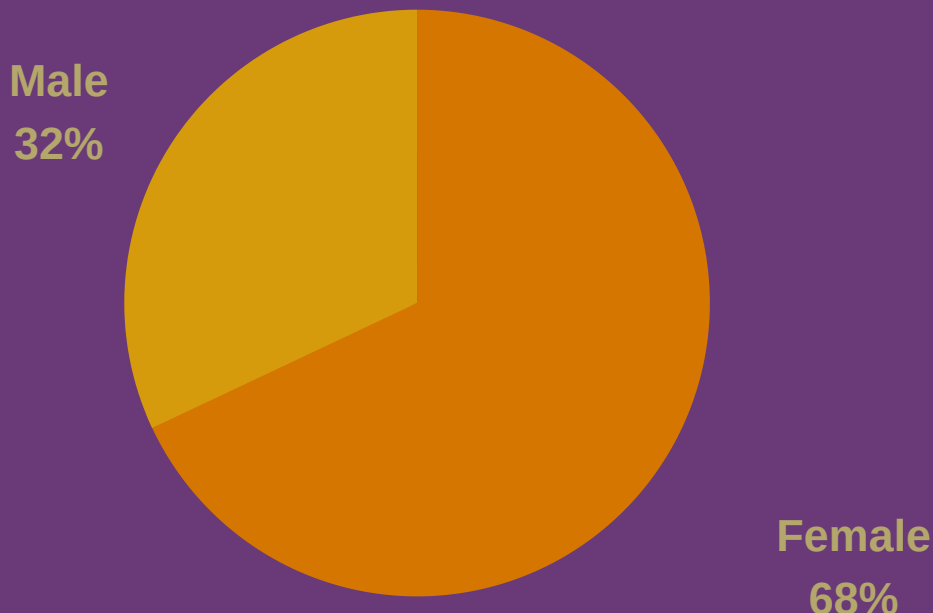


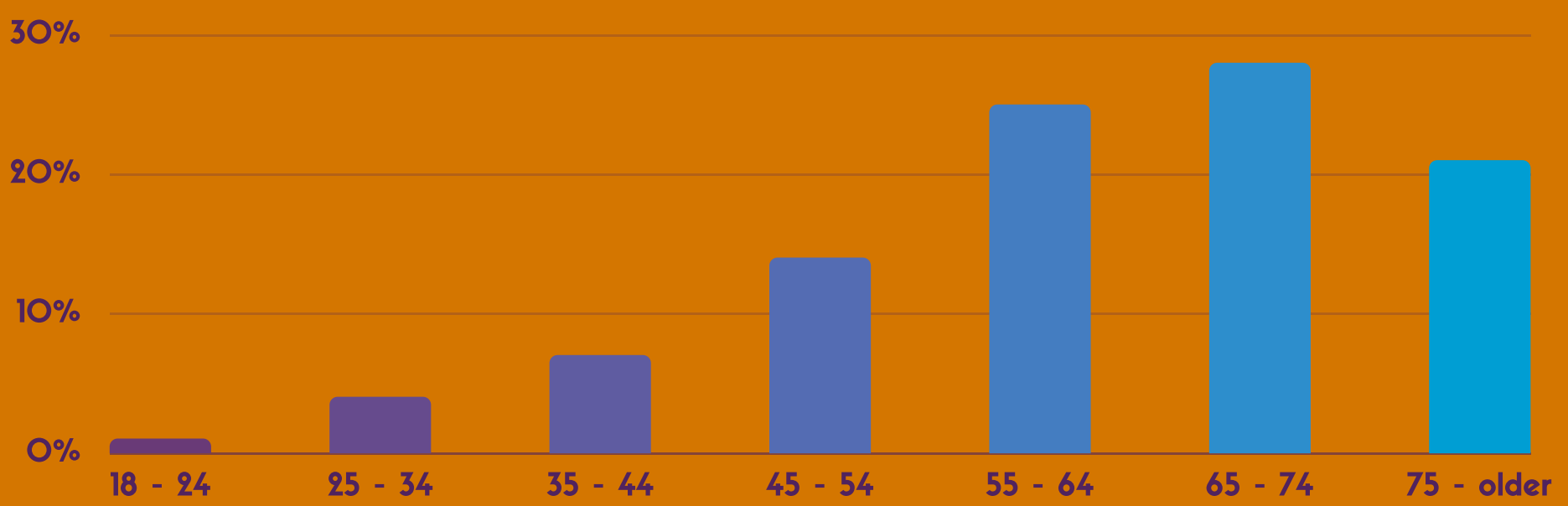
## 2021 PATIENT EXPERIENCE SURVEY RESULTS

2021 was the third year Summerville Family Health Team sent an online survey to patients, generating **2,955 responses.**

### RESPONDENTS BY GENDER



**83%** of patients rate their experience at Summerville as Excellent or Very Good



### RESPONDENTS BY AGE

- 93%** of patients Often or Always feel they are involved, as much as they want, in making decisions about their care and treatment
- 91%** of patients indicated they were Often or Always given the opportunity to ask questions about recommended treatment
- 91%** of patients feel their practitioner Often or Always spends enough time with them
- 94%** of patients feel their practitioner Often or Always lets them say what is important to them

### Top issues identified as opportunities for improvement:

- Phone wait times
- Increased focus on customer service
- Faster access to book an appointment
- Communication
- Online booking and notification of test results

And, from one of our patients, *"I have always found my Dr. to be kind, caring and knowledgeable. He listens intently to what I have to say no matter the topic. I feel heard and never feel rushed. He helps me make good choices for my own health."*

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](mailto:astevens@summervillefht.com)