



# Centretown CHC Client Experience in 2019

## SURVEY RESULTS



were able to receive our service or program in their preferred official language



felt they were provided with opportunities to ask questions



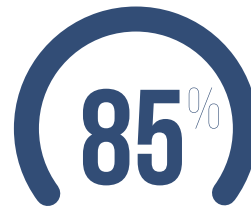
felt that their doctor or nurse practitioner spent enough time with them

% Clients who were able to access a same or next-day appointment:



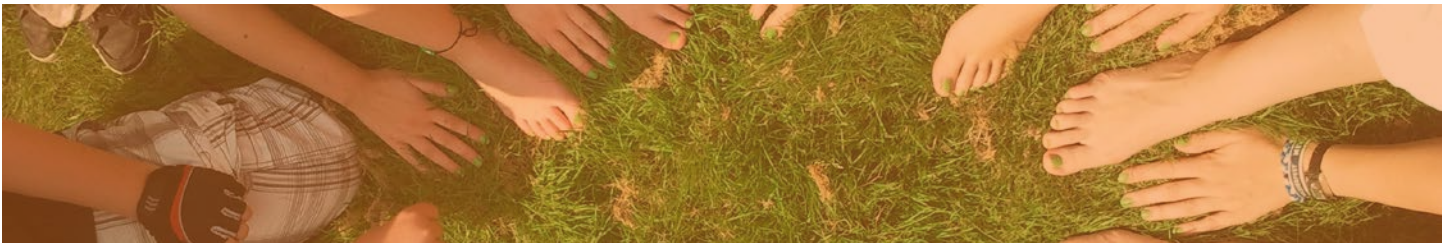
■ Ontario average   ■ Centretown Community Health Centre

% Clients who felt involved in their care:



MY DOCTOR LISTENS TO ME AND WHEN I COME IN WITH NEW INFORMATION OR TREATMENTS SHE IS NOT FAMILIAR WITH, SHE REMAINS OPEN MINDED AND LEARNS ABOUT THE NEW TREATMENTS I REQUEST. SHE NEVER TALKS DOWN OR HARD PRESSURES ME TO DO TREATMENTS I DON'T WANT WHILE ALWAYS MAKING SURE I KNOW ALL MY OPTIONS AND RISKS.





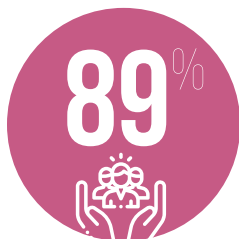
Thank you for your feedback and time.



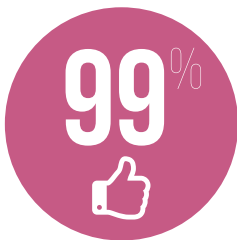
THE RANGE OF SERVICES AVAILABLE TO CLIENTS. THE DIVERSITY REFLECTED IN THE CLIENT BASE AND UPCOMING STAFF. I HAVE BEEN A CLIENT SINCE I WAS 6 YEARS OLD (I'M 47 NOW) AND IT'S GREAT TO SEE HOW THE CLINIC HAS EVOLVED.



agreed that coming to CCHC improved their health and well-being



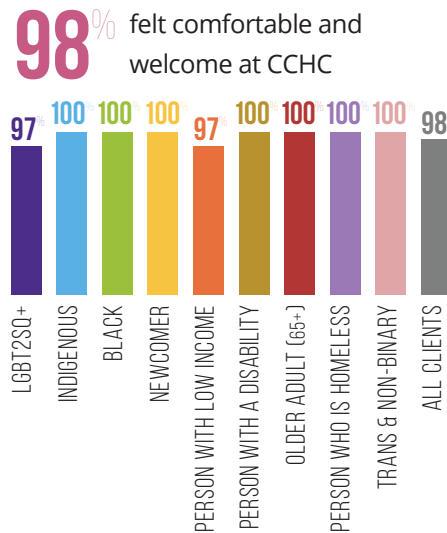
felt more connected to the community because of their contact with CCHC



would recommend Centretown CHC to others



felt they were helped with coordinating their care when needed



98% felt comfortable and welcome at CCHC



## WE HEARD FROM YOU!



Our quality improvement priorities for 2019-2020 will include:

- More services for Francophone clients
- More timely access for specialized services



Centretown Community Health Centre  
Centre de santé communautaire du Centre-ville

[centretownchc.org](http://centretownchc.org)