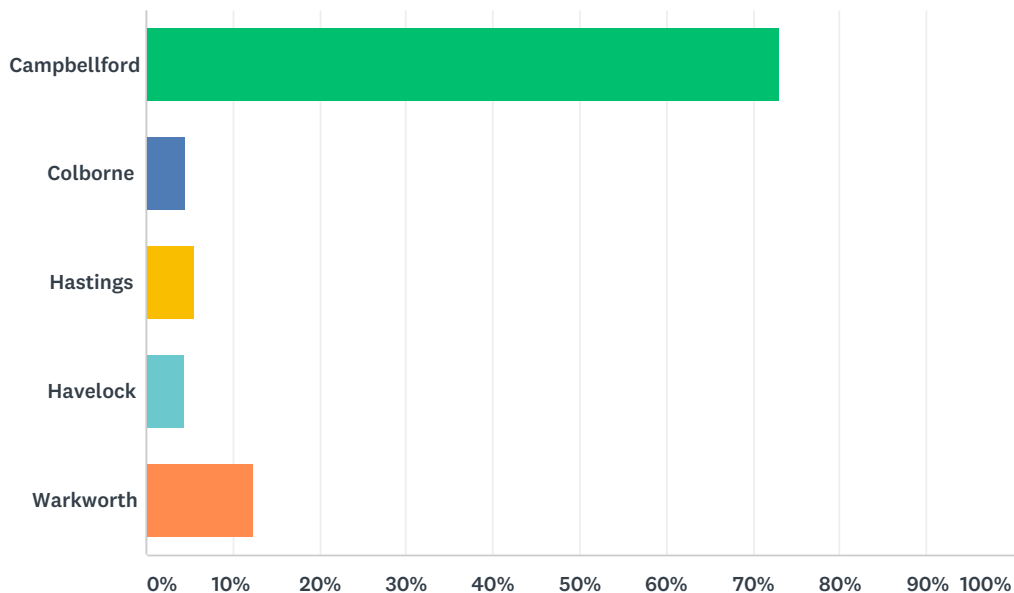


### Q1 Where was your appointment?

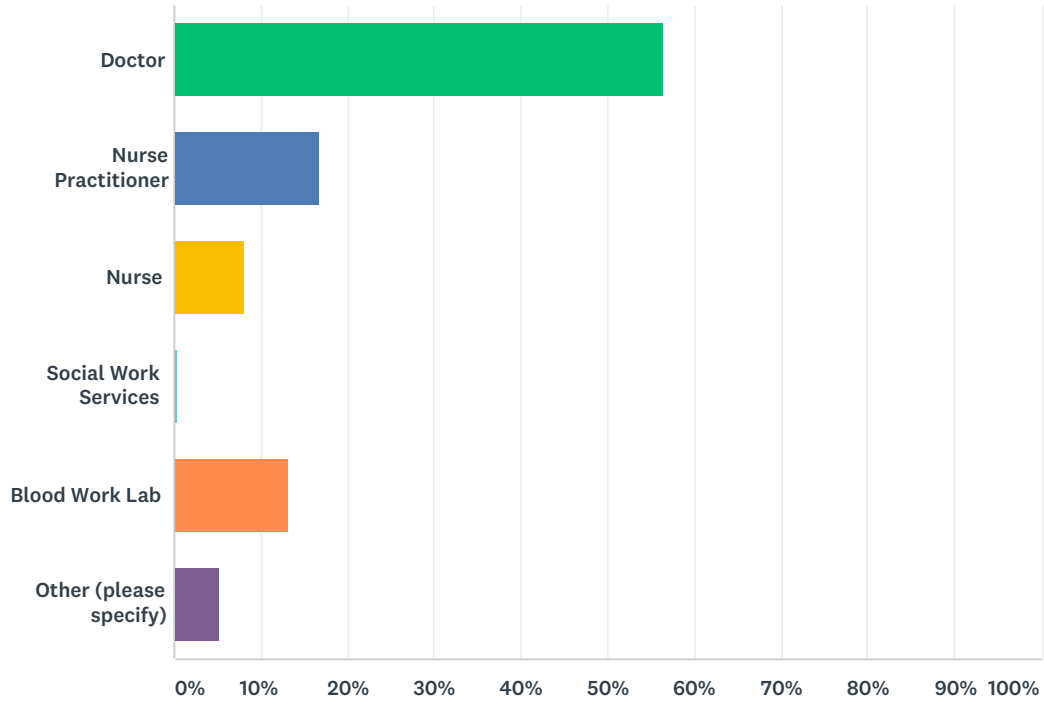
Answered: 901 Skipped: 0



ANSWER CHOICES	RESPONSES	
Campbellford	73.03%	658
Colborne	4.66%	42
Hastings	5.55%	50
Havelock	4.33%	39
Warkworth	12.43%	112
<b>TOTAL</b>		<b>901</b>

## Q2 Who was your appointment with?

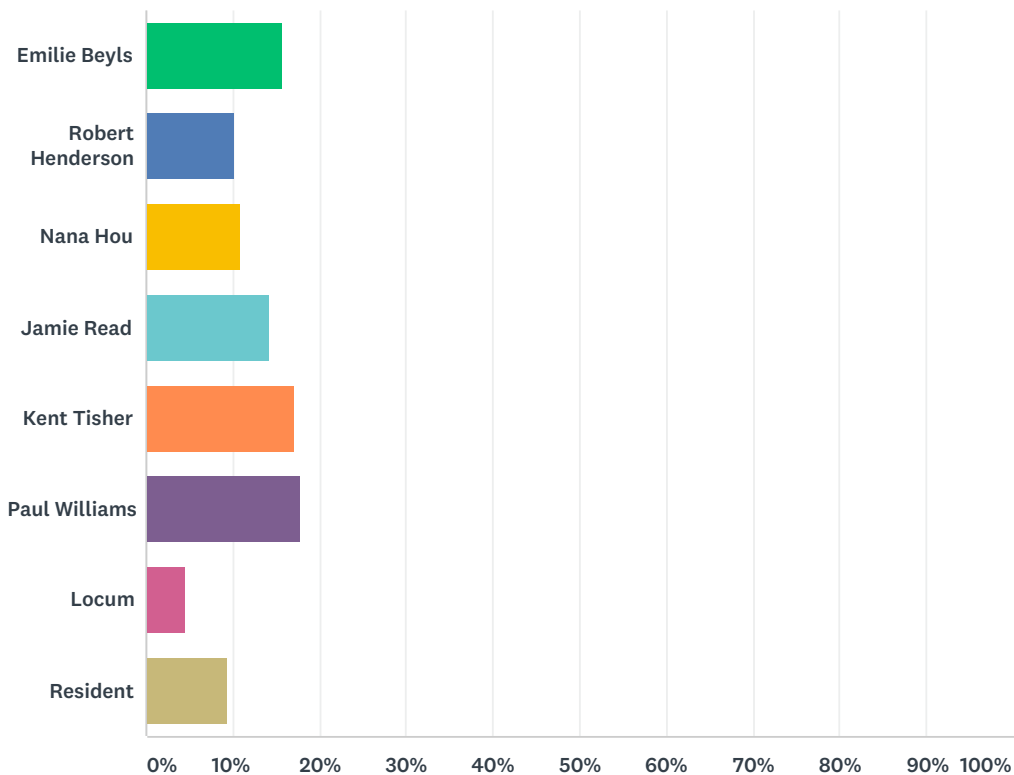
Answered: 604 Skipped: 297



ANSWER CHOICES	RESPONSES	
Doctor	56.46%	341
Nurse Practitioner	16.72%	101
Nurse	8.11%	49
Social Work Services	0.50%	3
Blood Work Lab	13.08%	79
Other (please specify)	5.13%	31
<b>TOTAL</b>		<b>604</b>

### Q3 Which doctor did you see in the Campbellford clinic?

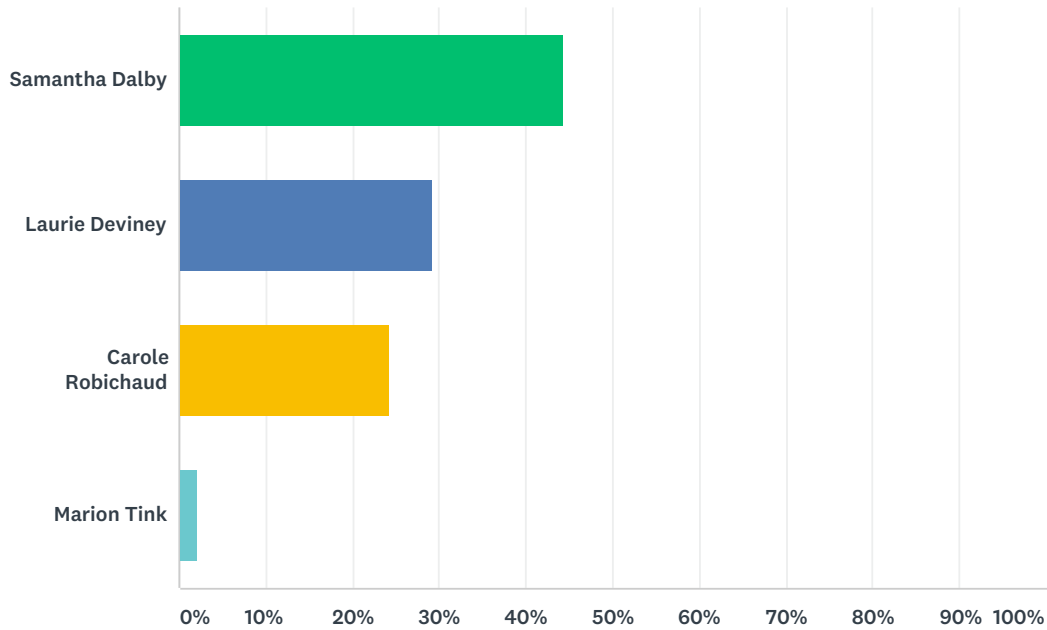
Answered: 331 Skipped: 570



ANSWER CHOICES	RESPONSES	
Emilie Beyls	15.71%	52
Robert Henderson	10.27%	34
Nana Hou	10.88%	36
Jamie Read	14.20%	47
Kent Tisher	17.22%	57
Paul Williams	17.82%	59
Locum	4.53%	15
Resident	9.37%	31
<b>TOTAL</b>		<b>331</b>

### Q4 Which Nurse Practitioner did you see in the Campbellford clinic?

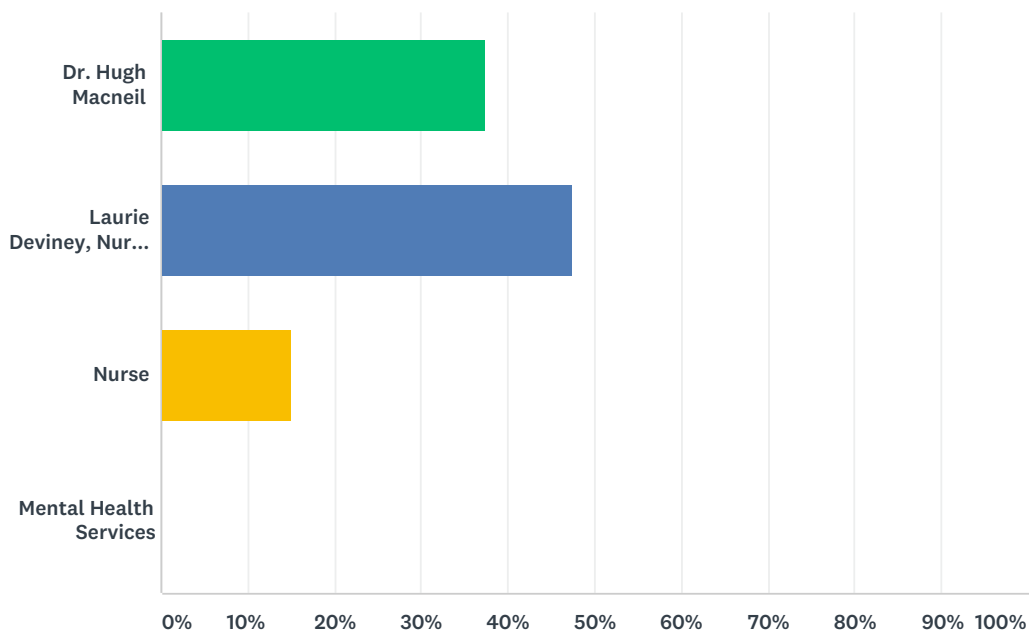
Answered: 99 Skipped: 802



ANSWER CHOICES	RESPONSES
Samantha Dalby	44.44% 44
Laurie Deviney	29.29% 29
Carole Robichaud	24.24% 24
Marion Tink	2.02% 2
TOTAL	99

### Q5 Who was your appointment with at the Colborne clinic?

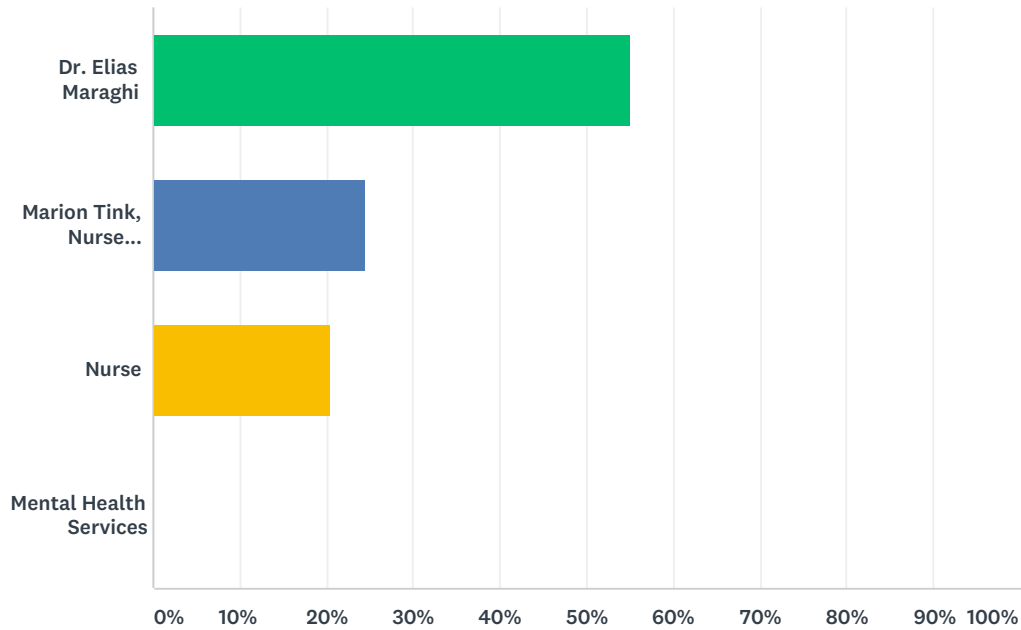
Answered: 40 Skipped: 861



ANSWER CHOICES	RESPONSES	
Dr. Hugh Macneil	37.50%	15
Laurie Deviney, Nurse Practitioner	47.50%	19
Nurse	15.00%	6
Mental Health Services	0.00%	0
TOTAL		40

### Q6 Who was your appointment with at the Hastings clinic?

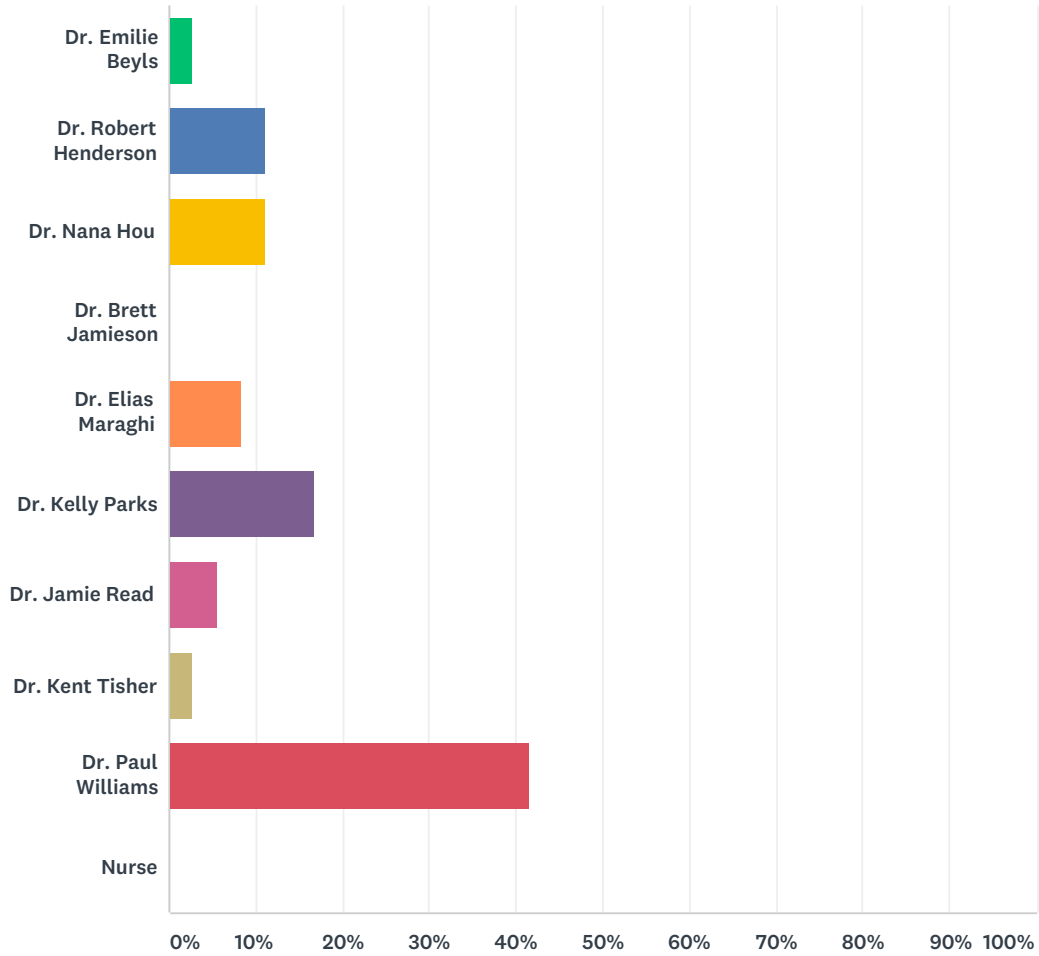
Answered: 49 Skipped: 852



ANSWER CHOICES	RESPONSES	
Dr. Elias Maraghi	55.10%	27
Marion Tink, Nurse Practitioner	24.49%	12
Nurse	20.41%	10
Mental Health Services	0.00%	0
<b>TOTAL</b>		<b>49</b>

### Q7 Who was your appointment with at the Havelock Clinic?

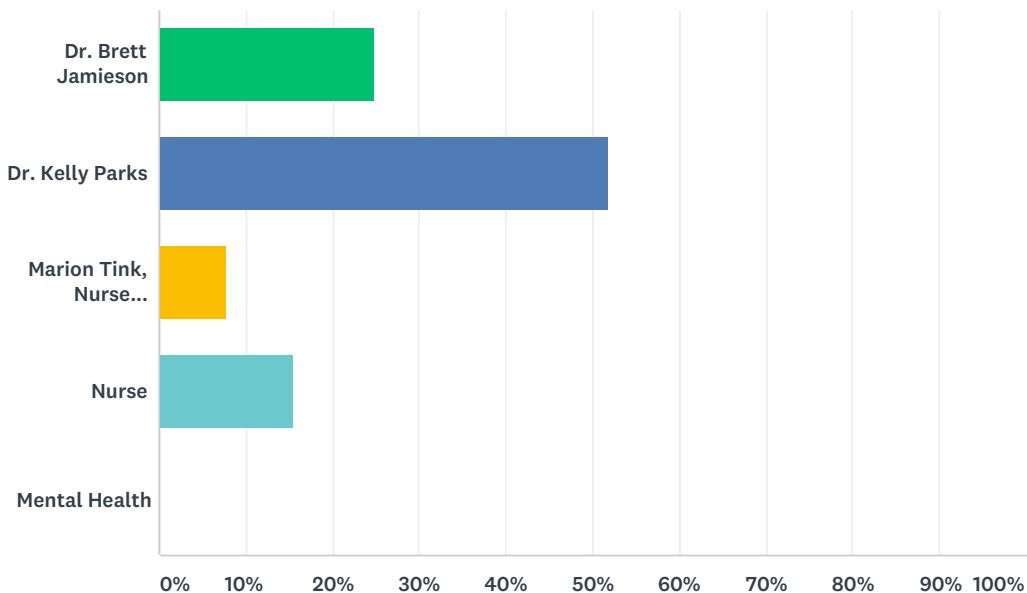
Answered: 36 Skipped: 865



ANSWER CHOICES	RESPONSES
Dr. Emilie Beyls	2.78% 1
Dr. Robert Henderson	11.11% 4
Dr. Nana Hou	11.11% 4
Dr. Brett Jamieson	0.00% 0
Dr. Elias Maraghi	8.33% 3
Dr. Kelly Parks	16.67% 6
Dr. Jamie Read	5.56% 2
Dr. Kent Tisher	2.78% 1
Dr. Paul Williams	41.67% 15
Nurse	0.00% 0
<b>TOTAL</b>	<b>36</b>

### Q8 Who was your appointment with at the Warkworth Clinic?

Answered: 104 Skipped: 797

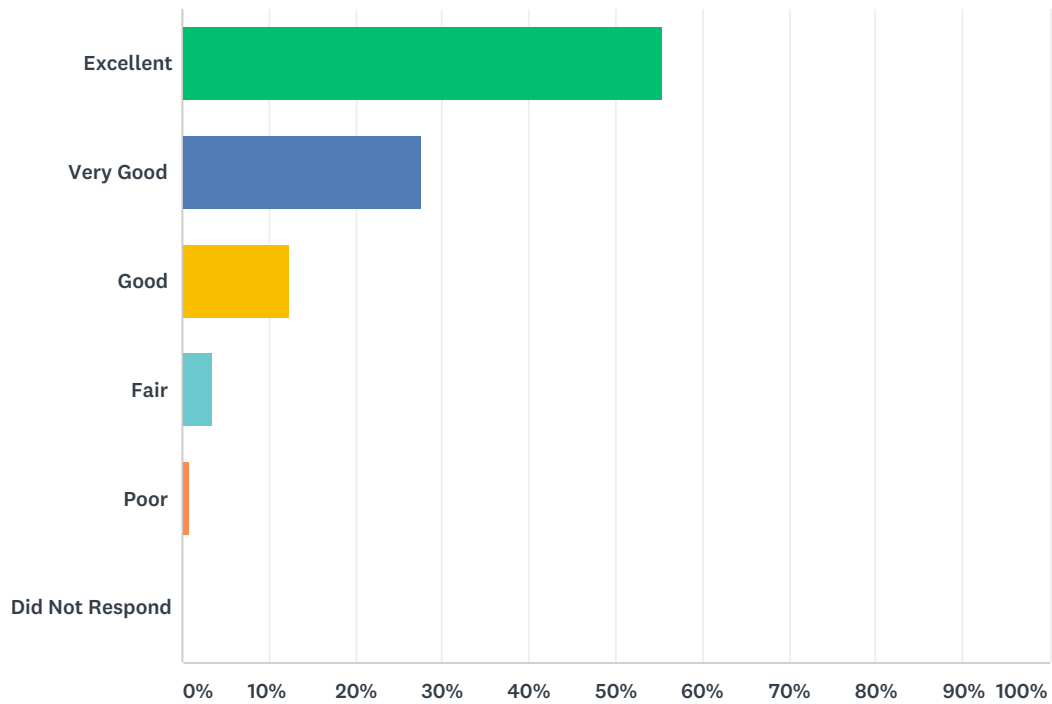


ANSWER CHOICES	RESPONSES	
Dr. Brett Jamieson	25.00%	26
Dr. Kelly Parks	51.92%	54
Marion Tink, Nurse Practitioner	7.69%	8
Nurse	15.38%	16
Mental Health	0.00%	0
<b>TOTAL</b>		<b>104</b>



## Q9 The length of time it took between making your appointment and the visit you just had

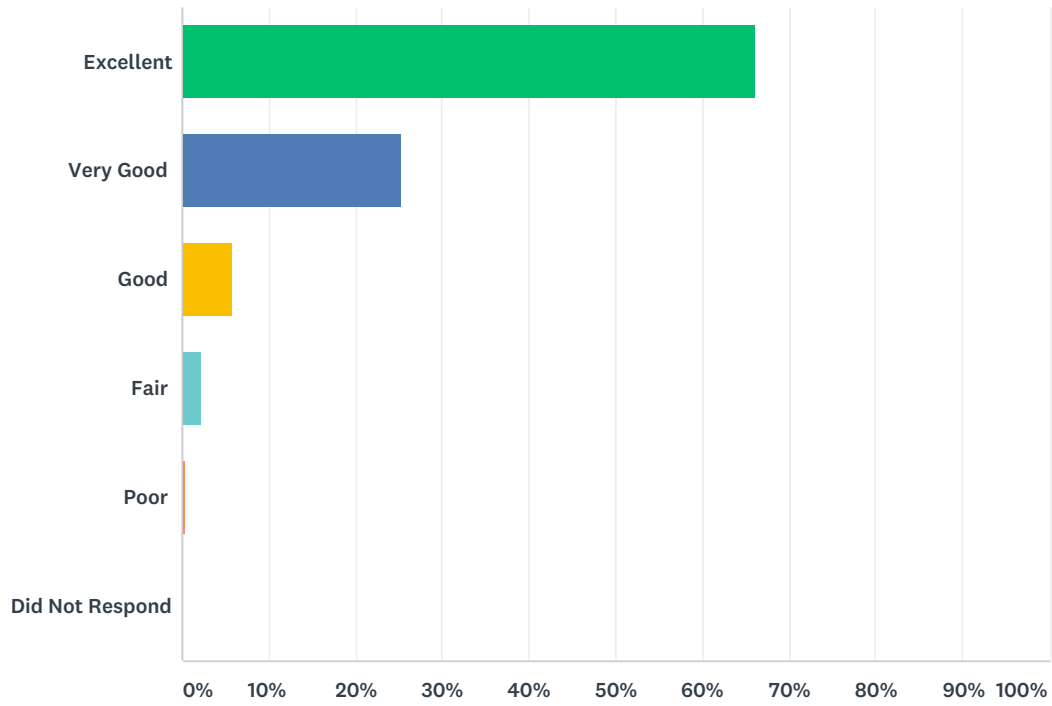
Answered: 812 Skipped: 89



ANSWER CHOICES	RESPONSES
Excellent	55.54% 451
Very Good	27.59% 224
Good	12.44% 101
Fair	3.57% 29
Poor	0.86% 7
Did Not Respond	0.00% 0
<b>TOTAL</b>	<b>812</b>

### Q10 Your overall experience with our reception staff

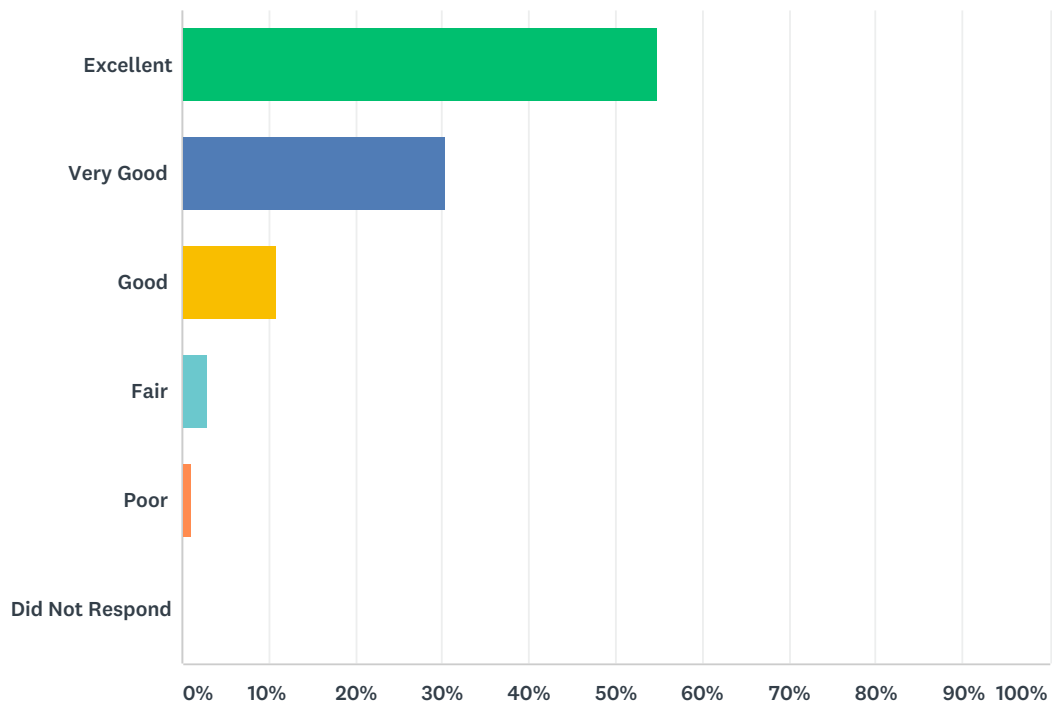
Answered: 812 Skipped: 89



ANSWER CHOICES	RESPONSES	
Excellent	66.01%	536
Very Good	25.37%	206
Good	5.91%	48
Fair	2.22%	18
Poor	0.49%	4
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>812</b>

### Q11 The health care practitioner running on time

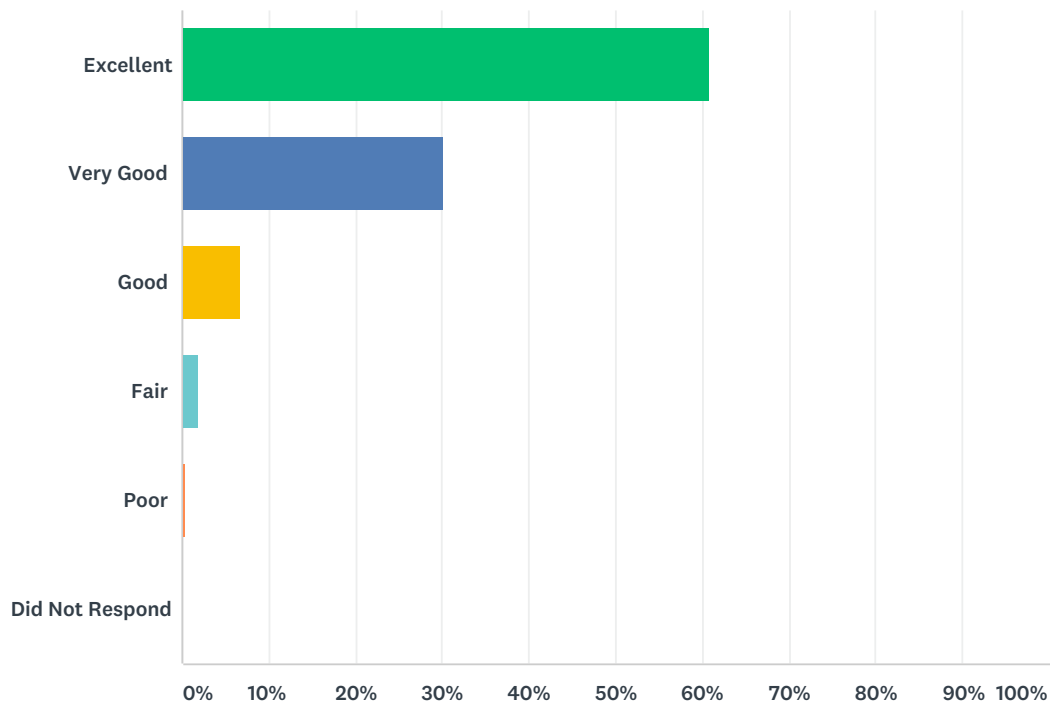
Answered: 802 Skipped: 99



ANSWER CHOICES	RESPONSES	
Excellent	54.74%	439
Very Good	30.30%	243
Good	10.97%	88
Fair	2.87%	23
Poor	1.12%	9
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>802</b>

## Q12 Your overall experience with accessing the centre

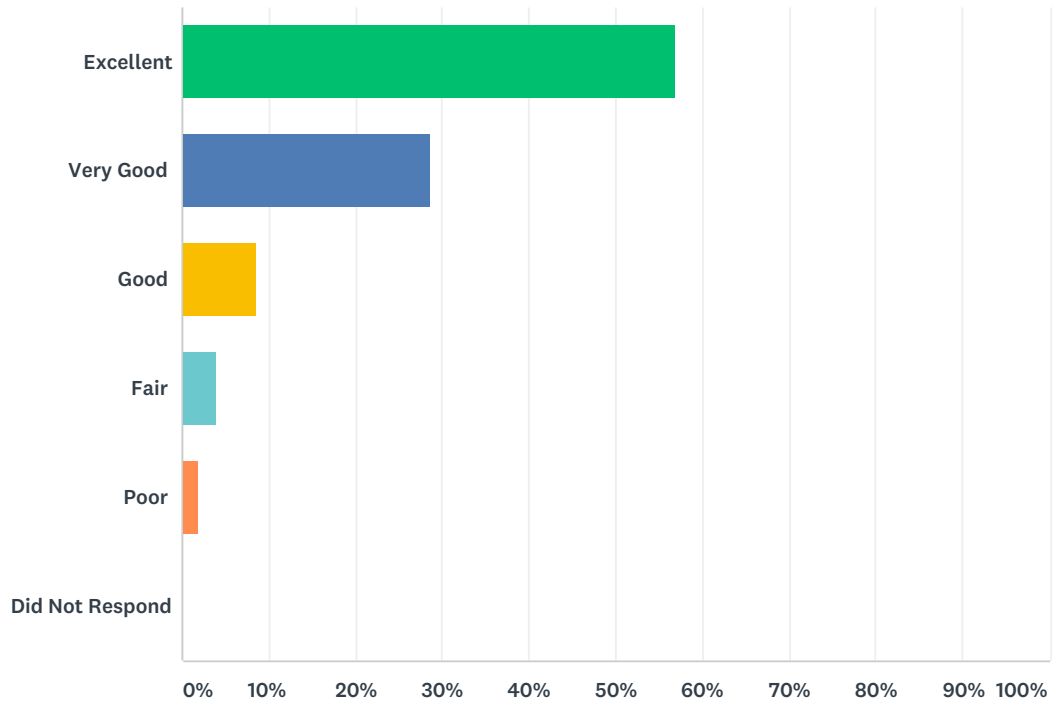
Answered: 802 Skipped: 99



ANSWER CHOICES	RESPONSES	
Excellent	60.97%	489
Very Good	30.05%	241
Good	6.61%	53
Fair	1.87%	15
Poor	0.50%	4
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>802</b>

### Q13 They knew about your medical history

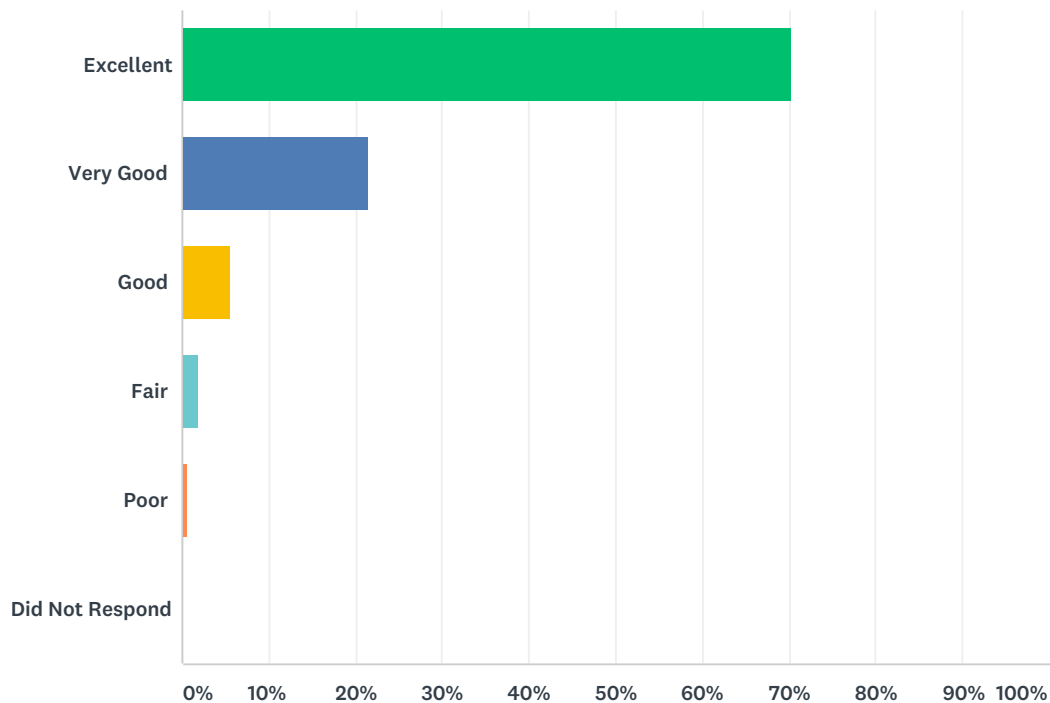
Answered: 775 Skipped: 126



ANSWER CHOICES	RESPONSES	
Excellent	56.90%	441
Very Good	28.65%	222
Good	8.52%	66
Fair	4.00%	31
Poor	1.94%	15
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>775</b>

### Q14 They listened to your concerns

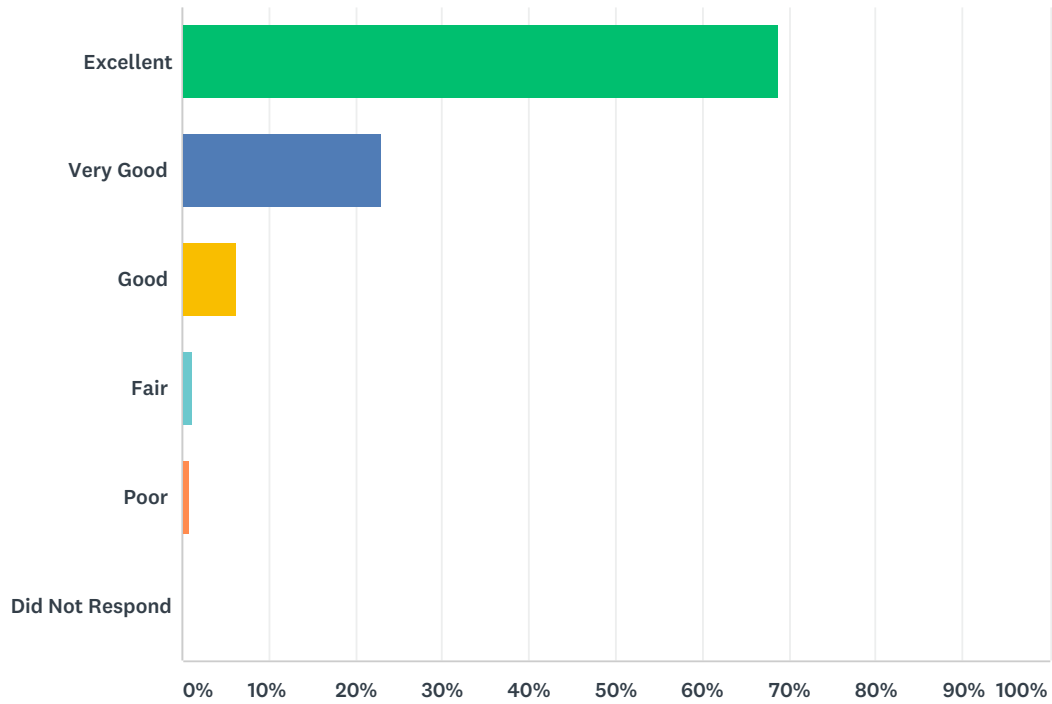
Answered: 775 Skipped: 126



ANSWER CHOICES	RESPONSES	
Excellent	70.19%	544
Very Good	21.55%	167
Good	5.68%	44
Fair	1.94%	15
Poor	0.65%	5
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>775</b>

### Q15 They explained things in a way that was easy to understand

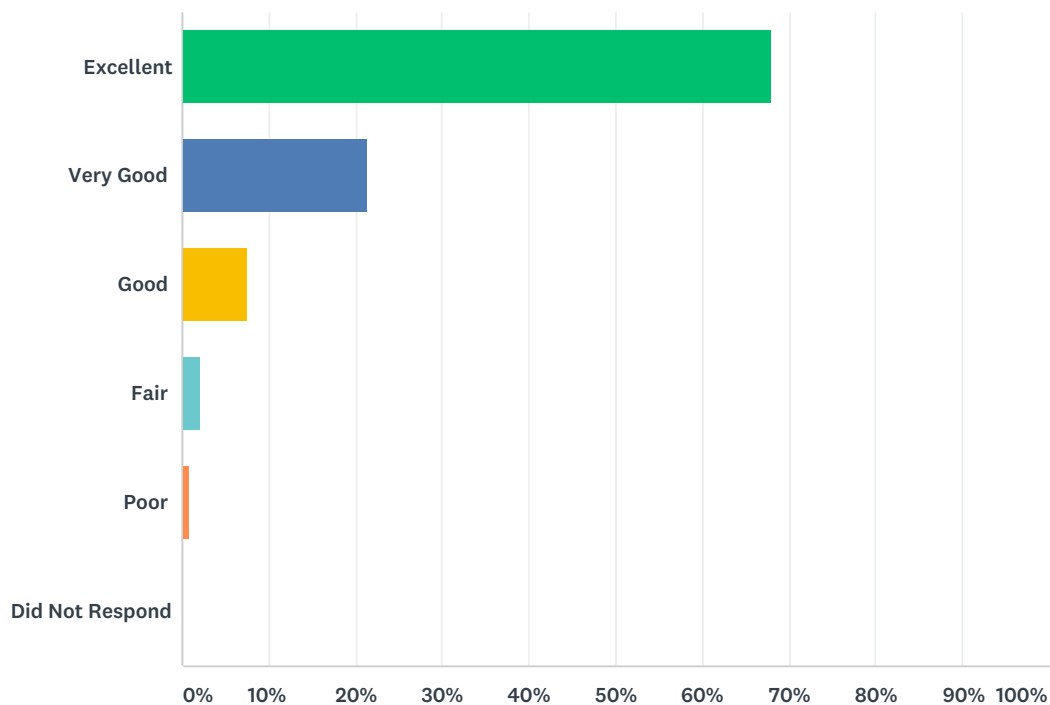
Answered: 775 Skipped: 126



ANSWER CHOICES	RESPONSES	
Excellent	68.90%	534
Very Good	22.97%	178
Good	6.19%	48
Fair	1.16%	9
Poor	0.77%	6
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>775</b>

## Q16 They were sensitive to your needs and preferences

Answered: 775 Skipped: 126

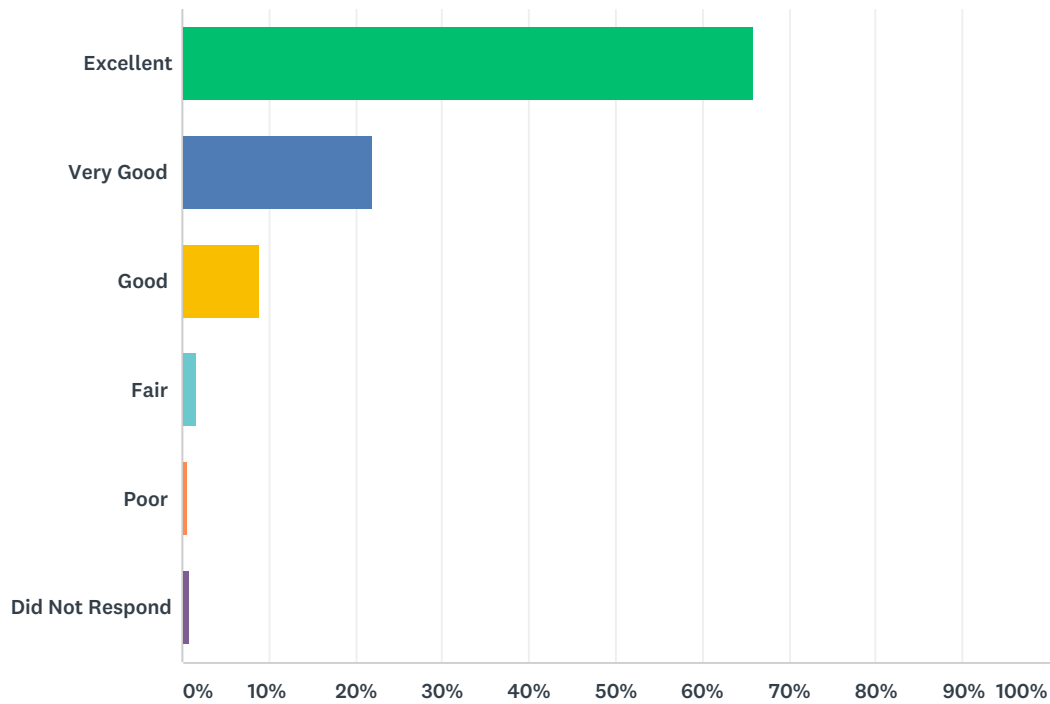


ANSWER CHOICES	RESPONSES	
Excellent	68.00%	527
Very Good	21.42%	166
Good	7.48%	58
Fair	2.19%	17
Poor	0.90%	7
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>775</b>



# Q17 They gave you clear instructions about what you need to do after your visit

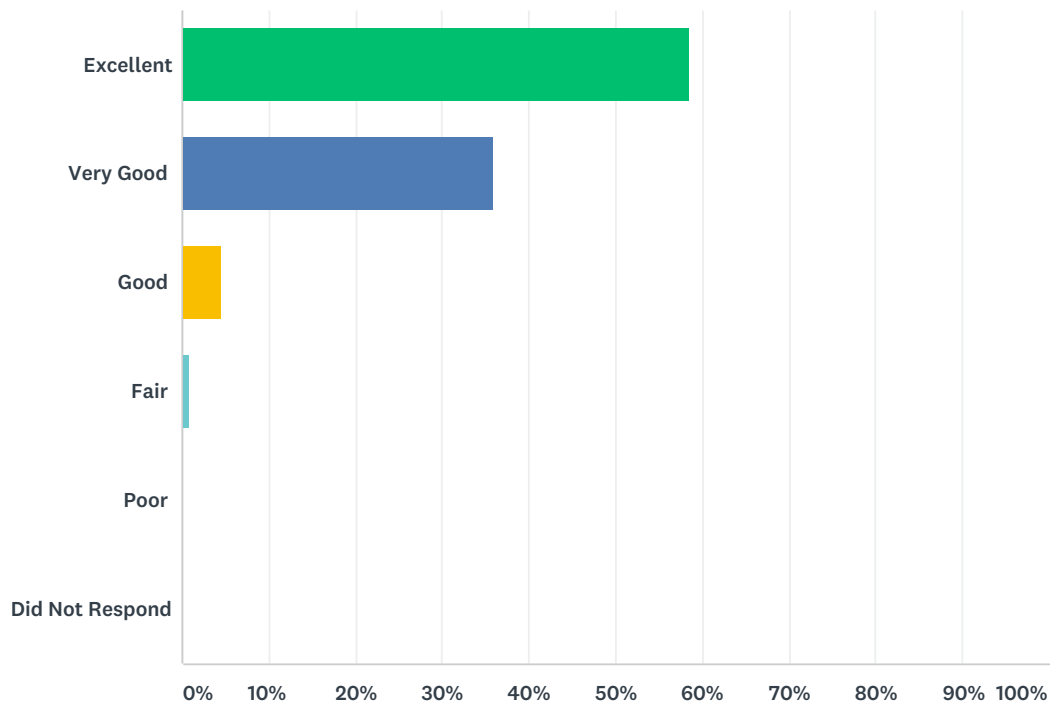
Answered: 775 Skipped: 126



ANSWER CHOICES	RESPONSES	
Excellent	65.81%	510
Very Good	22.06%	171
Good	8.90%	69
Fair	1.68%	13
Poor	0.65%	5
Did Not Respond	0.90%	7
<b>TOTAL</b>		<b>775</b>

### Q18 The overall cleanliness of the centre

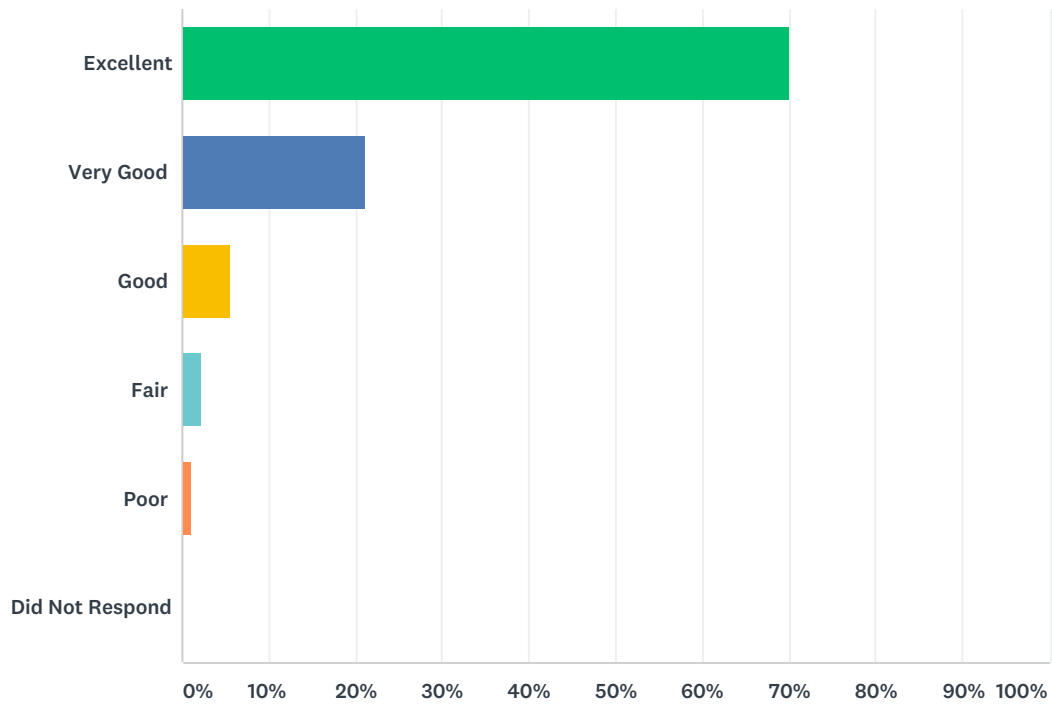
Answered: 771 Skipped: 130



ANSWER CHOICES	RESPONSES	
Excellent	58.63%	452
Very Good	35.93%	277
Good	4.54%	35
Fair	0.91%	7
Poor	0.00%	0
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>771</b>

## Q19 Your confidence in the doctor/health care provider(s) you saw during your visit

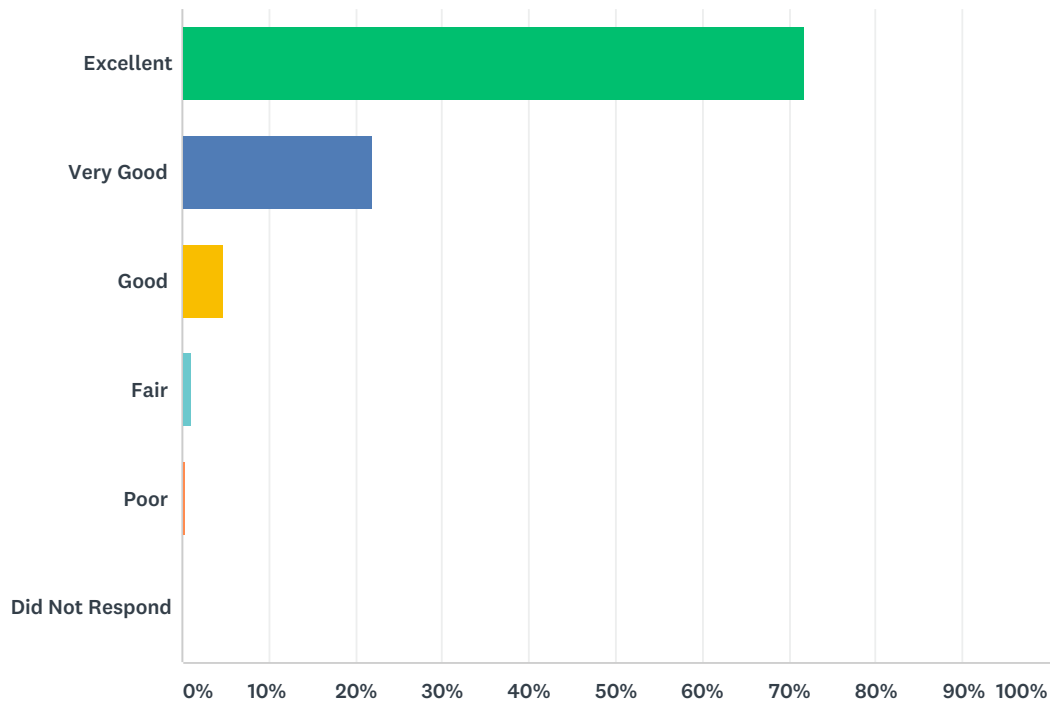
Answered: 771 Skipped: 130



ANSWER CHOICES	RESPONSES	
Excellent	70.04%	540
Very Good	21.14%	163
Good	5.58%	43
Fair	2.20%	17
Poor	1.04%	8
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>771</b>

## Q20 Your confidence that your health information was treated with the level of privacy you expect

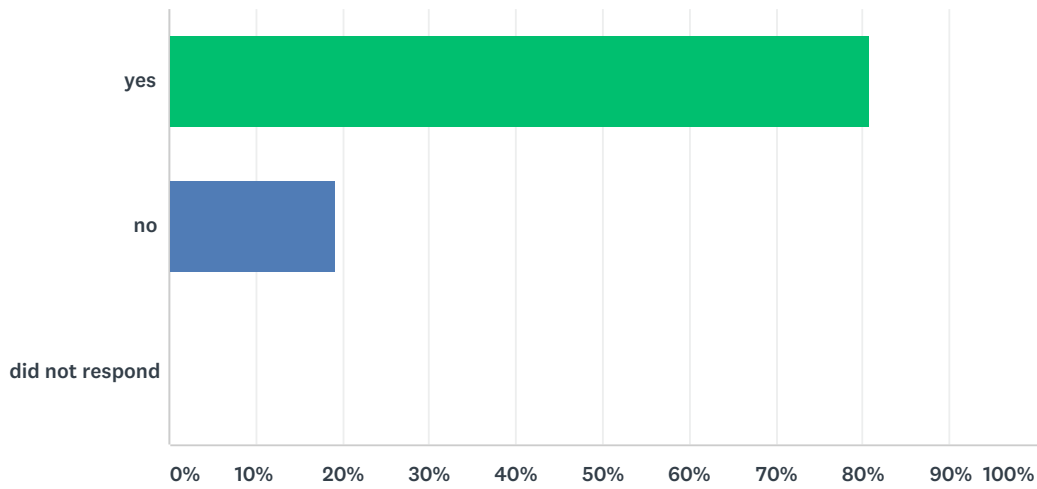
Answered: 771 Skipped: 130



ANSWER CHOICES	RESPONSES	
Excellent	71.73%	553
Very Good	21.92%	169
Good	4.80%	37
Fair	1.04%	8
Poor	0.52%	4
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>771</b>

### Q21 The last time you were sick or were concerned you had a health problem, did you get the appointment on the date you wanted?

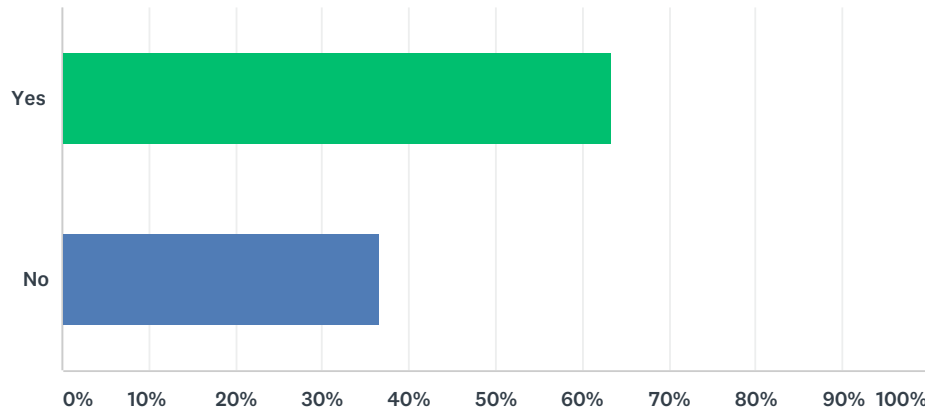
Answered: 766 Skipped: 135



ANSWER CHOICES	RESPONSES	
yes	80.81%	619
no	19.19%	147
did not respond	0.00%	0
<b>TOTAL</b>		<b>766</b>

### Q22 Were you offered a same or next day appointment?

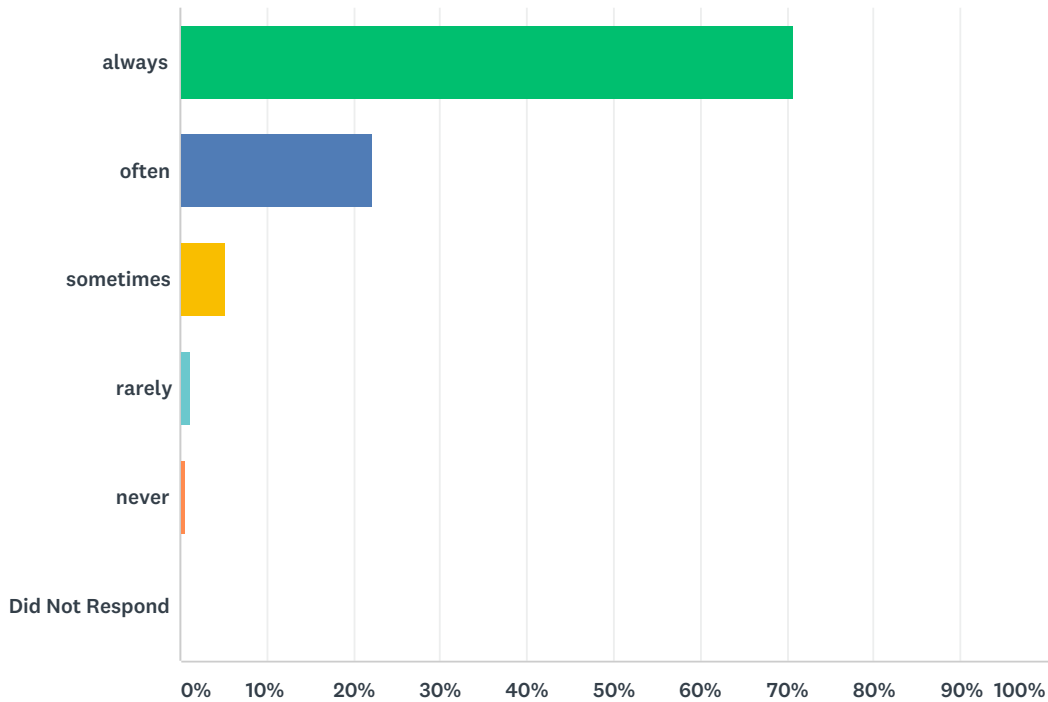
Answered: 744 Skipped: 157



ANSWER CHOICES	RESPONSES	
Yes	63.31%	471
No	36.69%	273
TOTAL		744

### Q23 When you see your doctor or nurse practitioner, how often do they, or someone else in the office, involve you as much as you want to be in decisions about your care and treatment?

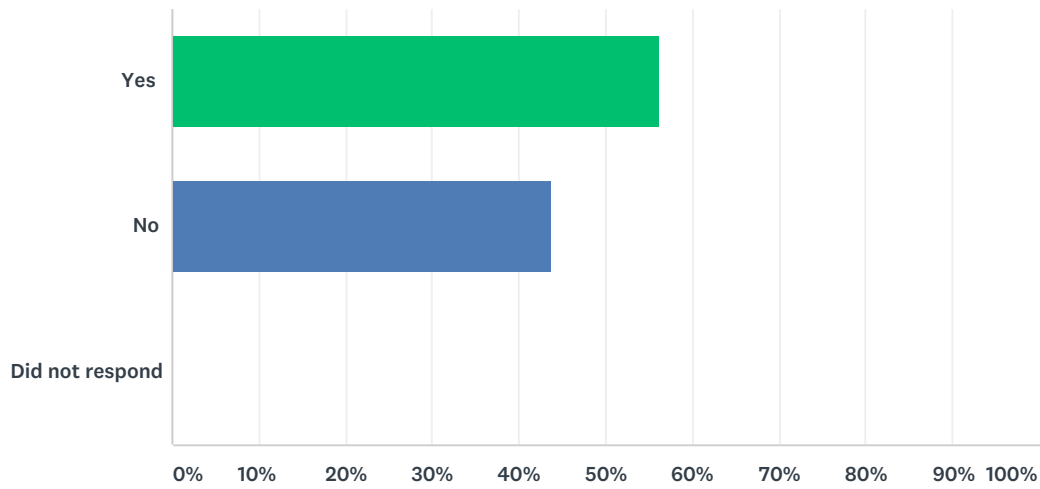
Answered: 763 Skipped: 138



ANSWER CHOICES	RESPONSES	
always	70.64%	539
often	22.15%	169
sometimes	5.24%	40
rarely	1.31%	10
never	0.66%	5
Did Not Respond	0.00%	0
<b>TOTAL</b>		<b>763</b>

## Q24 Were you aware that the family health team has Social Work Services?

Answered: 758 Skipped: 143

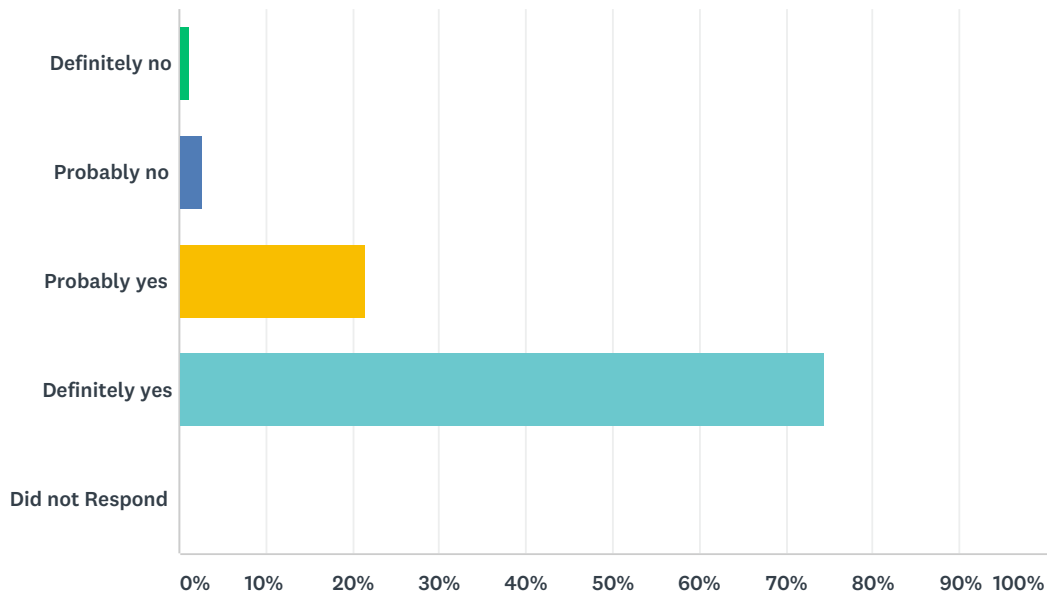


ANSWER CHOICES	RESPONSES	
Yes	56.20%	426
No	43.80%	332
Did not respond	0.00%	0
<b>TOTAL</b>		<b>758</b>



### Q25 Would recommend our services to your family or friends? Check ONE only.

Answered: 759 Skipped: 142



ANSWER CHOICES	RESPONSES	
Definitely no	1.32%	10
Probably no	2.64%	20
Probably yes	21.48%	163
Definitely yes	74.57%	566
Did not Respond	0.00%	0
<b>TOTAL</b>		<b>759</b>

**Q26 If you would like to provide additional feedback, please use the space below:**

Answered: 209 Skipped: 692