

# Client Survey Results

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2017



**PARKDALE  
QUEEN WEST**  
Community  
Health Centre

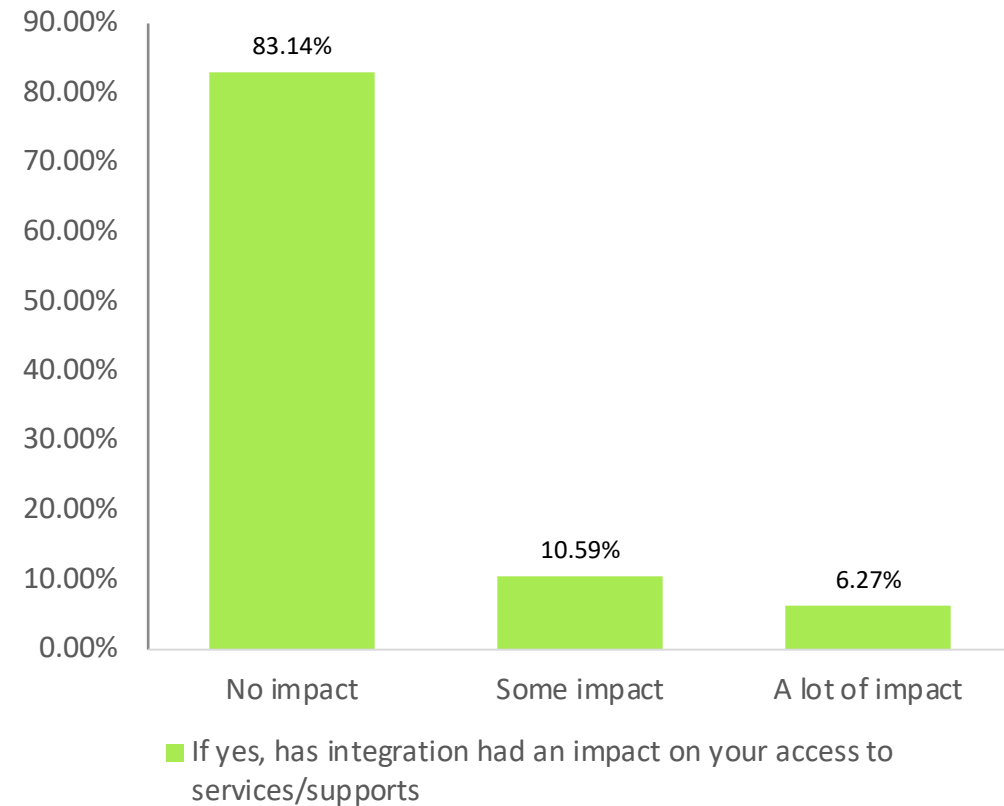
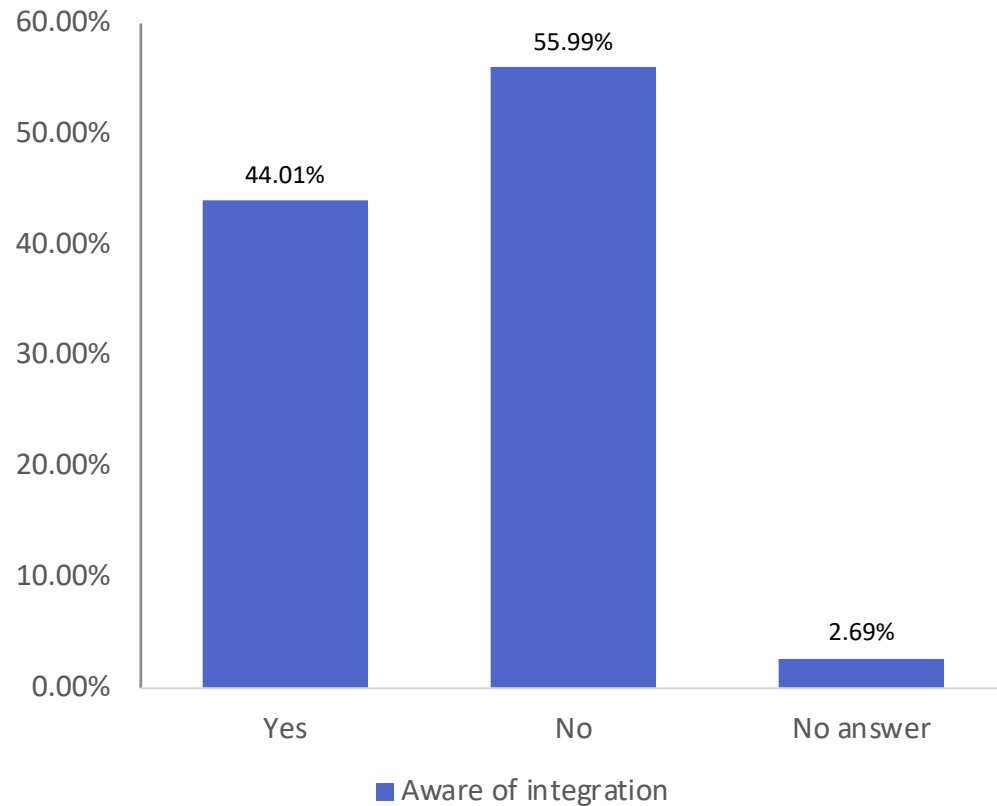
# Survey Details

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- Delivered by staff over 4 weeks in February/March, 2018
  - Clients from all areas of all locations were approached
- Previous QW and PCHC surveys were merged into one, cross-agency survey
- 6 language options for survey completion (English, French, Spanish, Portuguese, Traditional Chinese, Hungarian)
- 343 respondents
  - 61% QW
  - 31% Parkdale
  - 8% Satellite
- 75% of survey respondents reported visiting the centre 5 times or more within the past year

# Integration: Awareness and Impact

83% responded positively affirming that integration had no negative impact on their access to services and support. The seamless continuity of service promised by integration was affirmed as 56% of survey respondents noted they were unaware of the integration.

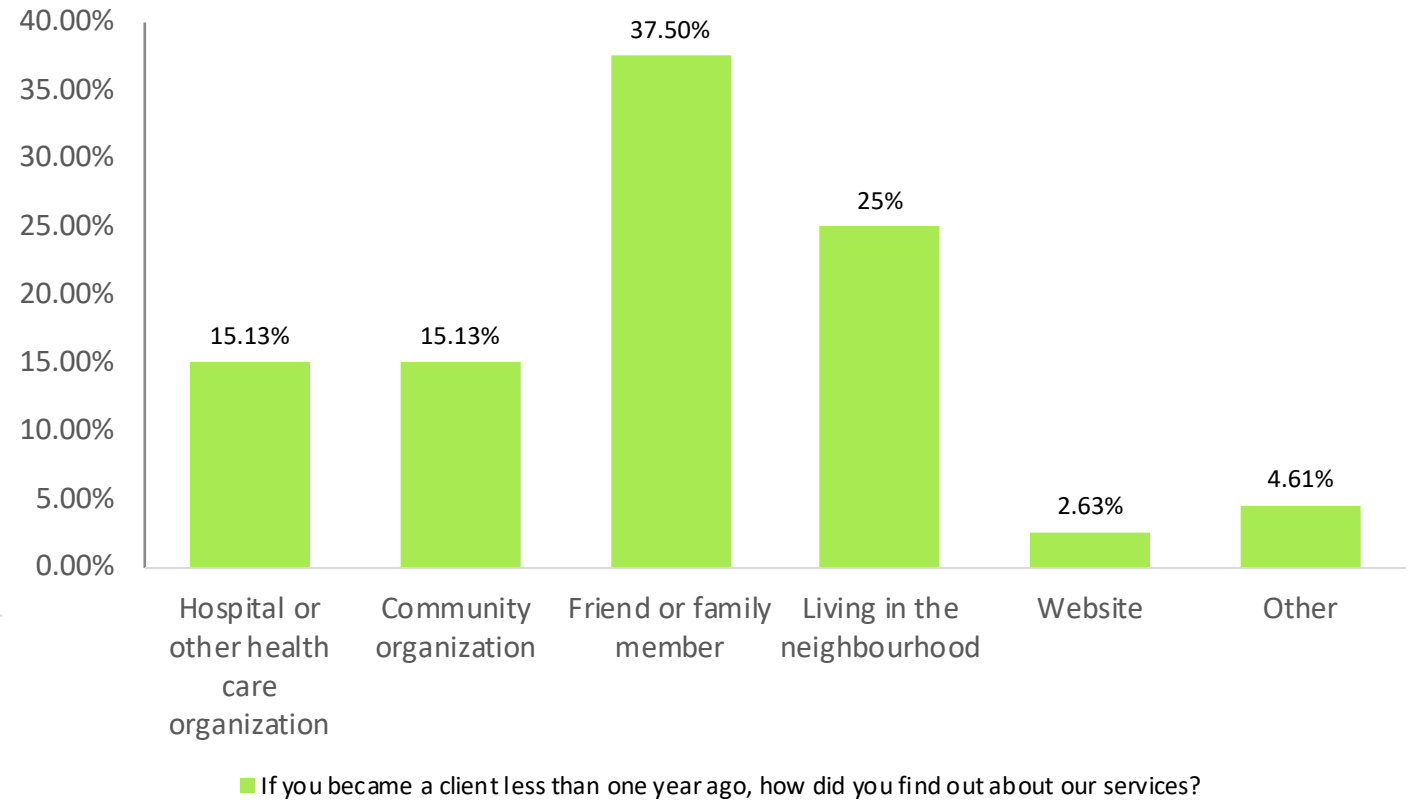
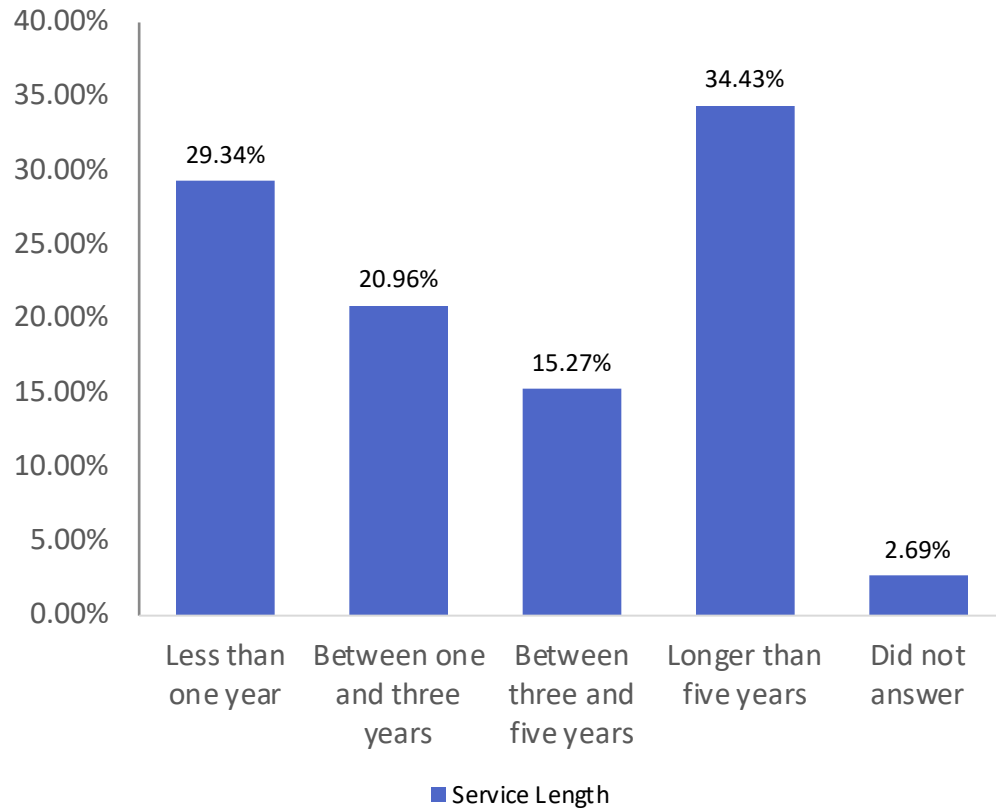


# Integration Impact: Comments

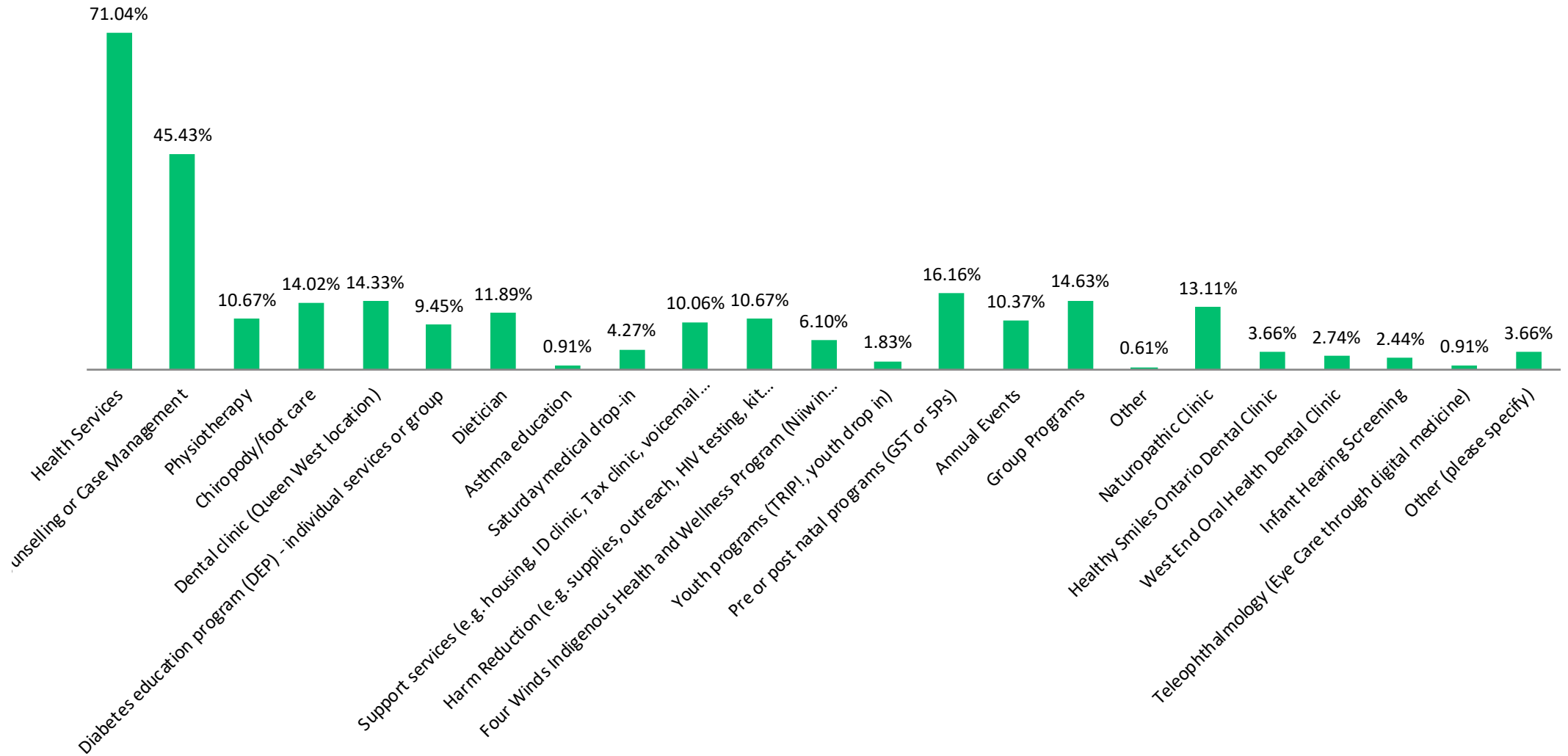
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- Joint Women's Day celebrations was excellent
- I find the services are just as good as they always are
- Gives information on both sites
- More options/services=more reasons to come
- Loss of different programs without Parkdale permission (health, time, staffs)
- Just having a little more difficulty contacting my counselor and making appointments
- Harder to get someone to answer the phone directly with the new system
- Not a big issue but not all Google numbers correspond to correct location
- Busier - no same day of even some week appointments available in my NP

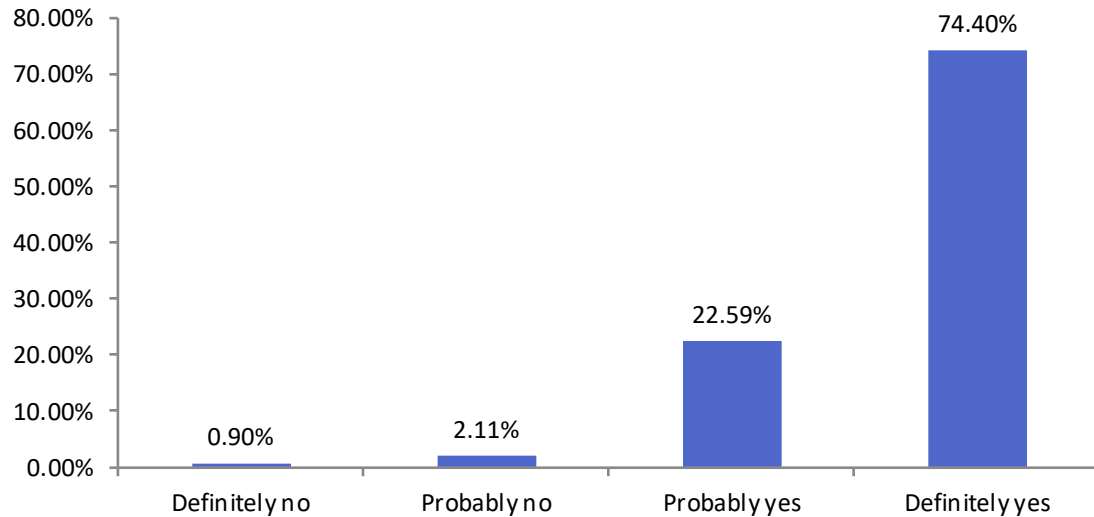
# Service Length and Referral Source



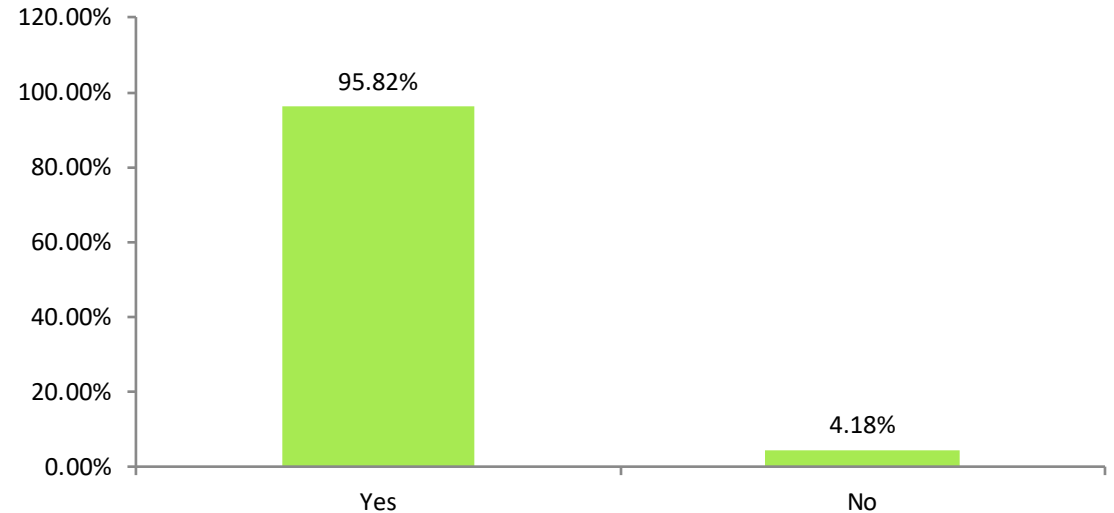
## Services Accessed



## Would you recommend our services to your family or friends?



## I always feel comfortable and welcome at Parkdale Queen West CHC

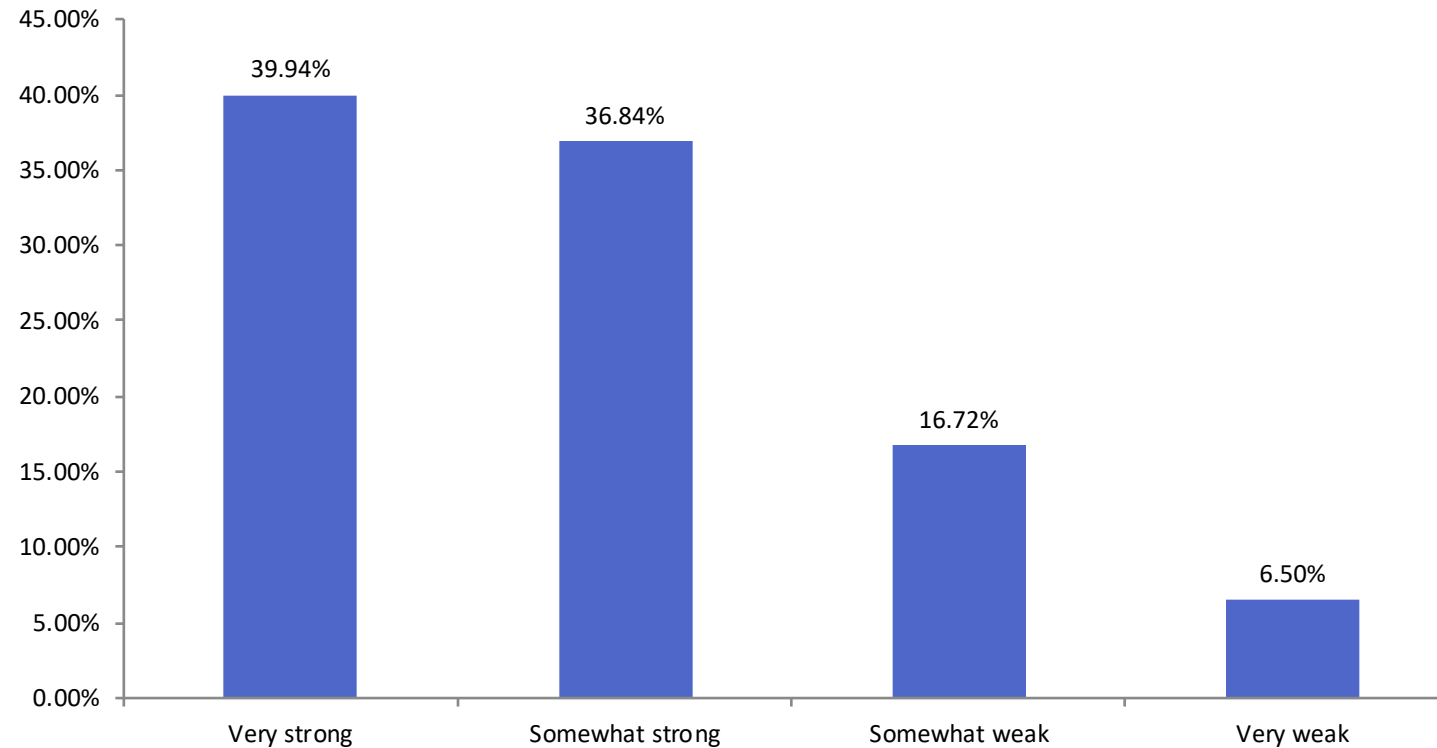


- Make the women's satellite more openly trans-inclusive. Counsellor is, but I don't see that reflected in the office
- Sometimes other clients are too intoxicated and problematic
- Happier services desk workers and timely appointments
- Already the best in the city; like family! You guys saved my life 100% I was a street kids and am now a university student thanks to QW keeping me alive <3
- This place saved my life, I love it
- Feel safe and comfortable and welcome

# New Question (Vital 8 indicator and element of Canadian Index of Wellbeing)

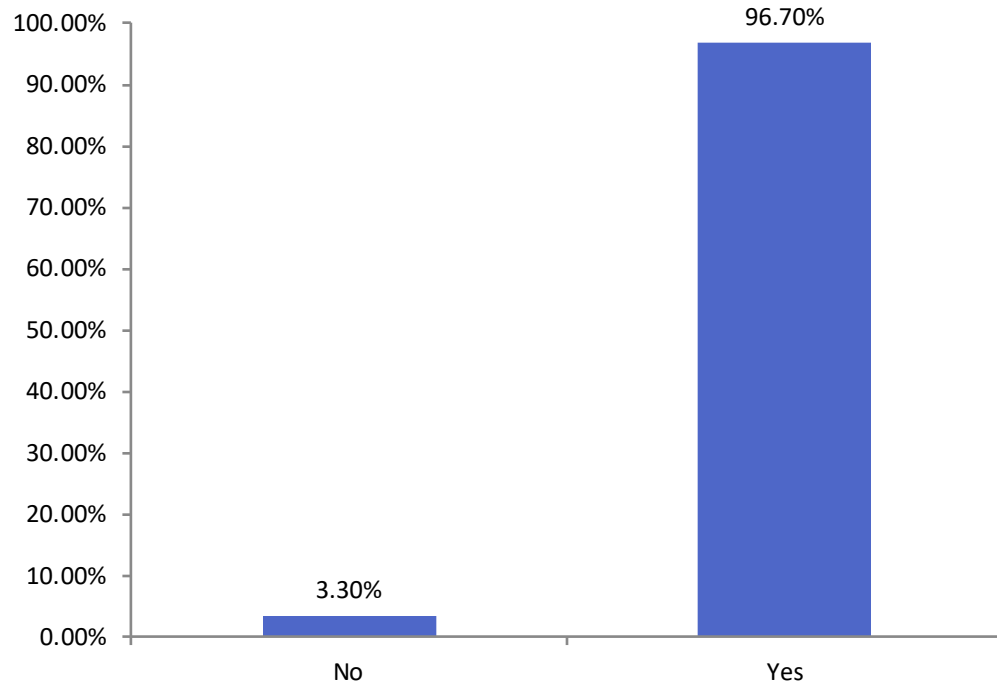
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How would you describe your sense of belonging to a community?





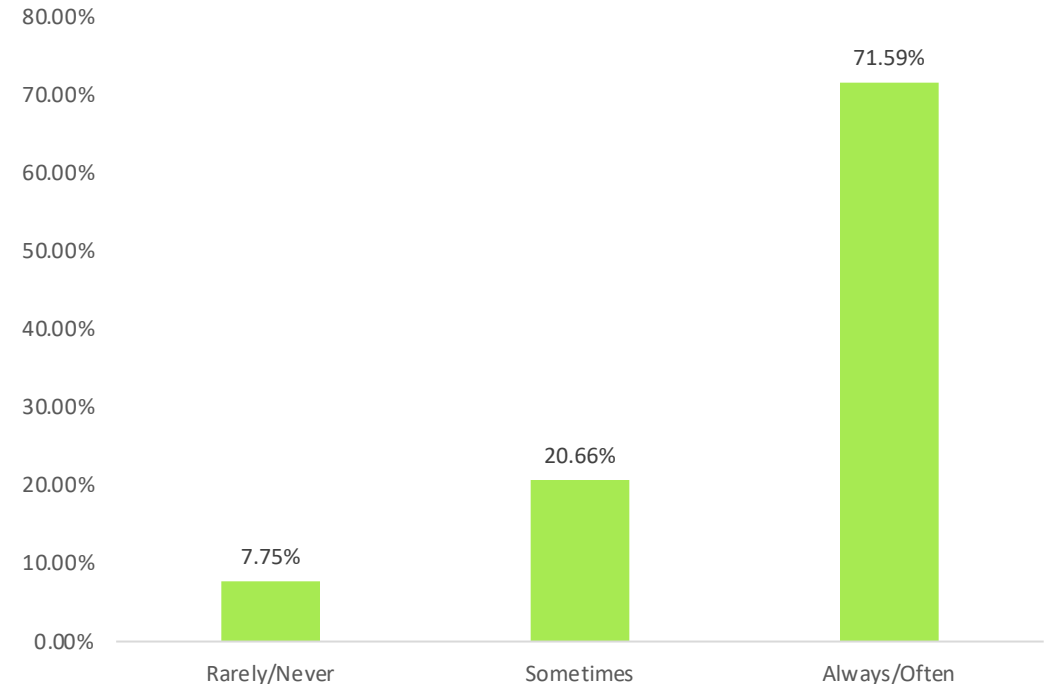
## The hours and days that Parkdale Queen West is open work well for me



- Saturday appointments
- Appointments after 4pm
- I would like to be able to get harm reduction supplies on weekends
- 9am-9pm, 7 days/week

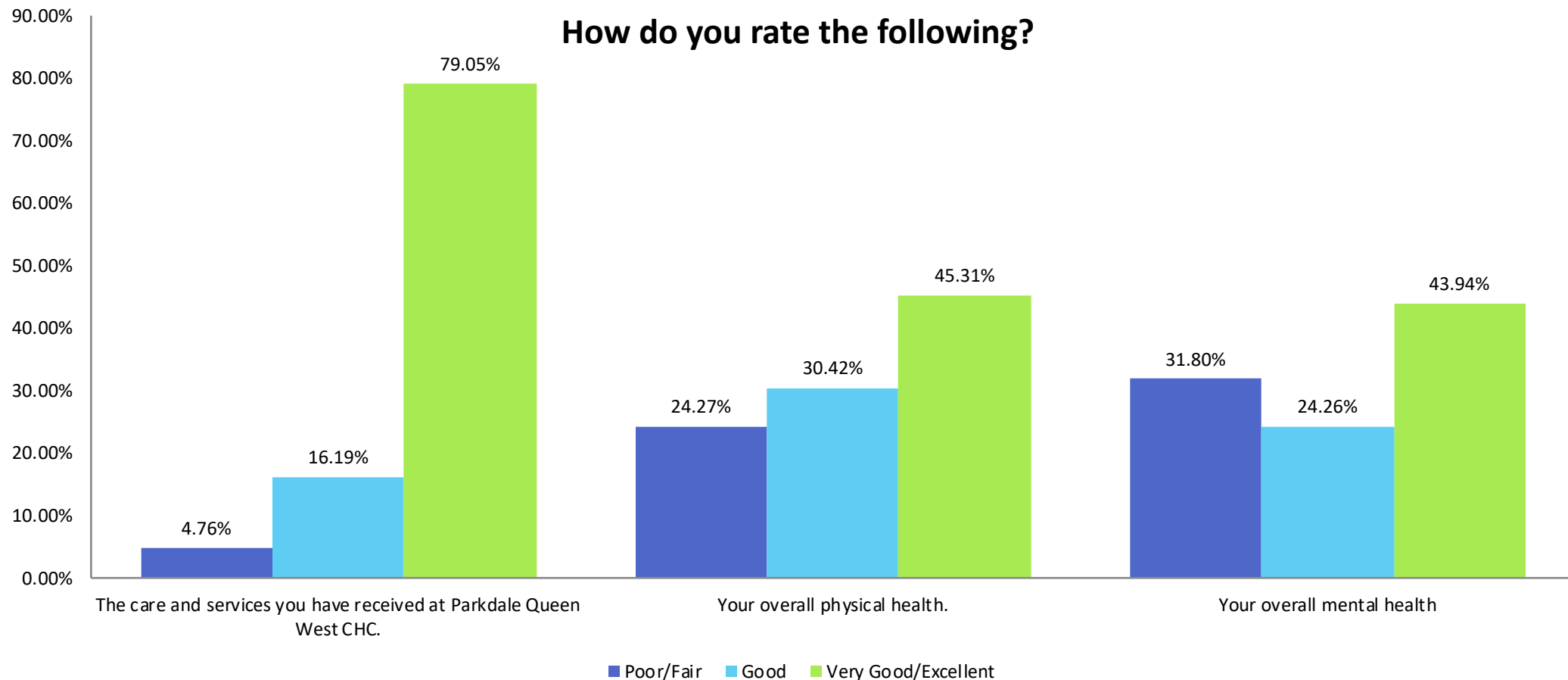
- Doctors are frequently not available, even though scheduled
- The closure for a few hours for meetings always surprises me, but I understand it
- 7pm or 8pm appointments

## How often can you get an appointment when you need one?

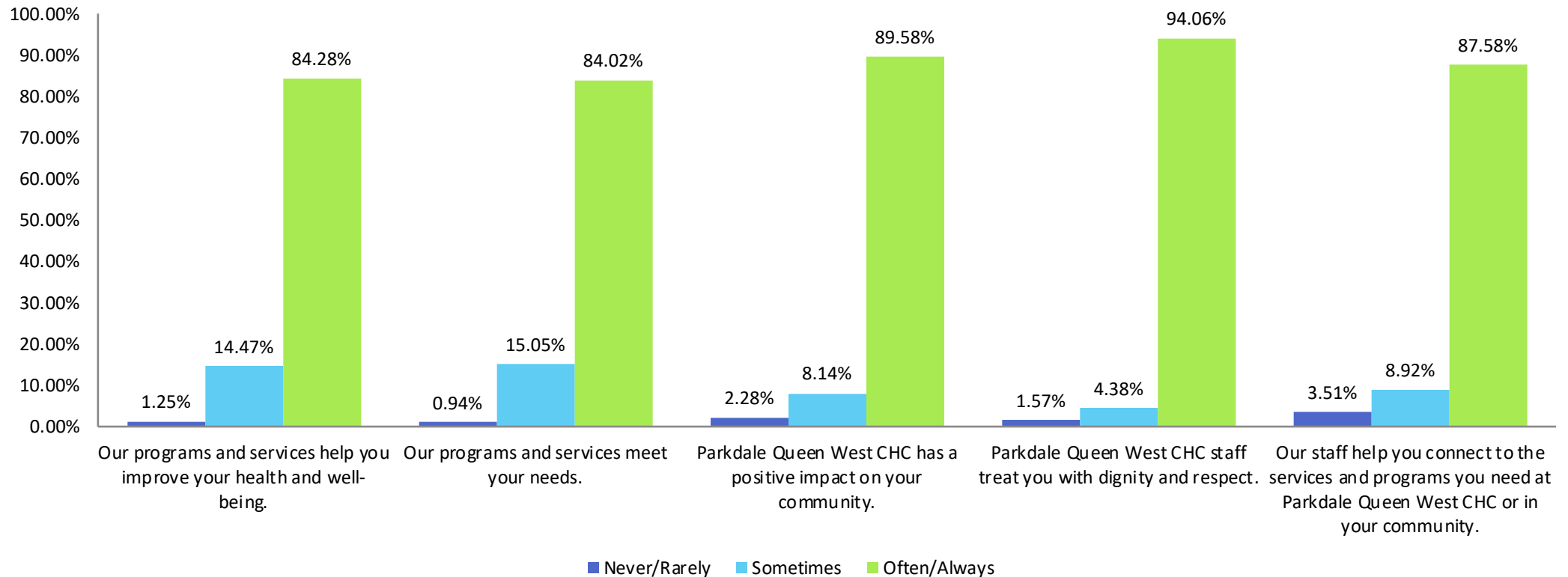


- Dental to be open more, or at all
- The drop-in hour is often cancelled

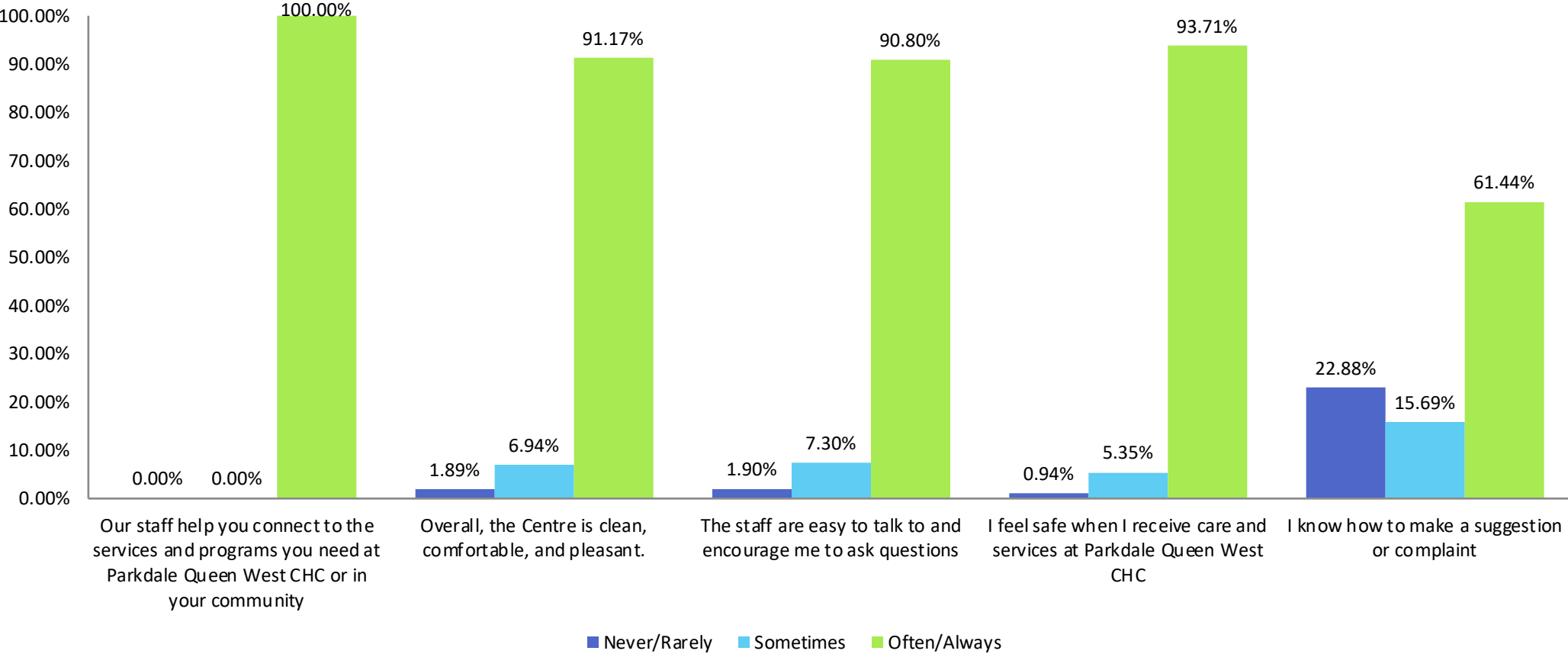
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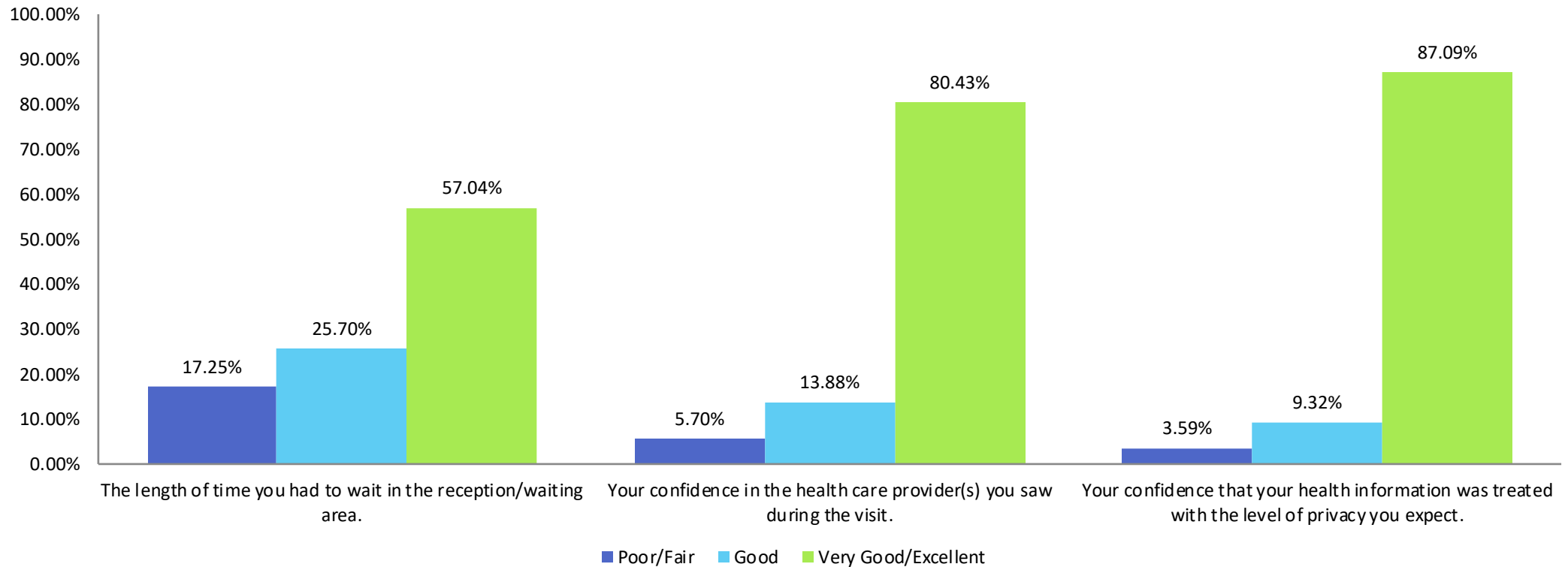


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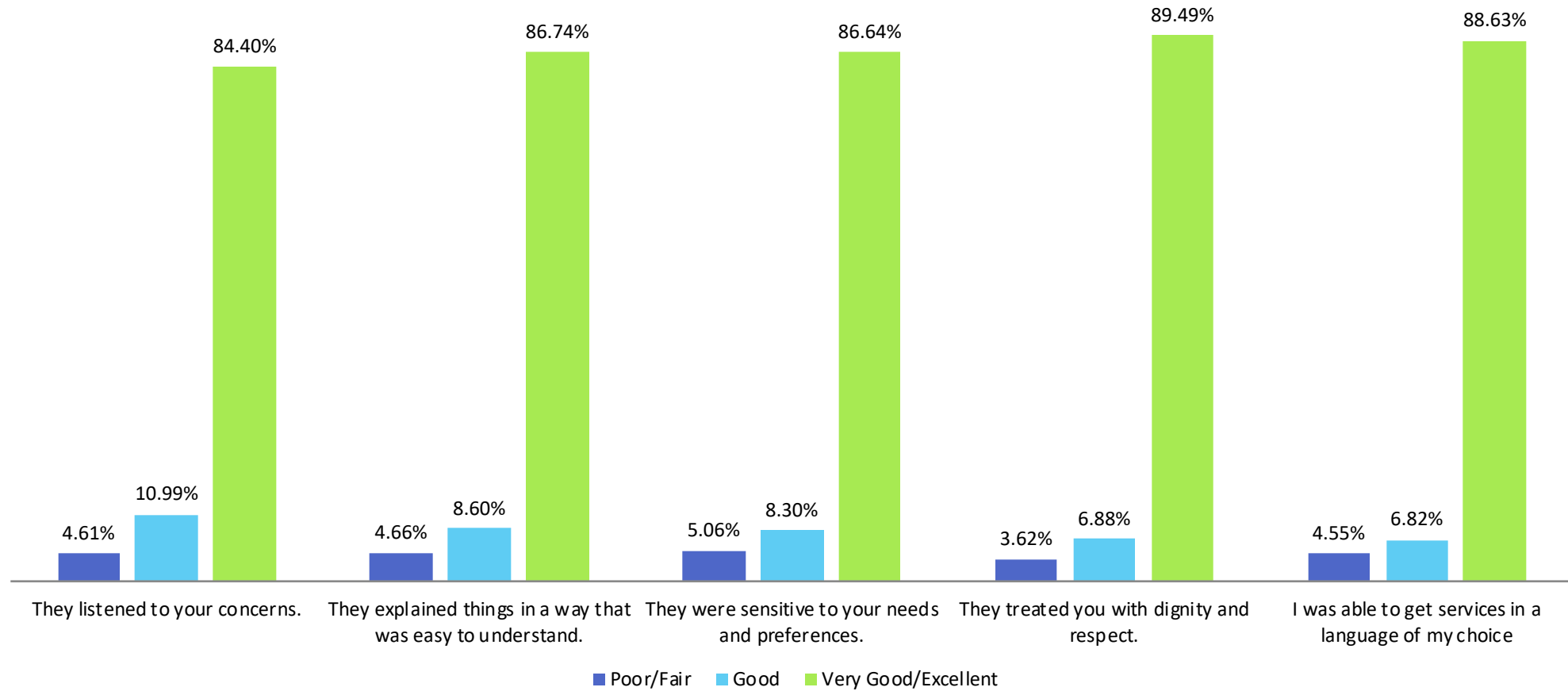


# Clinical/Allied Health Clients Only

Thinking about your most recent visit, how would you rate the following?

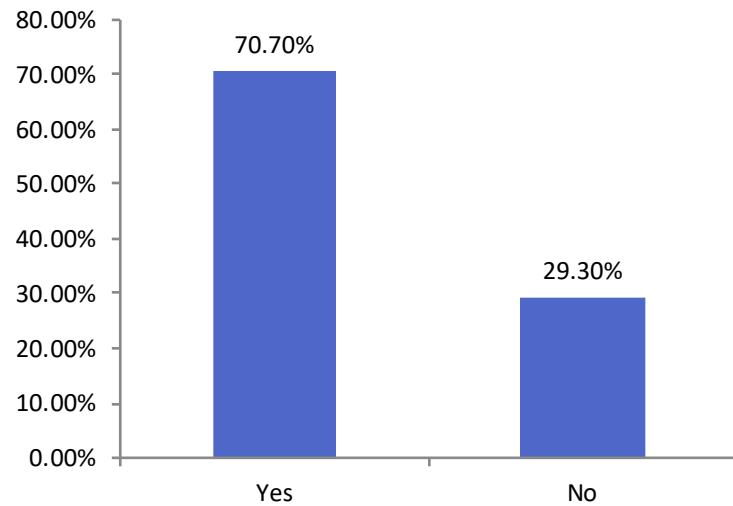


## Thinking about the MAIN health care provider you spoke with during the visit, how would you rate the following...

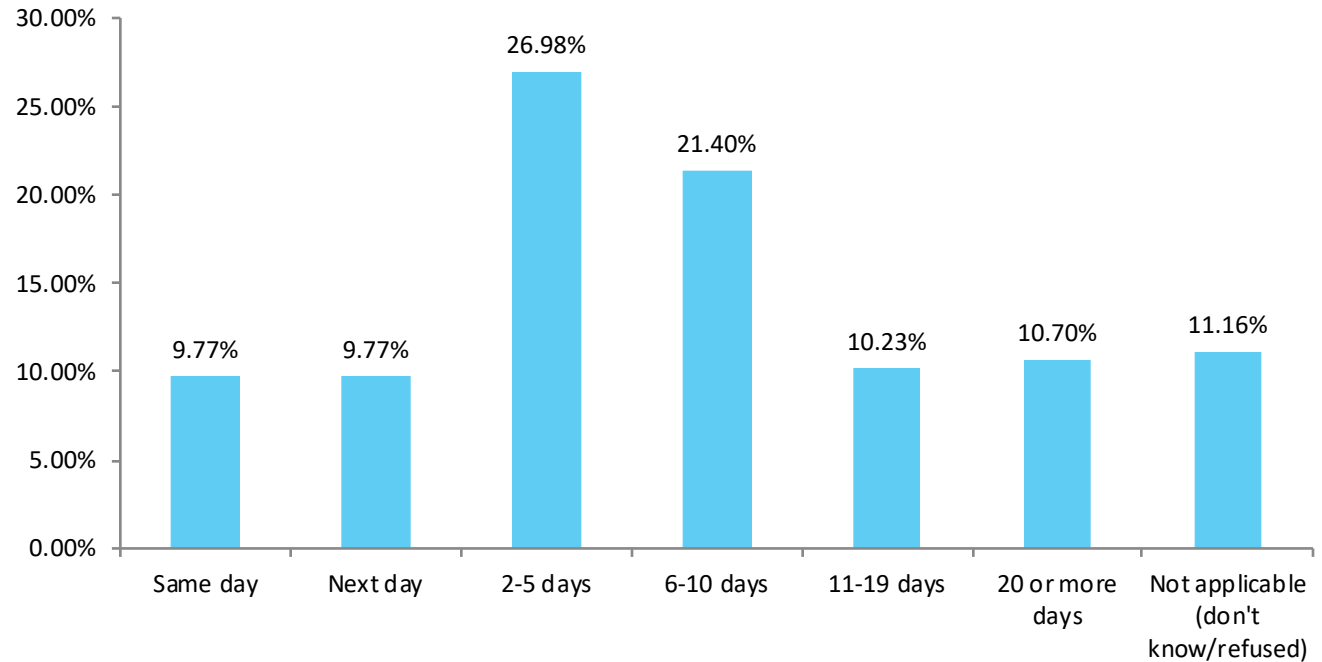


# Clients of NPs/MDs only

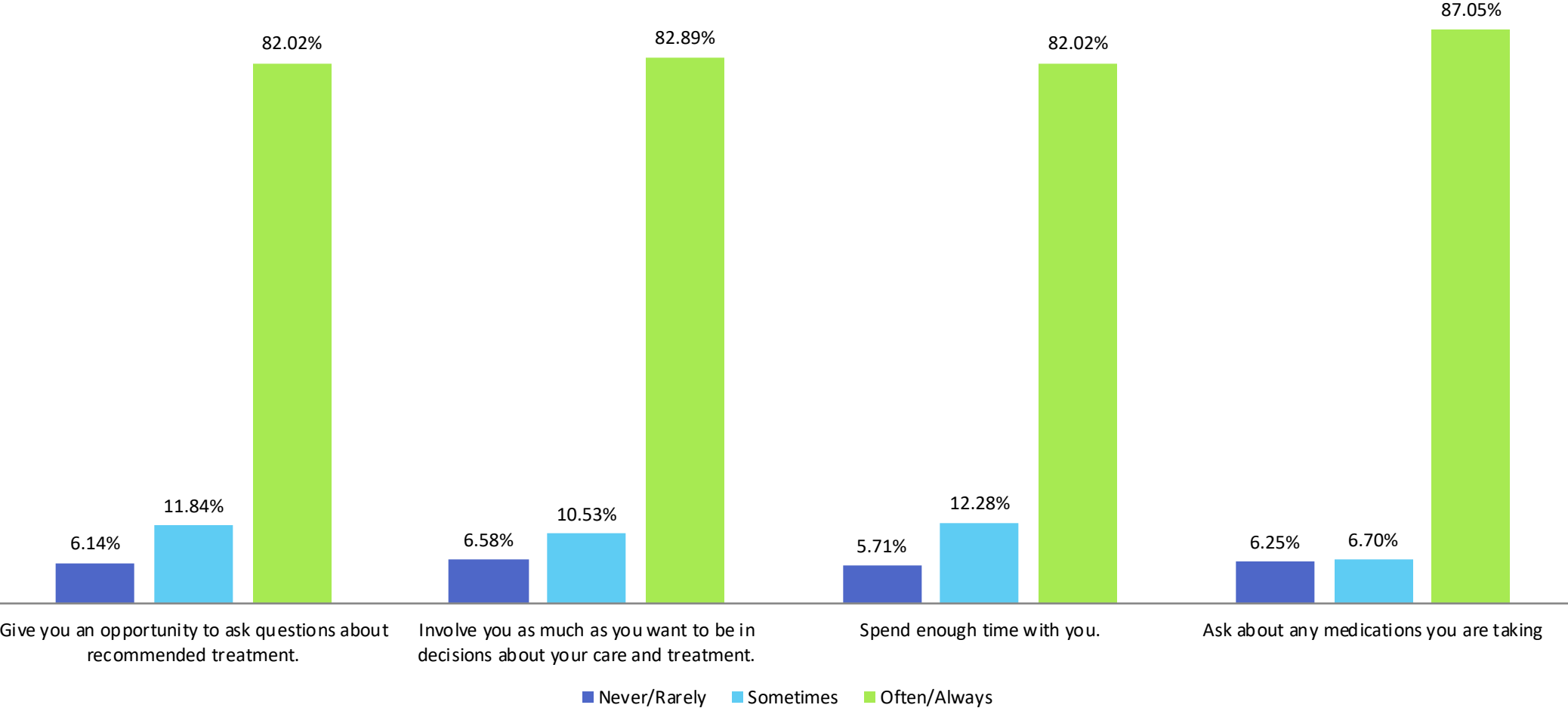
The last time you were sick or were concerned you had a health problem did you get an appointment on the date you wanted?



How many days did it take from when you first tried to see your doctor or nurse practitioner to when you actually SAW your provider or someone else in their office?



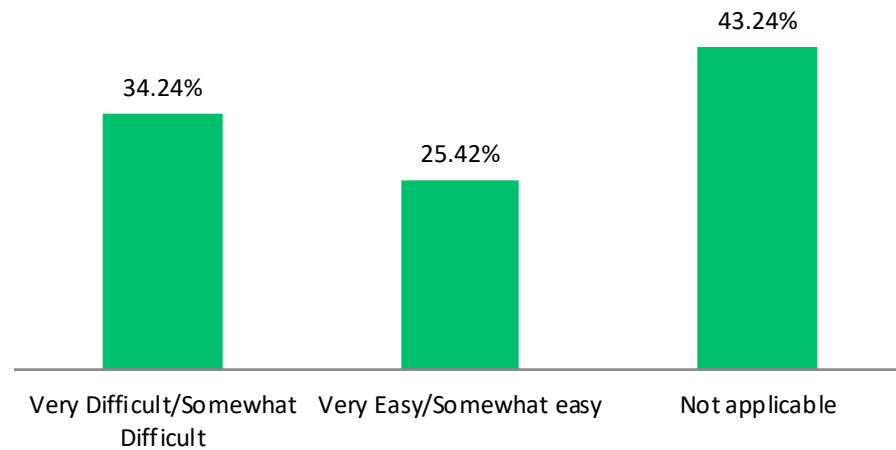
# When you see your Doctor or Nurse Practitioner, how often do they or someone else in the office...



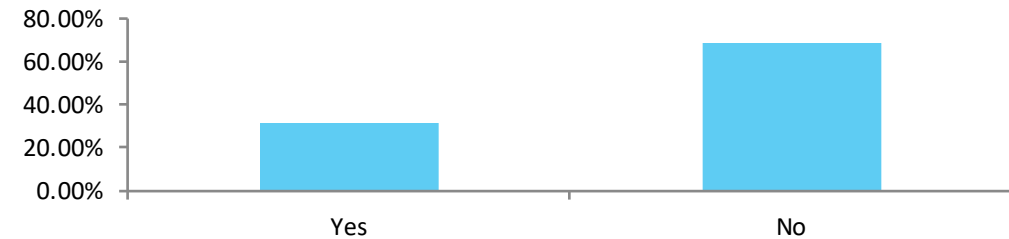


# Primary/Tertiary Care connection

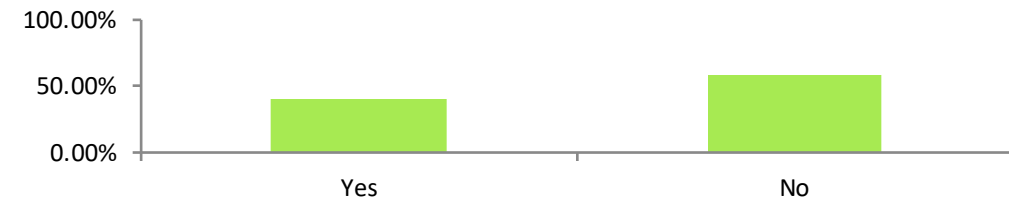
On another issue, the last time when you needed medical care in the evening, on a weekend, or on a public holiday, how easy was it to get care without going to the emergency department?



Have you been admitted into a hospital in the past year?



If yes, did you see a doctor or nurse practitioner at PQW within 7 days after you got out of the hospital?



# Client Comments

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REFLECTED AS THEY WERE STATED BY THE CLIENTS

# What we are doing well!

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- Our staff
- Medical/Allied Health Care
- Counselling Program
- Programming
- Accessibility and Timeliness
- Comfortable environment
- Appointment reminders
- Overall approach
- Referrals

# What we do well: Staff

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- All staff are really nice and very approachable
- Staff are encouraging, positive and helpful
- The care of the staff and treating you like a human being
- Reception always remembers my name
- Customer service A++++
- Staff go out of their way to support
- Friendly, knowledgeable harm reduction xoxo
- Individual attention to individual needs
- The staff take your concerns seriously and accommodate as much as possible

# What we do well: Medical/Allied Care

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- The care given to me and others
- The ease of seeing and relationship with doctor
- Being able to spend time with doctor
- Good follow up with doctors
- I have been meeting with Raymond for over a decade, I trust his judgement advice and care, as well as appreciate his suggestions
- Despite the bureaucratic difficulties of the system, effectively delivers a truly holistic model of medicine
- All doctors have been great. there is not enough room to say how much I appreciate the help I have been given
- Follow-up phone calls
- Appointment reminders

# What we do well: Counselling

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- Counselling availability - that I have been able to see the same counsellor for a long time
- Seeing your counsellor Heather has changed my life
- Mark, my counselor is fantastic! your mental health approach is on point
- Women's connection program is wonderful and saved my life
- Feminist, socially-conscious counselling
- Case manager
- Extra support they offer outside of counselling

# What we do well: Programs

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- Native ceremonies
- Harm Reduction
- Women's Group
- Food bank
- Senior's group
- Parental classes - information to promote health, valuable information; good place to meet other moms
- Breastfeeding support
- Prenatal classes
- The connection between programs
- Community health like tax clinic
- Friday food cupboard

# What we do well: Accessibility

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- Usually able to make an appointment quickly
- Getting back - everyone always gets back to you
- Flexible scheduling hours for appointments
- Staff can speak my language
- Walk in clinic
- Convenient locations
- Always on time
- Childcare
- Accommodating to clients' needs (appointments, resources)
- Assessment is quick and nurturing
- Ease of registration and getting connected to professionals



# What we do well: Environment

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- Clean, pleasant environment
- Creating a safe and comfortable environment that promotes healing
- Posters and visual material support diversity, equity, healthy relationships
- It is very clean
- Location and environment

# What we do well: Overall approach

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- The centre has provided me with an experience that i and others will not forget
- Advocating for the better care of vulnerable populations and providing needed services
- Improve the quality of life, health and well-being
- The services that are offered focus on groups that require them
- Dealing with transgendered patients paying attention to personalized detail of that person at any given time
- I am grateful to be able to access services like the naturopath which would otherwise be cost-prohibitive
- Leaving us alone in the parkette
- They never let me pay rent. i lived here 4 years. thank you
- Help for outside referrals

# Recommendations for Improvements

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- Accessibility
- Physical space
- Customer Service
- Clinical Care
- Mental Health Services
- Harm Reduction
- Instrumental Supports
- Programs and Referrals

# Improvements: Access

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- Wait times/availability of appointments
- Phone: hold times, difficulty navigating menu, calls are not returned
- The communication with the front desk and over the phone needs improvement. It often takes multiple calls to get through
- Accessible dental services - waiting list is far too long
- After-hours appointments
- Communicate with patients when doctors take long leave of absence
- No doctors during drop in hours pretty regularly
- Not changing doctor's 4 times per year
- My concern is the wait times to see a doctor in this case 1 month with no alternative given on the phone I have to call my therapist here to help manouver the system and was given an appointment with an RN I would like to see this change
- longer times with the doctors, sometimes 15 minutes is too small especially when figuring out new medication

# Improvement: Physical Space

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- Cleaner washrooms
- Could someone monitor the side walk leading to the building
- Exterior and interior maintenance
- Noise from first floor
- Kids toys to help with wait
- 2 distinctly separate areas for high risk population vs services for general public
- More comfortable chairs

# Improvements: Clinical Care

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- More providers
- Trans-inclusive healthcare
- Information over the phone
- I am concerned about client privacy in medical reception area
- I found a lot of administration mistakes on prescriptions
- When my doctor is unavailable - difficult to get my meds when repeated monthly for years
- Provide more explanation of diagnosis and future outcomes and/or ways to improve symptoms at home
- Providing clients with online copies of different guided texts for anxiety or depression, I believe it would be helpful and we'd always have it available
- More training about patients with ADHD and their needs
- Better bedside manner of health care providers

# Improvements: Mental Health Services

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- More counsellors
- Specialized counsellors/therapists e.g. sexual trauma
- Access to long-term support
- Trauma therapy
- Establishing women's workshops to complement individual counselling and promote community
- The psychiatrist here only 1 day, could be more

# Improvements: Harm Reduction

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- A designated drinking space for people who use alcohol
- An overdose prevention site
- Teach clients who have addictions to do it right eg. pure drugs, properly made stem, to live for tomorrow
- Drug users make the experience unsafe which is the main reason I don't like QW
- More access to naloxone and more education around it



# Improvements: Programs and Referrals

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- More caregivers to baby ratios or if too many babies, caregivers bring babies to moms
- Young adult services
- More information about other services
- Newsletters with a recipe and tips for the season, medical tips, healthy living tips, bed bug training
- More information to new clients about available services at intake - like dental care
- More adult-oriented LGBTQ+ services
- More class programs
- To have drinks while we wait (tea, coffee, water)
- Get back dental for seniors

# Improvements: Customer Service

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- Reception sometimes doesn't help you right away, they sometimes let you stand in front of them for 5-10 minutes even if no one else is ahead of you to check you in
- The manners of people that answer the phone to be told we are too busy to talk to you right now
- Sometimes too much talking to each other
- not all staff understand homeless needs and requirements
- The way how to treat the clients by the receptionist
- Dress code should be more professional
- Better diversity as far as queer clients
- Having a solid info app/website with up-to-date technology to better connect people, construct programs
- Online counselling

# Requests for Additional Programs & Service

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1. More activities/programs for indigenous people
2. Increased harm reduction program offerings
  1. Safe Injection Site at Parkdale
  2. A designated drinking space
3. Food programs
4. Increased access to therapy
5. Trans-specific services (groups and individual)
6. Mindfulness programs
7. Senior's specific programs
8. Fitness programs
9. Parenting programs
10. Handicrafts
11. More partnerships (vision care, osteopathy, dietician, settlement, housing, LGBTQ groups)