

Summerville Family Health Team Patient Experience Survey

Frequently Asked Questions

What is the Summerville Family Health Team Patient Experience Survey?

The Summerville Family Health Team Patient Experience Survey is a way for you to tell us how we are doing in providing you with patient care.

What will I get by participating in the survey?

By participating in this survey you have the opportunity to tell us what you would like to see continue, and what you would like to see changed, when it comes to patient care.

Why should I participate? Why can't someone else do it?

We want to hear directly from the patients served at our clinics to better their experience. By telling us exactly what you want, we can work to improve your patient experience.

Can I refuse to participate?

Yes, you can refuse to participate. Participation is voluntary.

How will the information be used?

The information you provide will be analyzed and reviewed by the Quality Improvement Specialist who will then share the results with the rest of the team. We will then work to implement what you have asked. All information will be anonymous and confidential.

How is my privacy protected?

The survey is completely anonymous and we do not track any patient information through the survey. Your participation will not influence any care you receive.

However, as we are involved in a strategic planning process, we are asking people if they would like to volunteer for a patient consultation session. If you volunteer, we ask for your name and contact information, but it is kept completely separate from the other responses you provide in the survey. If you are interested in participating, please go to [Engagement Form - Summerville Family Health Team \(summervillefht.com\)](#)

Summerville Family Health Team has conducted Patient Experience Surveys in the past. How has that data been used to better the patient experience?

Previous surveys have helped us carry out the following changes:

- ◆ Increased awareness of our care teams and free Summerville-wide programs
- ◆ Free parking for patients at the Harborn location
- ◆ Online patient feedback process
- ◆ Creation of the Healthy Aging Series – a monthly virtual education series
- ◆ Creation of the online booking system

You can see results from our 2019, 2020 and 2021 Surveys on the Summerville web site (www.summervillefht.com) under the About Us menu item.