

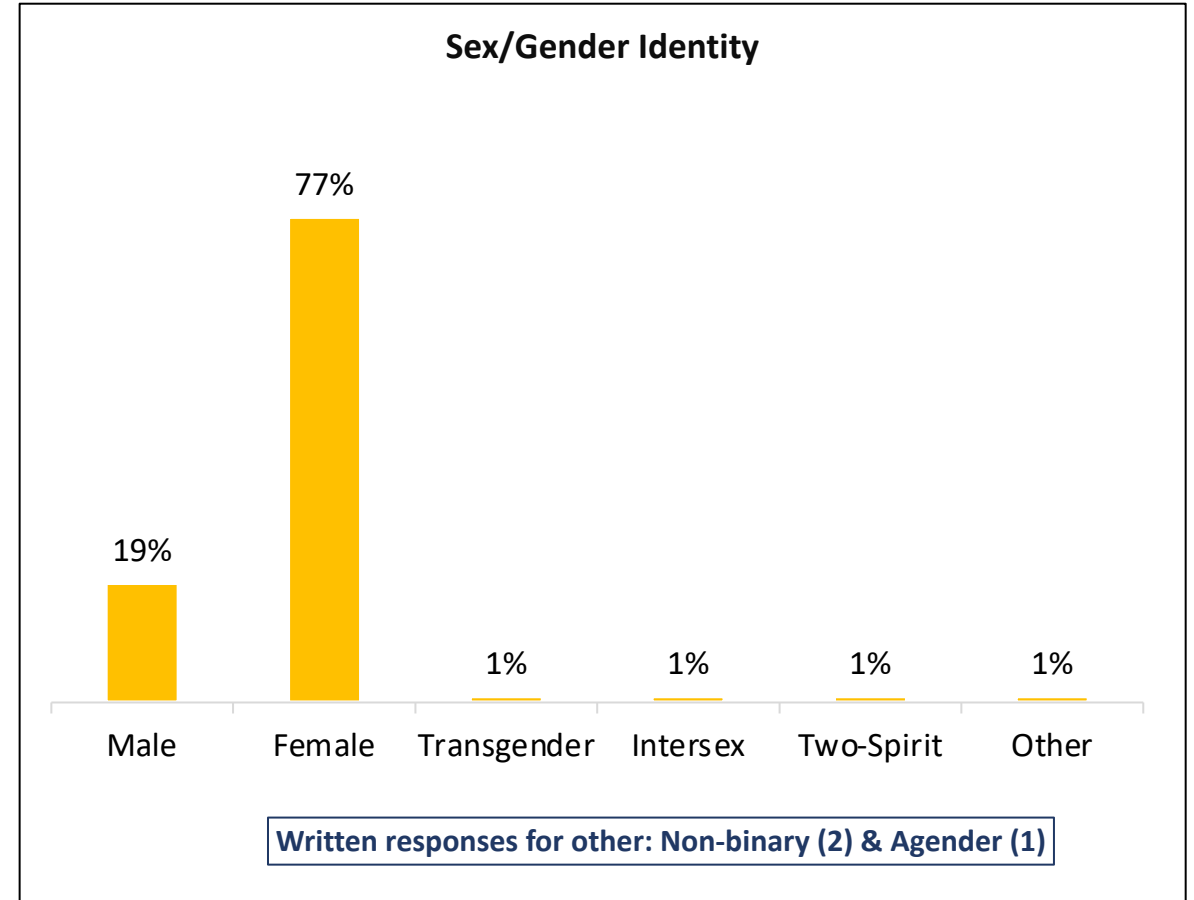
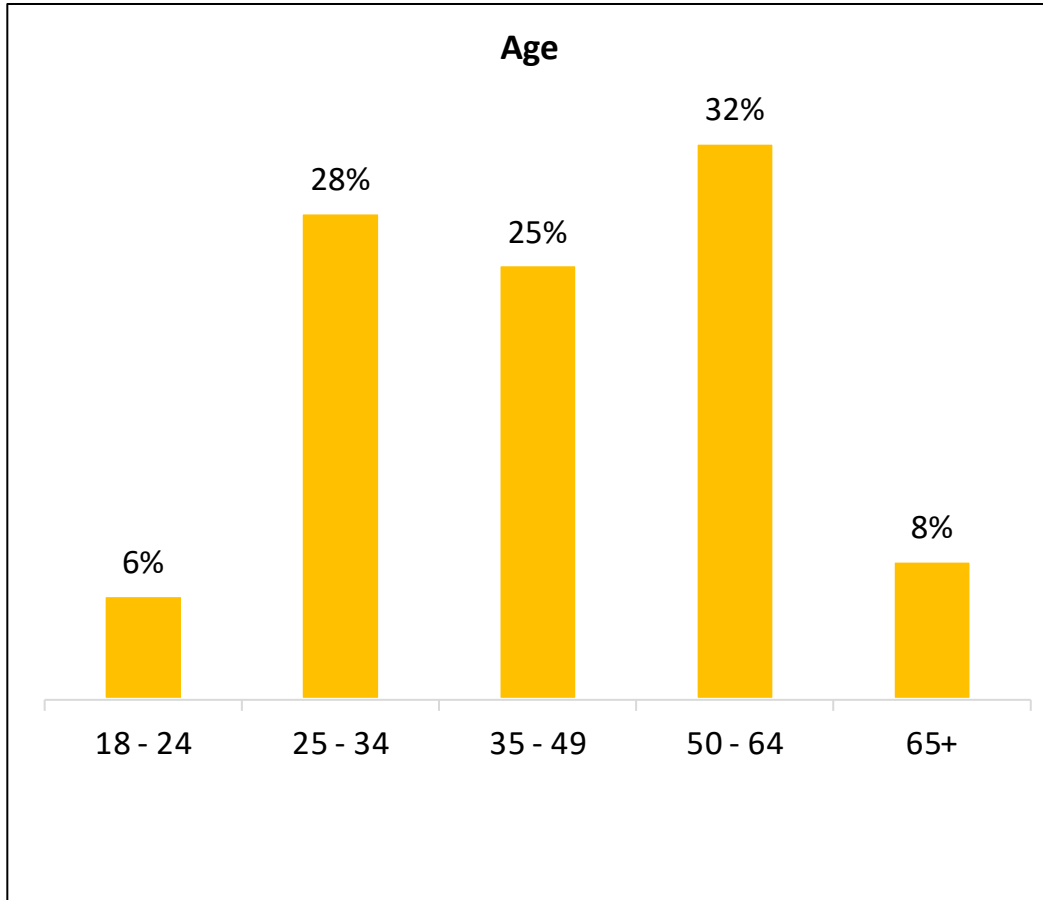
# PQWCHC Client Satisfaction Survey Results 2019/2020

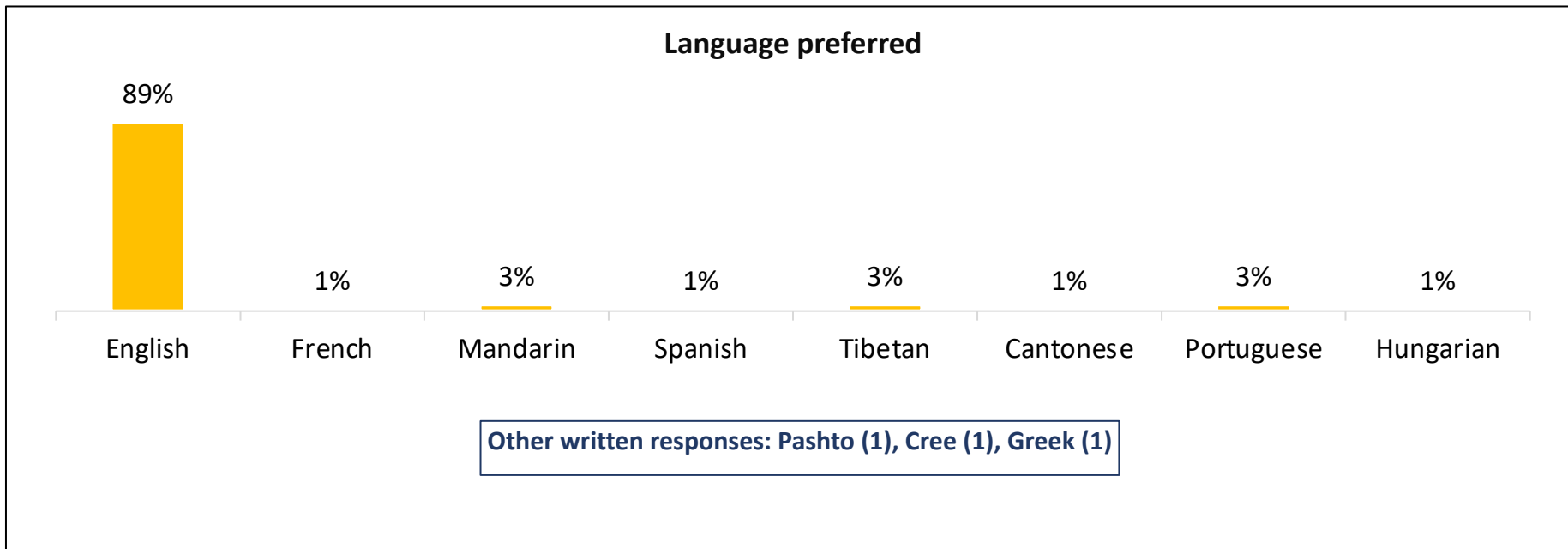
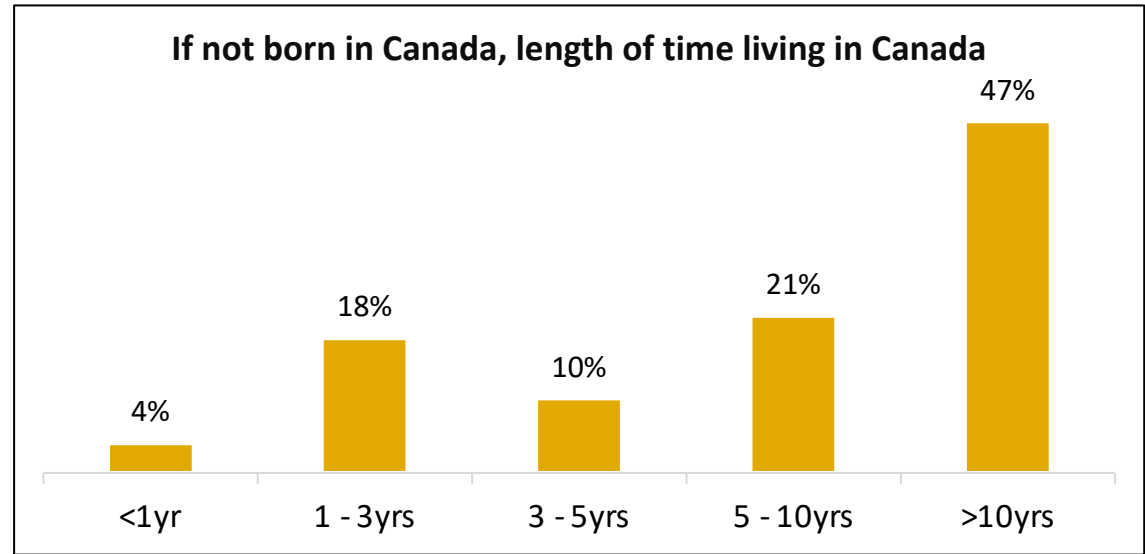
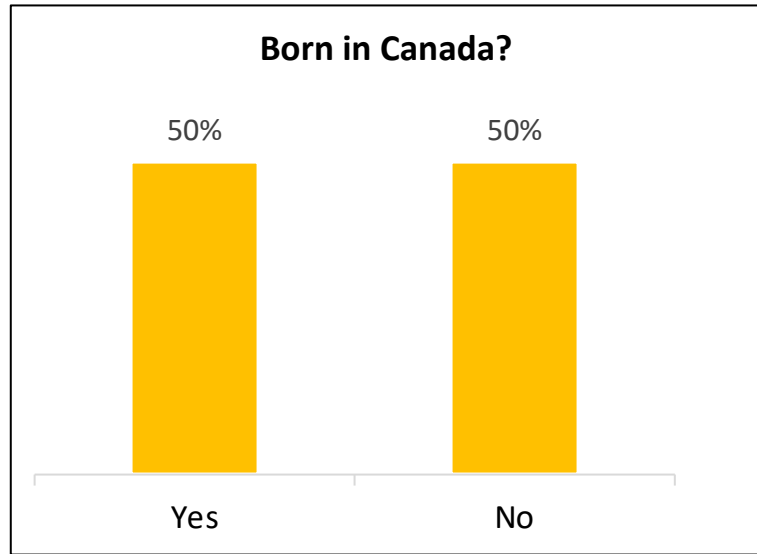
- Survey conducted: March 2020
- Total Respondents: 170
- Surveys were distributed at each site and made available online. The distribution of surveys began in early March and was impacted by service changes made in response to COVID-19. Fewer surveys were completed this year.



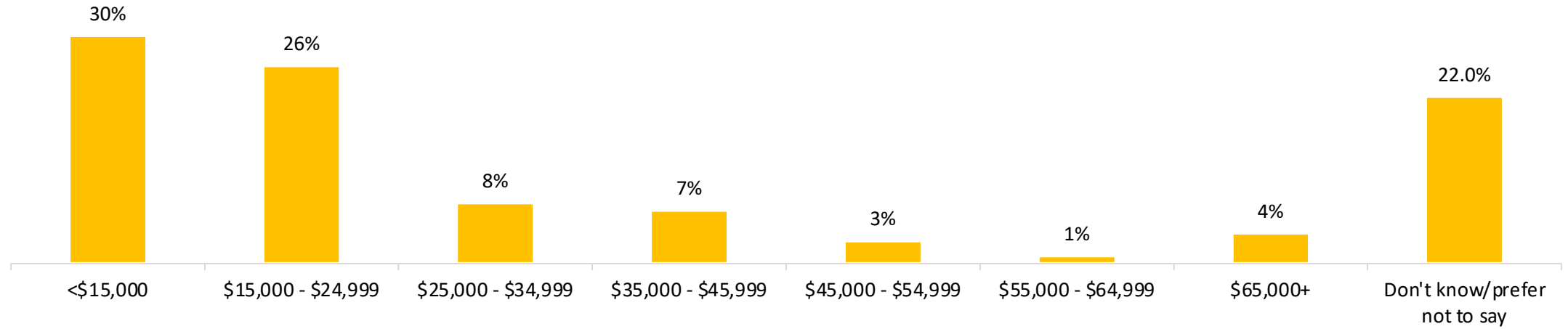
**PARKDALE  
QUEEN WEST**  
Community  
Health Centre

# DEMOGRAPHICS

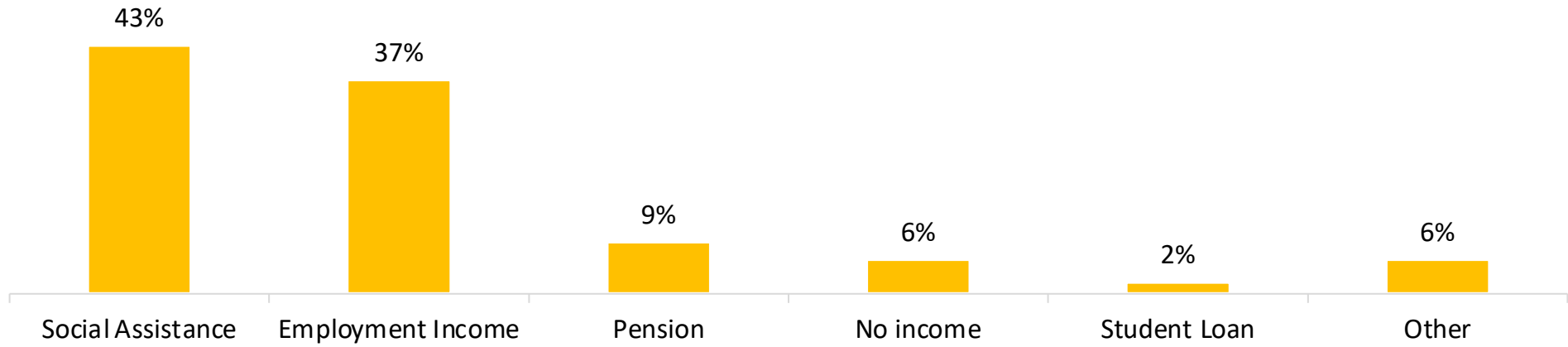


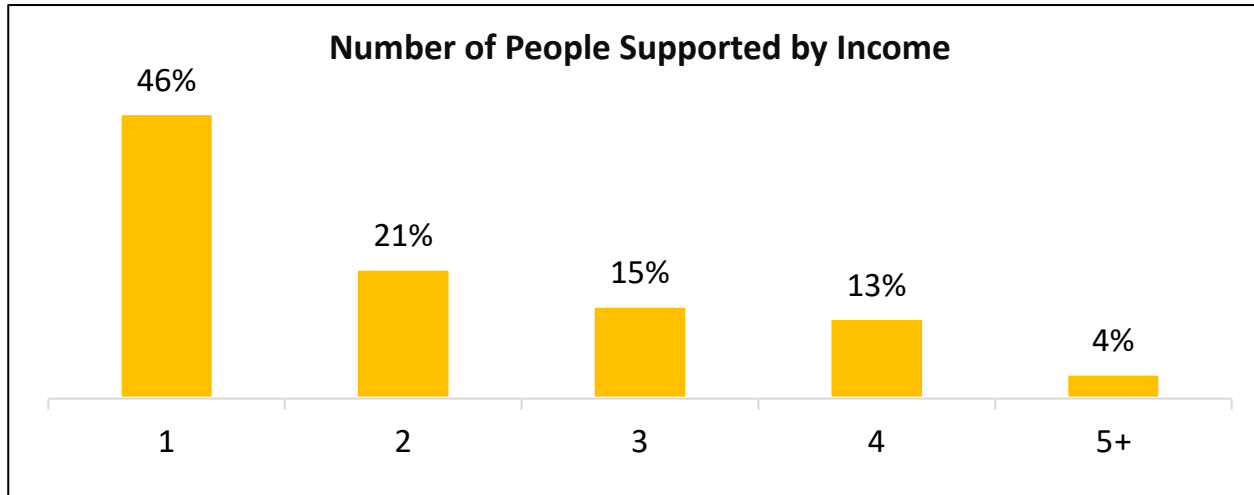


### Household Income

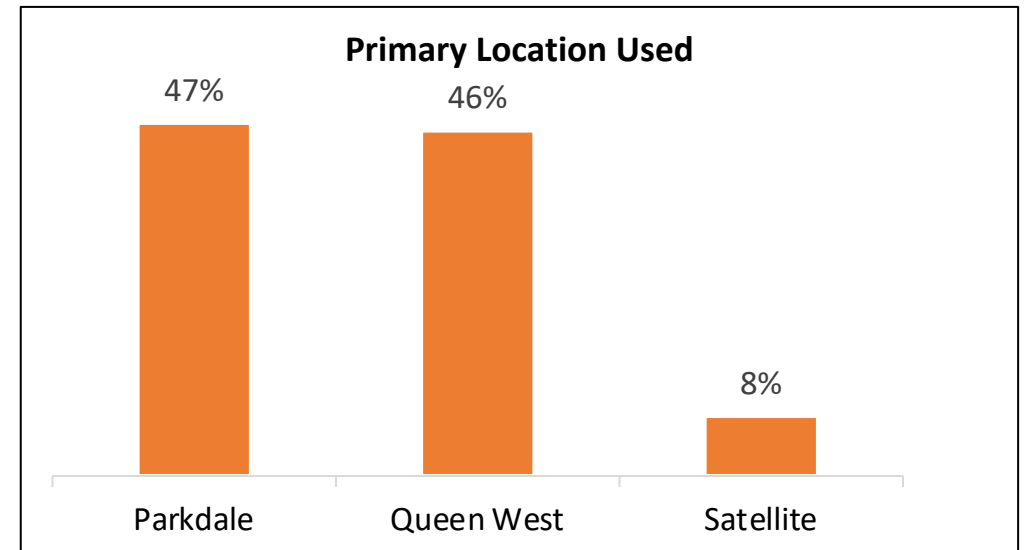
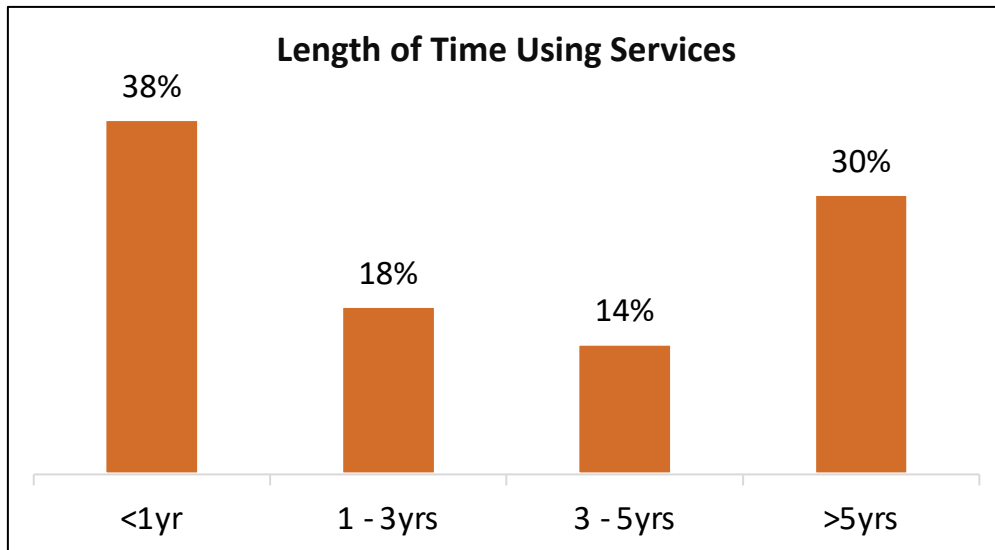


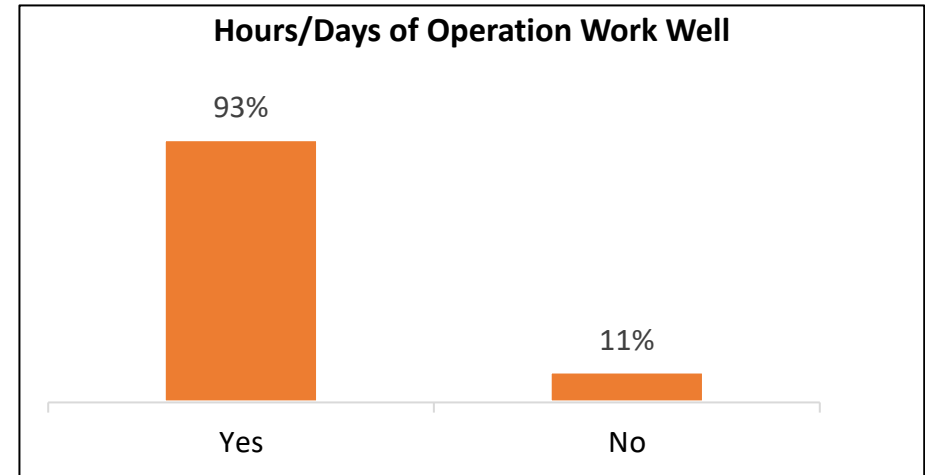
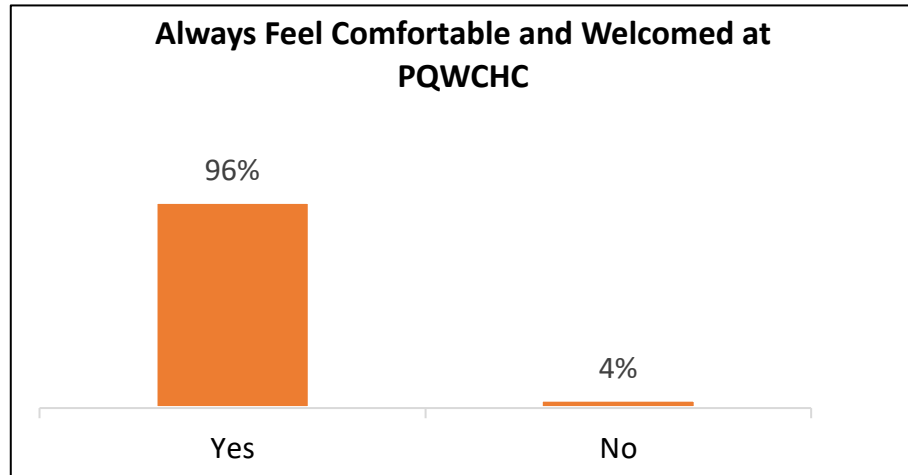
### Source of Household Income





## GENERAL PROGRAMS & SERVICES





#### Some suggestions for improvement:

- ❖ More comfortable chairs
- ❖ Cleaner bathrooms
- ❖ Check-in area should be more private & respectful
- ❖ Politeness & friendliness from staff
- ❖ Front doors shouldn't be locked when arriving for appointments
- ❖ Telling folks they've been too long in washroom
- ❖ More POC, queer health care providers
- ❖ Ensure staff understand preferred pronouns & use correctly
- ❖ More childcare available during counseling sessions
- ❖ Provide refreshments, eg coffee & cold drinks (on hot days)
- ❖ Treat street folks with dignity (Parkdale site mentioned specifically)
- ❖ Basic humanity

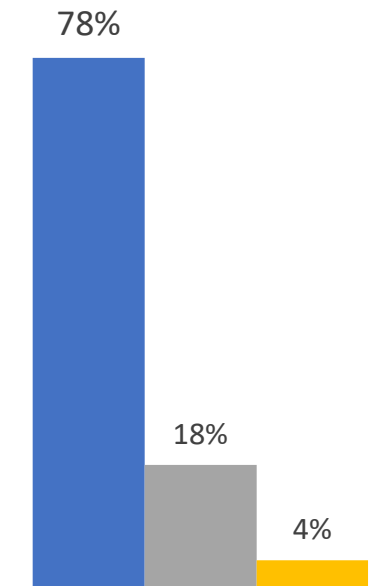
#### Some suggestions for improvement:

- ❖ Weekend & evening hours
- ❖ Open 7 days a week
- ❖ Morning walk-in clinic at least once per week
- ❖ Full entry @ 9am, Mon-Fri
- ❖ Longer SCS hours
- ❖ Breakfast at Four Winds, LAF on Thurs lunch (?)
- ❖ Weekend programs so partner can attend (specific to 5Ps)

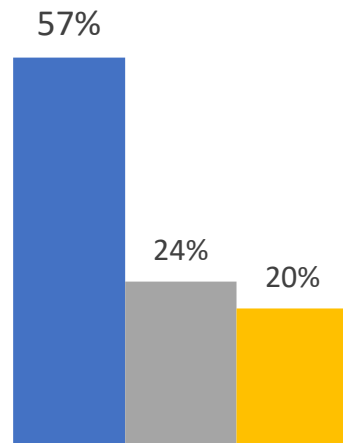
46 respondents wrote that they already feel welcome & comfortable and there's nothing to improve

### Rate the following

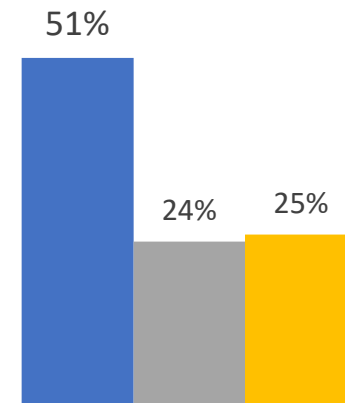
- Excellent/Very Good
- Good
- Fair/Poor



Care & services received



Your overall physical health



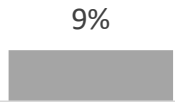
Your overall mental health

## Rate the Following

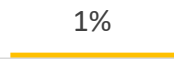
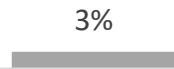
■ Always/Often

■ Sometimes

■ Rarely/Never



PQWCHC has a positive impact on your community



PQWCHC staff treat you with dignity & respect



**WHAT PQWCHC DOES PARTICULARLY WELL:**

<b>STAFF RELATED RESPONSES</b>	<b>PROGRAMS &amp; SERVICES RELATED RESPONSES</b>
Pleasant, approachable, welcoming, respectful, professional	Counseling, Case Management, 5Ps, Naturopath Clinic, Harm Reduction LGBTQ Services, The Drop-In
Treat clients well	Four Winds & access for First Nations
Diversity of staff	Ceremonies & Smudging
Communication	Good health care provided
Informative, helpful, well organized	Good workshop topics
Use preferred name and pronouns	Healthy diet information and healthy & delicious food provided
Friendly front-line workers	Hormone replacement therapy from trained Providers
Provide responsive, client-centred care	Variety of care
Provide courtesy follow-up calls	Helping individuals & community
Use a holistic approach	Convenient location
Cultivate a safe space to share	Appointment reminder calls
Referrals to specialists when needed	

**WHERE PQWCHC CAN IMPROVE:**

<b>STAFF RELATED RESPONSES</b>	<b>PROGRAMS &amp; SERVICES RELATED, cont'd</b>	<b>FACILITIES RELATED RESPONSES</b>
Front desk customer care	Housing services – orientation & mediation	General cleanliness
Be more welcoming & patient with non-English speaking clients	Reduce restrictions on number of counseling sessions	Washrooms – cleanliness, sometimes occupied for long periods
Diversity among health care providers	Make telehealth & video counseling available	Accessibility – keep elevator & access doors working
Treatment of Indigenous people	More variety of programs – parents with older kids, exercise	Leaving front doors locked till 1pm opening on cold Wednesdays
Staff turn over	Dental clinic for all	Reminder service
<b>PROGRAMS &amp; SERVICES RELATED RESPONSES</b>	More healthy snacks	Privacy at client check-in
More doctors, case managers, counselors	More culturally specific foods (usually Western foods at programs)	Intercom at front desk
Wait-time to book doctor's appts	Food bank	More reading materials in wait area
More weekend appts & programs	Better alternative medicine options, e.g. Chinese medicine	Long wait-time on phone
Wait-time in office for appts	5Ps – more weekly programs & have & increase available slots for existing programs	5Ps – program space too small
Longer SIS hours and more doctors involved		

## SUGGESTIONS FOR ADDITIONAL PROGRAMS & SERVICES

### Babies & Children's Programs:

- Breastfeeding support
- EarlyOn
- Children's behaviour & emotional health workshops
- More help accessing items such as clothing, strollers

### Mental Health Support Groups:

- Stress management
- Grief
- Life skills
- Trans focused
- Youth/Peer focused
- LGBT focused
- Survivor Support
- Book Club

### Indigenous Programs:

- Native crafts
- Drum making workshop
- Beading workshop
- Dreamcatcher workshop
- Healers coming in
- Indigenous based healthcare
- Inclusion of non-indigenous folks in programs

### Food:

- More food available to clients
- Food bank providing for special diet needs, chronic diseases

### Arts & Crafts:

- Sewing hub
- Writing classes
- Music classes

### Onsite Specialists:

- Eye
- Dermatology
- Blood & Imaging Lab
- More dentistry for children & adults

- Settlement services
- Housing services
- More Outings & trips
- Longer SCS hours
- Fitness programs – yoga, general physical activity support

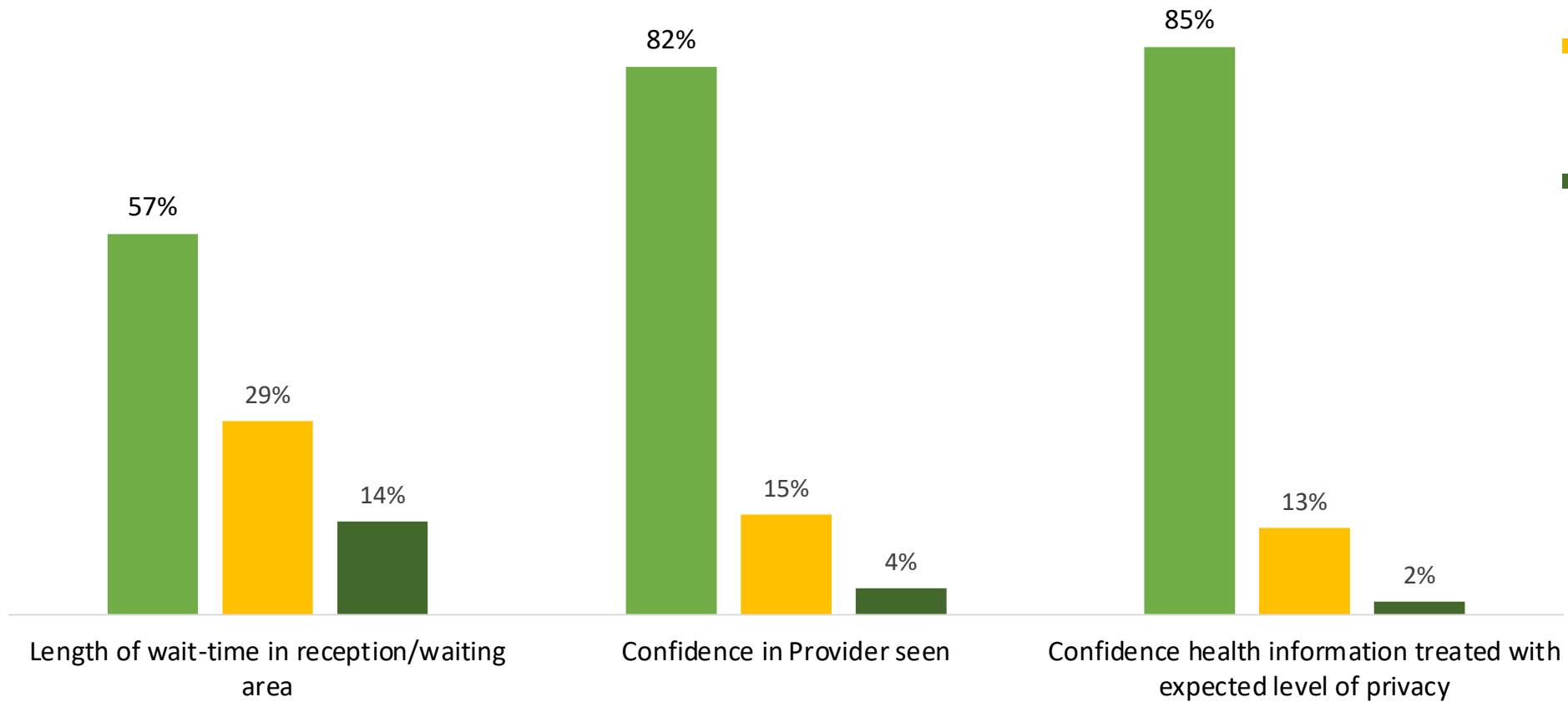
# HEALTHCARE SERVICES

## MOST RECENT VISIT – RATE THE FOLLOWING

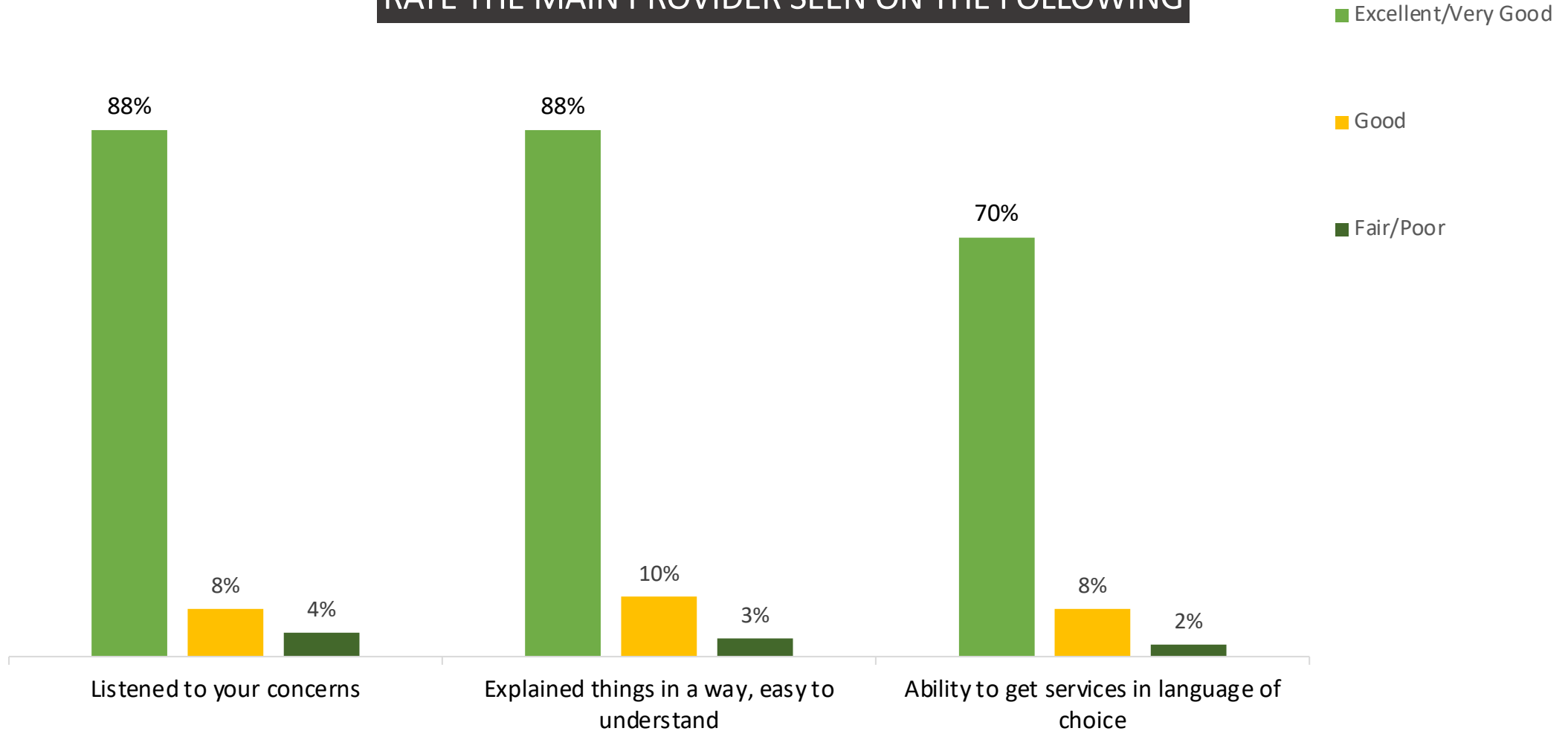
■ Excellent/Very Good

■ Good

■ Fair/Poor



DURING MOST RECENT VISIT  
RATE THE MAIN PROVIDER SEEN ON THE FOLLOWING



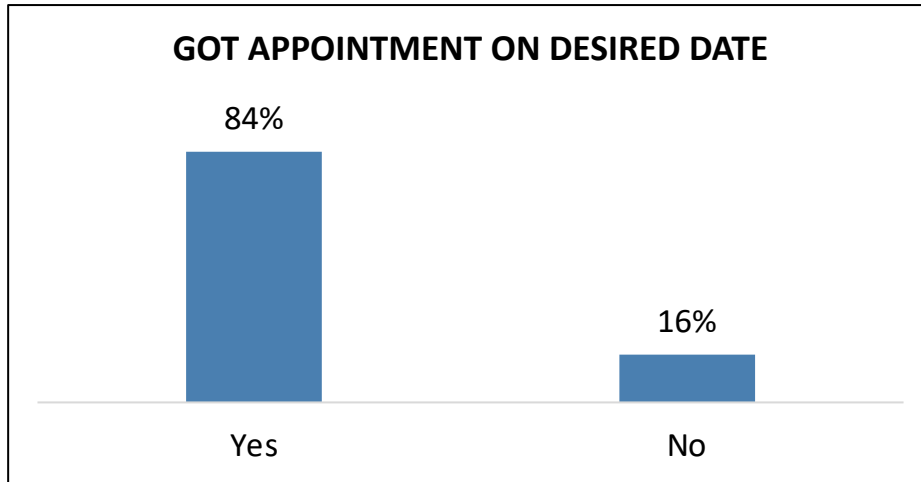
## FEEDBACK TO IMPROVE THE WAY CARE IS PROVIDED

CLINICAL RELATED RESPONSES	PROGRAM & ALLIED HEALTH RELATED RESPONSES	FACILITIES RELATED RESPONSES
More doctors	More counselors & counseling sessions	Difficult to communicate through glass partition (fix or upgrade speakers)
Decrease wait-time to get an appt	Replicate SIS services at Parkdale site	Reminder notifications by email instead of by phone
Drop-Ins	Group activities to motivate & help achieve goals	Loud clients in lobby area is scary
Doctors writing & verbal communication could be clearer	Increase frequency of Diabetes program (i.e. more than 1 per month)	
Make telehealth services available		
More holistic approach		

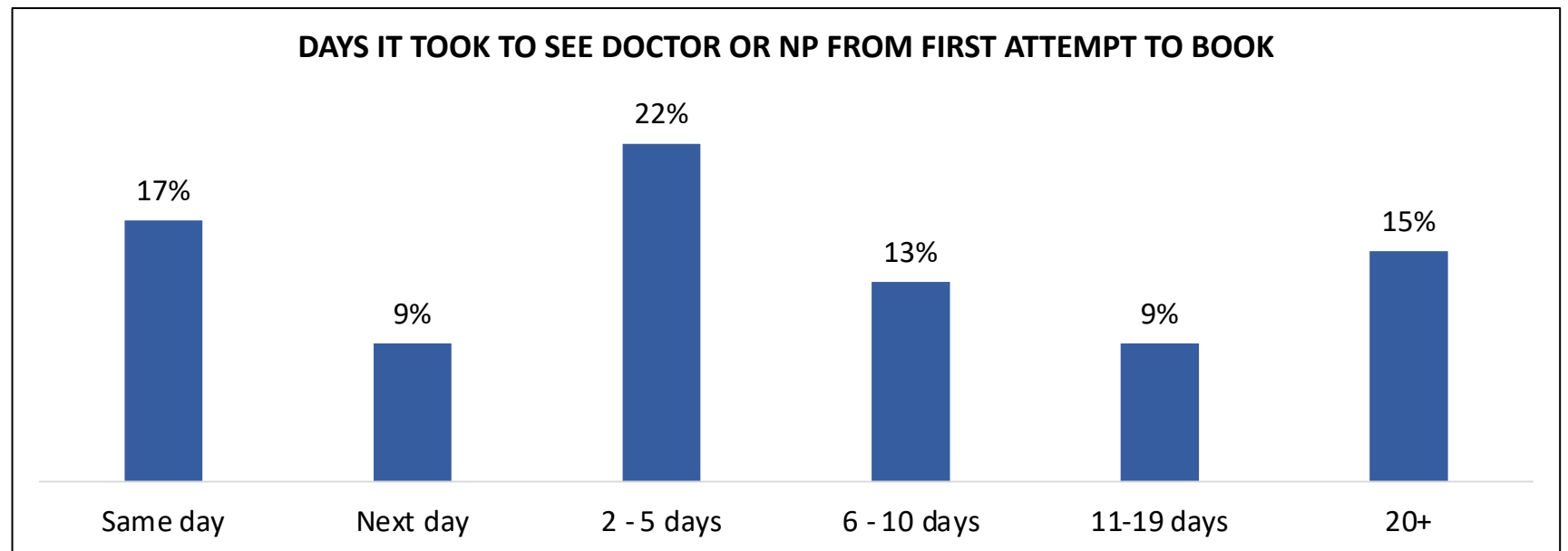
21 of 50 respondents wrote nothing to improve and are happy with services as is.

## WHEN SEEING A DOCTOR OR NURSE PRACTITIONER

### GOT APPOINTMENT ON DESIRED DATE



### DAYS IT TOOK TO SEE DOCTOR OR NP FROM FIRST ATTEMPT TO BOOK



WHEN SEEING A DOCTOR OR NURSE PRACTITIONER  
RATE YOUR PROVIDER ON THE FOLLOWING

- Always/Often
- Sometimes
- Rarely/Never

