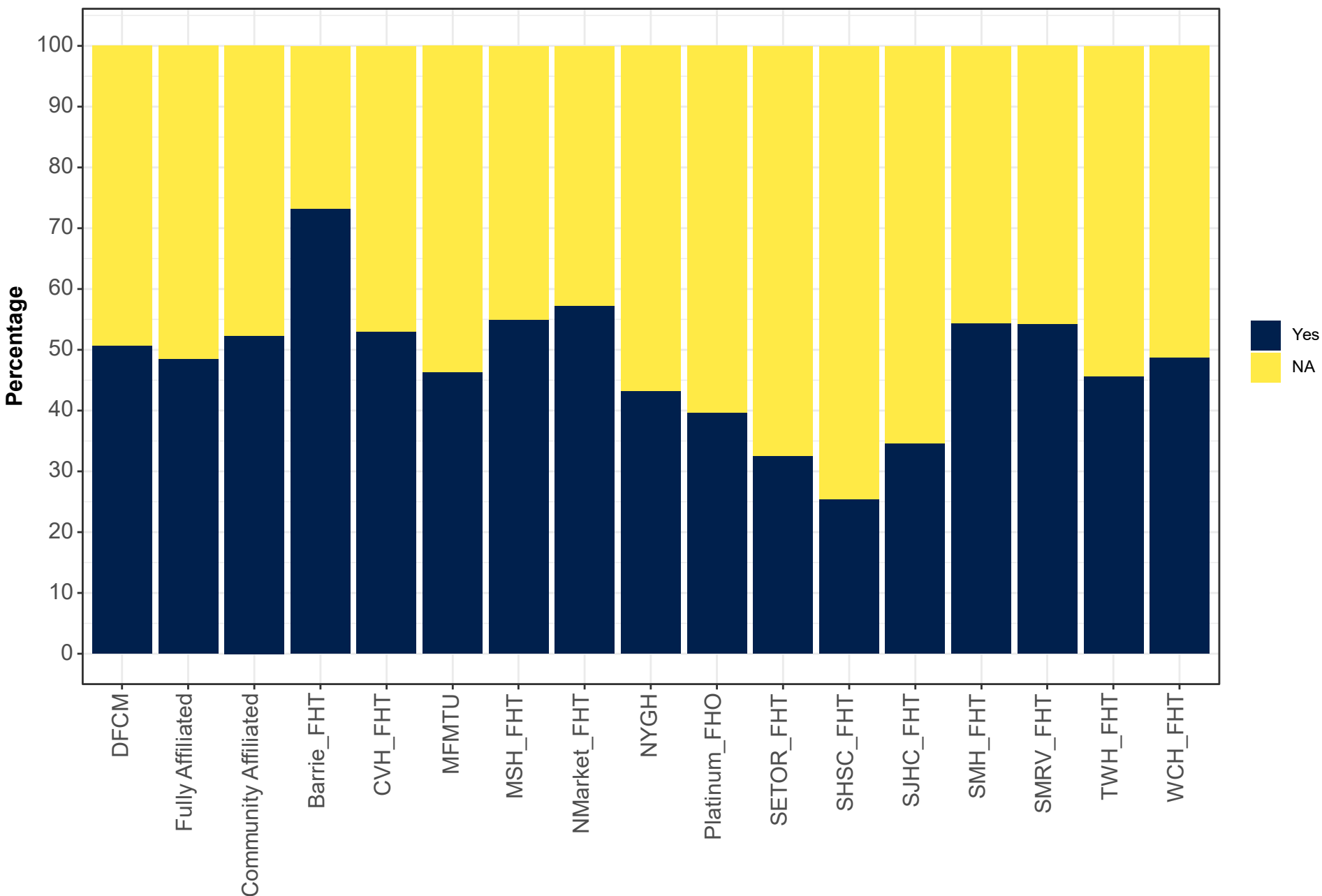
**During the last 12 months, was there a time when you were sick and  
URGENTLY needed care at [CLINIC]? (N\_DFCM=12775)**



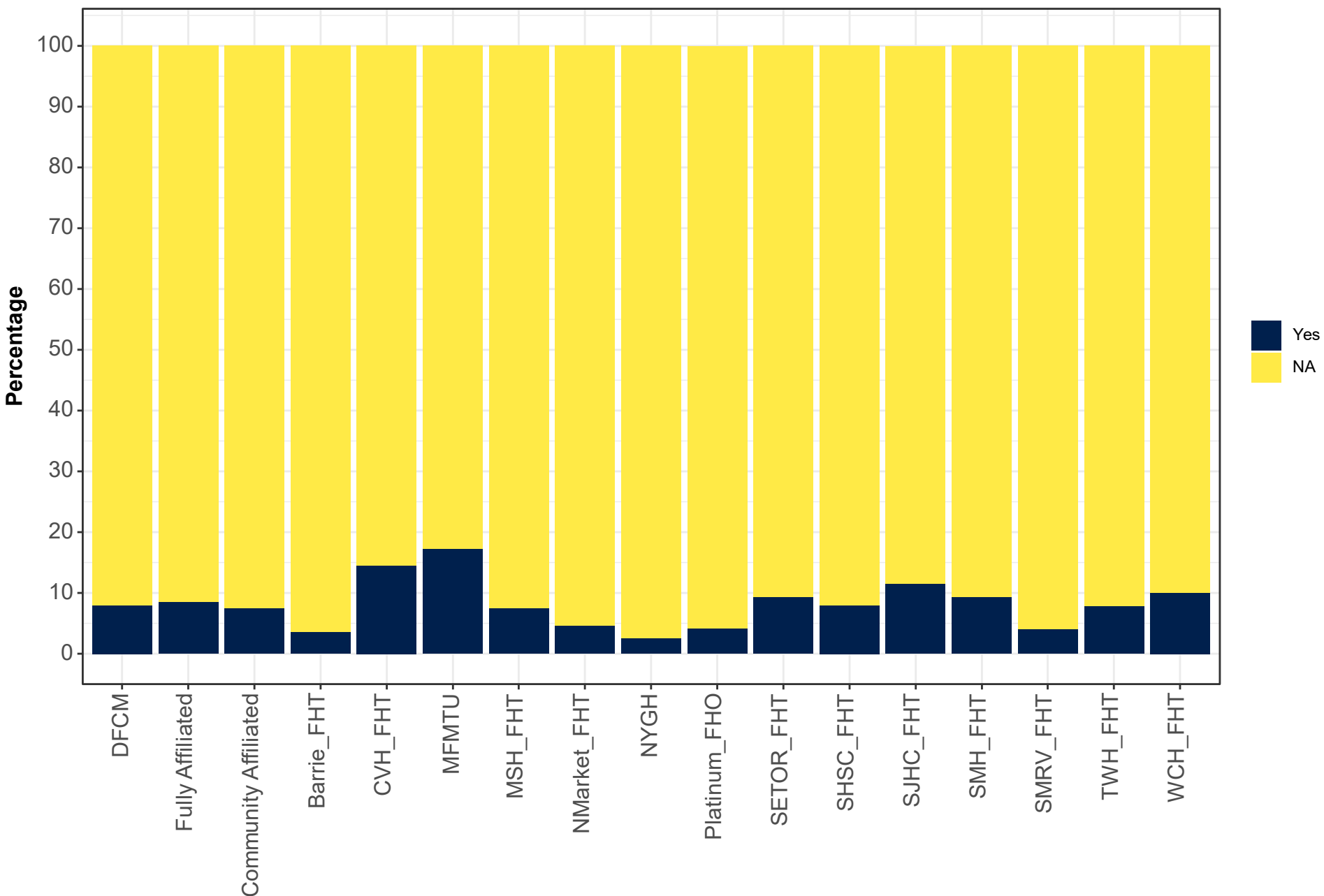
**Think about the time you needed URGENT CARE. How many days did it take from when you first tried to book an appointment at our clinic to when you received care? (N\_DFCM=4102)**



# Why were you not able to get care the same or next day? (Selection = Appointment Unavailable) (N\_DFCM=1541)

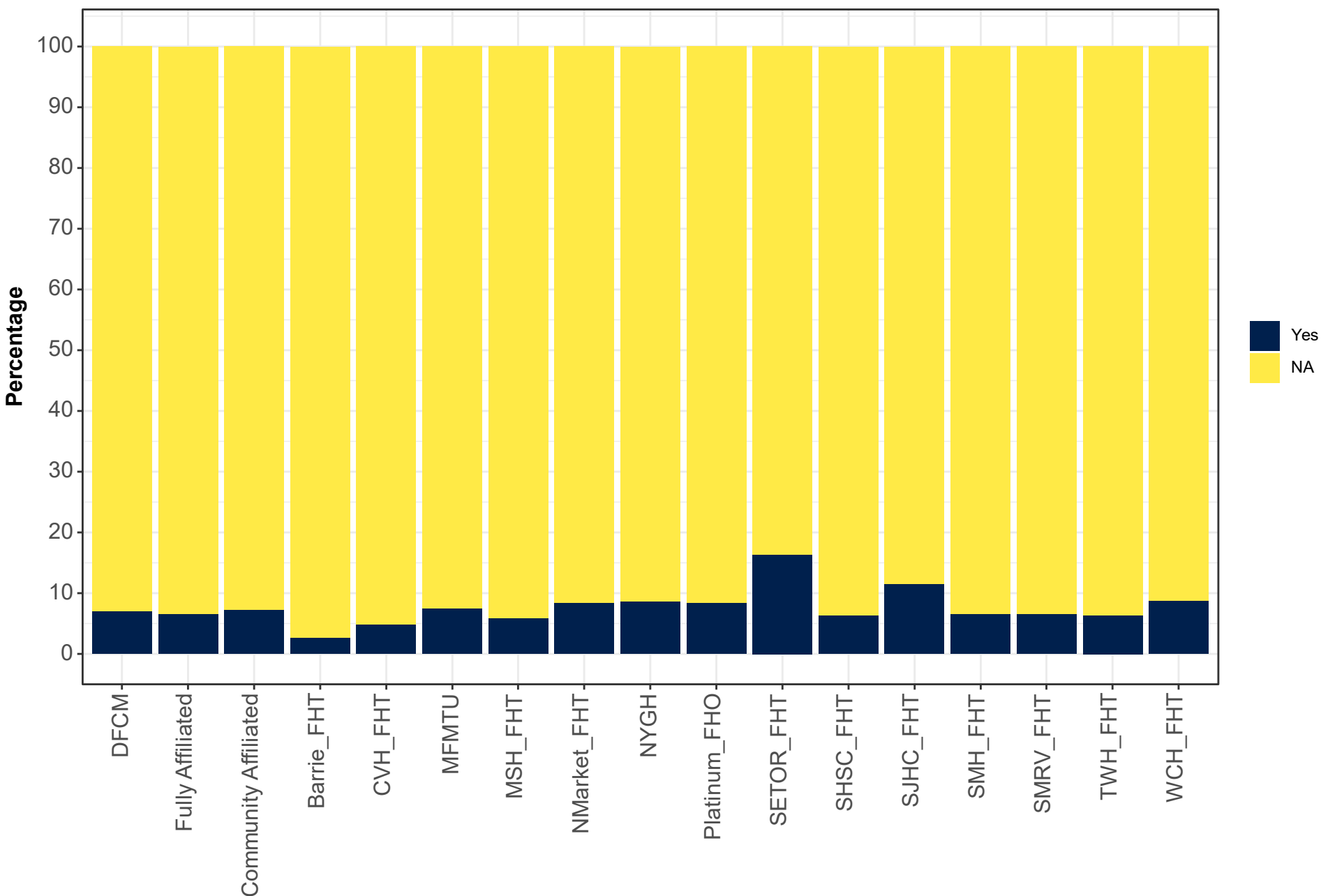


# Why were you not able to get care the same or next day? (Selection = Not Preferred Provider) (N\_DFCM=1541)

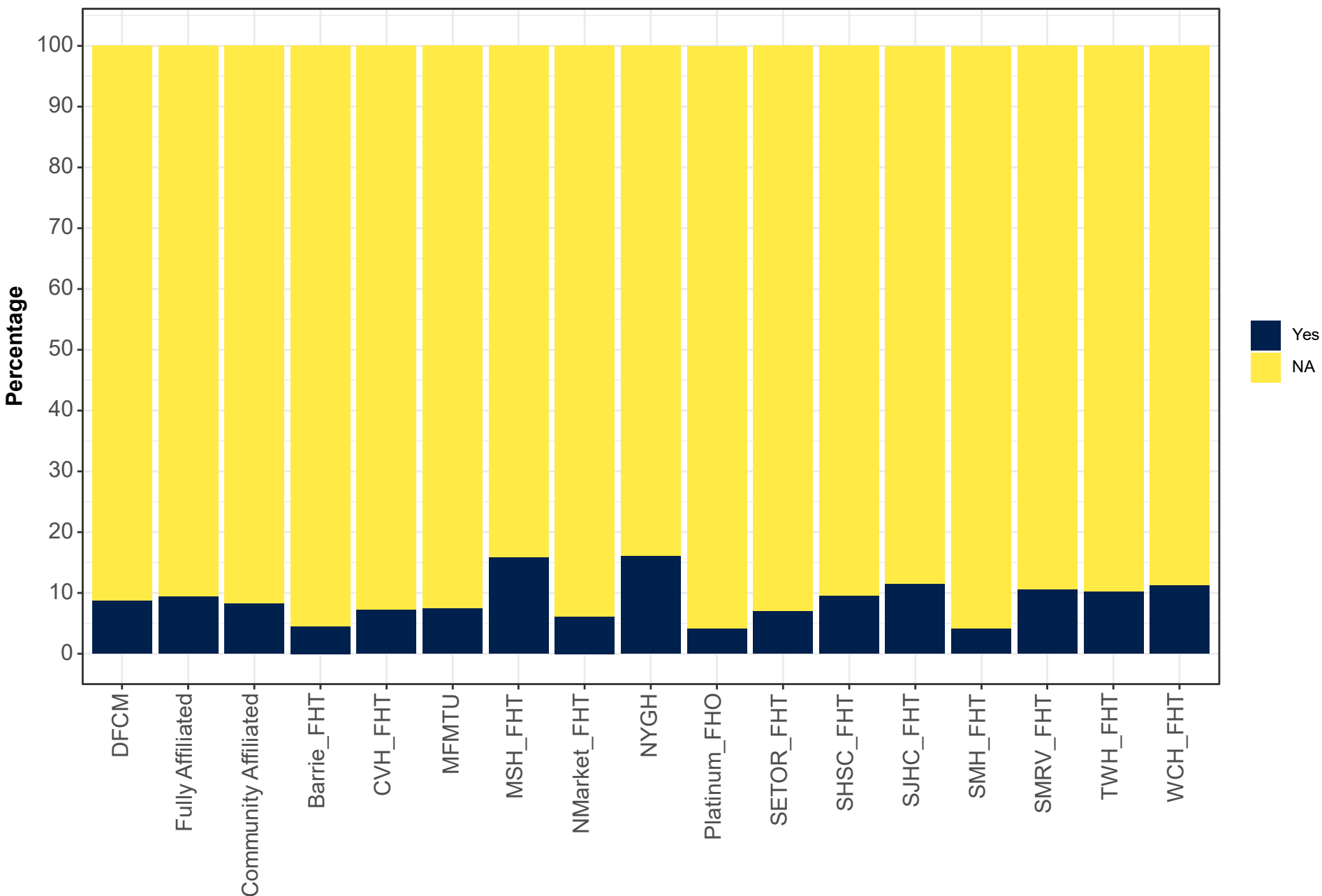




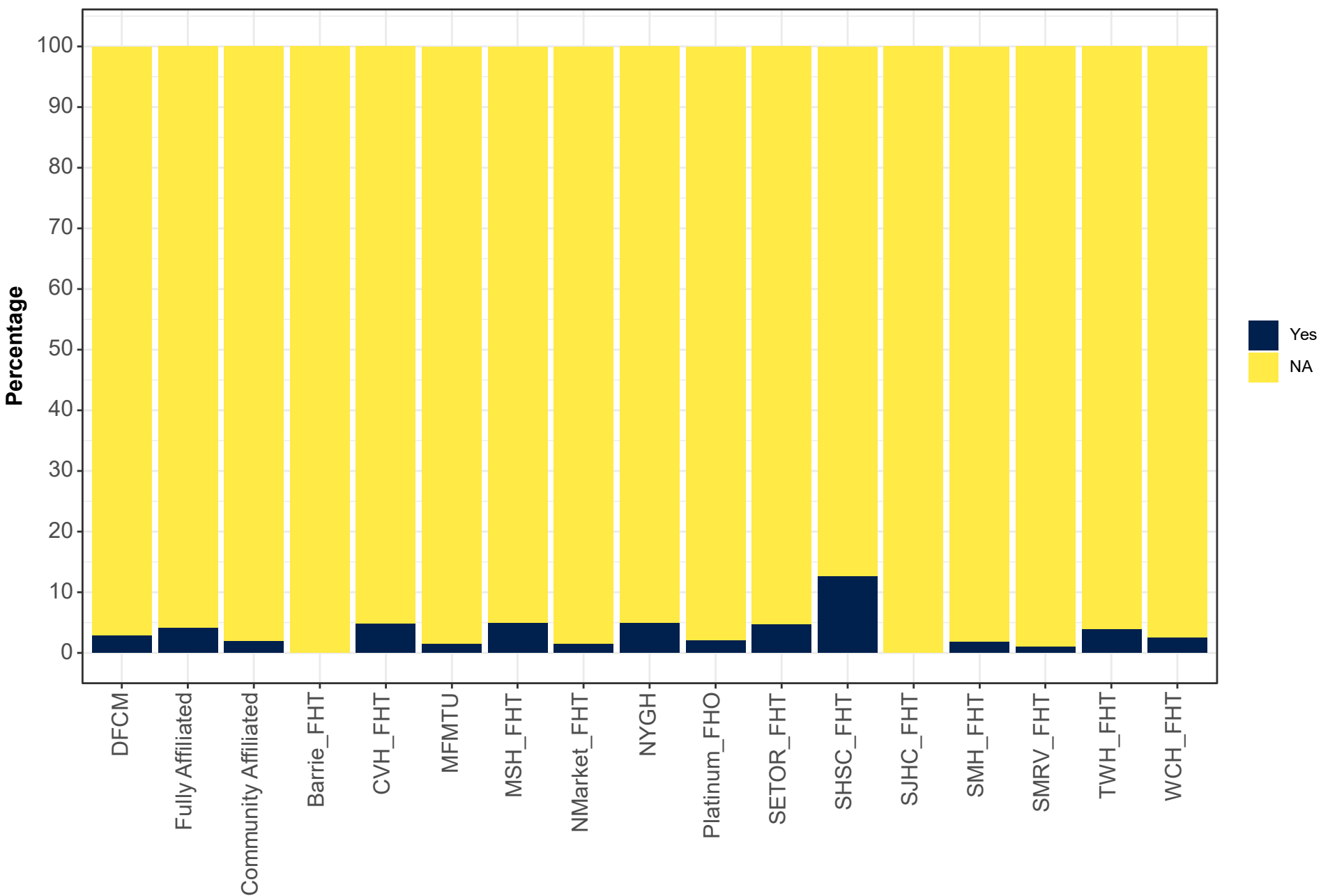
# Why were you not able to get care the same or next day? (Selection = Not Preferred Time) (N\_DFCM=1541)



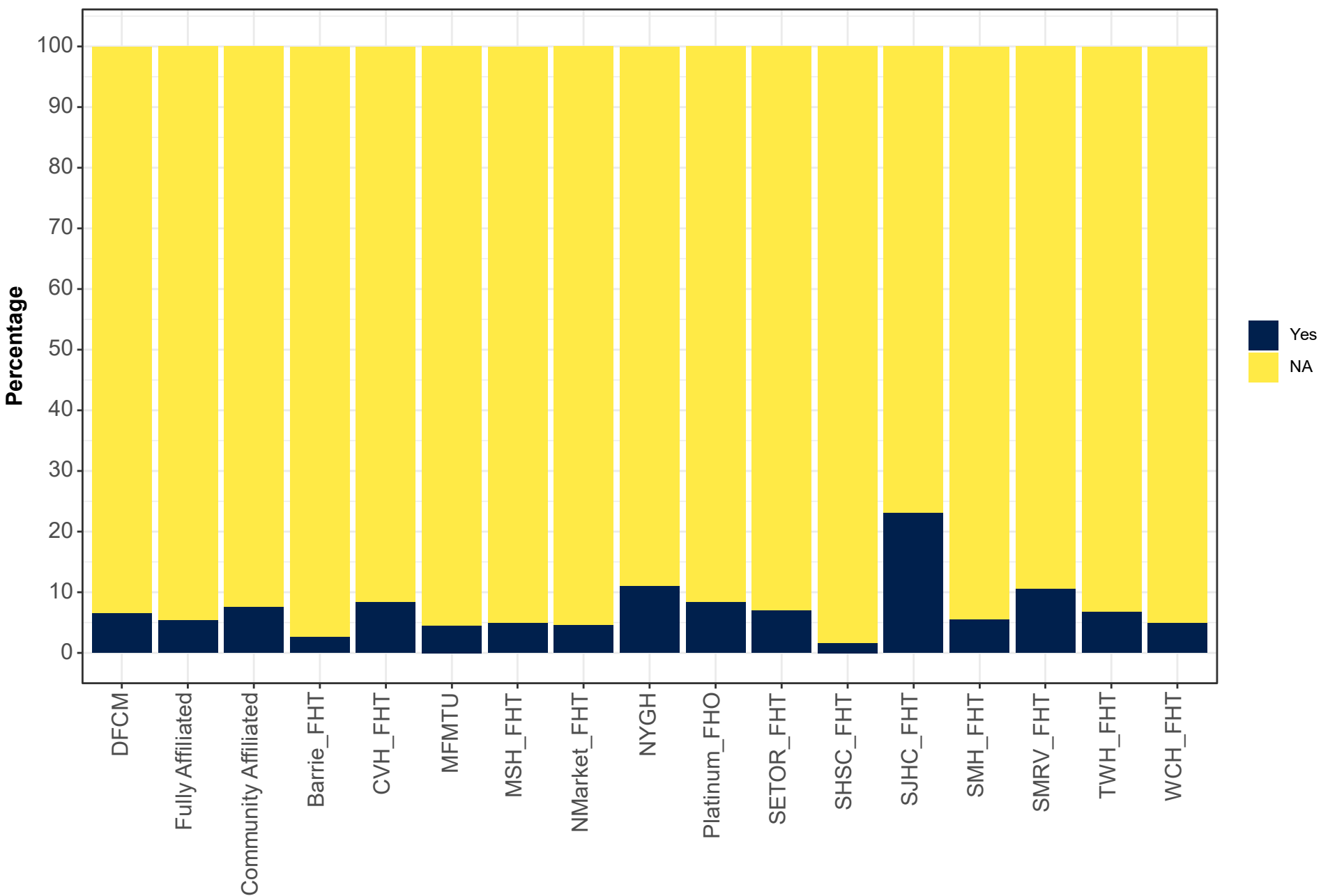
# Why were you not able to get care the same or next day? (Selection = Could Not Reach Clinic) (N\_DFCM=1541)



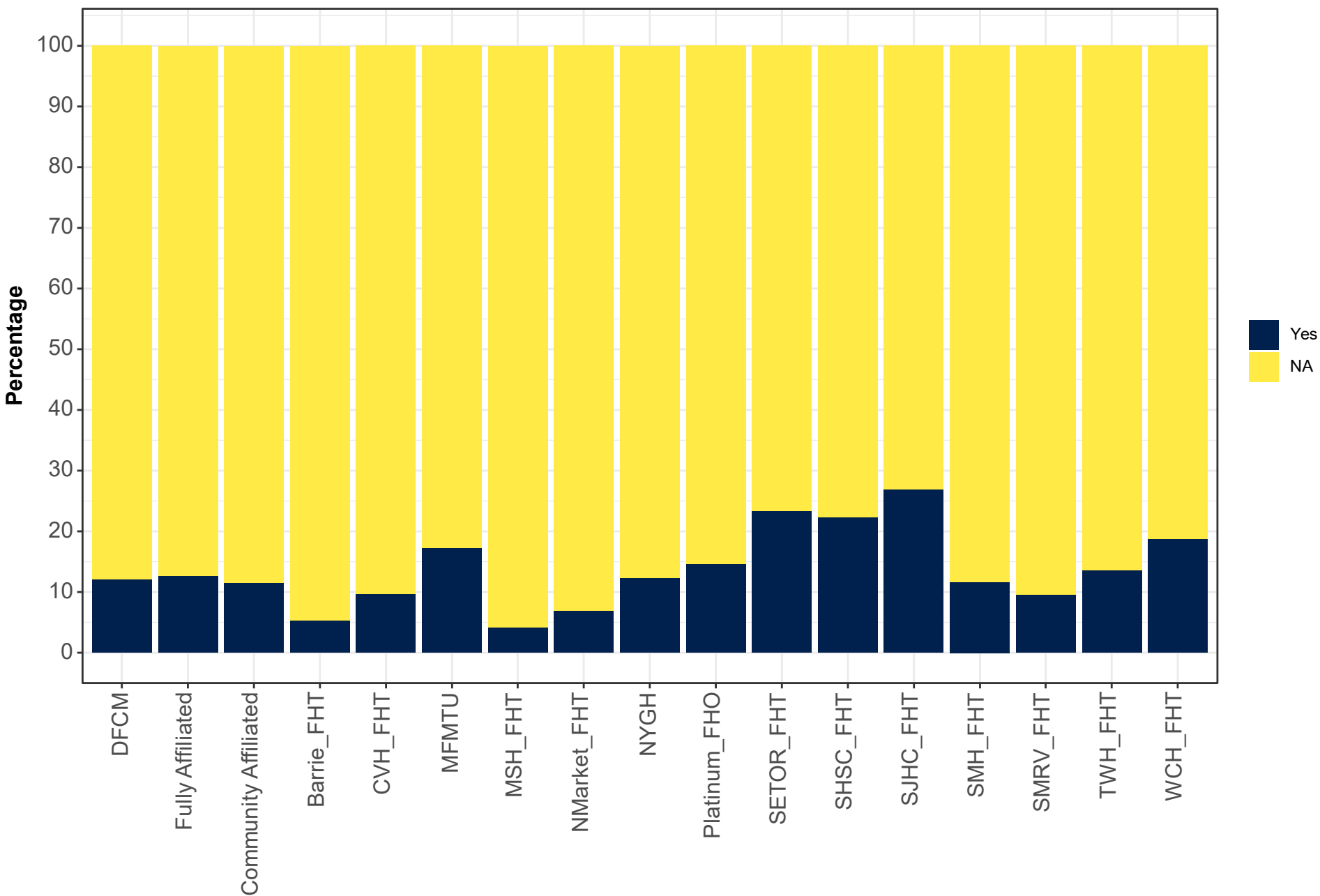
# Why were you not able to get care the same or next day? (Selection = Delayed response to email) (N\_DFCM=1541)



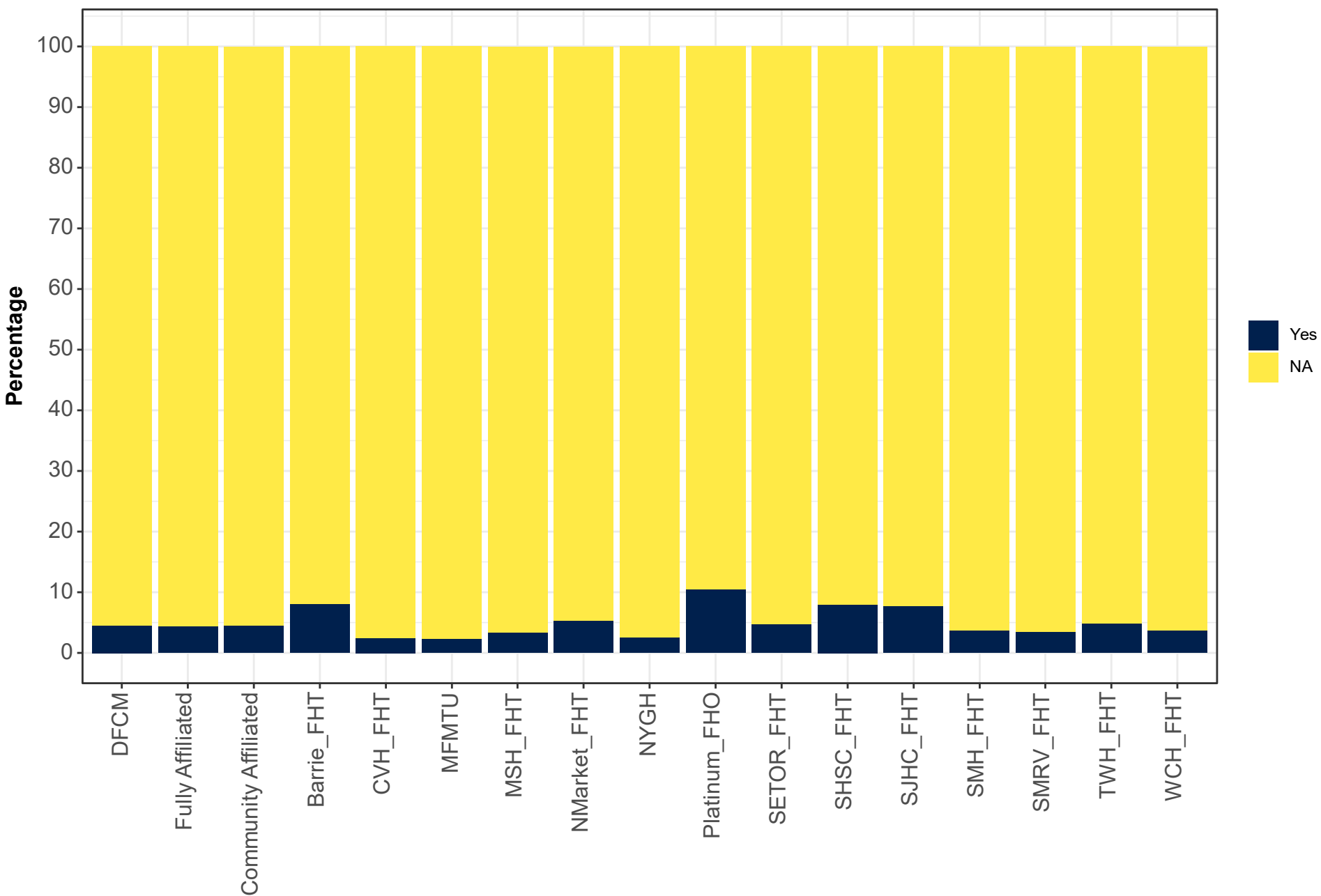
# Why were you not able to get care the same or next day? (Selection = Weekend) (N\_DFCM=1541)



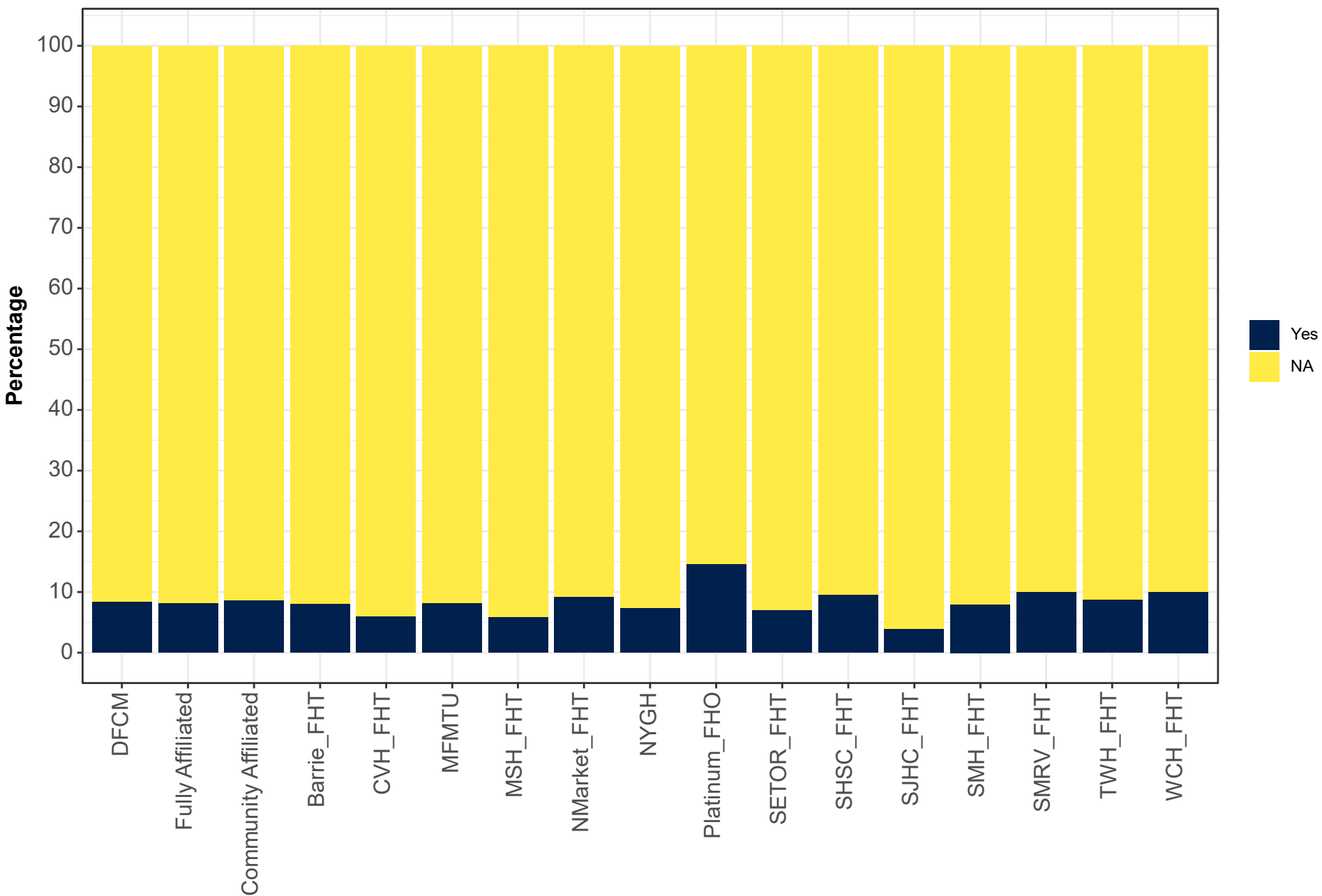
# Why were you not able to get care the same or next day? (Selection = Happy with appointment given) (N\_DFCM=1541)



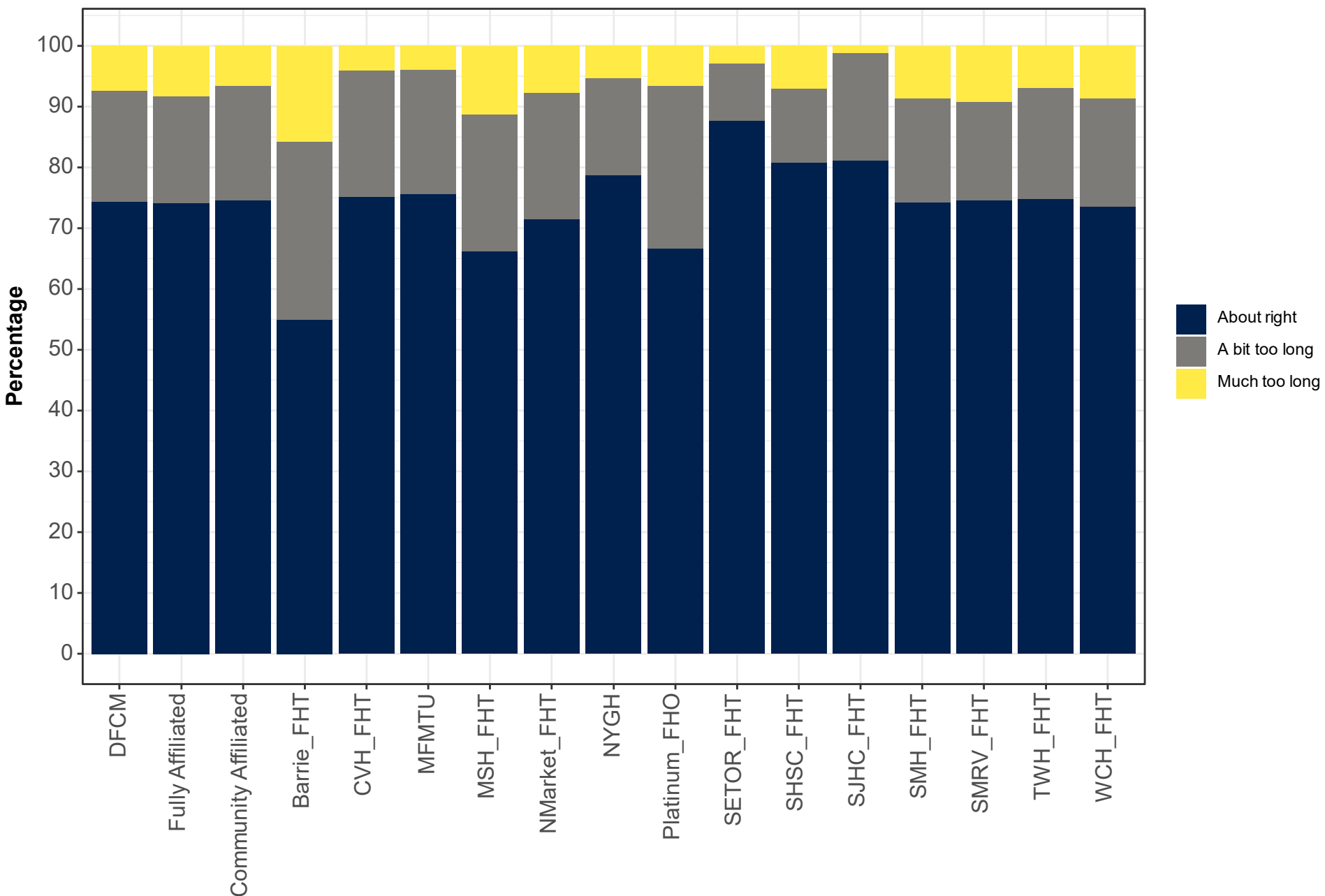
# Why were you not able to get care the same or next day? (Selection = Told go to ED/ER) (N\_DFCM=1541)



# Why were you not able to get care the same or next day? (Selection = Other (N\_DFCM=1541))

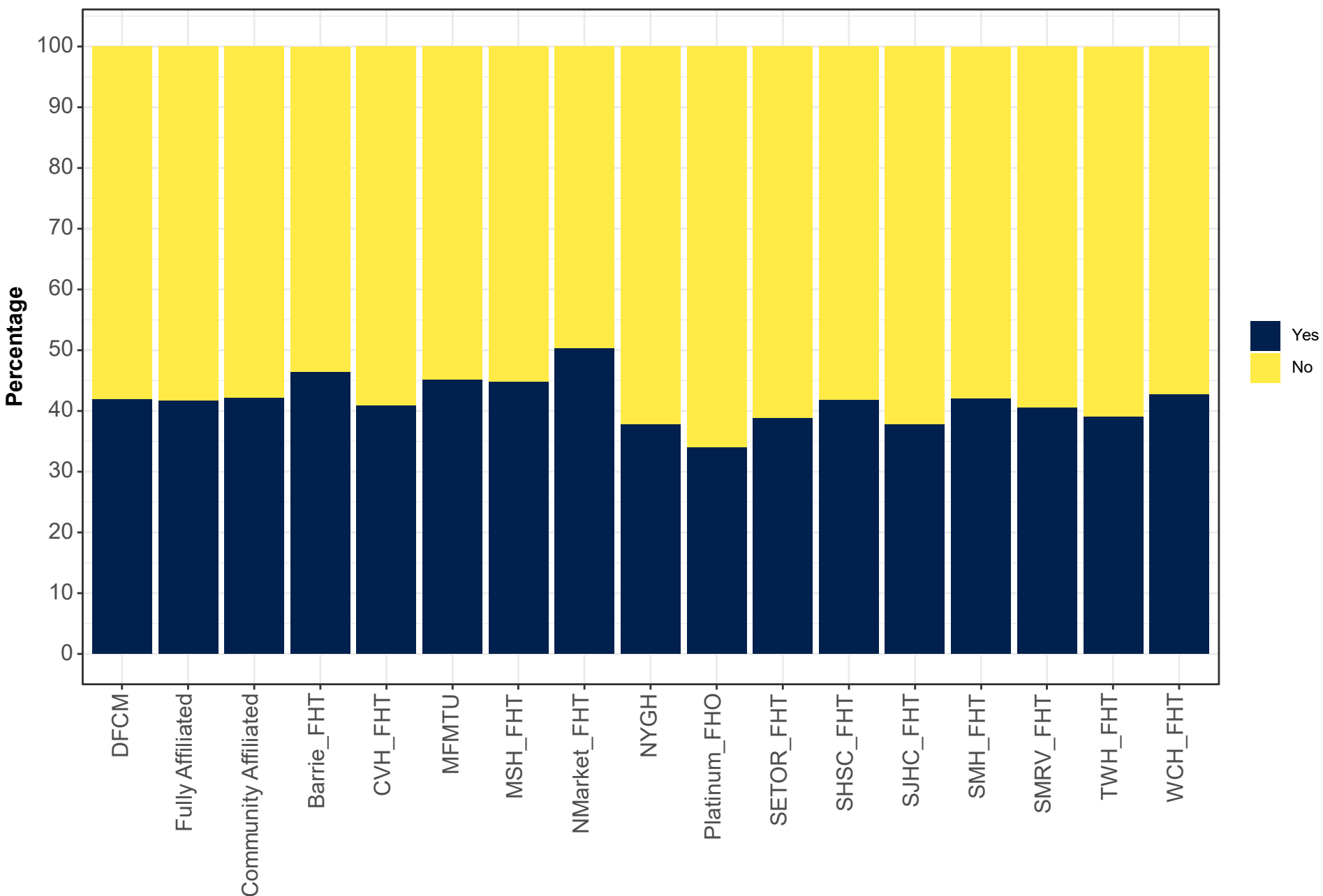


# How would you describe the length of time it took between making the appointment and receiving care? (N\_DFCM=3647)

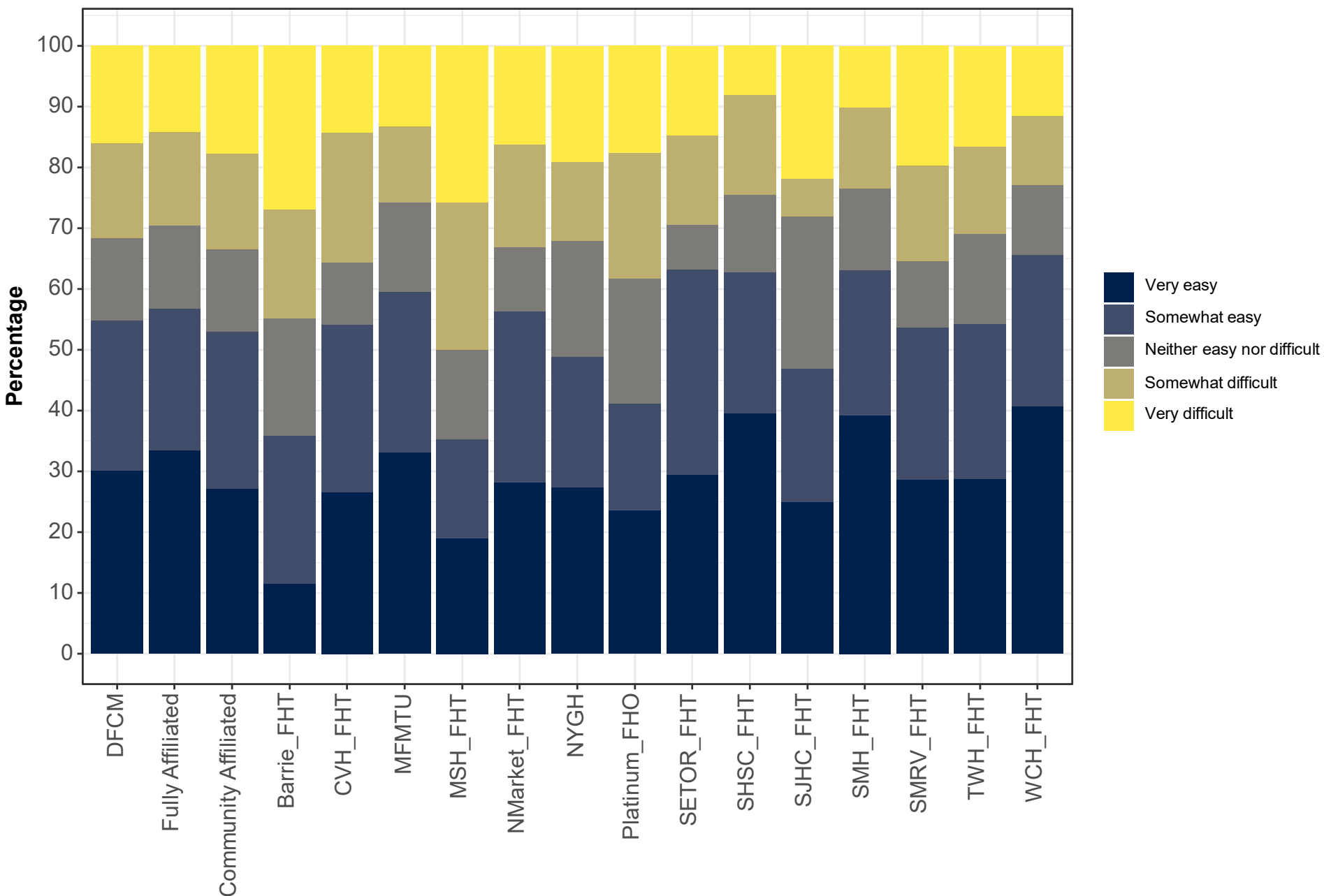




**During the last 12 months, did you need urgent care on an evening, weekend, or public holiday? (N\_DFCM=4046)**

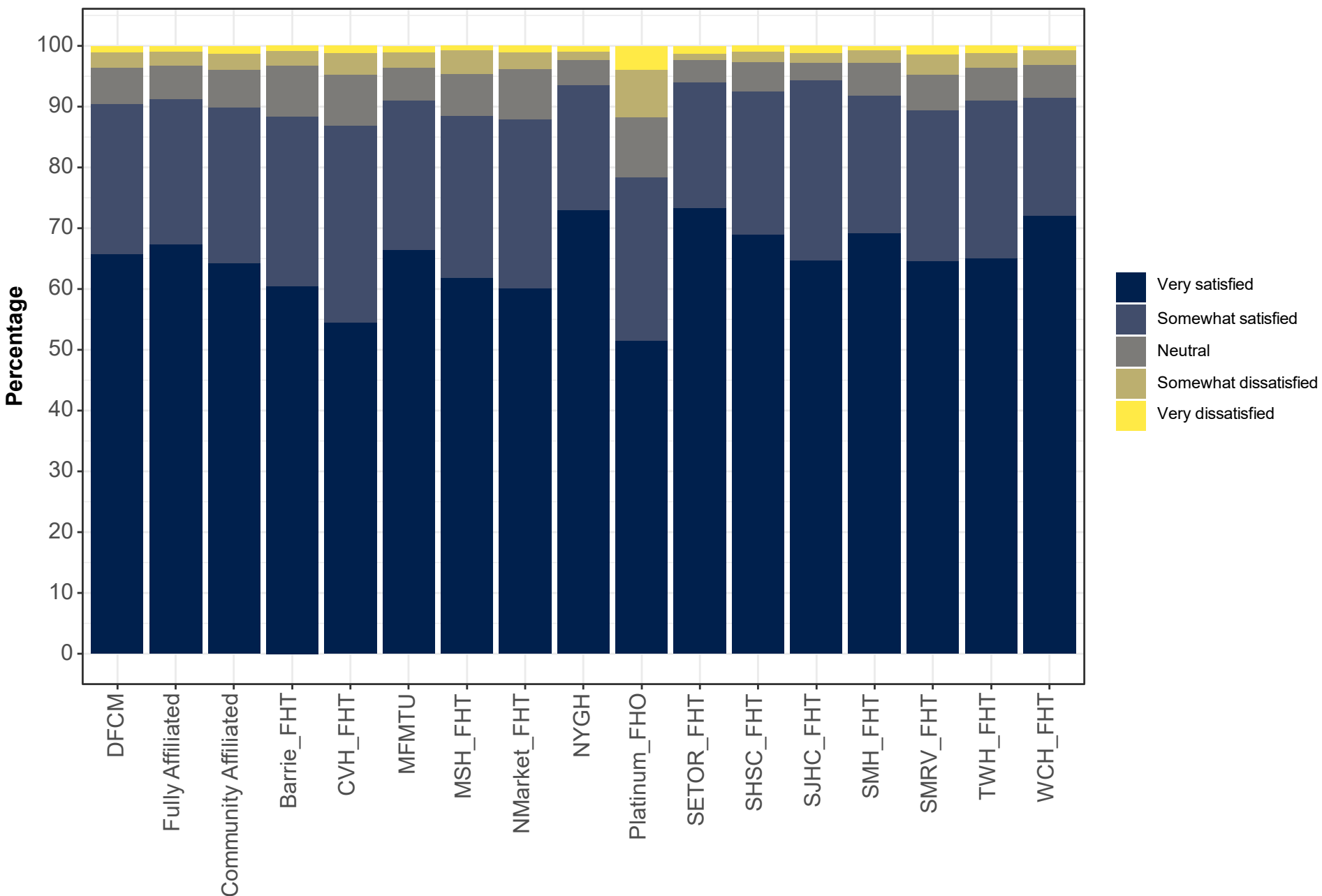


# How easy or difficult was it to get urgent care from THE CLINIC on an evening, weekend, or holiday during the last 12 months? (N\_DFCM=1664)



- Part 5 - Your Recommendations

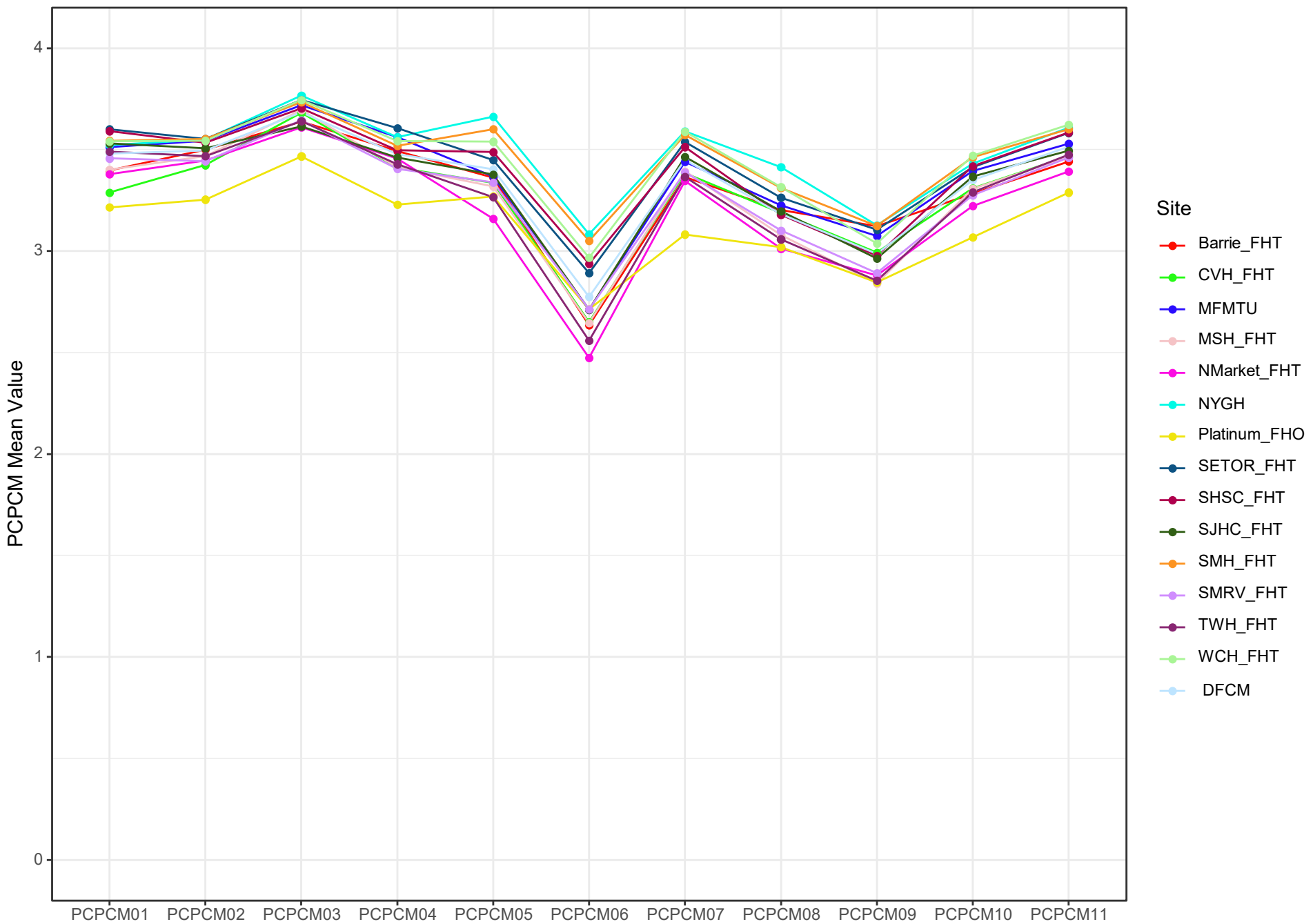
# Overall, how satisfied are you with the care you receive at our clinic? (N\_DFCM=12489)



- Part 6 - Patient Centered Primary Care Measure

Site	PCPCM_Mean
DFCM	3.35
Barrie_FHT	3.31
CVH_FHT	3.29
MFMTU	3.37
MSH_FHT	3.27
NMarket_FHT	3.22
NYGH	3.48
Platinum_FHO	3.13
SETOR_FHT	3.44
SHSC_FHT	3.40
SJHC_FHT	3.34
SMH_FHT	3.46
SMRV_FHT	3.28
TWH_FHT	3.26
WCH_FHT	3.45
Pvalue	5.3460297708089e-44

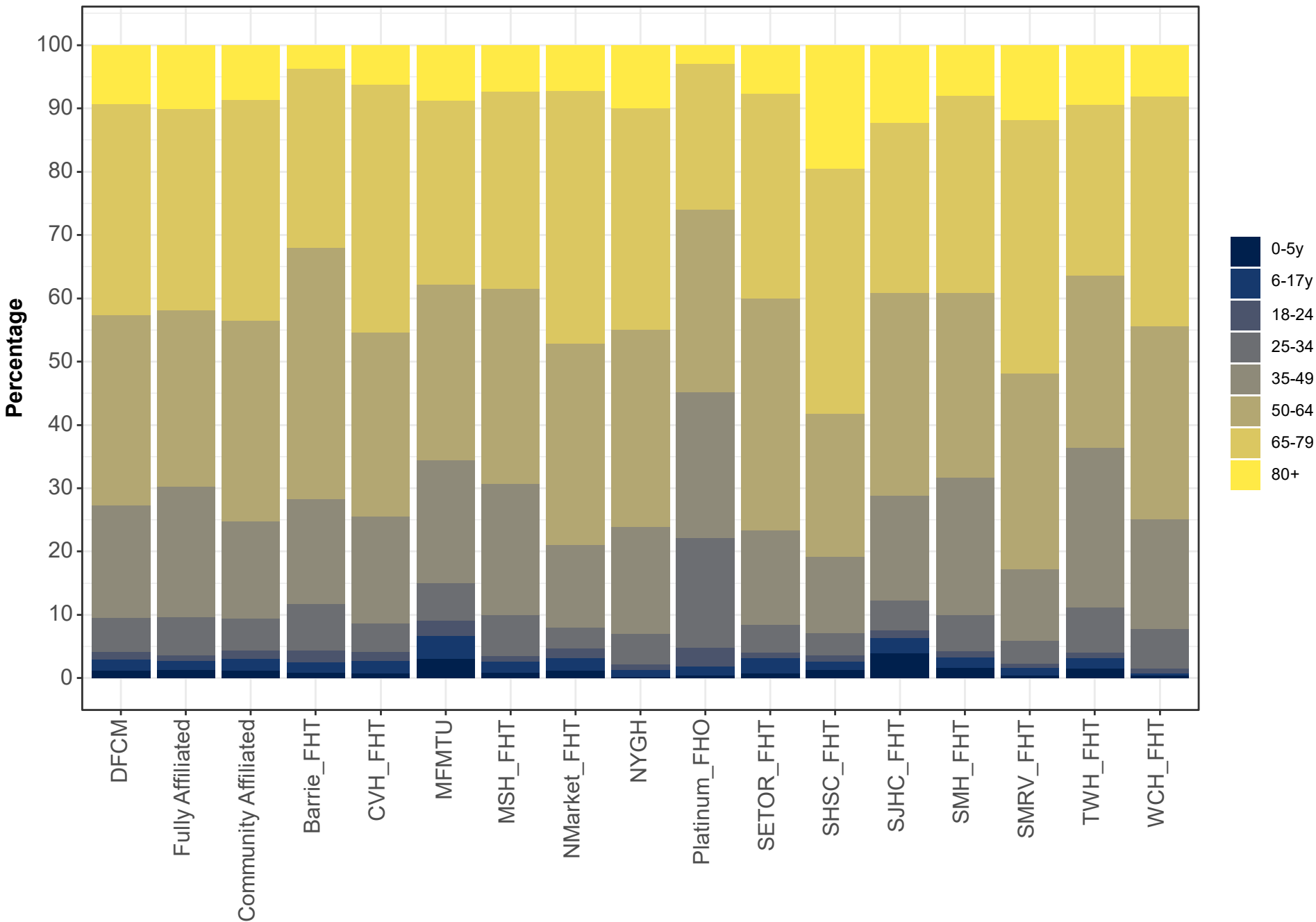
PCPCM Mean Values - By Site



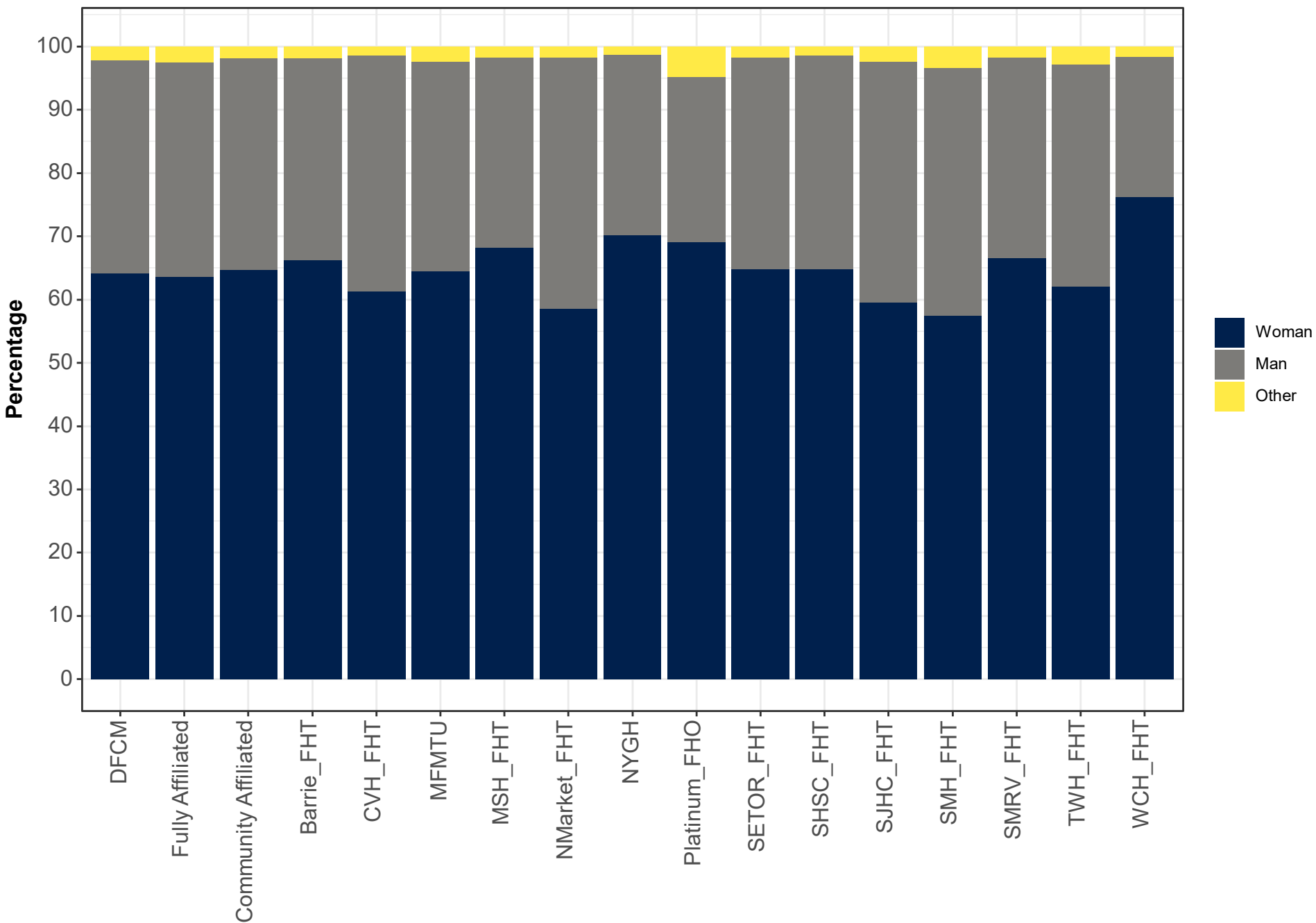
- Part 7 - Demographics



What is your Age? (N\_DFCM=12374)

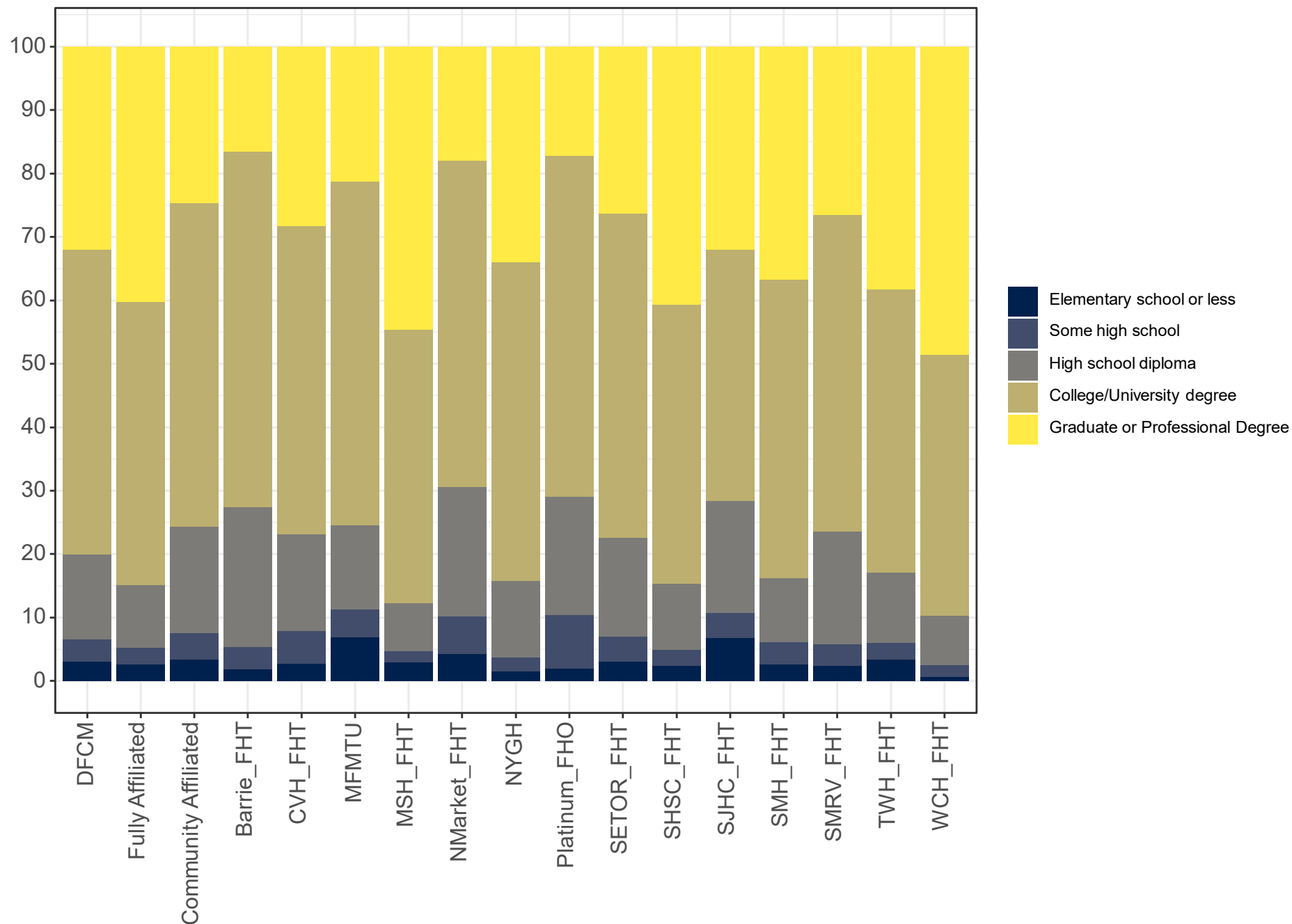


What is your Gender? (N\_DFCM=12356)

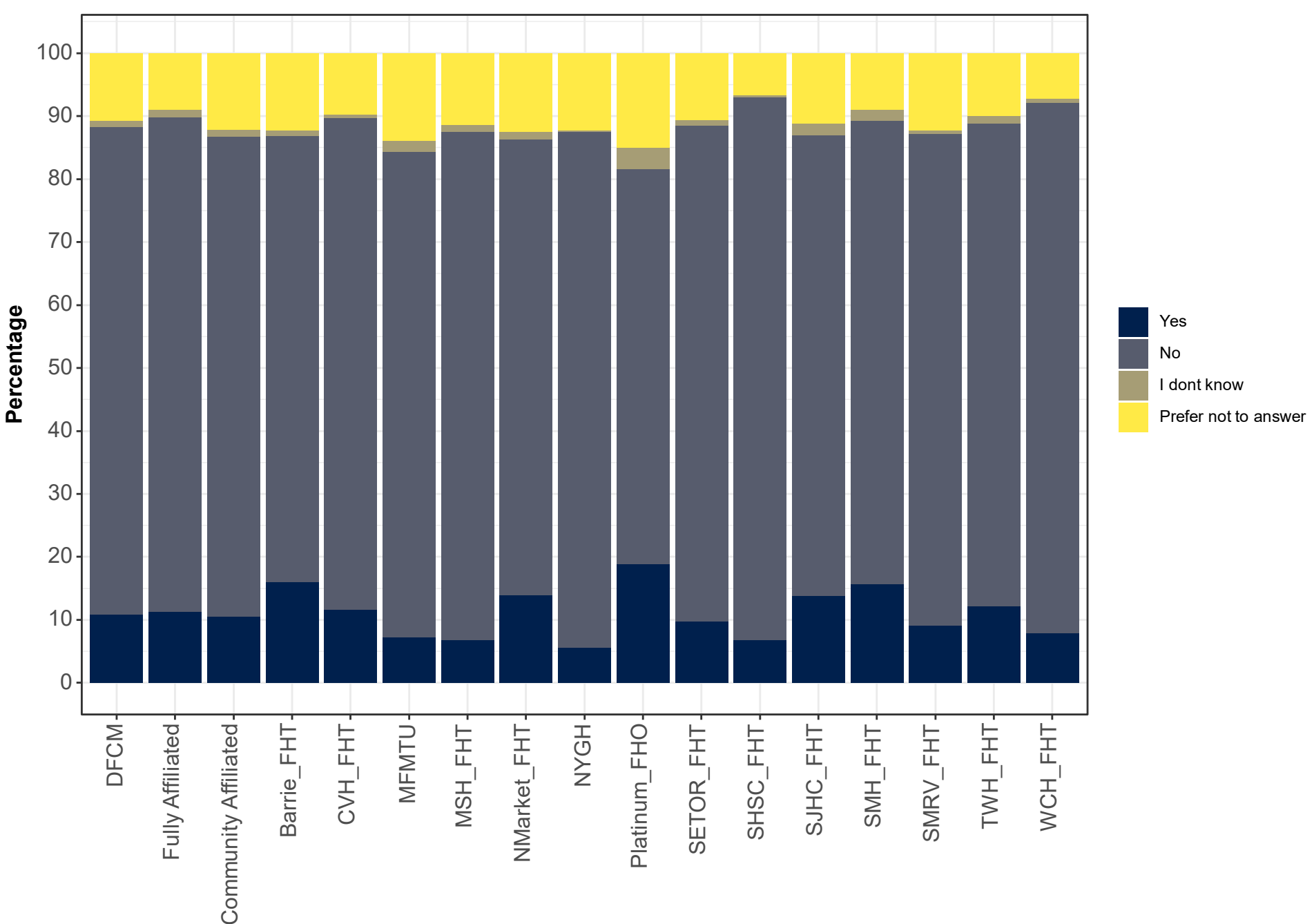


What is your Highest Level of Education? (N\_DFCM=12294)

Percentage

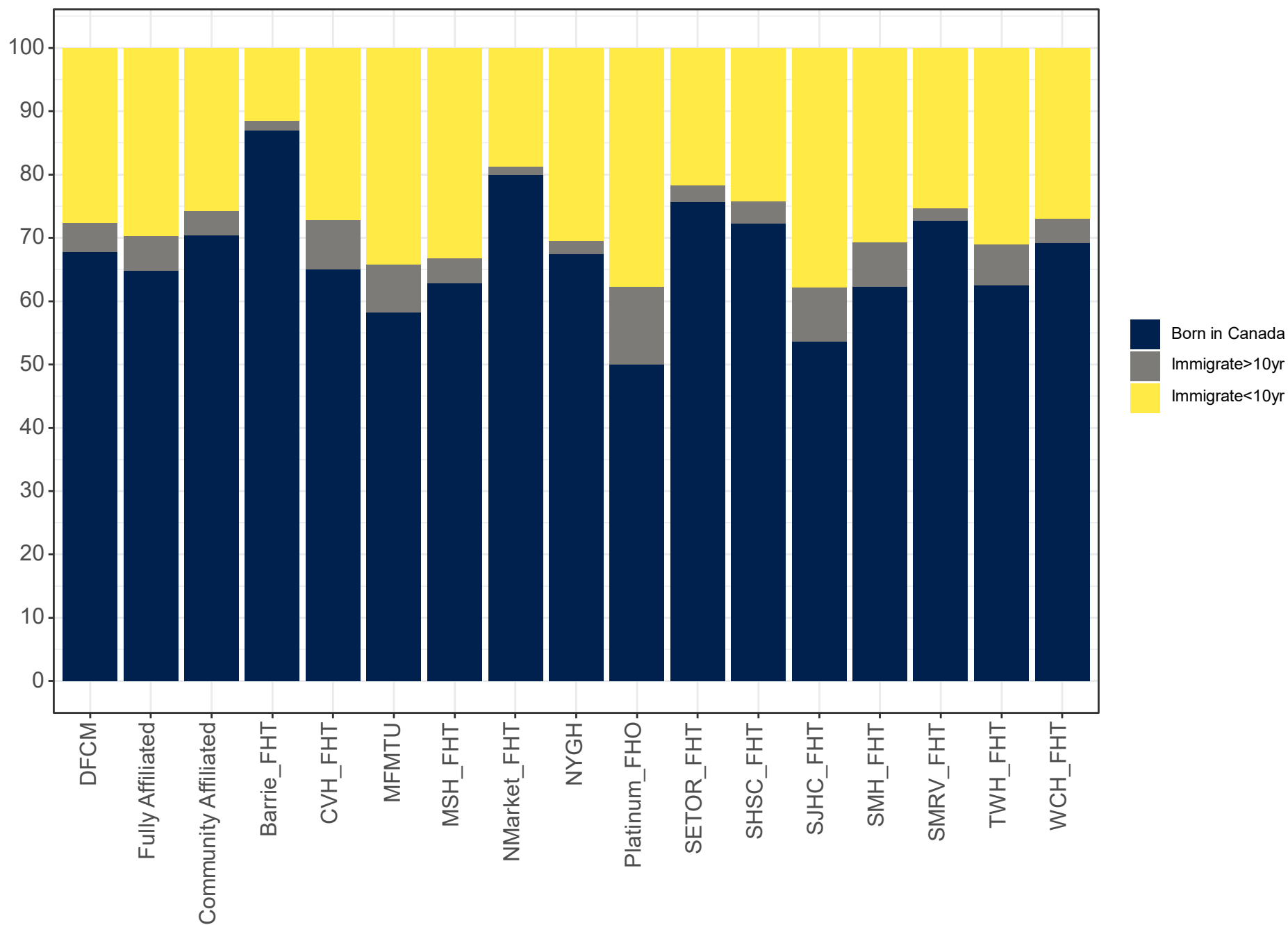


Do You Experience Trouble Making Ends Meet at End of Month? (N\_DFCM=12331)

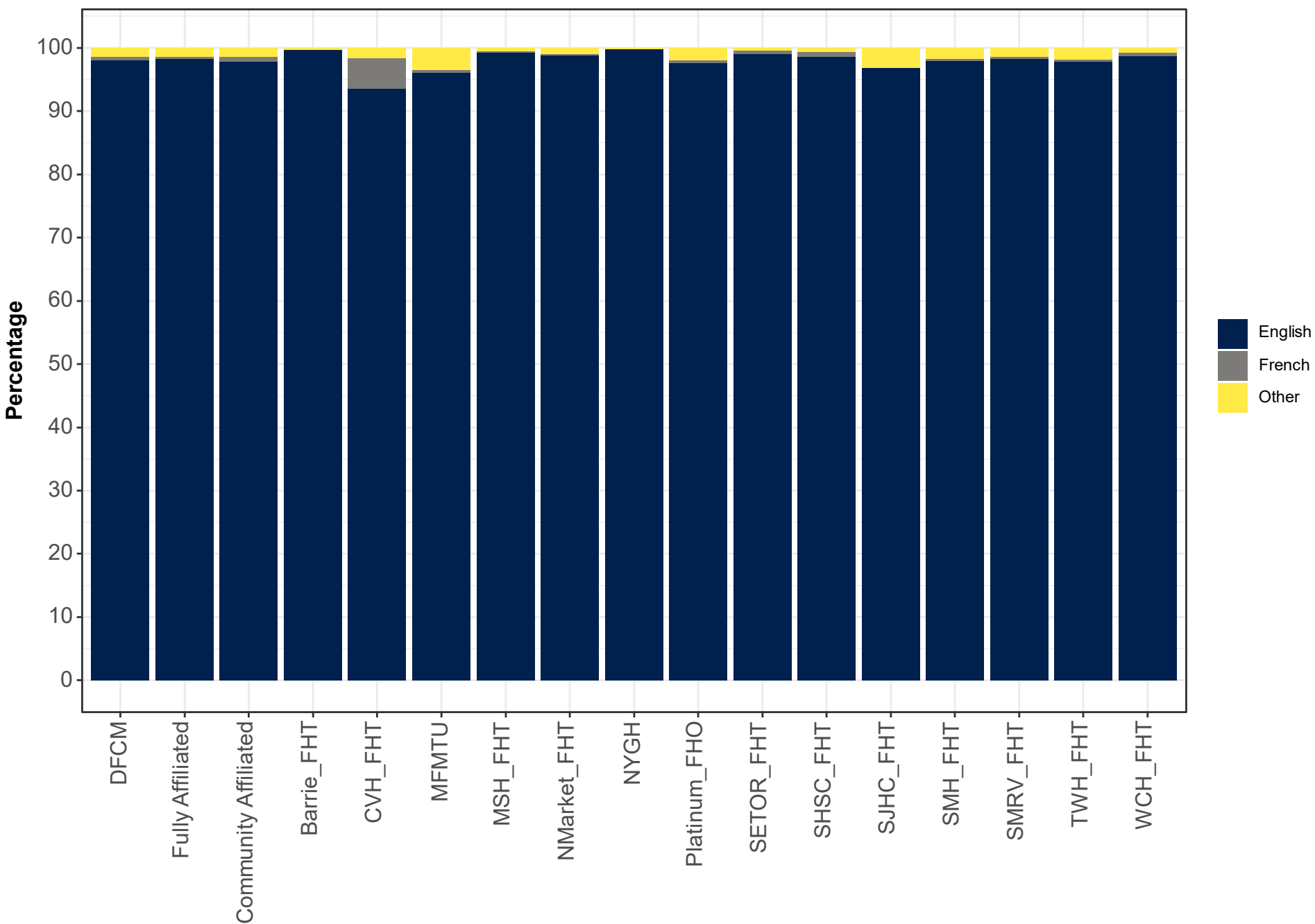


# Were You Born in Canada? (N\_DFCM=12258)

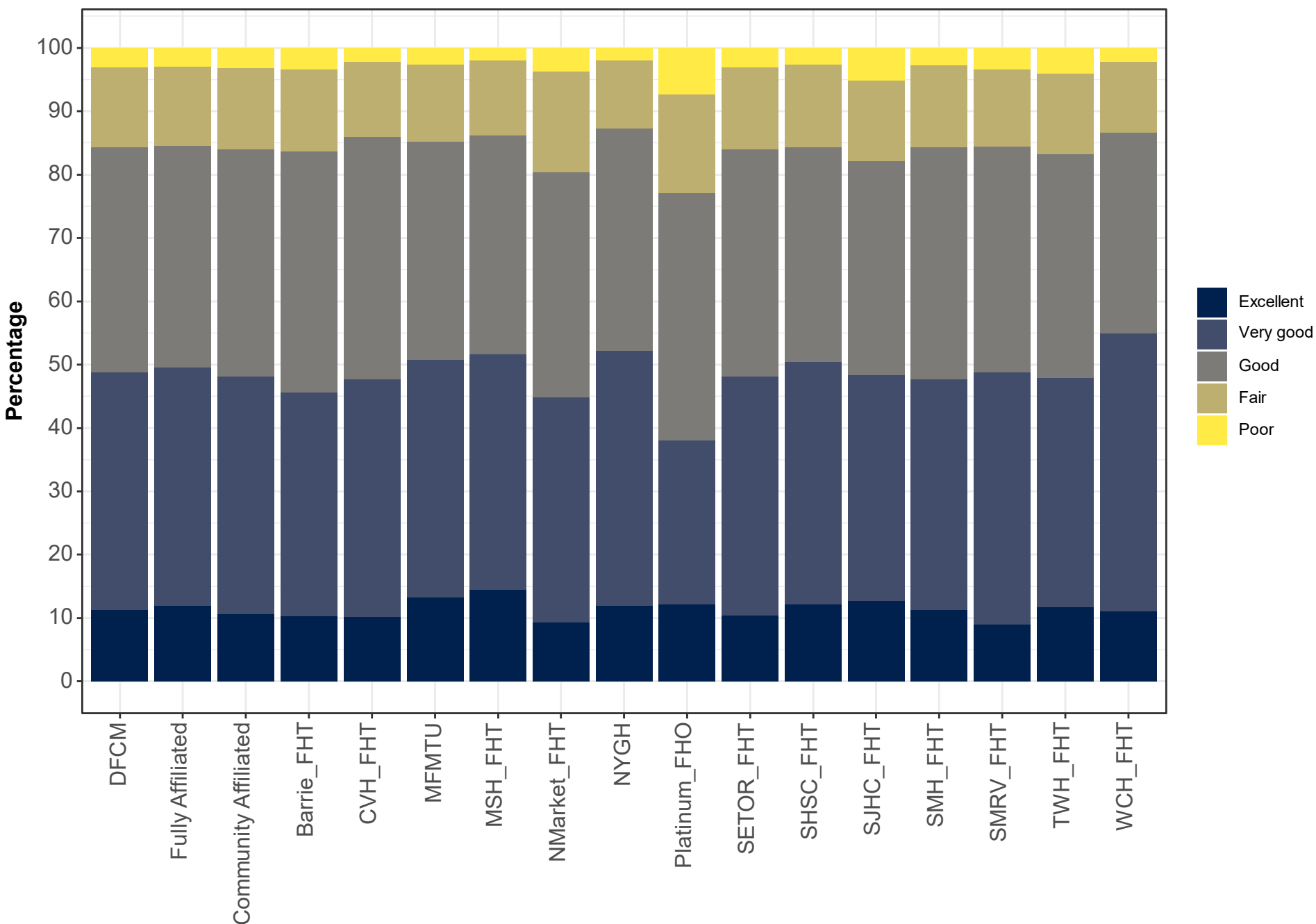
Percentage



What is Your Preferred Language? (N\_DFCM=12253)



How would you Rate your Overall Health? (N\_DFCM=12307)



Who is Your Usual Primary Care Provider? (N\_DFCM=12273)

Percentage

