

2017-18 Primary Care Patient Experience Survey

How do patients fill out the survey?

- By invitation As the survey questions are about a recent appointment, invitations are emailed to patients who had an appointment the previous week.
- Email addresses are checked to ensure patients receive only one invitation per fiscal year.
- The email directs the patient automatically to Survey Monkey.
- On the website There is a link to Survey Monkey to fill out the survey.

What's new this year?

Patients can now identify the clinic and the clinician seen.

Where are the results?

- Each quarter Survey question results will be posted on our website and in each clinic.
- General comments for each office will be shared with clinicians and staff.
- Comments about individual clinicians/staff will be sent to the individual.

What happens with the data?

- Data is used to highlight improvement needs in the annual Quality Improvement Plan (QIP).
- reported to the Ministry in our annual QIP Progress Reports on the results of specific questions,
1. % of patients who stated that when they see the doctor or nurse practitioner, they or someone else in the office (always/often) involve them as much as they want to be in decisions about their care and treatment?
 2. % of patients and clients able to see a doctor or nurse practitioner on the same day or next day, when needed. We revised this question to “% of patients and clients offered a same/next day appointment”, as often our patients do not want or cannot attend an appointment on the same or next day.
 3. % of patients surveyed who responded “Yes” to the question: “The last time you were sick or were concerned you had a health problem, did you get the appointment on the date you wanted?”
- shared with our family health team clinicians, staff and patients.
- with AFHTO (Associate of Family Health Teams of Ontario) via D2D reporting (Data to Decisions)
- AFHTO collects data from Ontario family health teams to
- provide family health teams with peer comparisons and opportunities to share successful processes,
- advocate on behalf of the family health teams with the MOHLTC on what measures truly reflect best patient care.