

Client Survey Results 2021



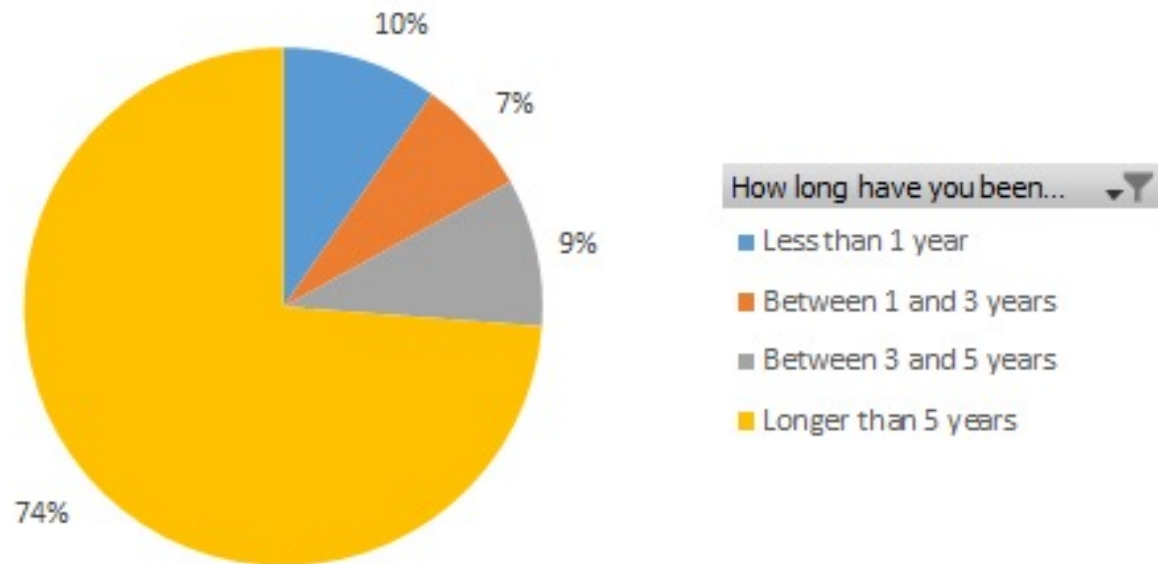
PARKDALE
QUEEN WEST
Community
Health Centre

Methods

- Used same survey as previous years
- Multiple methods of data collection:
 - Contracted with previous summer student to call and email clients and assist with survey completion
 - Staff emailed survey out to program participants
 - Survey link posted on website
 - Hard copy of surveys handed out in programs and at front desks
 - All surveys available in English, French, Spanish, Portuguese, Simplified Chinese, Arabic, Hungarian
- 218 responses. Lower than our stretch goal of 400.

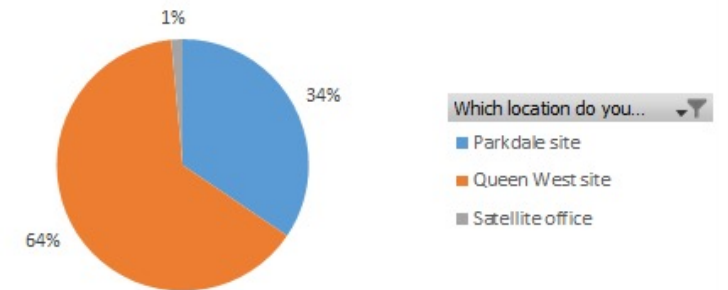
Count of ID

How Long Have You Been A Client At PQWCHC?



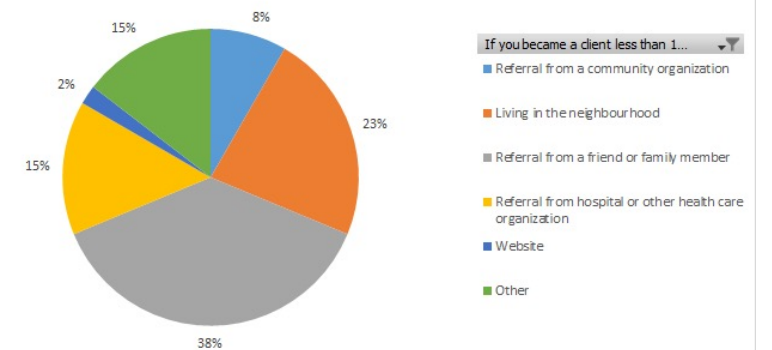
Count of ID

Which location do you primarily go to for services?



Count of ID

If you became a client less than 1 year ago, how did you find out about our services?



What additional programs/services would you like PQWCHC to offer?

Mental Health and Addictions

- Services for kids
- Peer support group
- Group therapy
- Couples counselling
- CBD programs
- Trauma therapy
- 12 step programs
- Withdrawal support
- Recovery and sober house for those with harm reduction background

Medical and Allied Health

- More lab work on site
- Massage therapy
- Free or low cost dental
- Foot care
- Chiropractor
- Pain management
- Naturopath
- More doctors and nurses (high turnover, recent retirements)
- More reception staff
- Free glasses program

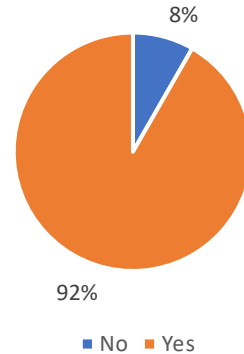
Health Promotion and Wellness

- More diabetes programs
- Healthy lifestyle programs
- Meditation
- Outings
- Food bank – missing the co-op
- Acupuncture
- More seniors programs at both sites
- Gardening group
- Support for form-filling
- More outreach programs
- Parenting workshops in the evening/weekend
- Single parent-focused parenting program
- Employee support for youth

Activities

- Music classes
- Woodworking
- Movie days
- Bingo
- Art for seniors
- Computer classes
- Tech instruction
- Social skills development
- Exercise programs (yoga, tai chi, etc)
- Cooking classes

I always feel comfortable and welcome at Parkdale Queen West



What can we do to make you feel more comfortable and welcome?

Staff

- Be more welcoming
- Stop gendering people on the phone (ie. “miss” or “sir”)
- More trans competency for all providers
- Admin staff unhelpful/grumpy. New staff is more sociable
- Faster service at reception
- Clarity on who is primary provider with all of the retirements
- Update wait time after check in
- Do not put on hold and hang up

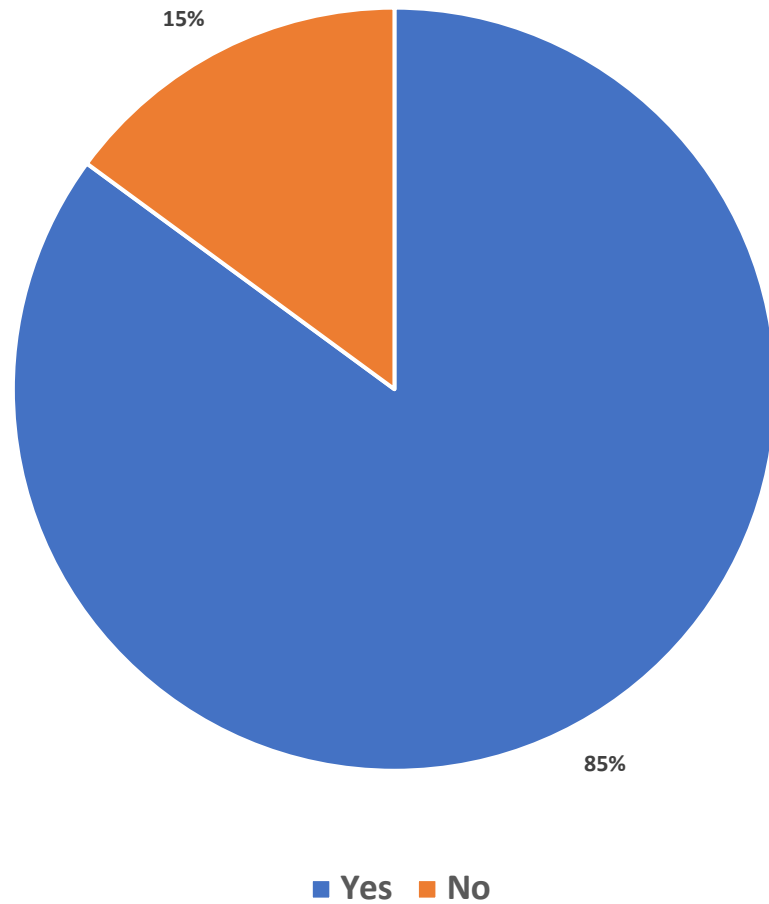
Facilities

- Long waits on the phone.
- Unclear how to connect with reception on first or second floor at QW
- Less homeless, rowdy people at front entrance
- Quicker response when buzzing
- Have a greeter at the front door to direct people
- Have water bottles available
- Have more partitions in the SCS for privacy
- Separate SCS and non-SCS clients

Programs and Services

- Offer more programs for seniors
- More group therapy
- Progress checks after program ends
- Offer more extensive therapy
- Job opportunities
- Open up in-person medical appointments again
- Newsletter or phonecalls informing clients of programs
- Clients have no knowledge of other services and programs

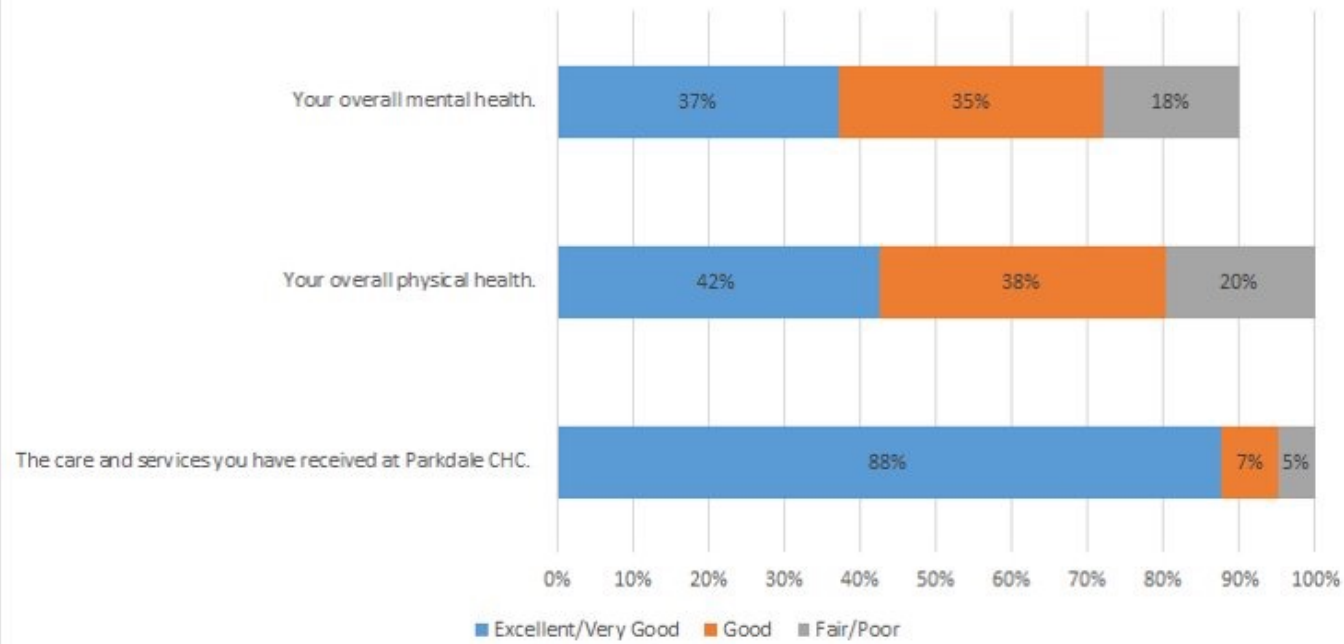
The hours and days that Parkdale Queen West CHC is open work well for me



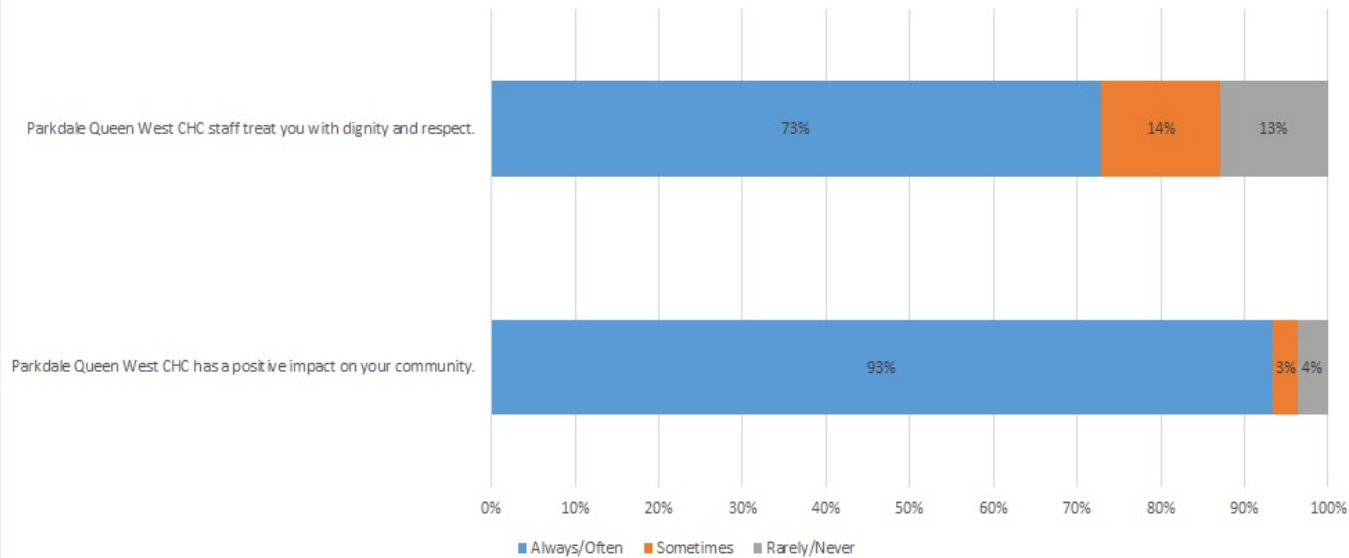
What days and times would work better for you?

- Expand to 7 days/week
- Increase hours of SCS
- Saturday hours
- More evening hours
- Counselling on Saturdays or in the evening
- Be open Wednesday all day
- More availability for the psychologist beyond one day/week
- Early morning starts
- Pre-pandemic hours, particularly once clients return to work
- I want more face-to-face time with my doctor

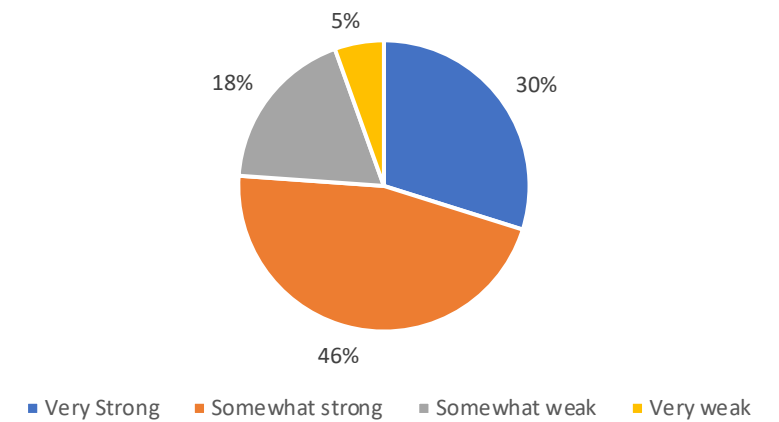
How Would You Rate the Following



Your Response to the following Statements



How would you describe your sense of Community?



Thinking of your overall experience of the centre, what are two things that were done particularly well?

Staff

- Nice, caring, welcoming staff
- Staff are kind and non-judgmental
- Good at connecting to external services and organizations
- Clinical providers who are understanding, listen and treat clients with respect and dignity
- Providing responsive, effective health care
- Respect for clients' autonomy
- Providers who do not shame or treat clients with addictions condescendingly, treat them respectfully

Programs and Services

- Consistent high quality of services delivered over many years
- Continuation of great delivery of services even during COVID, while also adapting as needed; offering virtual and in-person appointments
- Good wait times
- Providing services that meet varying needs and inclusive of vulnerable and marginalized populations
- Holistic, wrap-around approach to care
- Providing free access to services that are fee-based elsewhere and might otherwise be unaffordable
- Seniors' programming
- Outreach & harm reduction services
- Feeling of connectedness to the community in a way that other health care services do not
- Services are relevant to the community and meet their needs

Facilities

- Welcoming space
- Comfortable and clean

Thinking of your overall experience of the centre, what are two things that could be improved?

Staff

- Reception staff sometimes rude and unhelpful, could be friendlier
- Seems to be lack of communication between providers and reception staff
- Slow to no response when messages left; onerous process to get in touch with primary care provider
- Staff misgendering over the phone

Programs and Services

- Long wait-time in reception area to see provider
- Waiting long time to get an appt
- Providing for more blood work to be done onsite
- Inability to get in-person appts with primary care during COVID, when it felt needed
- More counseling staff and those that provide specialties (eg. trauma,
- More mental health services, especially because of COVID
- Removal of limits on number of counseling sessions
- Reduction in communication
- More wellness calls, especially for seniors
- more walk-in clinic hours
- Continuing to make virtual appts available after COVID
- More trans-competent mental health staff

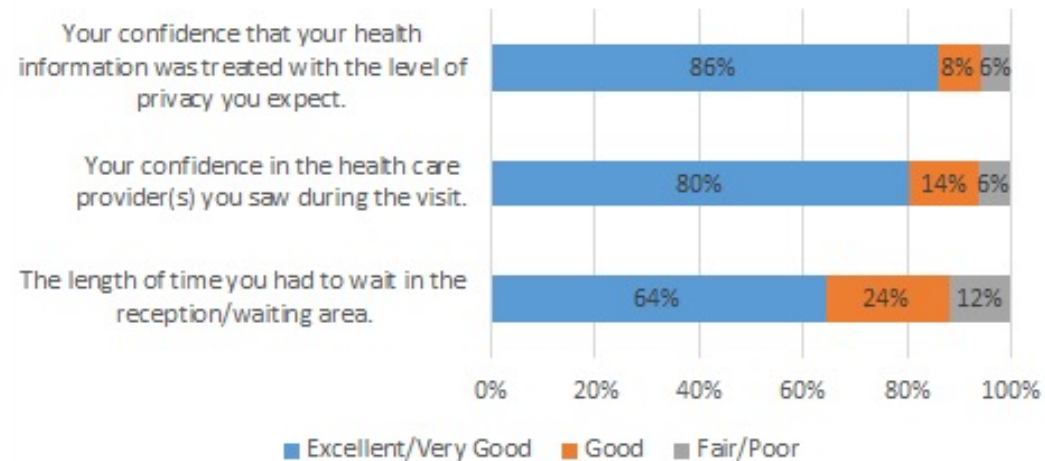
Facilities/Back office

- Long wait-times on the phone
- Phones not being answered, being put on hold and forgotten or call dropped
- Answering service not helpful, only advise to call back
- Phone lines difficult to navigate, too many options
- Difficult to get a real person over the phone
- Website not user friendly, needs improvement in the way information about programs and services displayed
- Better communication about what programs and services are offered
- Cleaner washrooms
- People hanging around at the front, smoking
- Faster and easier transition to new provider when providers leave/retire and better communication of this
- Set up online booking or email communication for booking or quick requests

Thinking about the Main Health Care Provider you spoke with during the visit, on a scale of poor to excellent, how would you rate this person on the following...?



On a scale of poor to excellent, how would you rate the following?



Is there any feedback you would like to share to help us improve the way we provide care?

Staff

- More training around being sensitive and respectful to needs of trans clients (connecting with the 519 for this)
- Long wait-time for response to messages and when forms are left for completion

Programs and Services

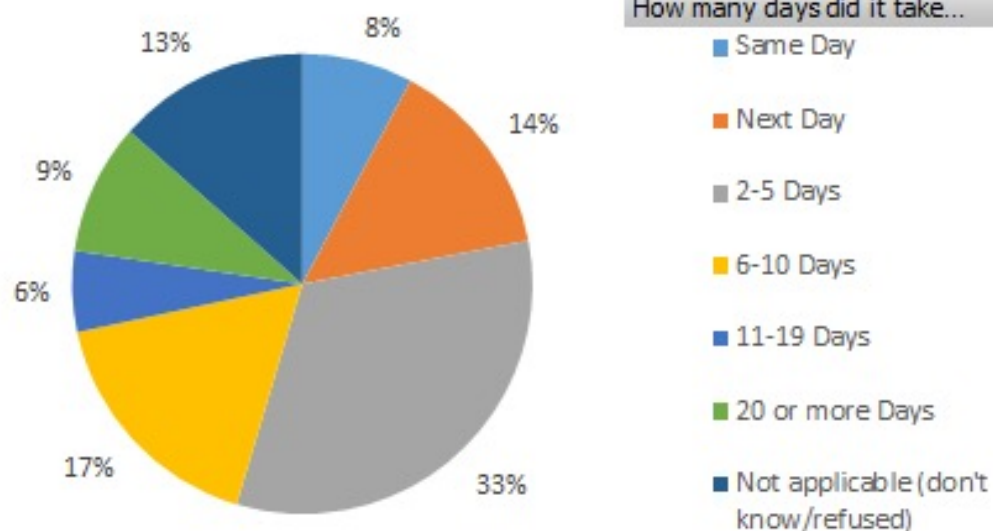
- Looking forward to in-person appointments with provider
- Appreciative of virtual appointments and continuity of care during pandemic
- Allowance for more counseling sessions when max reached
- Reduce long wait-times for appointments
- Feel comfortable and happy with services

Facilities/Back office

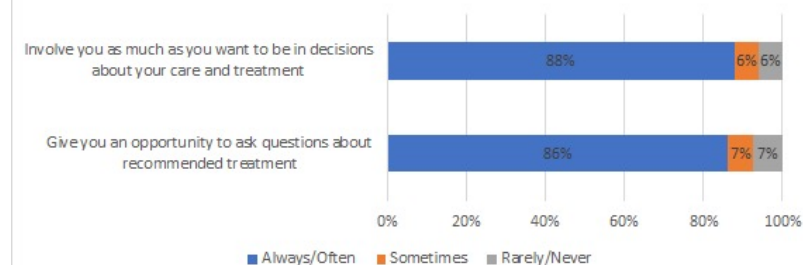
- Better communication of providers leaving the organization and what the plan is to transition clients to a new provider
- More clarification around prescription refills protocol
- Improve client privacy when communicating in reception area

Count of ID

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?

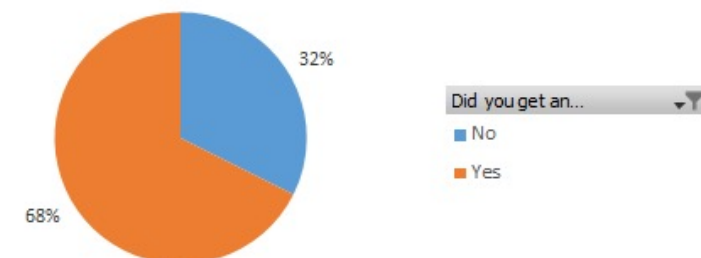


When you see your doctor or nurse practitioner, how often do they or someone else in the office...?



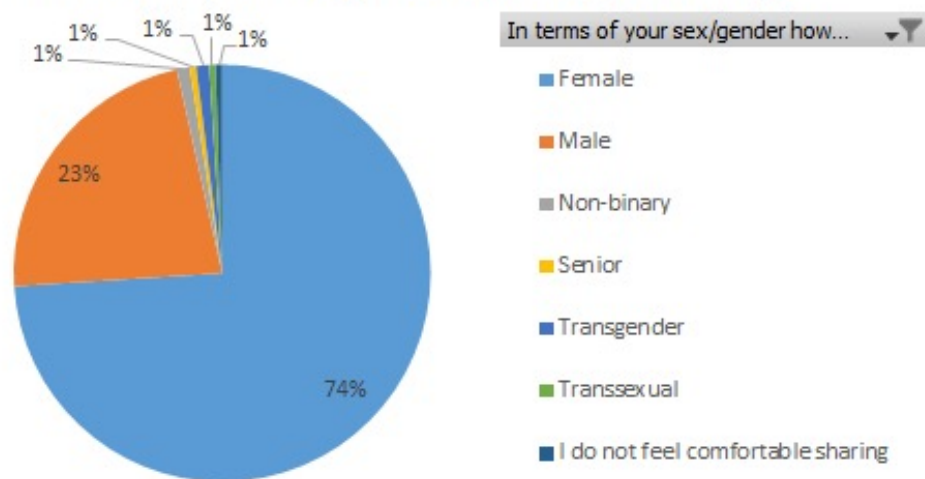
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Did you get an appointment on the date you wanted?



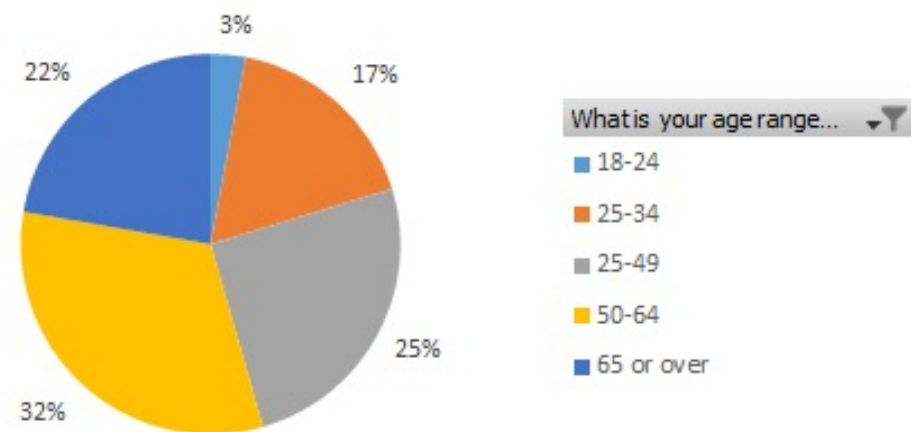
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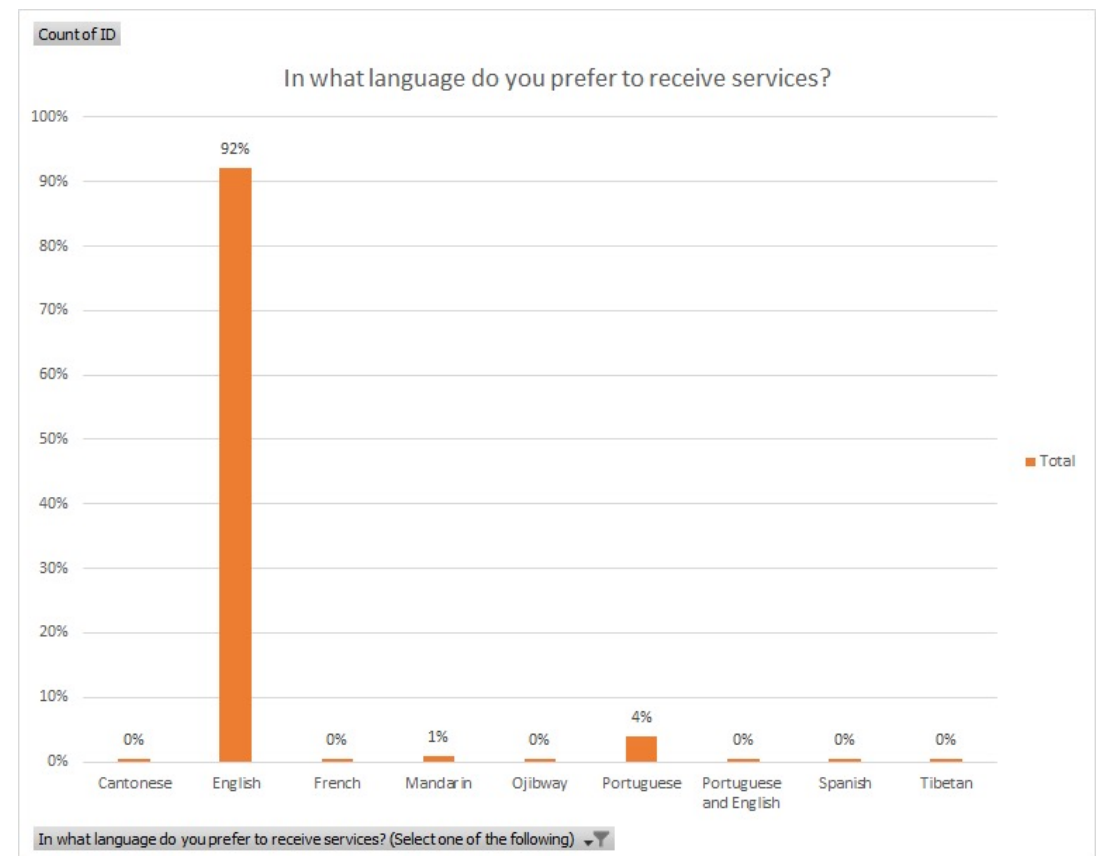
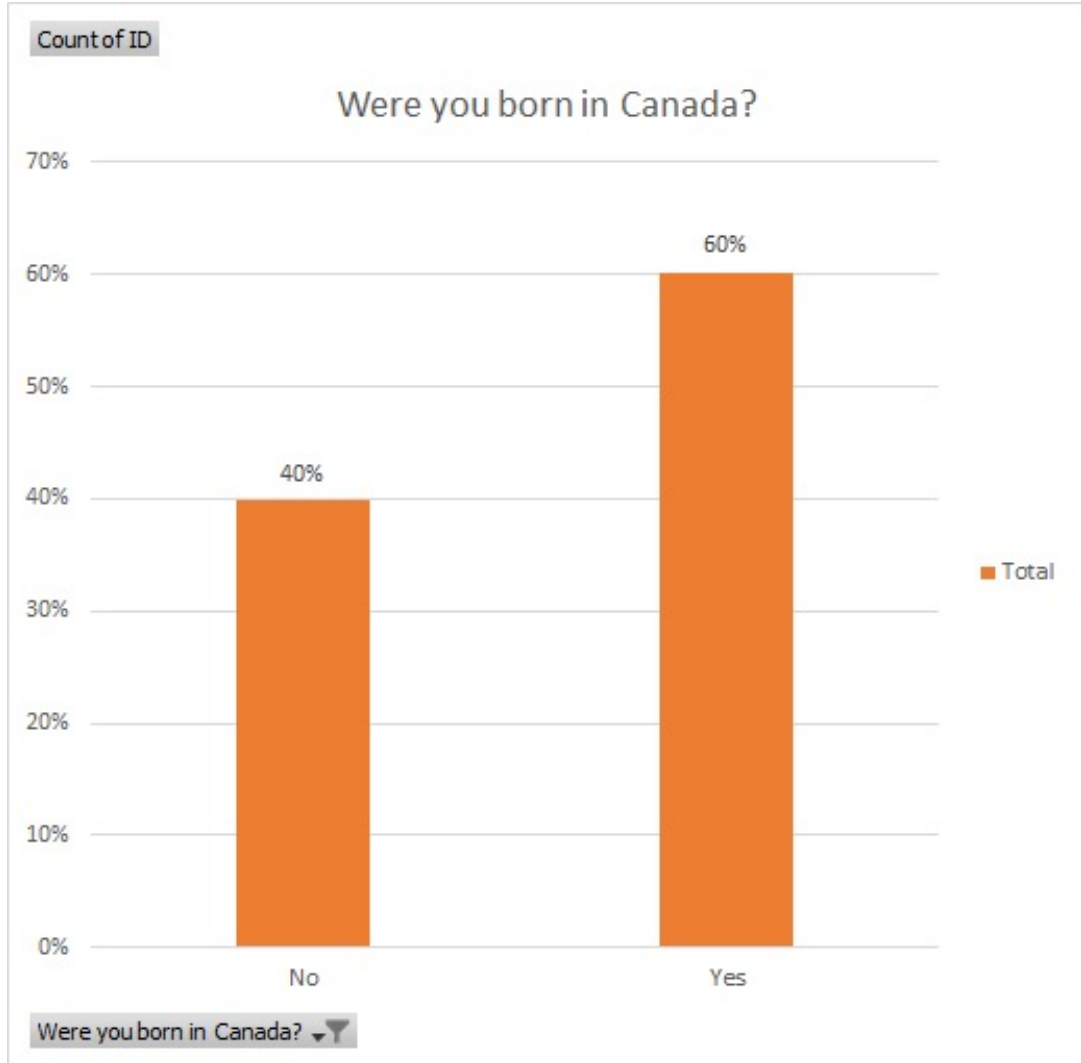
In terms of your sex/gender how do you identify?



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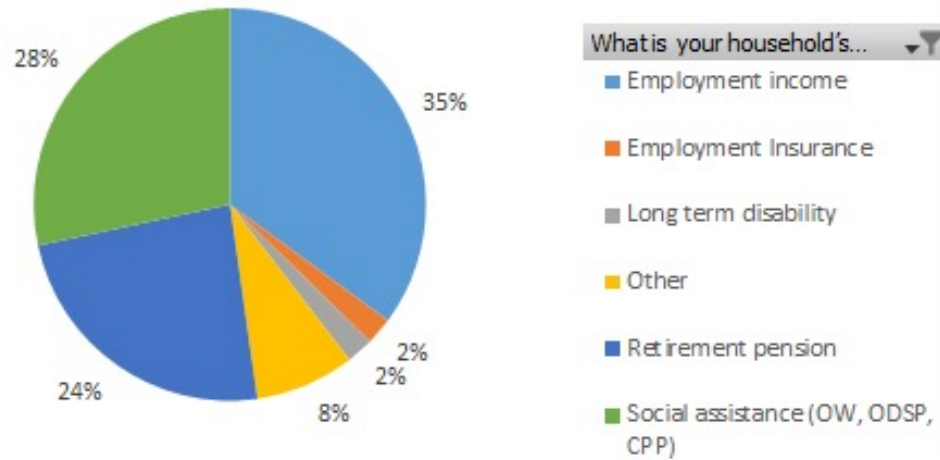
What is your age range now?





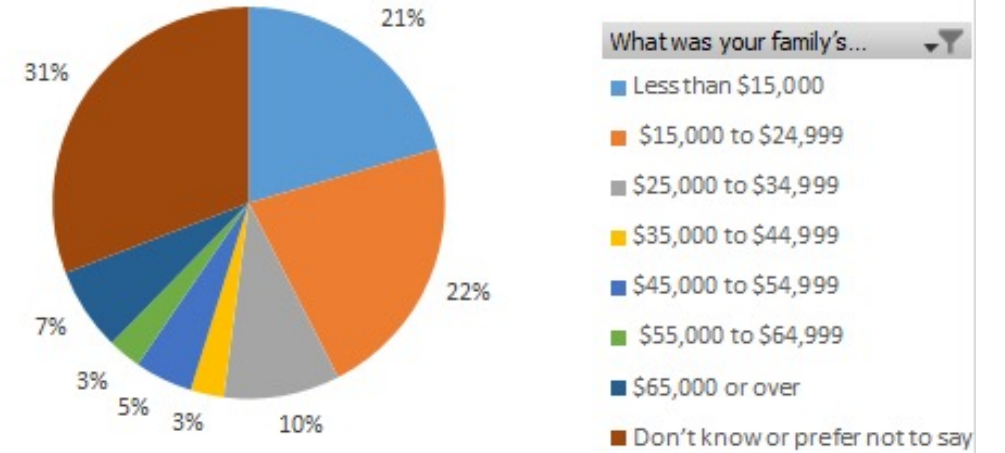
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What is your household's main source of income?



Count of ID

What is your household's main source of income?



Key themes and next steps

- Increased trans care capacity and awareness
 - Will add to orientation for all new staff (potentially through RHO or the 519)
 - Will bring up at all team meetings
- Increased phone capacity
 - Currently doing a PDSA on phone capacity across the organization and will adjust based on results
- Increased access and services in counselling/mental health
 - Have hired a new MH supervisor and three new counsellors for the counselling team
 - May do a third party evaluation of counselling services this year
- Desire for mix of virtual and in-person care
 - Currently meeting with staff and surveying clients on principles and plans forward
- Improved communication with clients
 - Analyzing website based on client feedback
 - Project based on increased client communication methods

Service adjustments made in response to 2019 Survey

- Trans care training for full clinical team (Fall of 2020)
- SCS at Parkdale site
- Expansion of Niiwin Wednaanimak services through TUHF grant
- “Pivot” to virtual services in pandemic
 - Decrease in wait time for clinical services
 - Virtual counselling services
 - Referral to other virtual community programs run by partner agencies
- Expansion of dental services to Evangel Hall