

Client Survey Results

2018

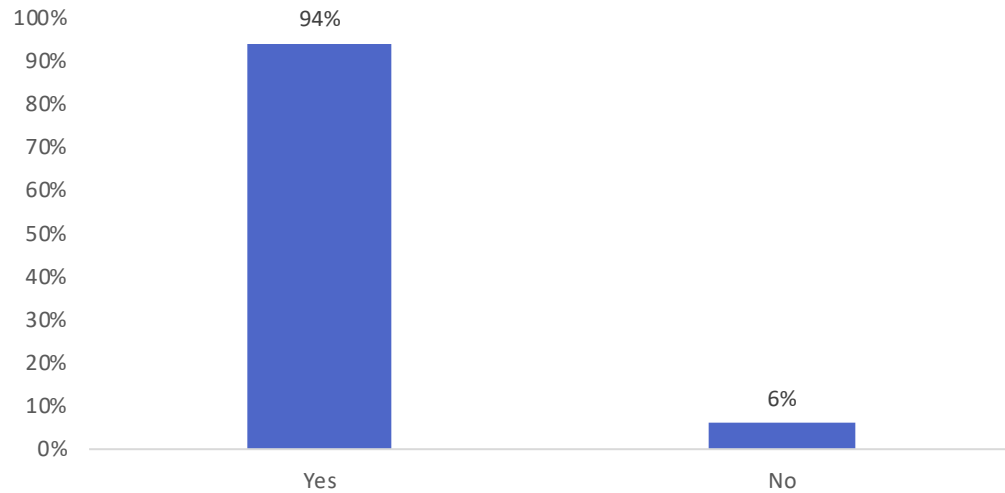


**PARKDALE
QUEEN WEST**
Community
Health Centre

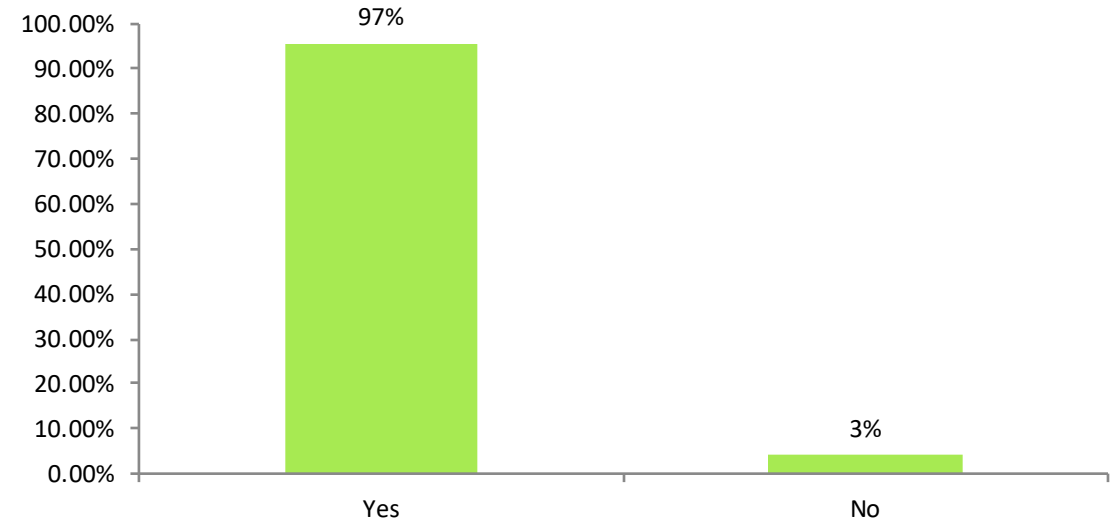
Survey Details

- Delivered by staff over 4 weeks in February/March, 2019
 - Clients from all areas of all locations were approached
- Previous merged survey from 2017/18 was edited and condensed.
- 6 language options for survey completion (English, French, Spanish, Portuguese, Traditional Chinese, Hungarian)
- 308 respondents
 - 54% QW
 - 35% Parkdale
 - 11% Satellite
- 39% of survey respondents reported being clients for more than 5 years: this is consistent with previous years. The main sources of referral were:
 - From a friend
 - From a community organization
 - Through living in the neighbourhood

The hours and days that PQWCHC is open work well for me



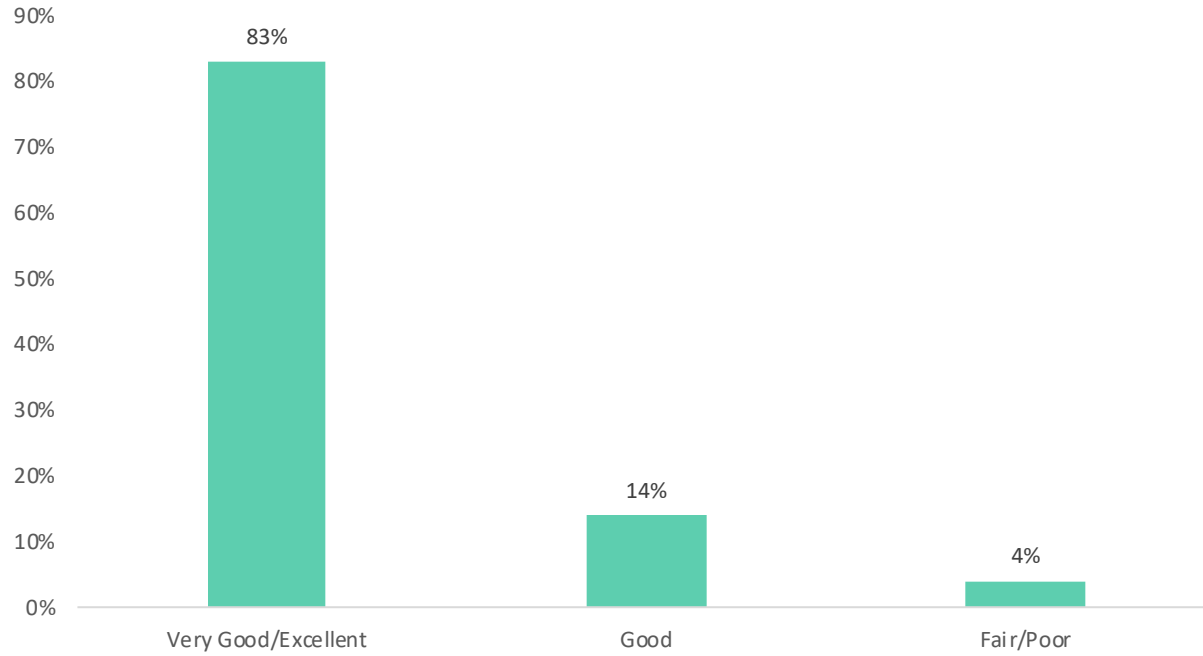
I always feel comfortable and welcome at Parkdale Queen West CHC



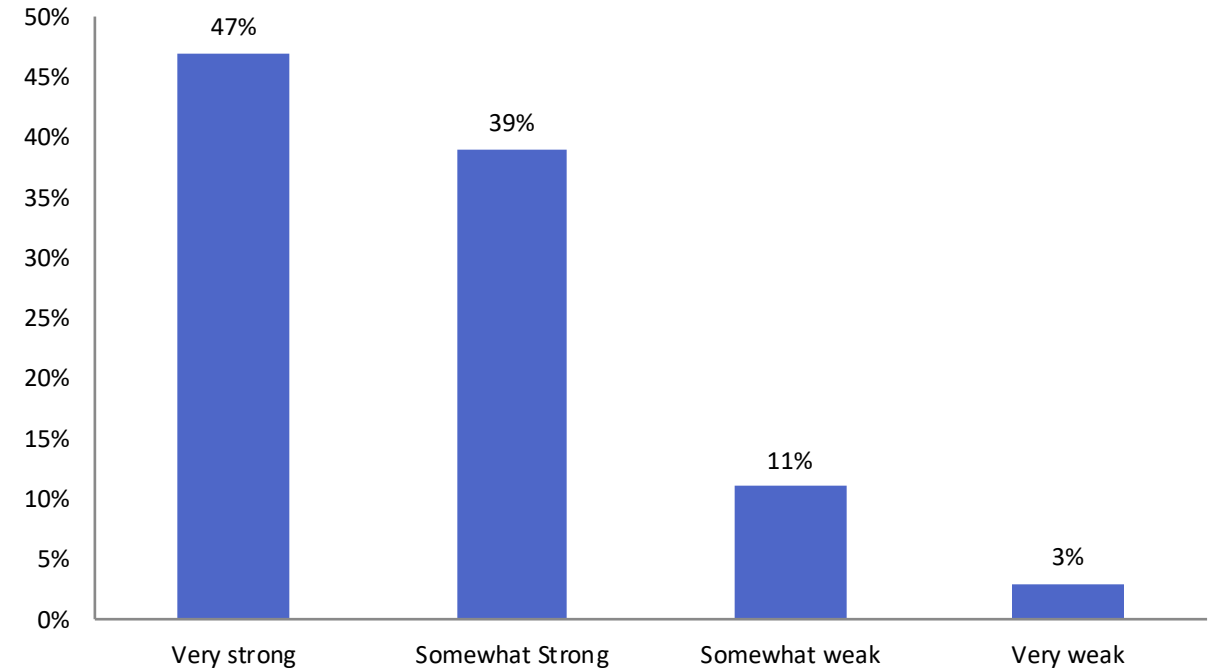
Recommendations for adjustments to service hours:

- Longer hours for Harm Reduction and SCS programs (including weekends)
- More evening appointments
- Weekend hours/more Saturday appointments
- 24/7 services
- More indigenous programming throughout the week
- Streamline opening hours for all services (can be difficult to know what service is open on which day/time)
- Do not close on Wednesday mornings/open earlier than 1pm on Wednesdays

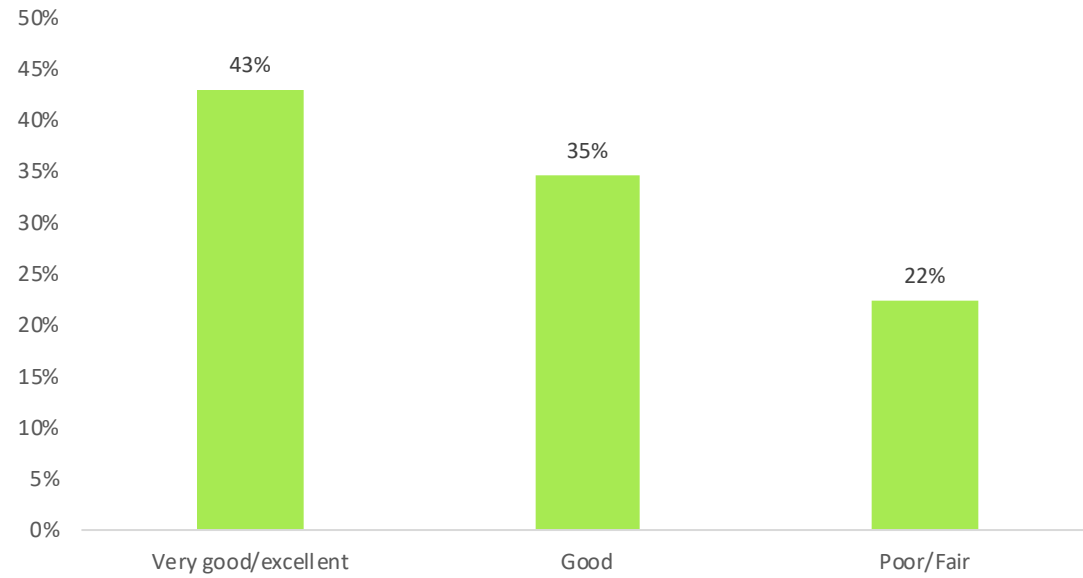
How do you rate the care and services you receive at PQWCHC?



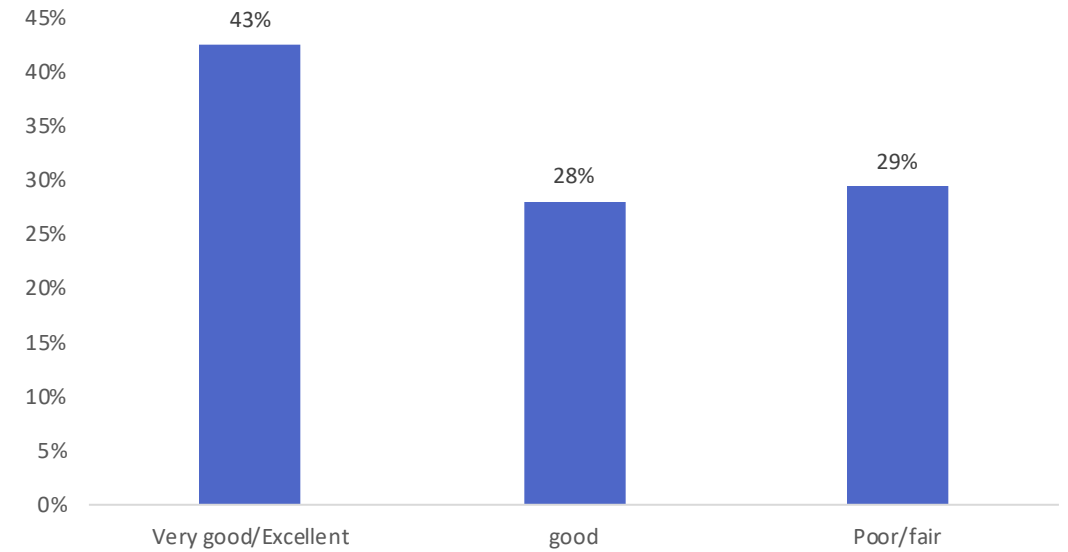
How would you describe your sense of belonging to your community?



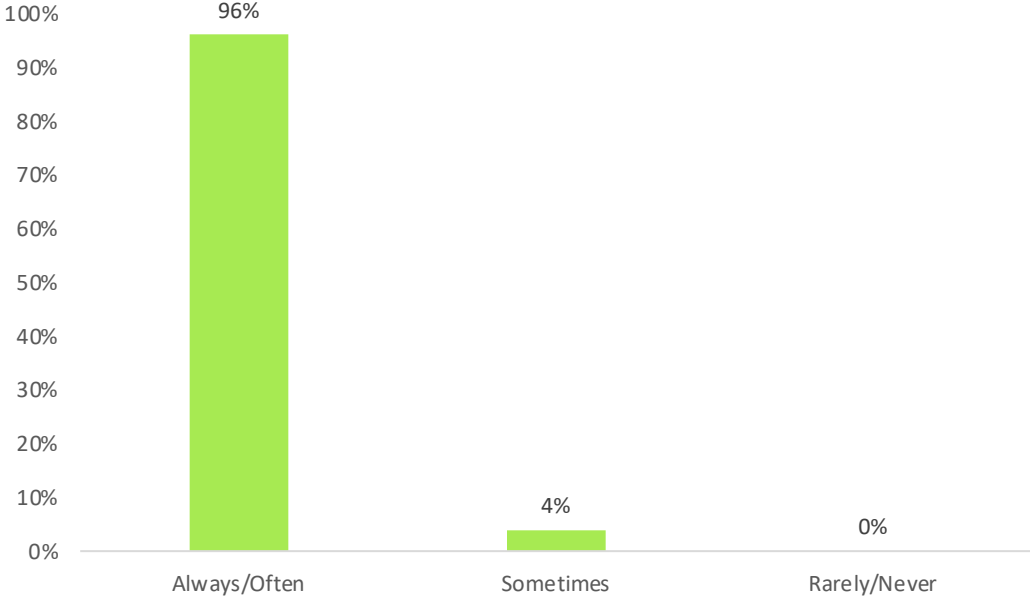
How do you rate your overall physical health?



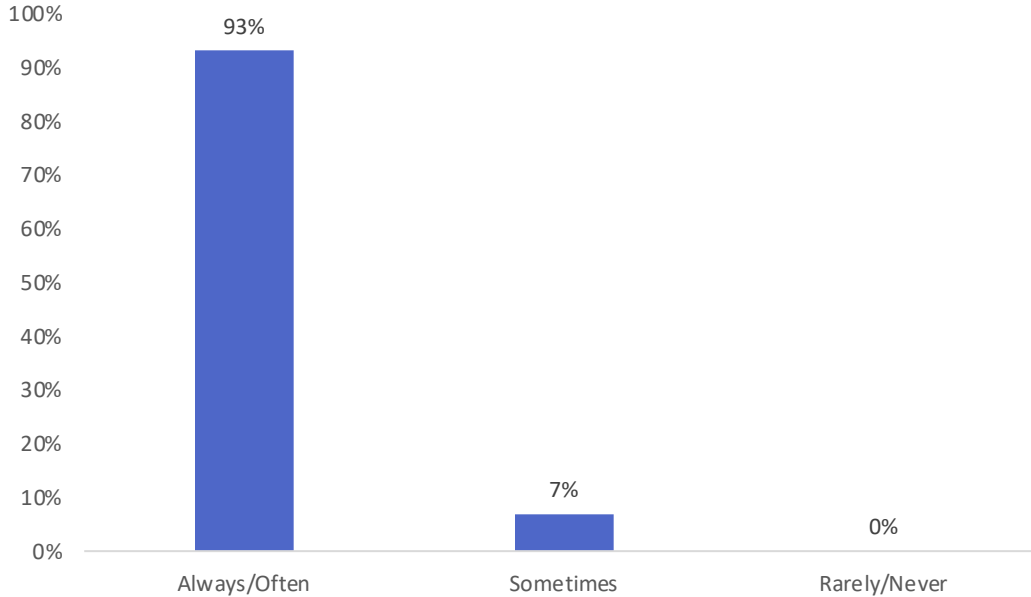
How do you rate your overall mental health?



PQWCHC staff treat you with dignity and respect

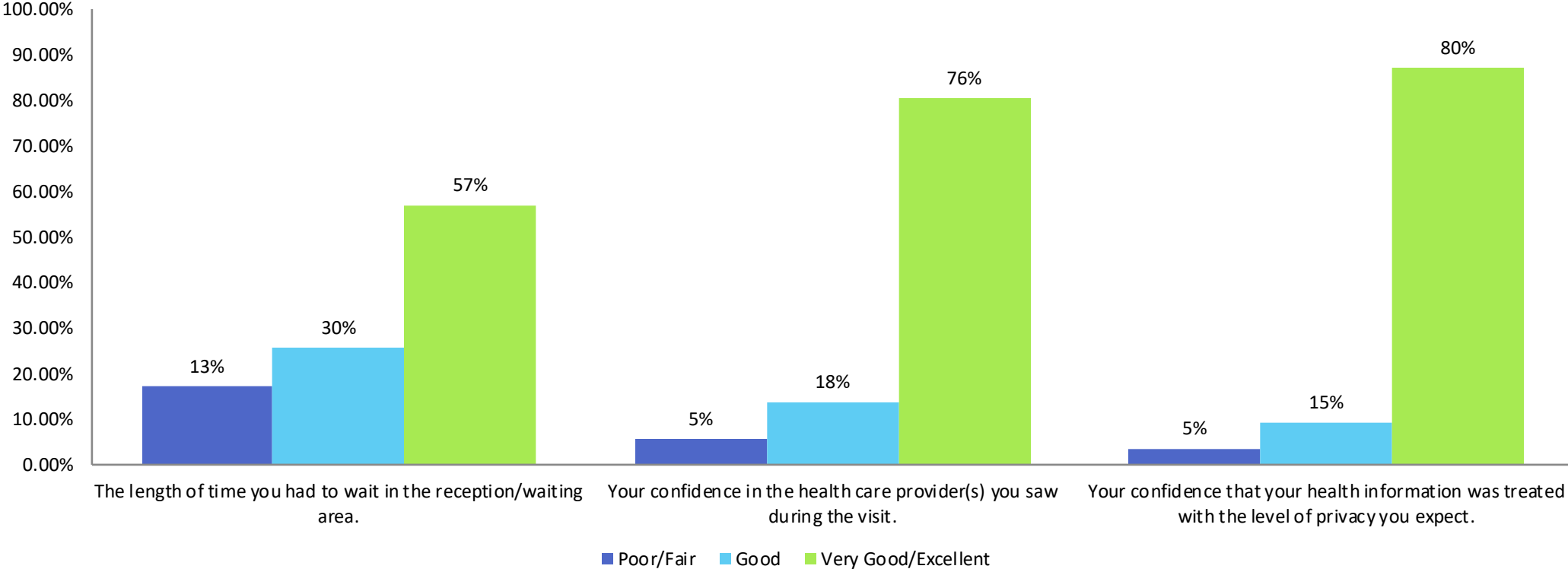


PQWCHC has a positive impact on your community

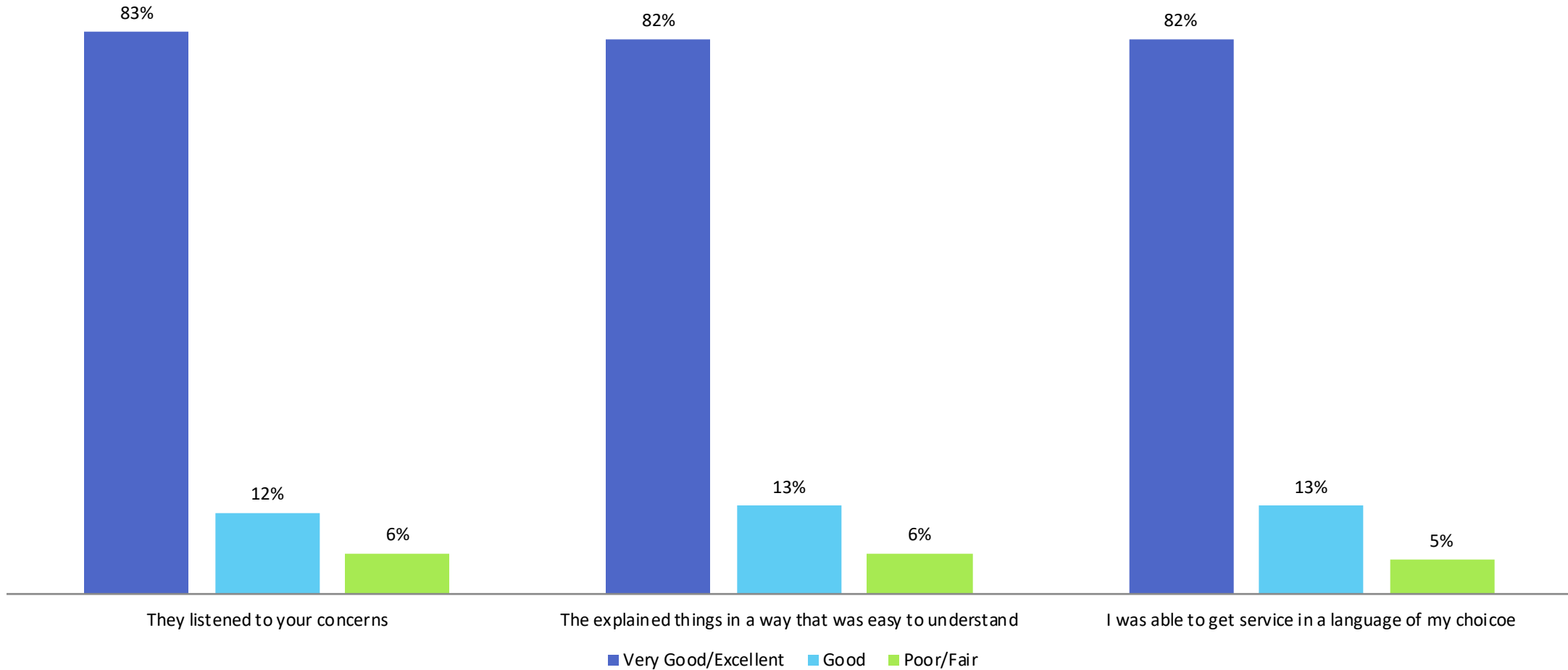


Clinical/Allied Health Clients Only

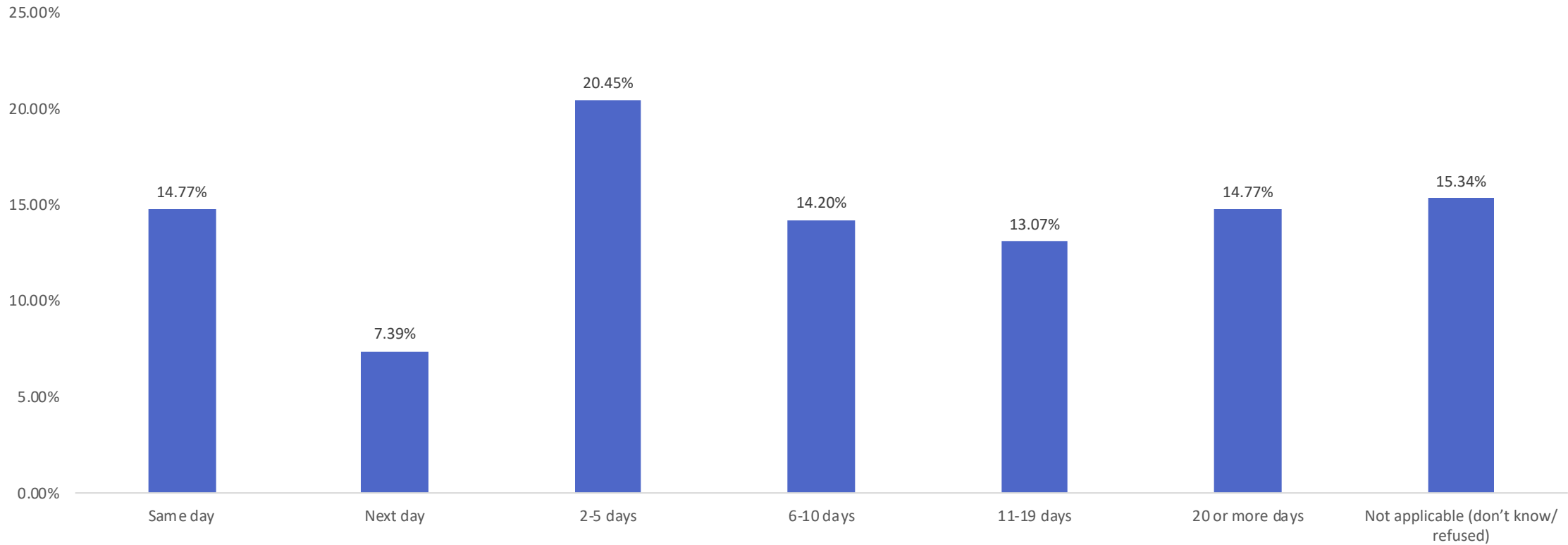
Thinking about your most recent visit, how would you rate the following?



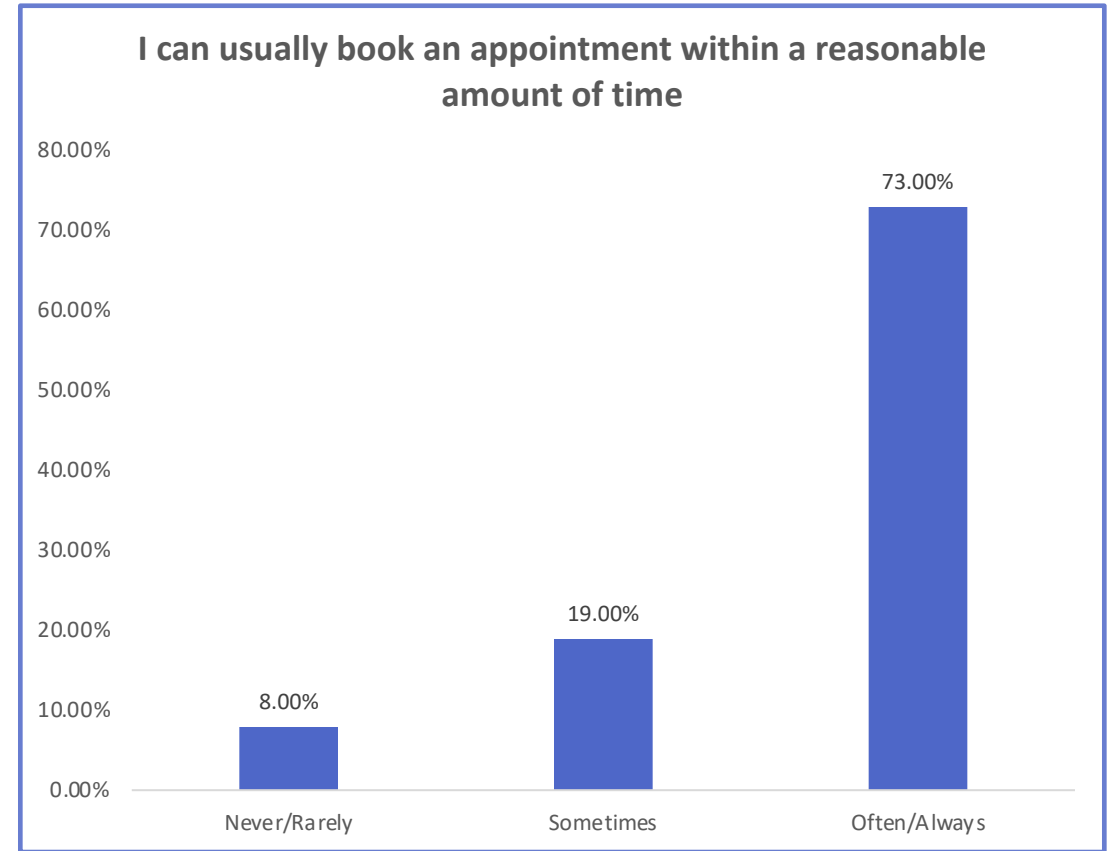
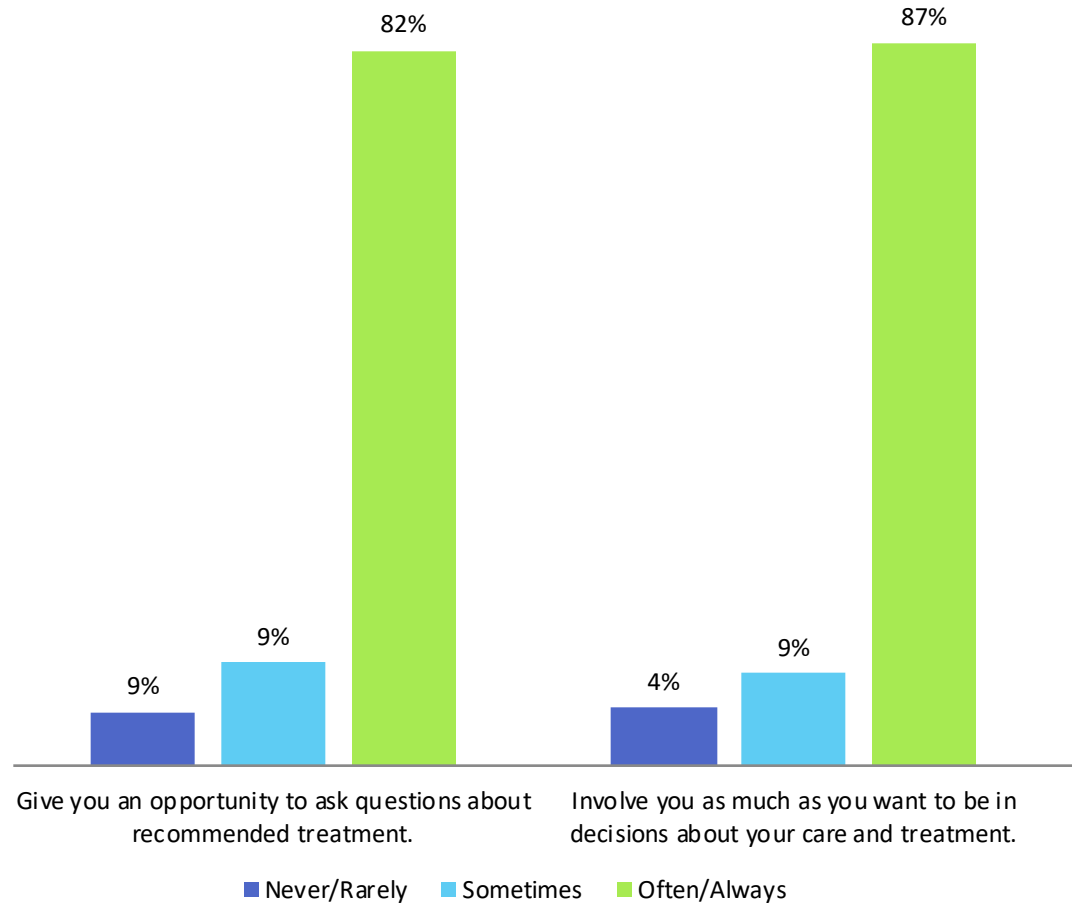
Thinking about the main health care provider you spoke with during the visit, how would you rate the following....



The last time you were sick or concerned that you had a health problem, 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? (2018-19)



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



Client Comments

What we are doing well!

- Caring Staff: “People talk to you and make you feel stronger”
- Excellent quality of services:
 - “Lovely place to be. I feel so comfortable here. I feel cared for.”
 - “Fostering sense of community, of sense of involvement and empowerment. The overall service and care is excellent.”
- Welcoming and friendly environment: “Trying to make a place for everyone.” “make you feel at home”
- Diverse program offerings : “Access to many services (GP, Physiotherapy, dietician, etc.). Sees me as a whole person.”
- Strong Indigenous wellness program: “The Four Winds program is doing an awesome job.”
- High quality medical attention: “Practitioners are knowledgeable and caring”
- Excellent counselling services: “the counselling service I received had been the only lifeline to go through the most difficult moment in my life. I appreciate it so much.”
- Ease of booking appointments: “Easy access to booking appointments (love the reminders).”
- Friendly front desk: “the reception is so nice”
- Inclusivity: “Being sensitive and non-discriminatory.”

Recommendations for Improvements

- Expand programming
- Improve phone communication: “Cannot reach by phone to make an appointment”
- Need for more trans-specific services and training: “Trans competency among all staff”
- Long waits for appointments: “Long waiting list to seek medical attention”
- Difficulty scheduling appointments: “it is difficult to get an appointment with my doctor”
- Expanded hours of service
- Inconsistent drop-in medical services: “walk in should be every day.” “Drop in not always available”
- Expand medical services to include more alternative/complementary healing options
- Extend number of counselling sessions: “not cutting off after a certain number of sessions”
- Reception at front desks: “More knowledgeable reception”
- Adjustments to physical space (cleaner bathrooms, places to hang out)
- Provision of hand outs (coffee, water, clothing, donations)

Requests for Additional Programs & Service

1. More activities/programs for indigenous people
2. Food and gardening programs
3. Increased access to therapy (groups in particular)
4. Trans-specific services (groups and individual)
5. Caregiver or home visiting program
6. Male-specific programs
7. Expanded dental services – free services; dental services for seniors; more dentists
8. Smoking space
9. Hot coffee/refreshments
10. More partnerships (legal aid, massage, dietician, psychiatrist)

Actions taken re: 2017/18 survey

- Opened an OPS at Parkdale site
- Expanded seniors-specific and fitness programs through grants from New Horizons and Shoppers Drug Mart
- Opened same-day/next-day urgent care appointments at Parkdale site
- Piloted drop-in appointment slots for clinical providers at QW site
- Improved website/program calendar accessibility
- Expanded outreach and naloxone/OD prevention and response training across organization and catchment
- Work to align counselling models (intake, length of sessions, referrals) across sites

Preliminary actions to address feedback (2019)

- Review of drop-in model at QW to potentially align with same-day urgent care model at Parkdale
- Full time CSW and receptionist have been hired at Parkdale – should alleviate some concerns re: reception at that site (January/February 2019)
- Expanded Indigenous Wellness program offerings through creation of Indigenous Health Promoter position at Parkdale site (Summer 2019)
- Roll out of free dental services at QW following up on Greenshield report (July 2019)
- Conversations with TPH re: free dental care for low-income seniors
- Training for all clinical staff on Trans-specific care (April, 2019)
- Improvements to cabling and phone systems (ongoing, 2019)
- Opening SCS at both sites on weekends, when staffing allows
- Secured language in new CA re: weekend work for bargaining unit members (June 2019)