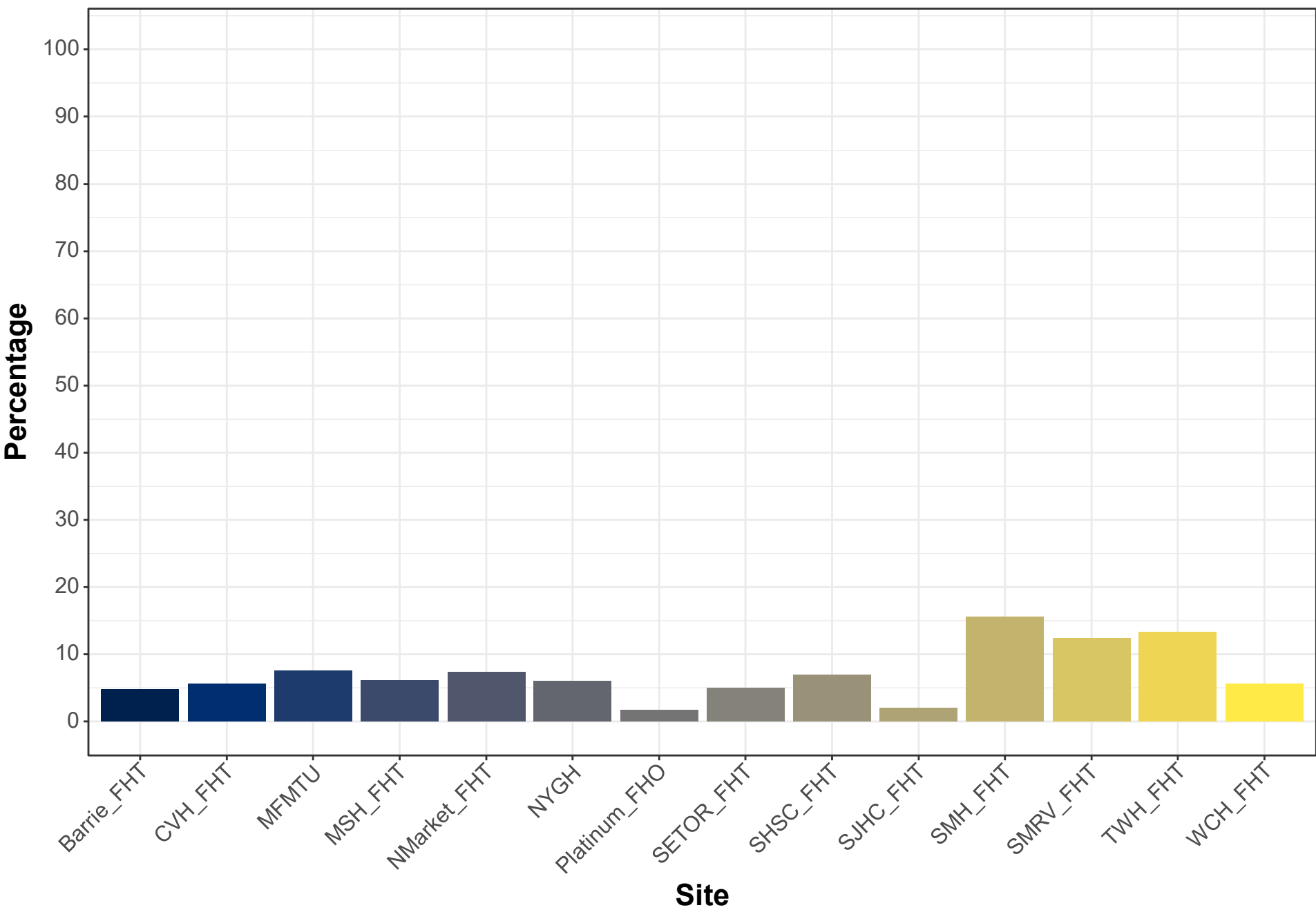


- Patient Experience Measures
- Summer 2023 - (May 2023 - July 2023) -
Univariate Plots
- Overall DFCM

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

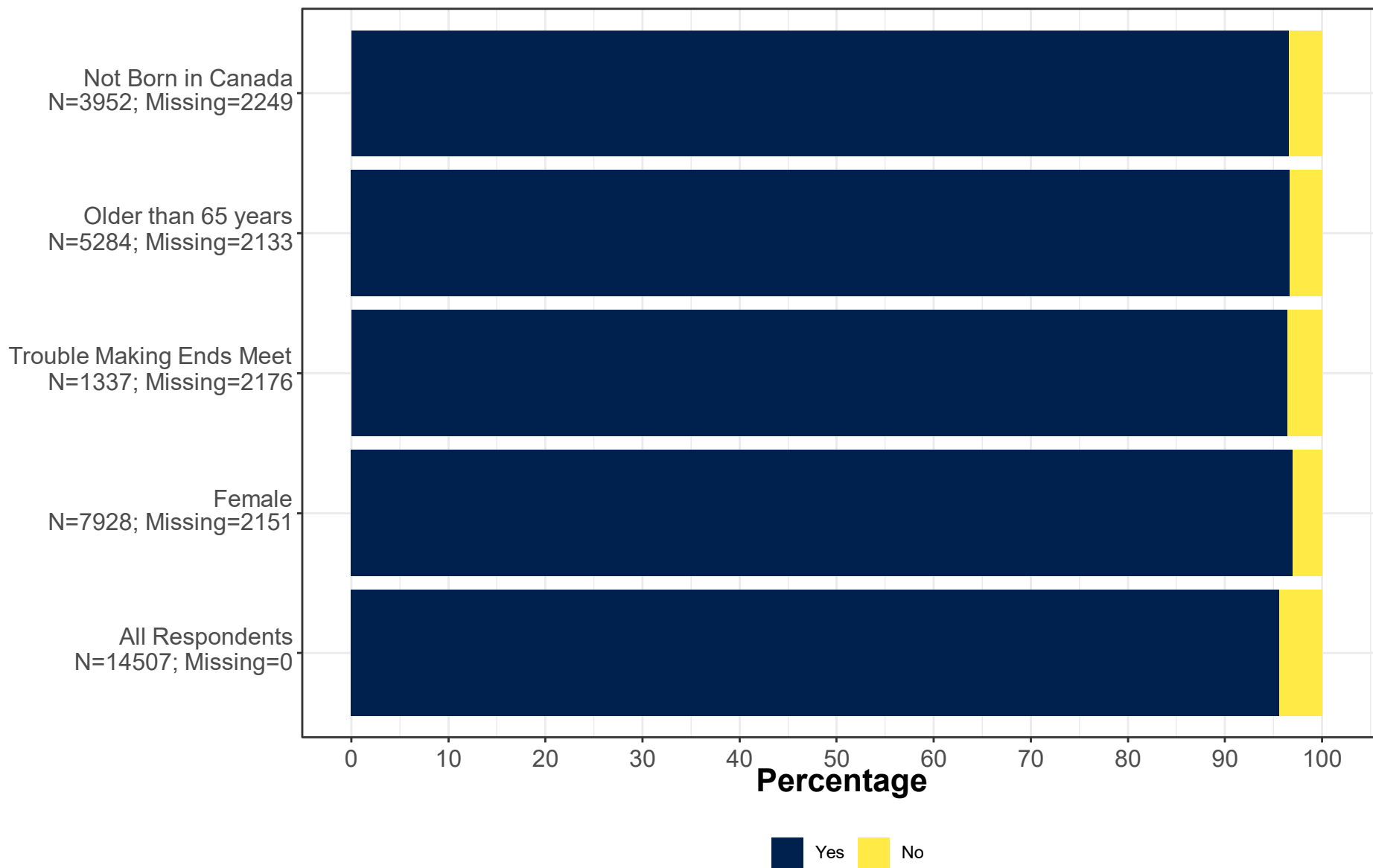
Percentage of Respondents from each of the DFCM Sites
N=14507



- 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=14507
Missing=0**

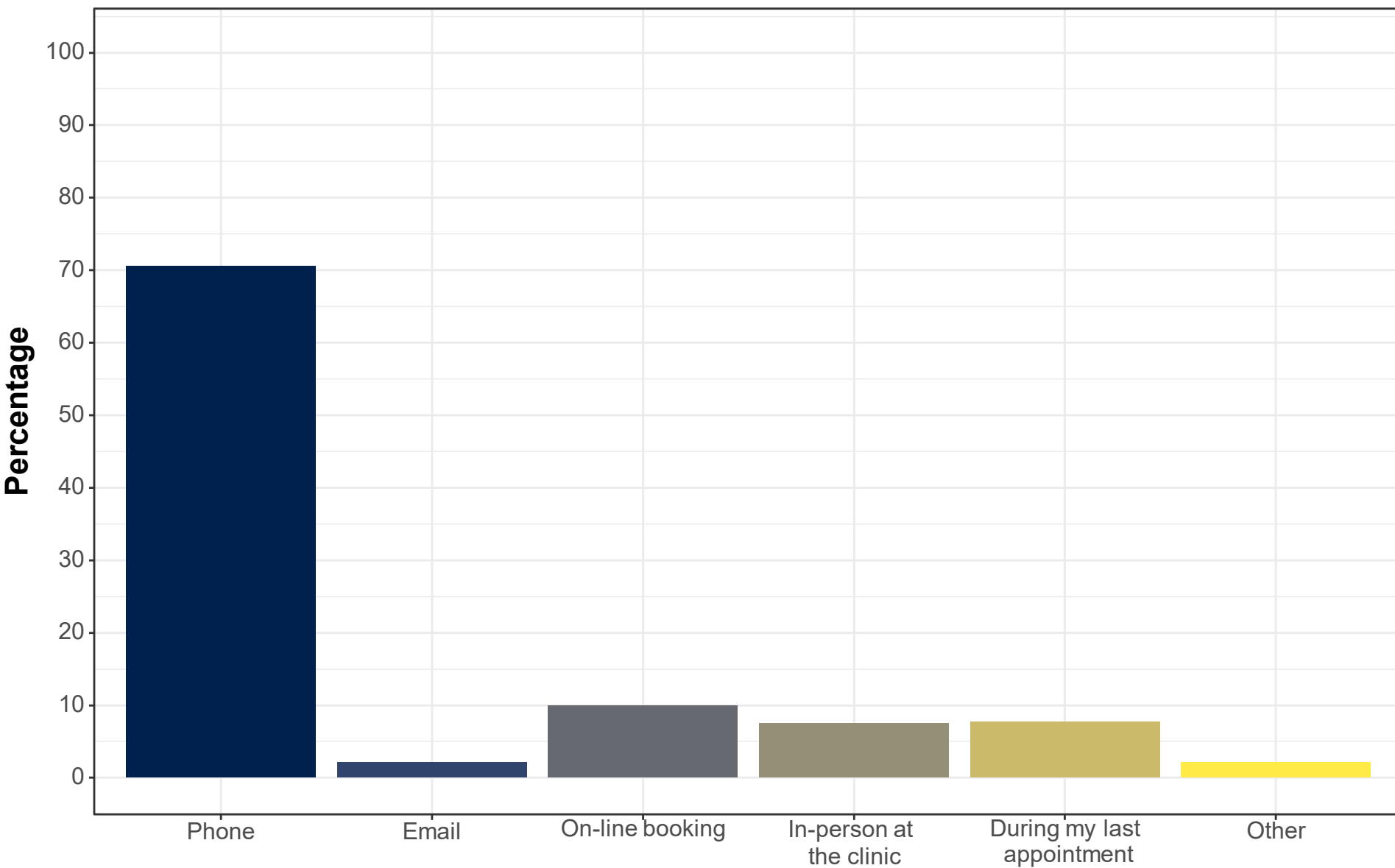


- Part 2 - Booking Your Appointment

How did you book your most recent appointment? Note: Not all of these methods may be available at our practice.

N=13584

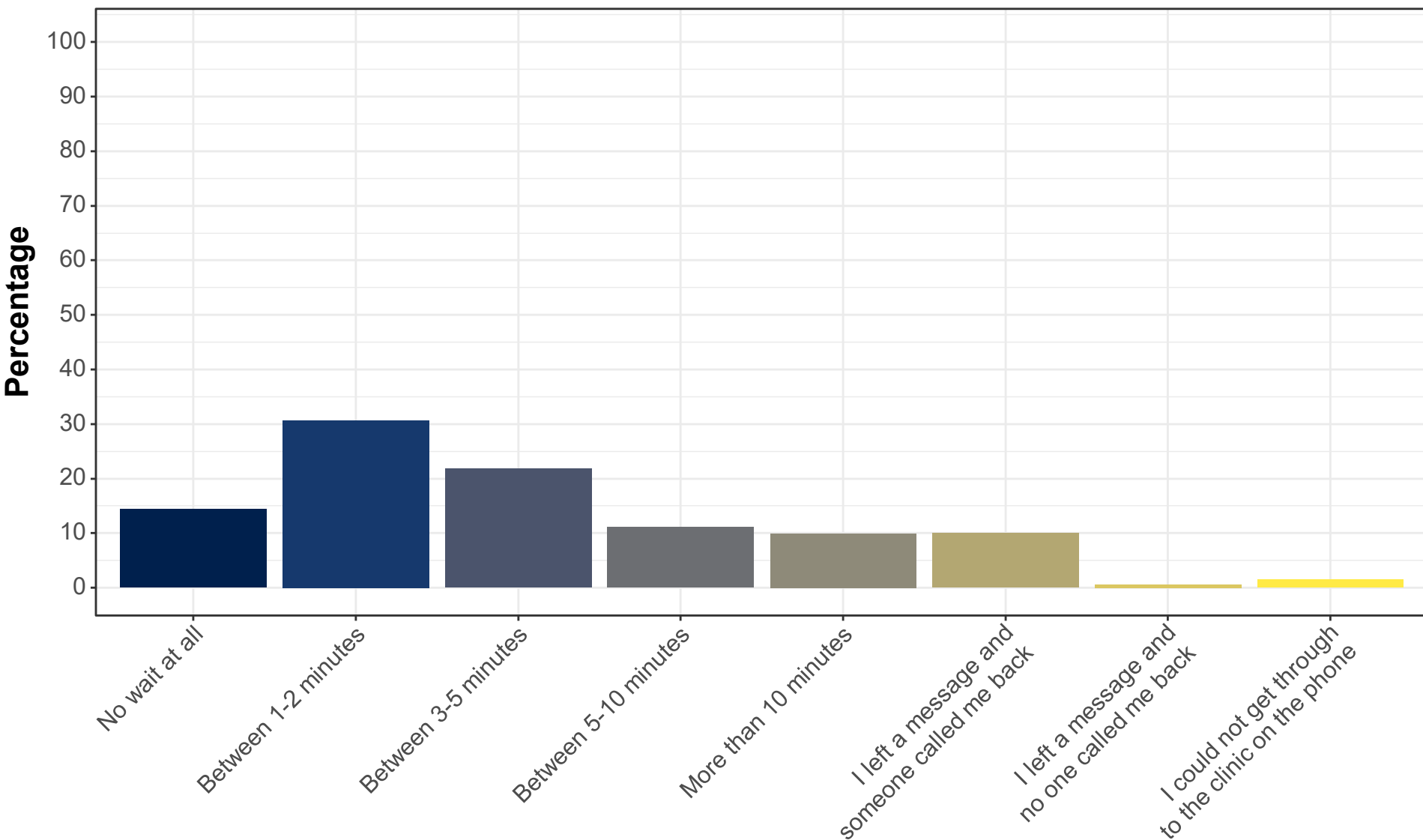
Missing=286



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=9351

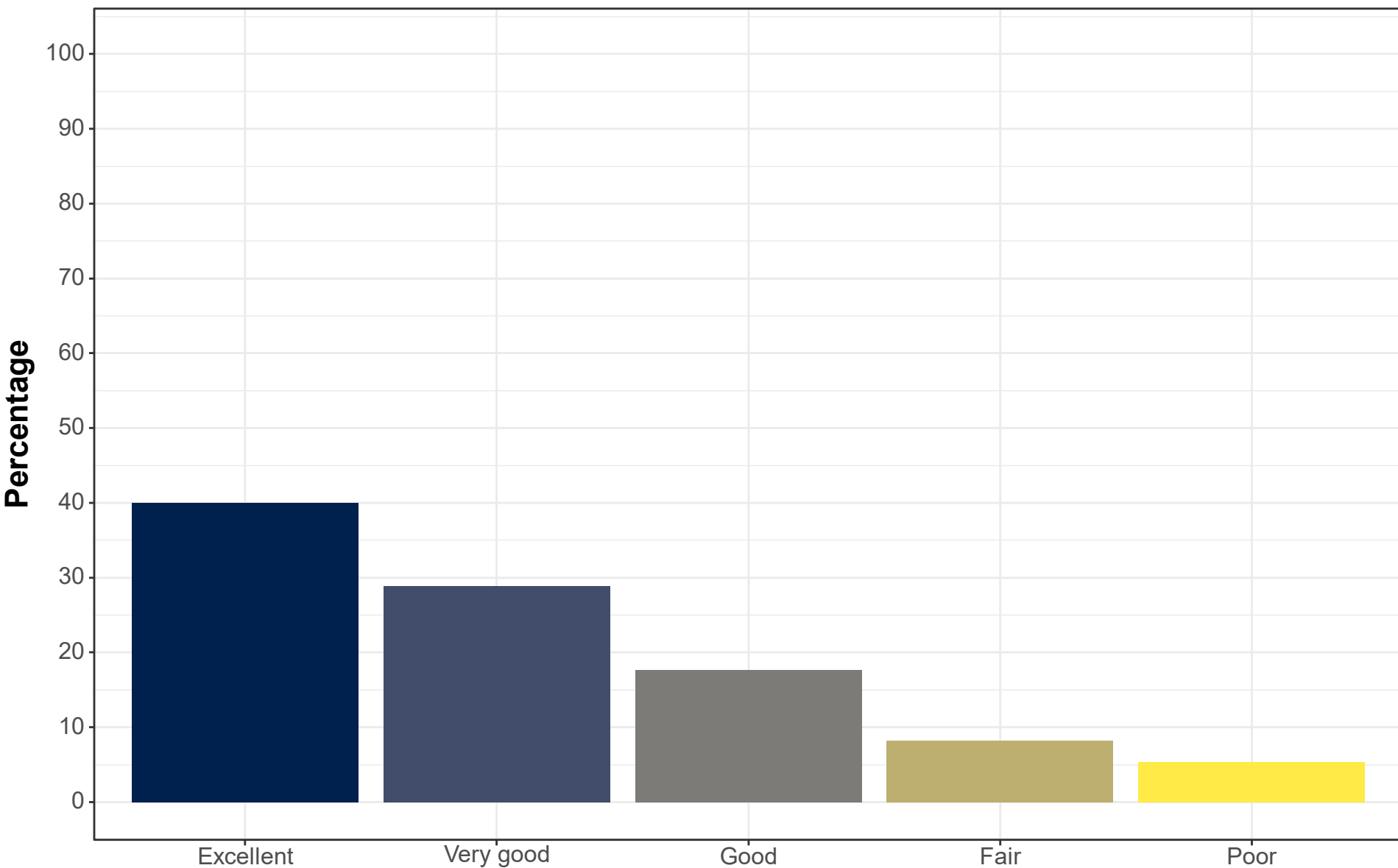
Missing=233



How would you rate your overall experience when booking your last appointment over the phone?

N=9351

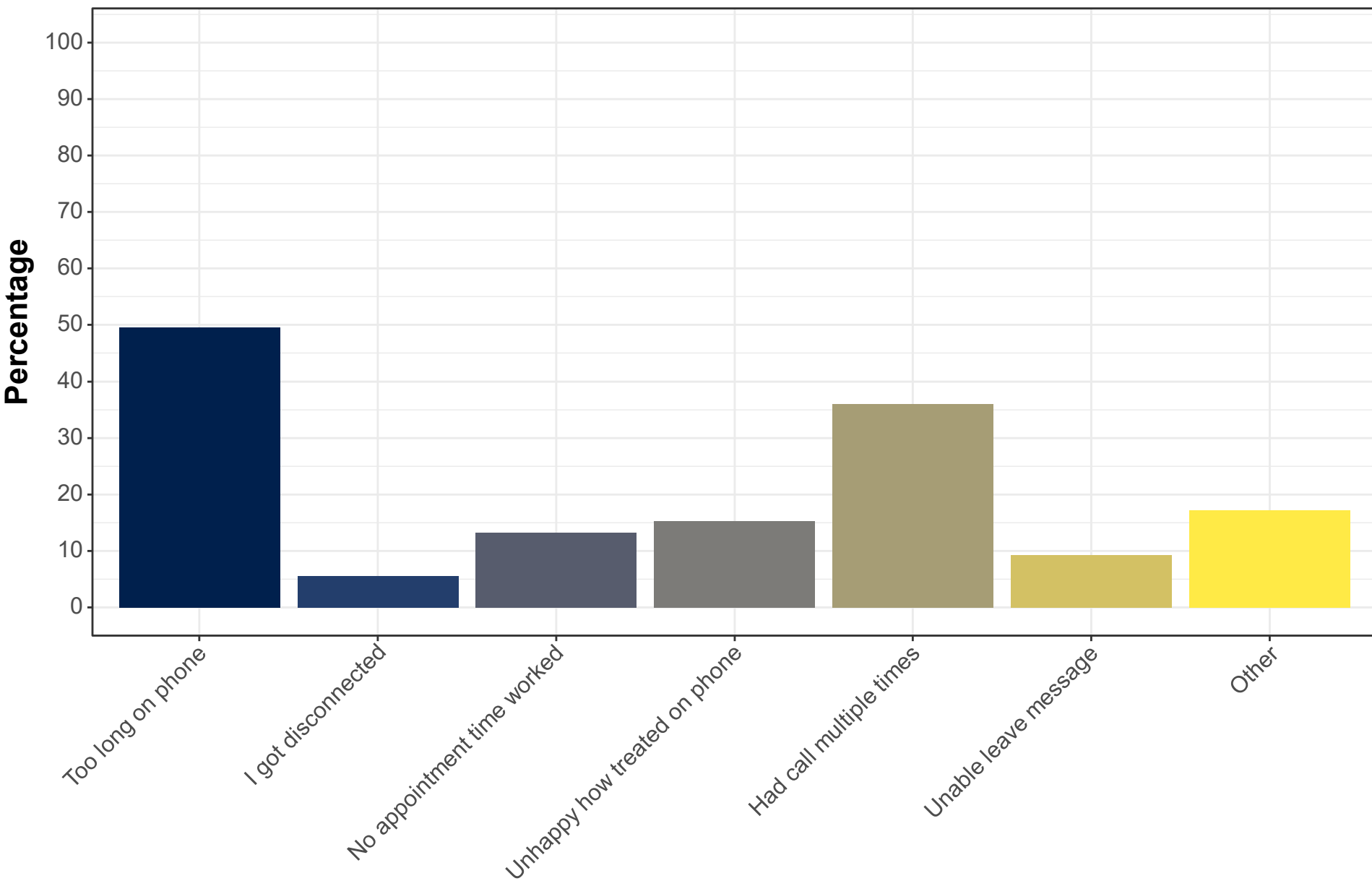
Missing=233



Why did you rate your last booking experience as fair or poor?

N=1272

Missing=0

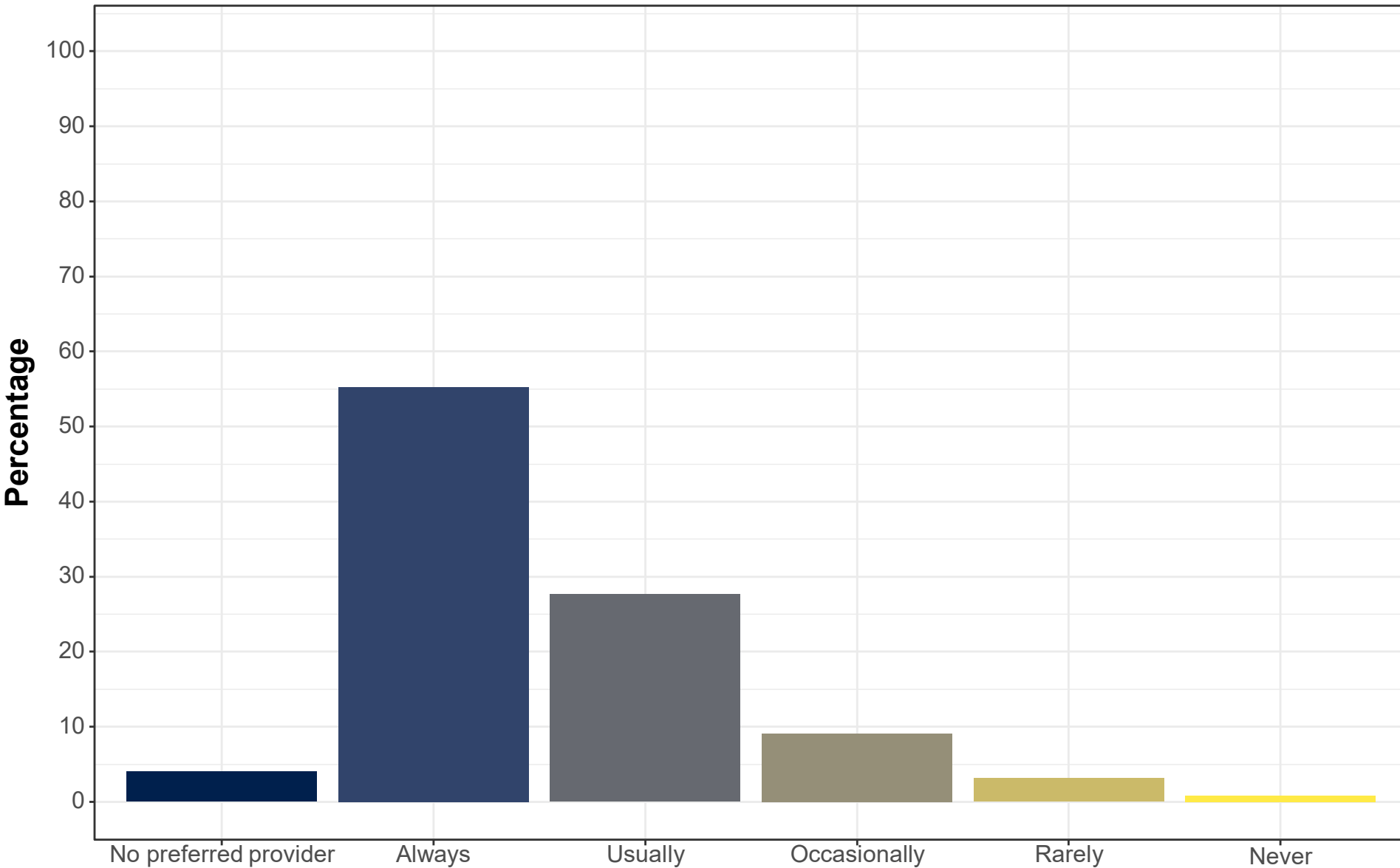


- Part 3 - Care Experience

**How often did you receive care from the doctor or nurse practitioner
that you prefer? (select one response)**

N=12838

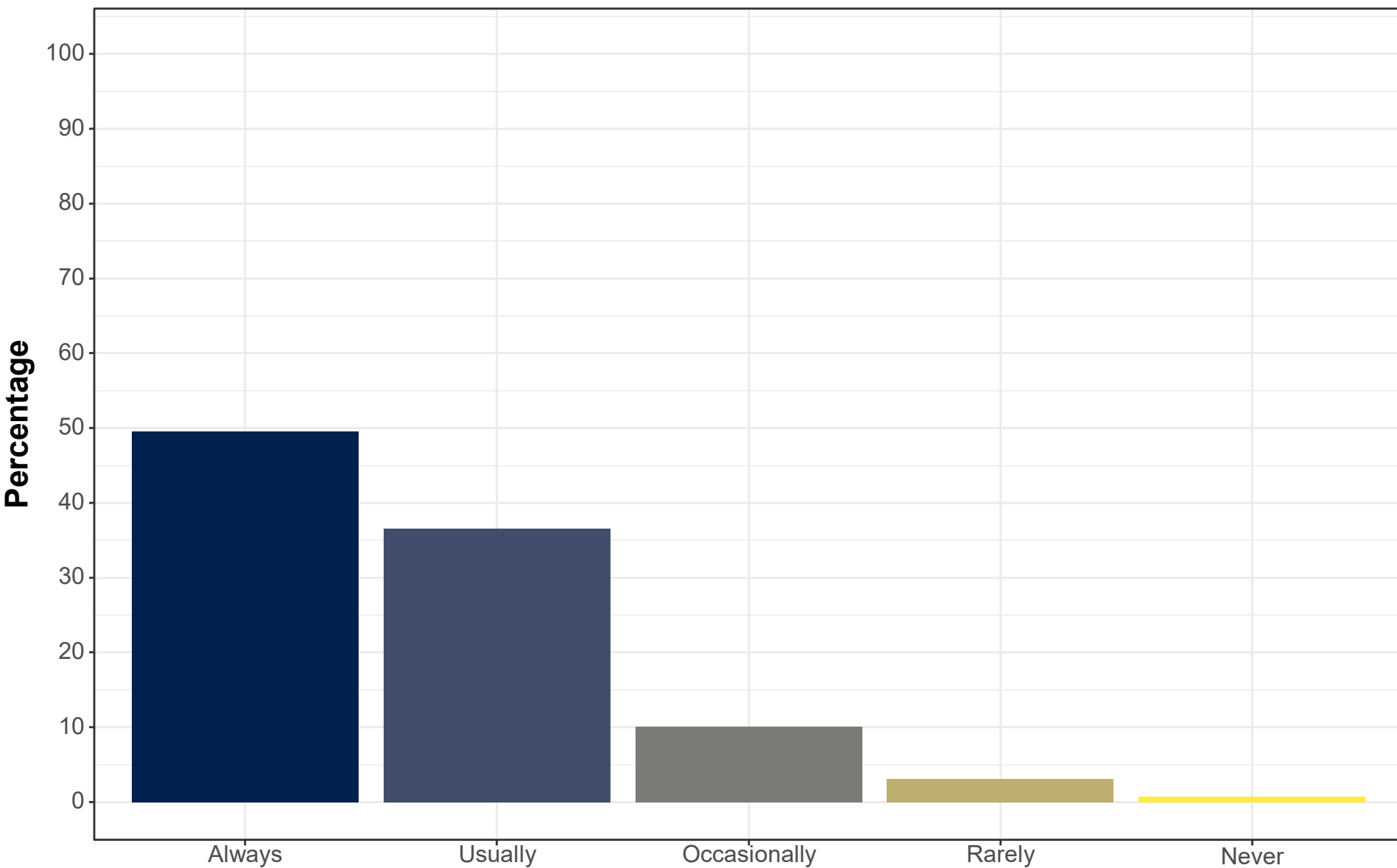
Missing=1032



**How often did you receive care within a reasonable time from
your doctor or nurse practitioner? (Select one response)**

N=12775

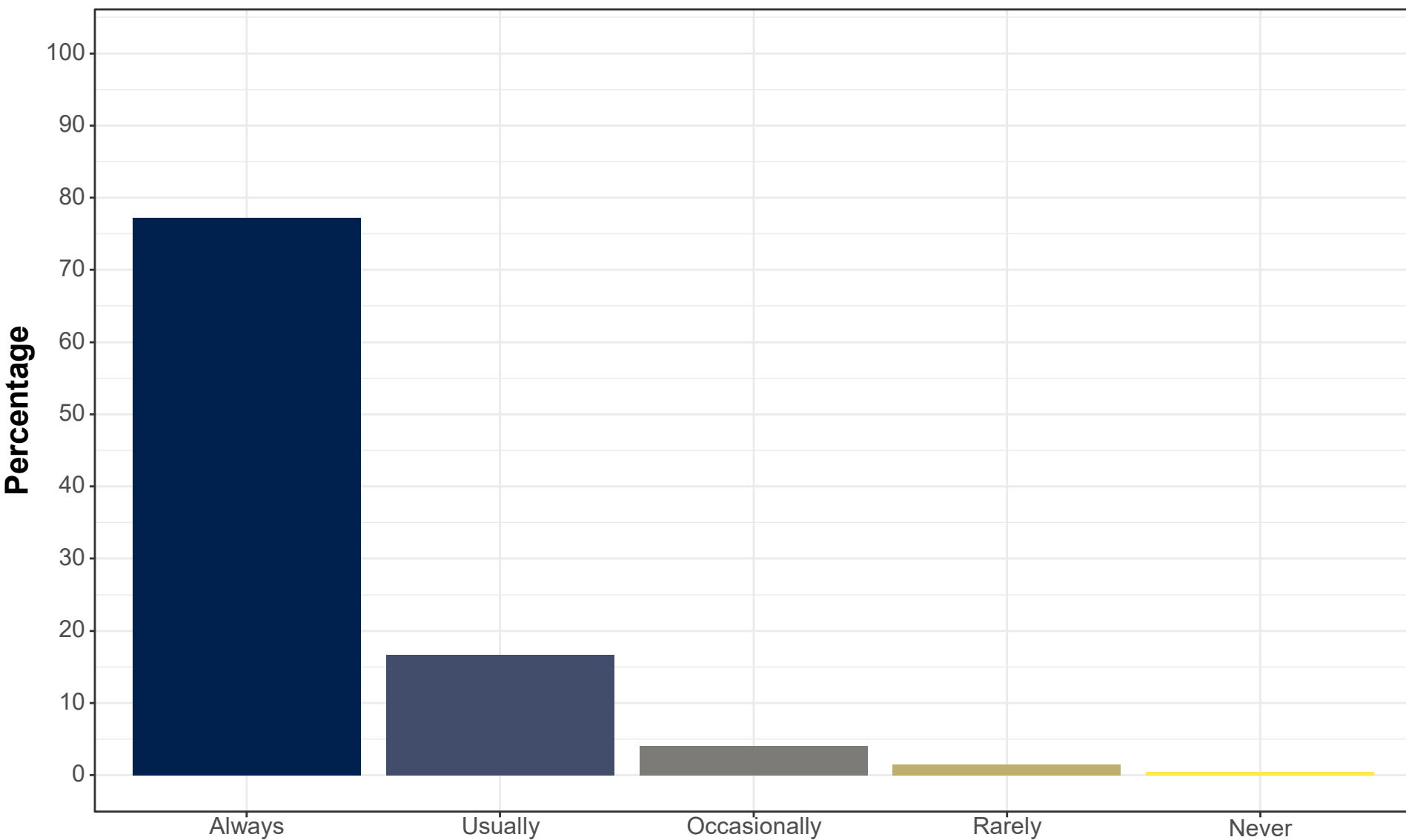
Missing=1095



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? (Select one response)

N=12815

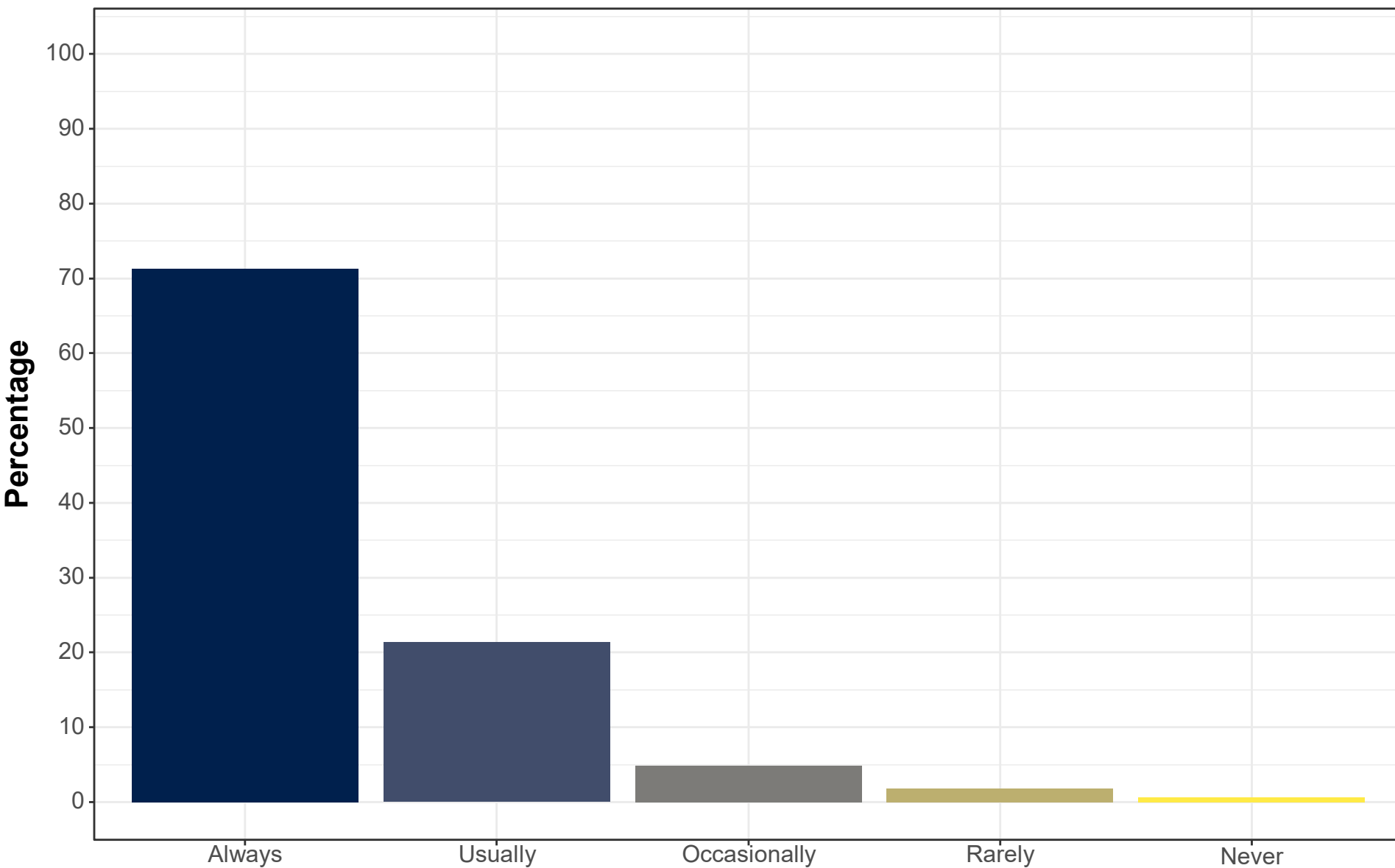
Missing=1055



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

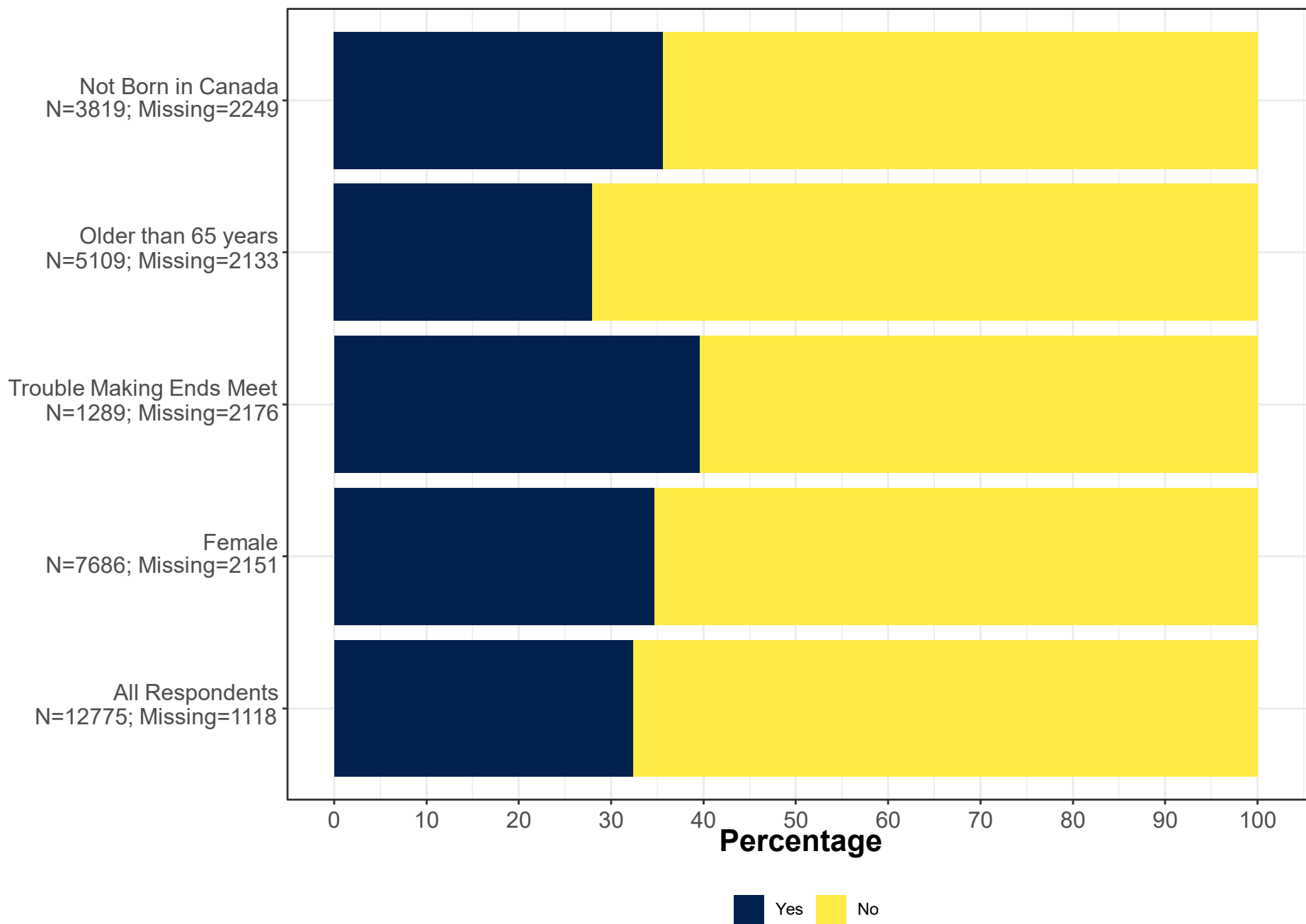
N=12819

Missing=1051



- Part 4 - Urgent Care Access

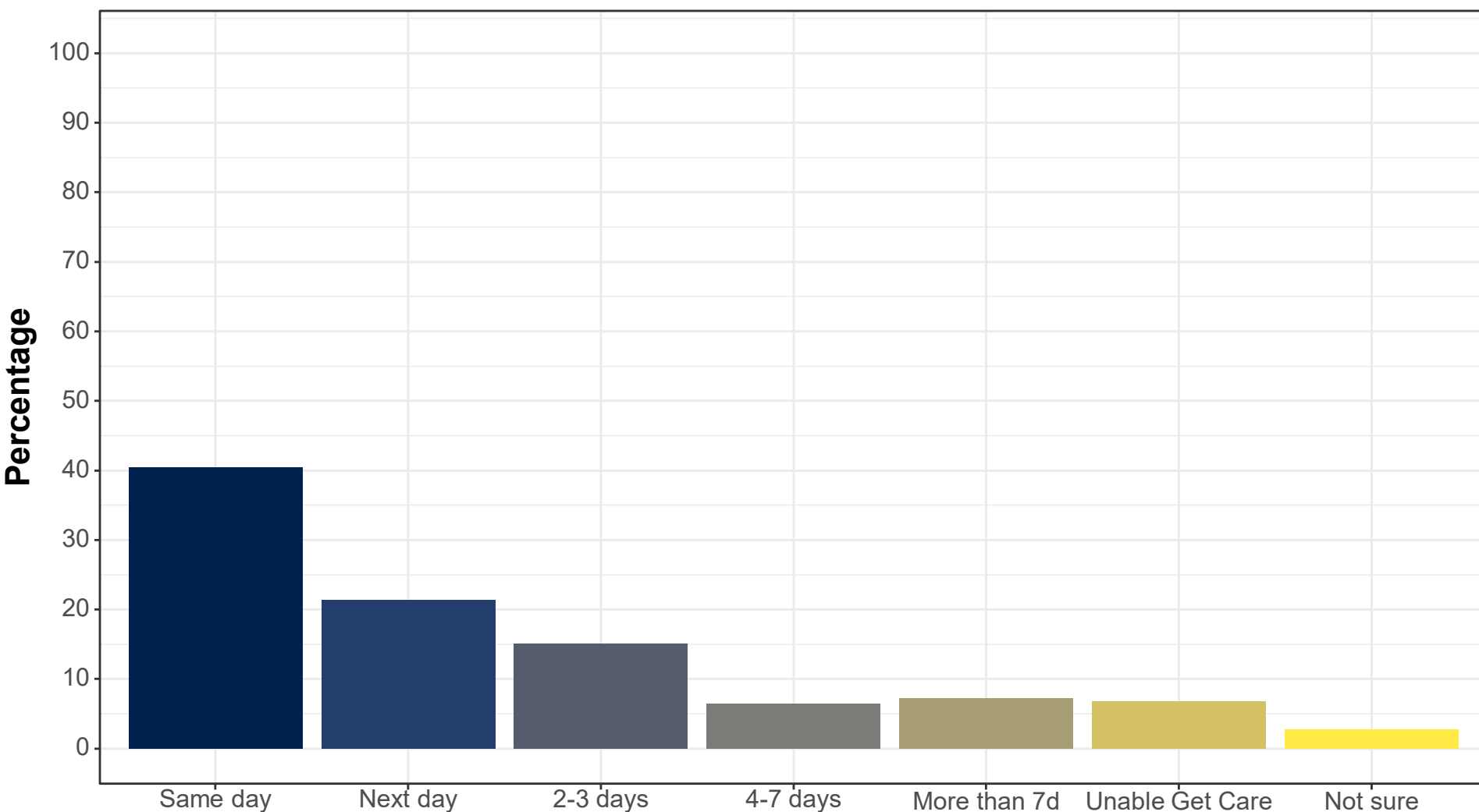
During the last 12 months, was there a time when you were sick and URGENTLY needed care at [CLINIC]?



Think about the most recent time you URGENTLY needed care at [CLINIC]. How long did it take from when you first tried to book an appointment at our clinic to when you received care? Care could include an in-person visit, phone visit, video visit, email or secure messaging.

N=4164

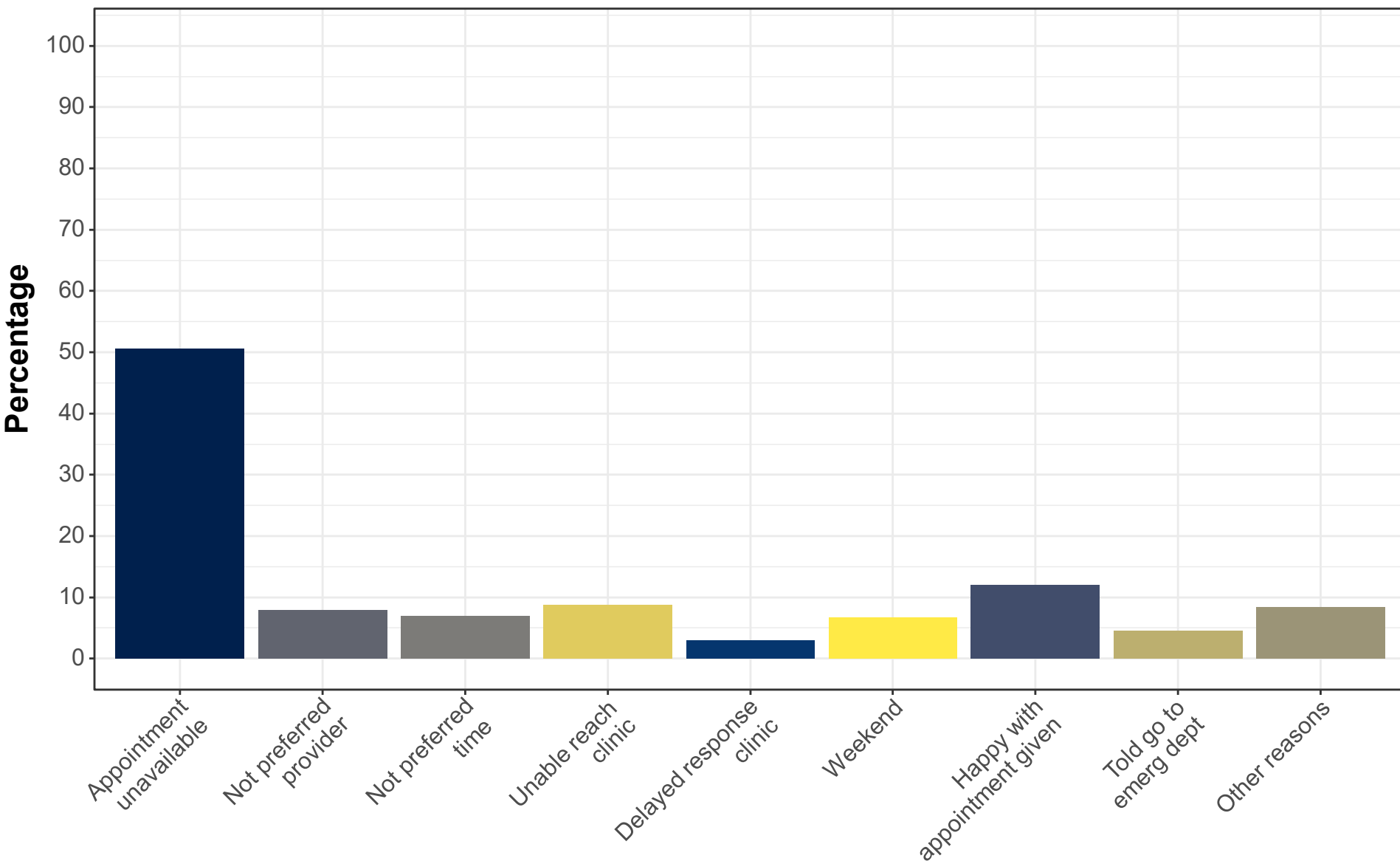
Missing=46



Why were you not able to get care the same or next day? (Select all that apply)

N=1541

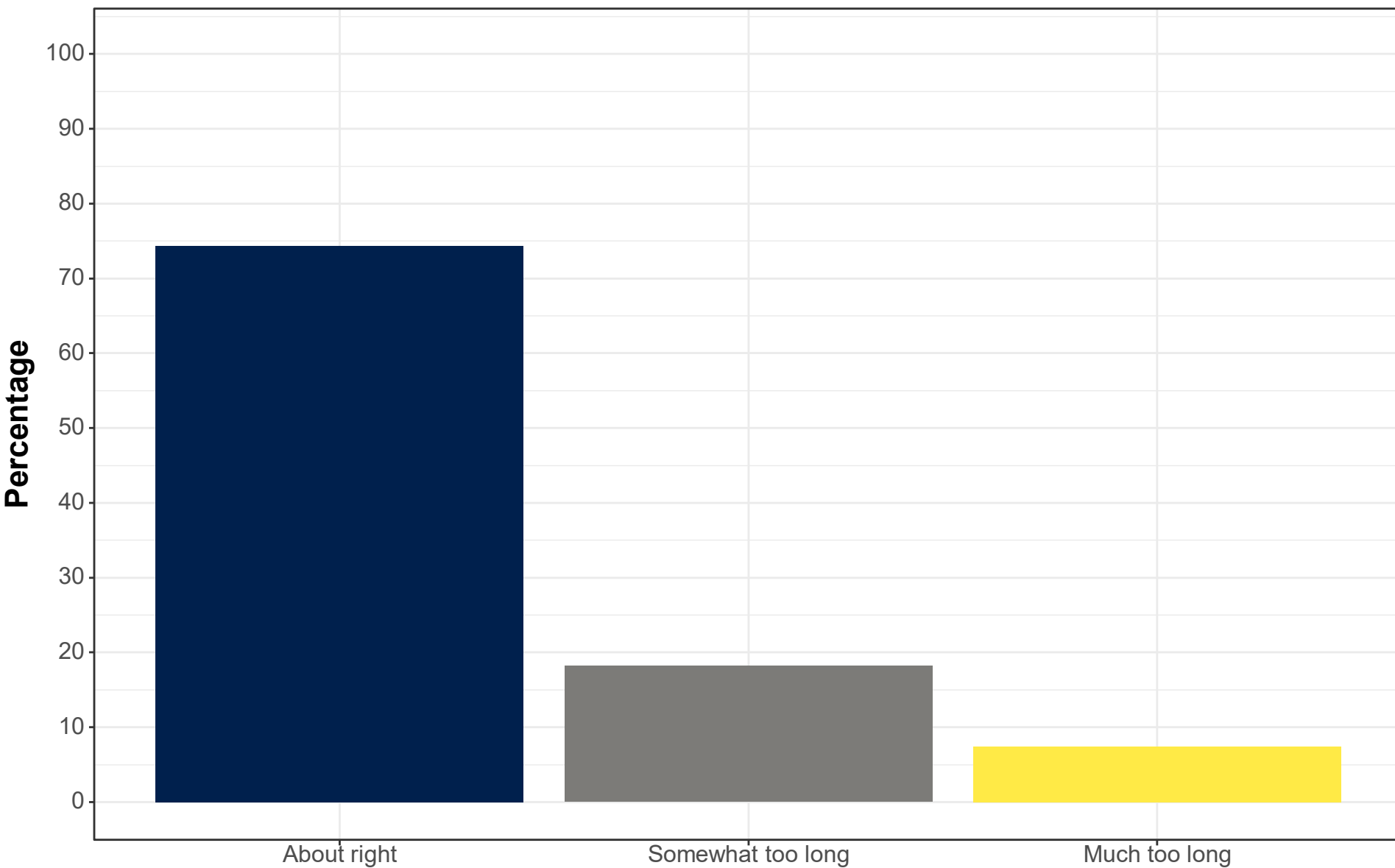
Missing=48



How would you describe the length of time it took between making the appointment and receiving care? (Select one response)

N=3647

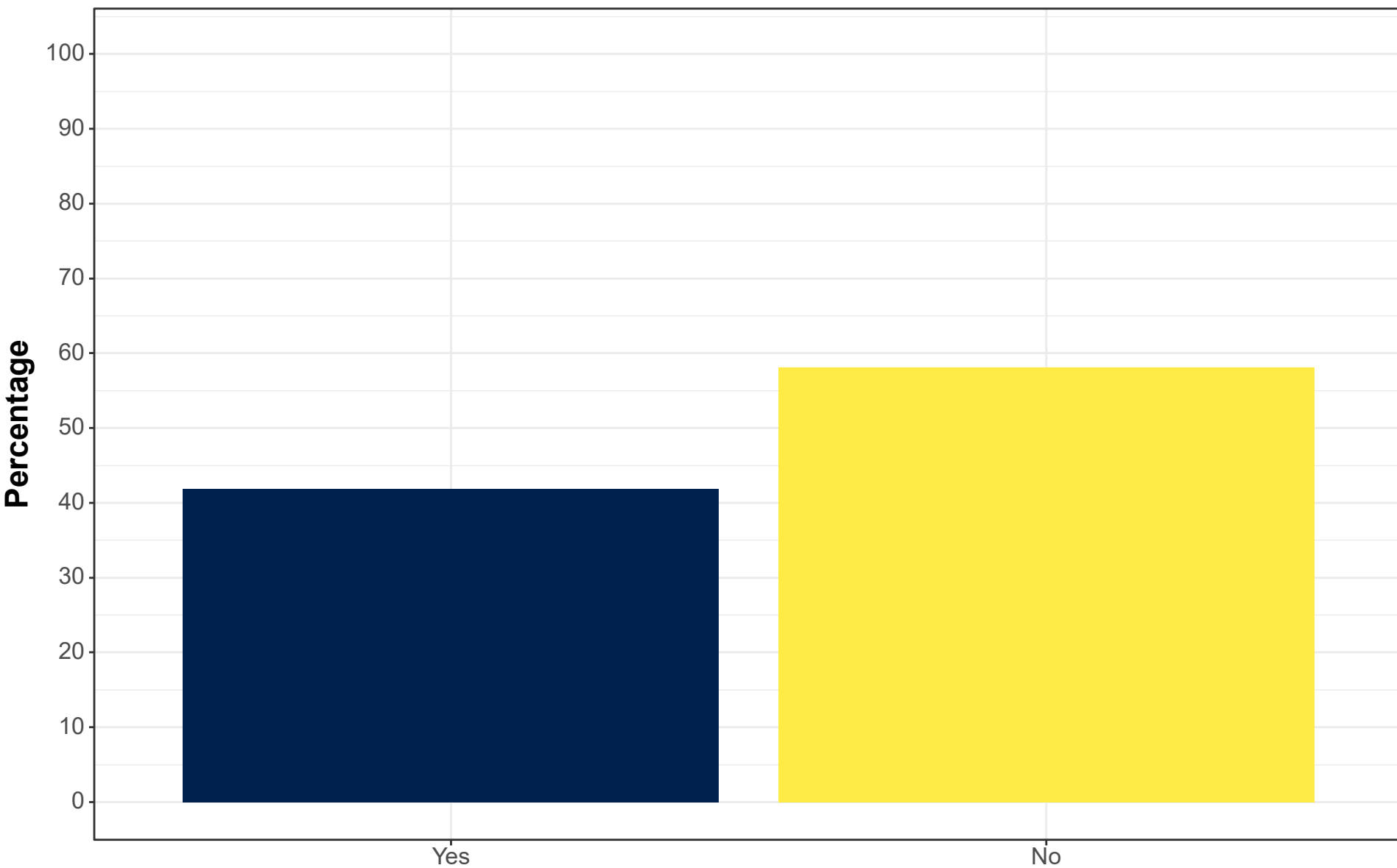
Missing=122



**During the last 12 months, did you need urgent care on an evening,
weekend, or public holiday?**

N=4046

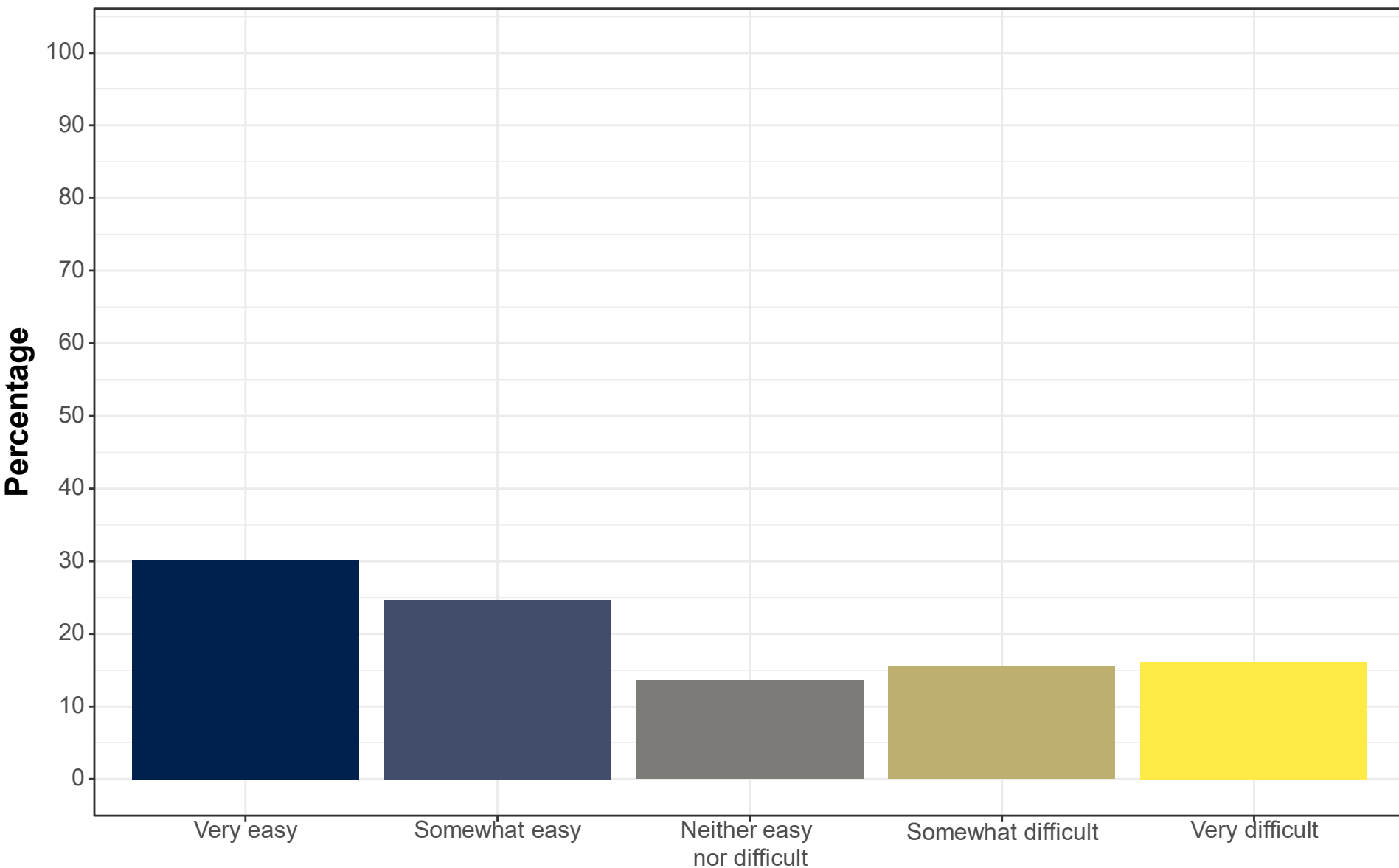
Missing=164



If yes, 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=1664

Missing=57

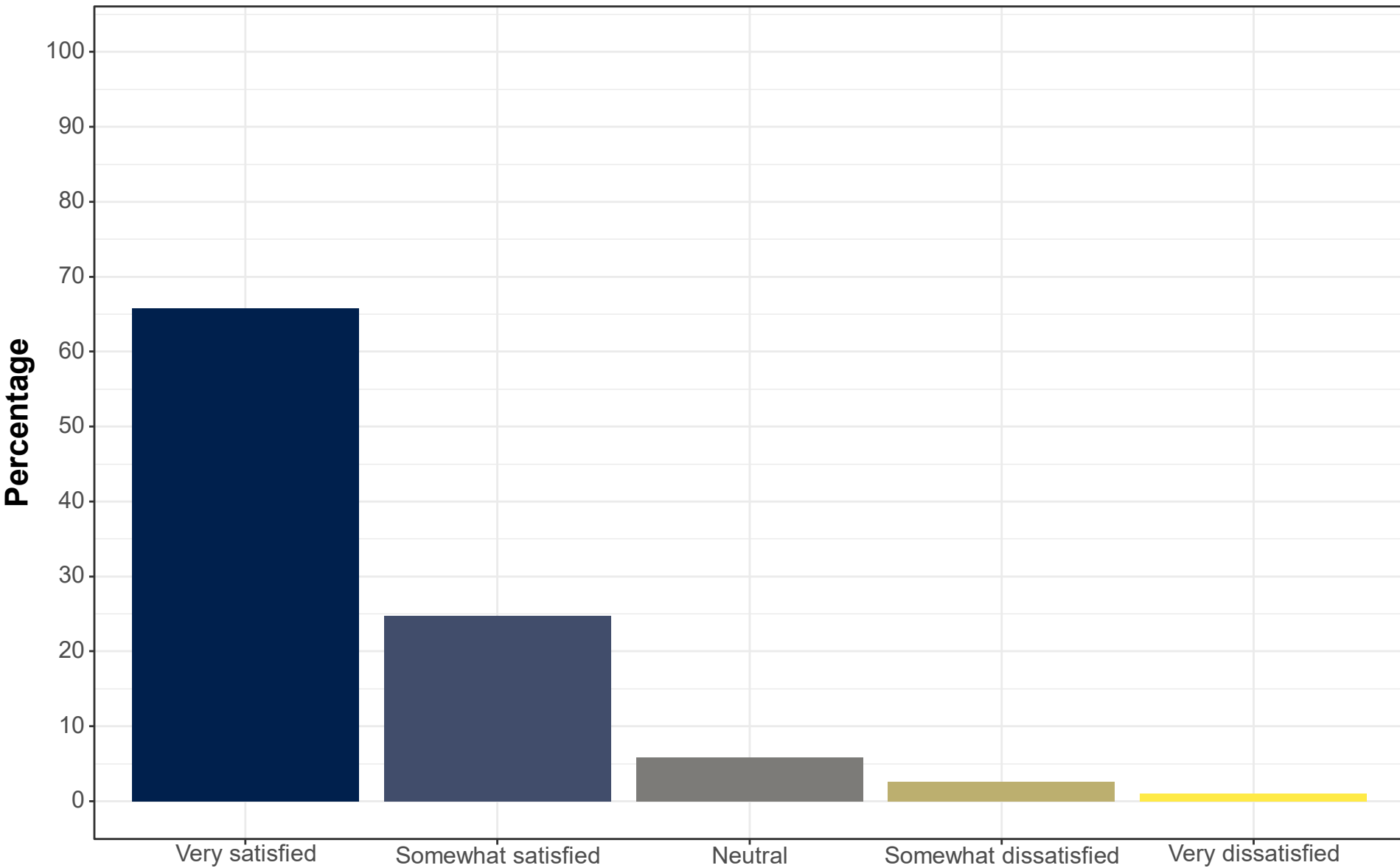


- Part 5 - Your Recommendations

Overall, how satisfied are you with the care you receive at our clinic?

N=12489

Missing=2018



- Part 6 - PCPCM Scale

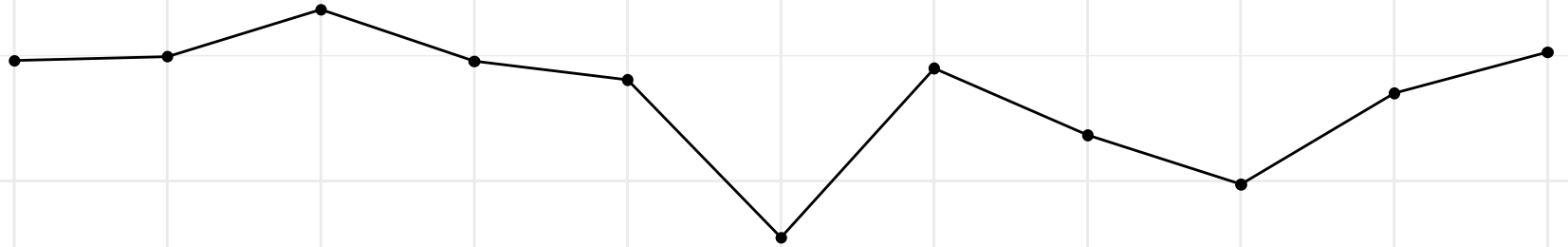
PCPCM Mean Scores

Mean Score

PCPCM Mean Score: 3.35

PCPCM01 PCPCM02 PCPCM03 PCPCM04 PCPCM05 PCPCM06 PCPCM07 PCPCM08 PCPCM09 PCPCM10 PCPCM11

4
3
2
1
0

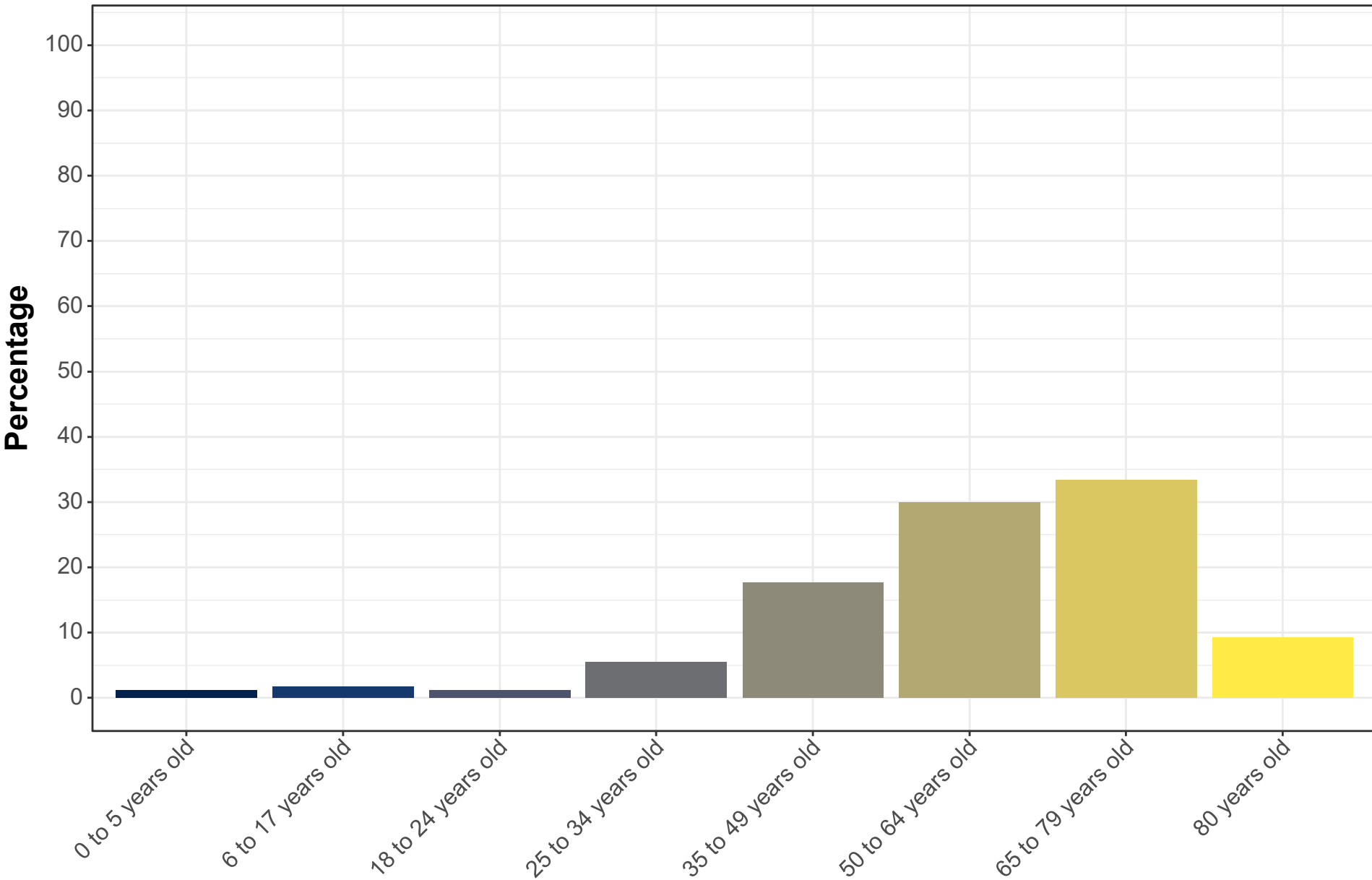


- Part 7 - Demographics

What is your Age?

N=12374

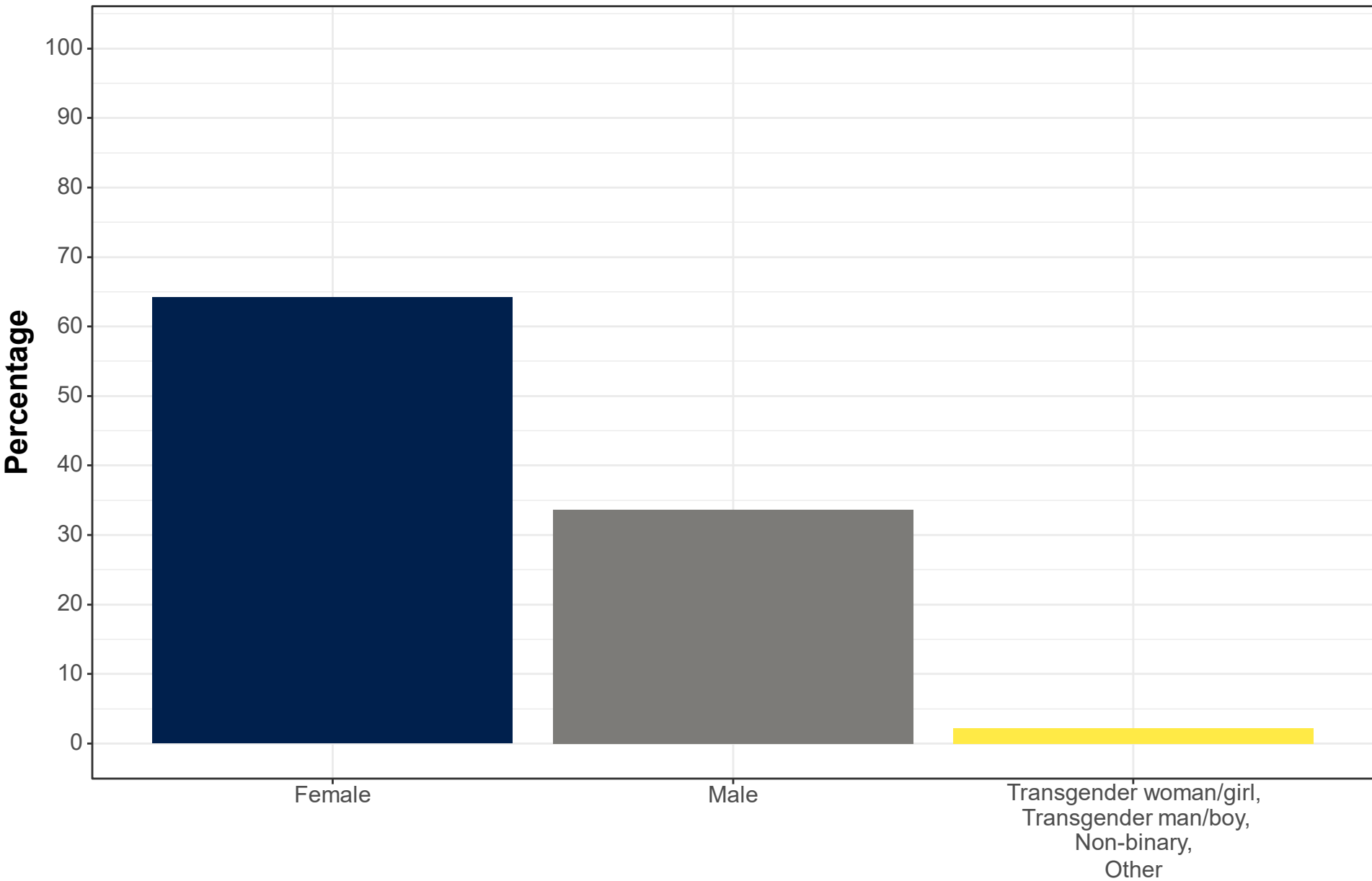
Missing=2133



What is your Gender?

N=12356

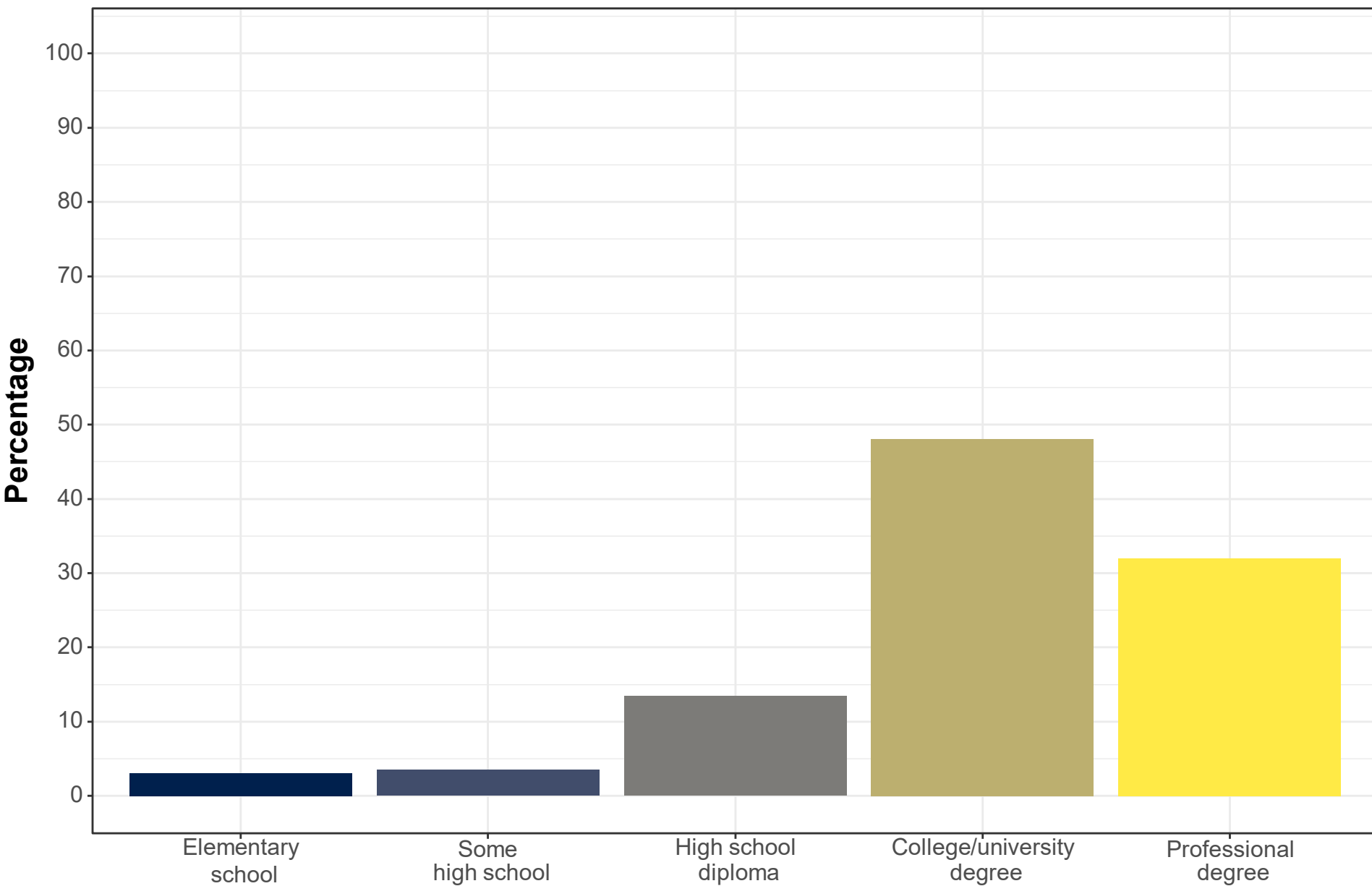
Missing=2151



What is your Highest Level of Education?

N=12294

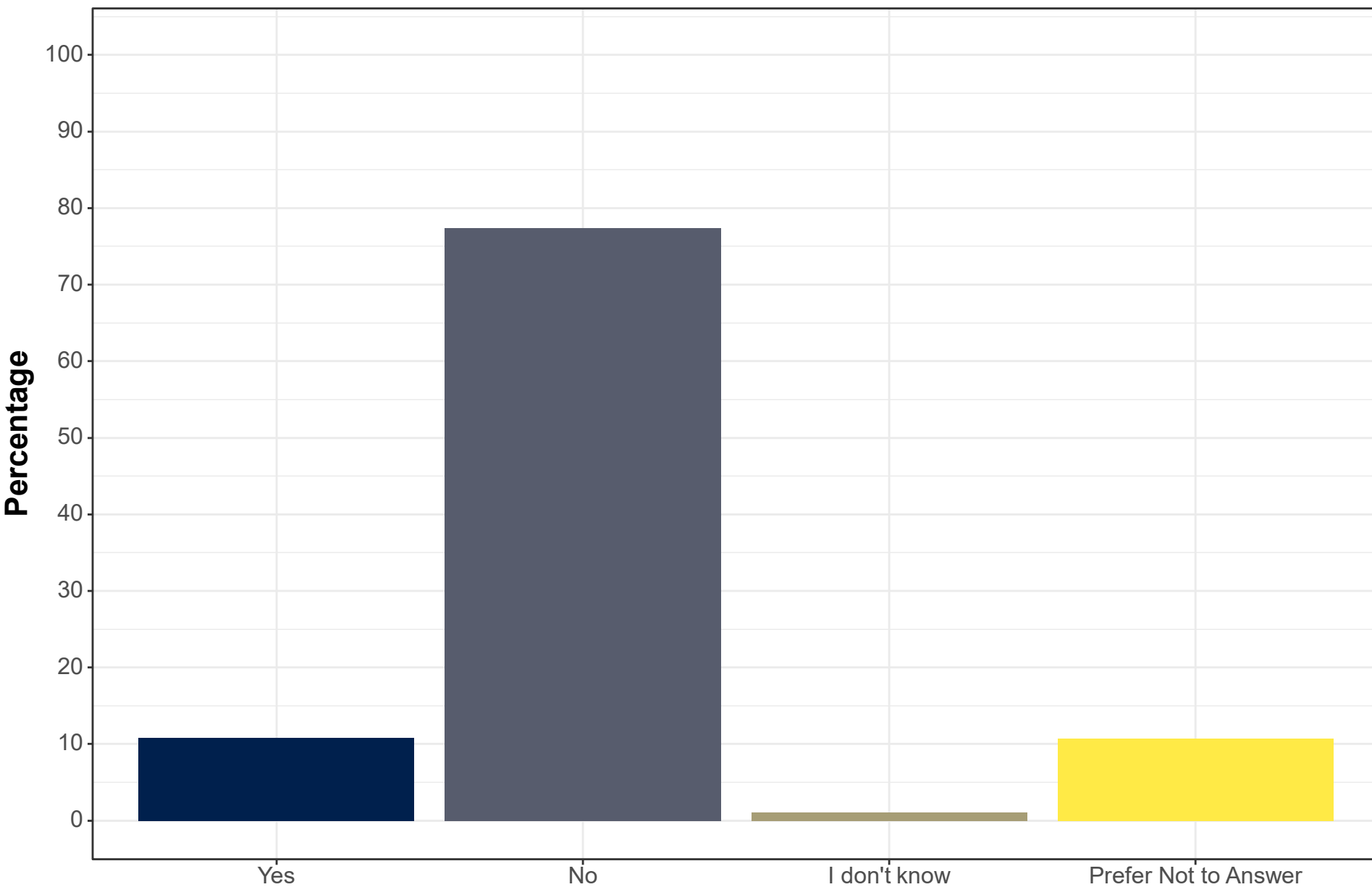
Missing=2213



Do You Experience Trouble Making Ends Meet at End of Month?

N=12331

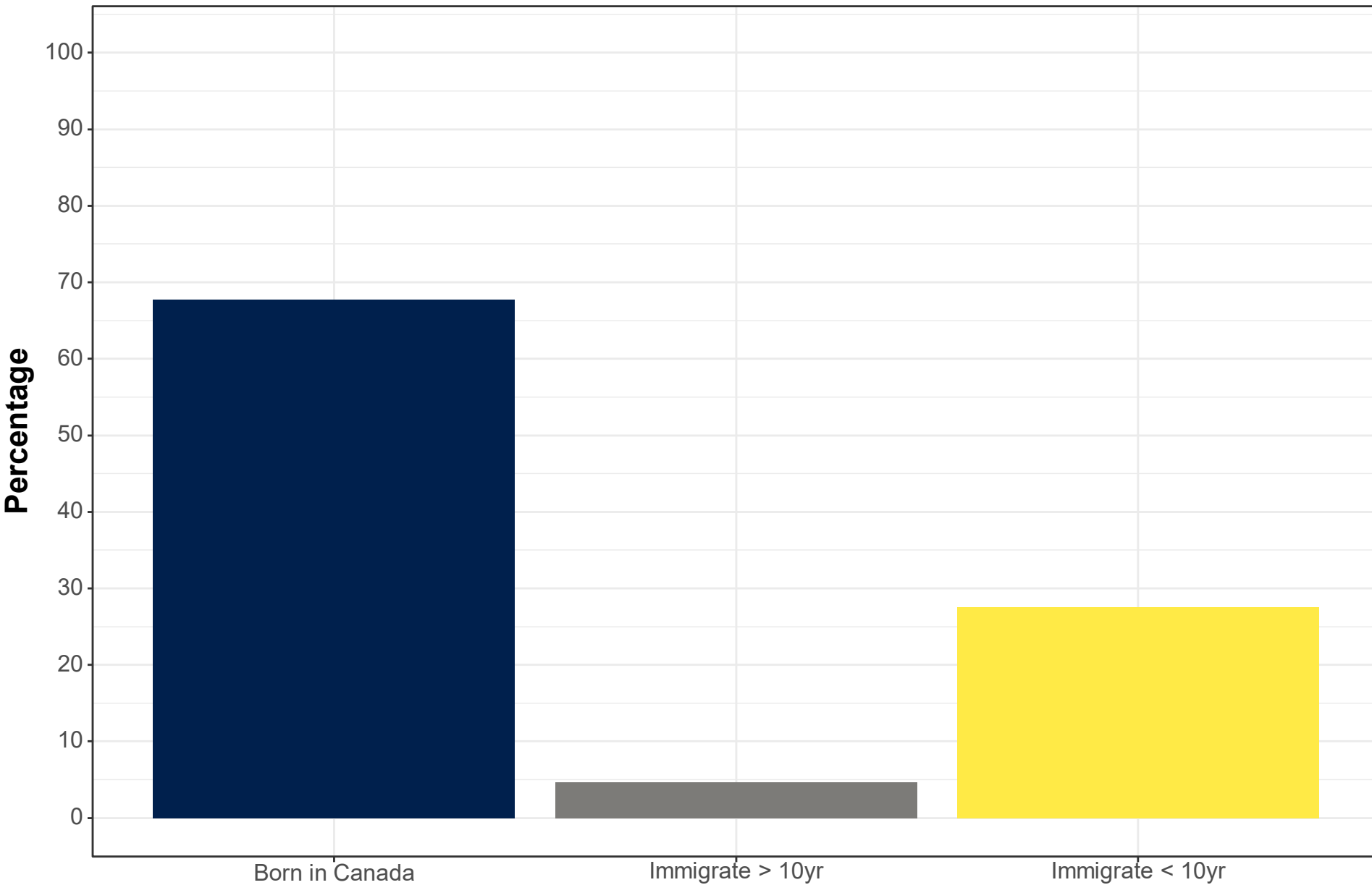
Missing=2176



Were You Born in Canada?

N=12258

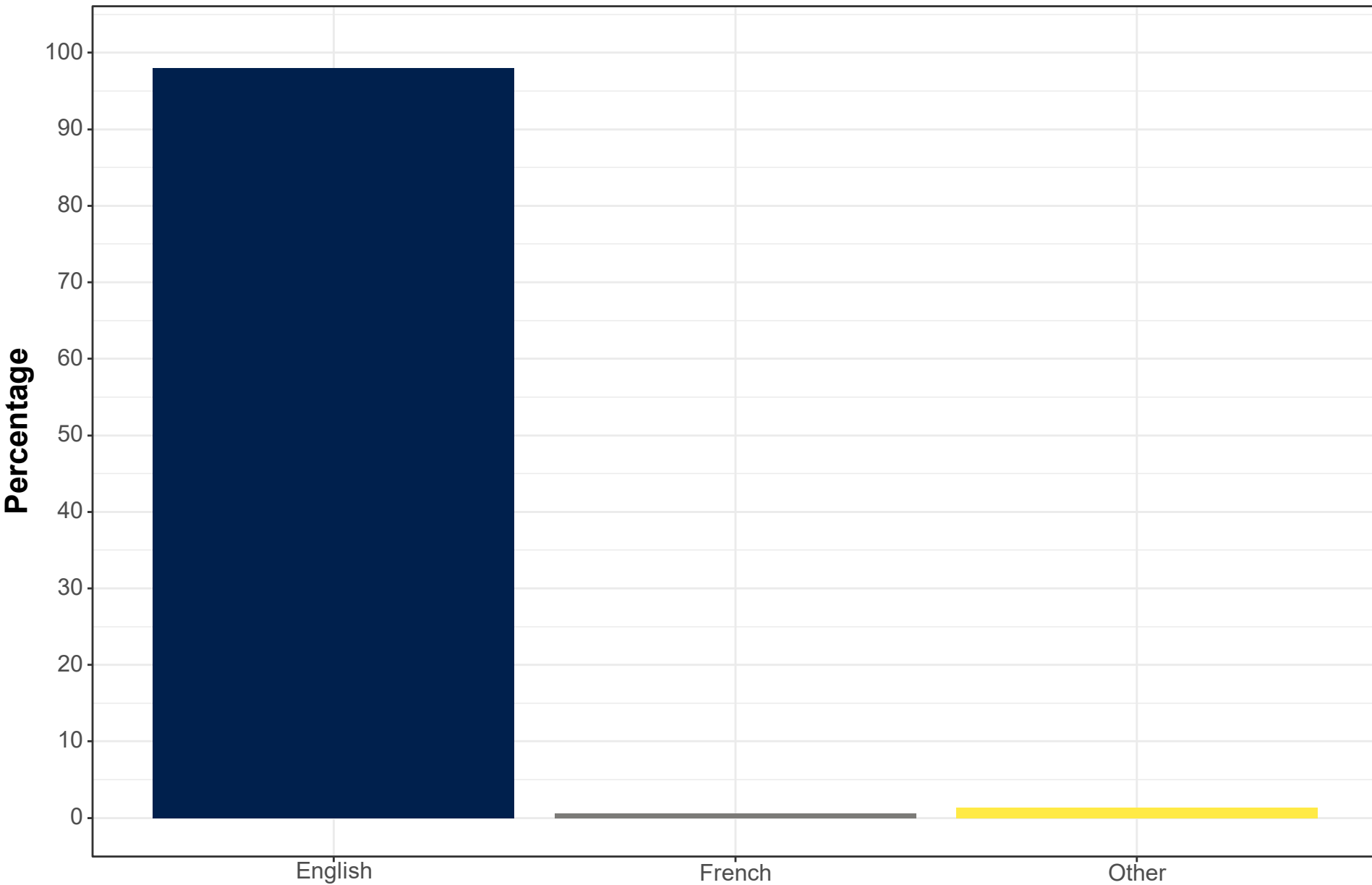
Missing=2249



What is Your Preferred Language?

N=12253

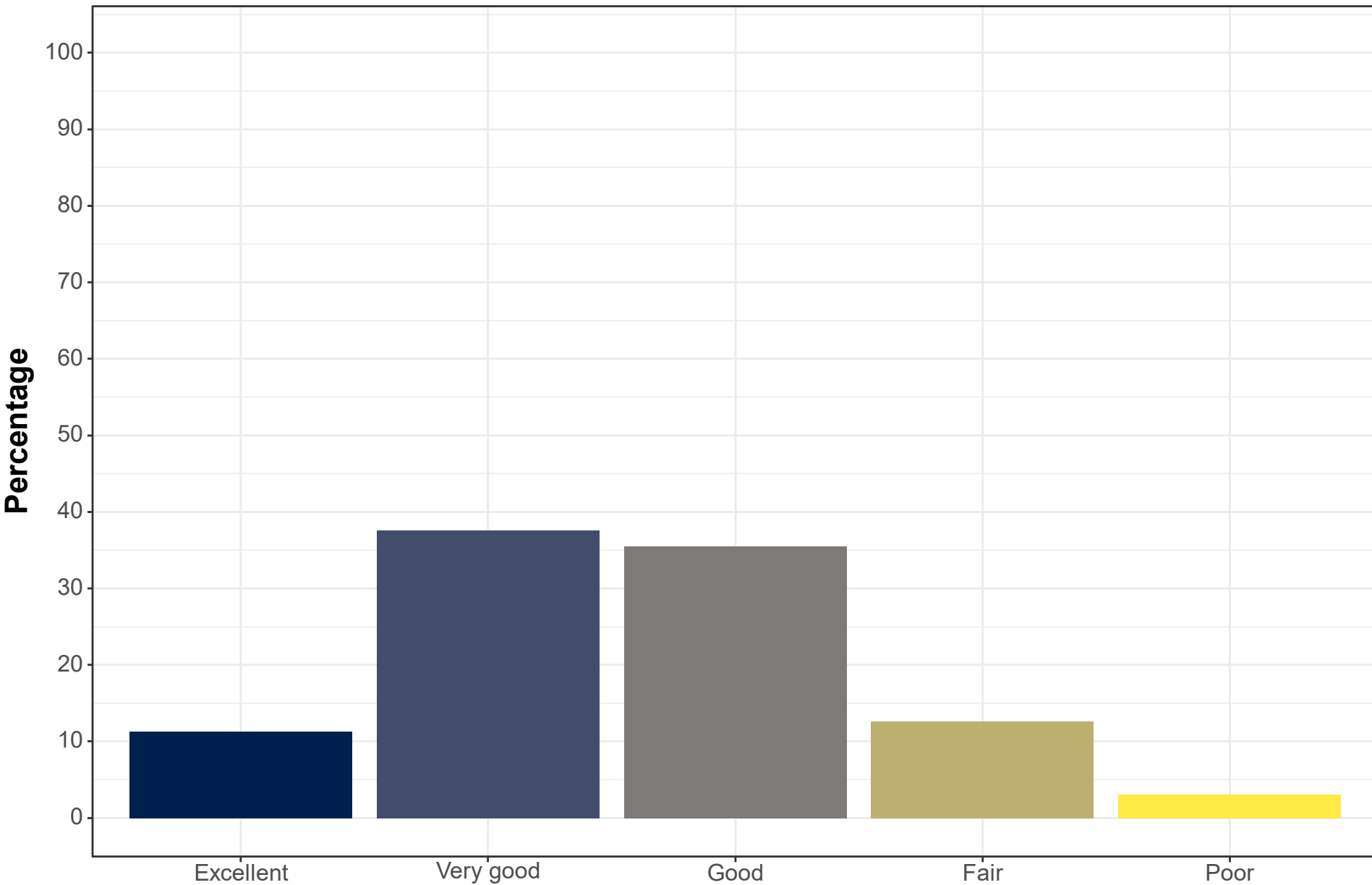
Missing=2254



How would You Rate Your Overall Health?

N=12307

Missing=2200



Who is Your Usual Primary Care Provider?

N=12273

Missing=2234

