



Parkdale Queen West Community Health Centre

CLIENT EXPERIENCE SURVEY 2024

Your Responses as to How We Are Doing!

Mass emailing reached 3,331 Registered Clients

403 Responses

*Survey Available in English, French, Hungarian, Spanish, Portuguese, Simplified Chinese


 **AREAS TO IMPROVE** ▶

 **WHAT WE DO WELL** ▶

HEALTH PROMOTION
94%
Very Satisfied/
Fairly Satisfied



PRIMARY HEALTH CARE
93%
Very Satisfied/
Fairly Satisfied



89%
Always/
Often
Treated with
Dignity
& Respect




COUNSELLING & MENTAL HEALTH CARE
90%
Very Satisfied/
Fairly Satisfied




5%
INCREASE
FROM 2023



16%
INCREASE FROM 2023

DENTAL SERVICES/QW
95%
Very Satisfied/
Fairly Satisfied



HARM REDUCTION
98%
Very Satisfied/
Fairly Satisfied



6%
INCREASE FROM 2023

ALMOST 3X
THE ENGAGEMENT FROM
HARM REDUCTION CLIENTS!