

Superintendent's Report

Clinic Survey

February 4, 2017

The following report is for the survey responses received from November 16, 2017 through to January 20, 2018

An update to this report will be provided once the survey closes on February 28, 2018.

Overall Rating:

Rating	Count of Rating	%
not satisfied	42	25.9%
satisfied	4	2.5%
very satisfied	73	45.1%
not enough info/neutral	43	26.5%
Grand Total	162	

Of those who responded that they were not satisfied or neutral, the summary below is their primary and secondary comment, suggestion or note (note that 26 respondents did not provide specifics for a primary comment):

Primary Comment		Secondary Comment	
Row Labels	Count of Rating	Row Labels	Count of Rating
Computer access to Peace Health	1	Cost	5
Cost	6	Need a doctor	3
Insurance	4	non-patient appt	3
non resident	1	Policies	1
non-patient appointment	2	Privacy	1
Pharmacy	1	Provider	2
Provider	14	receptionist	2
Receptionist	2	(blank)	66
Sign	1	Limited hours	2
Staff	7	Grand Total	85
(blank)	26		
Confidentiality	1		
Limited Hours	7		
Limited hours	1		
Limited services	4		
Need/want Need a Doctor	7		
Grand Total	85		

