

Patient Satisfaction Survey Results: McMaster Family Health Team

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
1. How satisfied are you with the amount of time you had to wait from the date of your referral to date of your first appointment with the current healthcare provider?	Extremely Satisfied	15	37%	20	43%	40%
	Very Satisfied	12	29%	20	43%	36%
	Satisfied	9	22%	6	13%	17%
	Somewhat Satisfied	1	2%	1	2%	2%
	Not at all Satisfied	1	2%	0	0%	1%
	Blank	3	7%	0	0%	3%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
2a. How satisfied are you with the overall experience you have had with the administration staff when organizing your appointments with the current healthcare provider, in regards to: communication?	Extremely Satisfied	16	39%	28	60%	50%
	Very Satisfied	16	39%	17	36%	38%
	Satisfied	3	7%	2	4%	6%
	Somewhat Satisfied	4	10%	0	0%	5%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	2	5%	0	0%	2%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
2b. How satisfied are you with the overall experience you have had with the administration staff when organizing your appointments with the current healthcare provider, in regards to: scheduling?	Extremely Satisfied	14	34%	23	49%	42%
	Very Satisfied	14	34%	20	43%	39%
	Satisfied	7	17%	4	9%	13%
	Somewhat Satisfied	2	5%	0	0%	2%
	Not at all Satisfied	2	5%	0	0%	2%
	Blank	2	5%	0	0%	2%
	Total		41	100%	47	100%

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QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
2c. How satisfied are you with the overall experience you have had with the administration staff when organizing your appointments with the current healthcare provider, in regards to: preparing for your appointment?	Extremely Satisfied	12	29%	24	51%	41%
	Very Satisfied	14	34%	17	36%	35%
	Satisfied	7	17%	6	13%	15%
	Somewhat Satisfied	4	10%	0	0%	5%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	4	10%	0	0%	5%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
3. Thinking about your visit today, about how many minutes did you have to wait from the time your appointment was scheduled to start, to the time that you actually met with your healthcare provider?	< 5 minutes	15	37%	21	45%	41%
	5-10 minutes	17	41%	15	32%	36%
	11-15 minutes	3	7%	6	13%	10%
	16-20 minutes	3	7%	5	11%	9%
	> 20 minutes	0	0%	0	0%	0%
	Blank	3	7%	0	0%	3%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4a. Thinking about your visit today, how satisfied are you that your healthcare provider involved you as much as you wanted to be in decisions about your care and treatment?	Extremely Satisfied	24	59%	25	53%	56%
	Very Satisfied	11	27%	19	40%	34%
	Satisfied	4	10%	2	4%	7%
	Somewhat Satisfied	1	2%	0	0%	1%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

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QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4b. Thinking about your visit today, how satisfied are you that your healthcare provider gave you an opportunity to ask questions about recommended treatments?	Extremely Satisfied	21	51%	28	60%	56%
	Very Satisfied	14	34%	16	34%	34%
	Satisfied	3	7%	2	4%	6%
	Somewhat Satisfied	2	5%	0	0%	2%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4c. Thinking about your visit today, how satisfied are you that your healthcare spent enough time with you?	Extremely Satisfied	22	54%	24	51%	52%
	Very Satisfied	11	27%	19	40%	34%
	Satisfied	4	10%	3	6%	8%
	Somewhat Satisfied	3	7%	0	0%	3%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4d. Thinking about your visit today, how satisfied are you that your healthcare listened to your concerns?	Extremely Satisfied	21	51%	25	53%	52%
	Very Satisfied	14	34%	19	40%	38%
	Satisfied	5	12%	1	2%	7%
	Somewhat Satisfied	0	0%	1	2%	1%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

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QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4e. Thinking about your visit today, how satisfied are you that your healthcare let you say what was important?	Extremely Satisfied	22	54%	24	51%	52%
	Very Satisfied	12	29%	20	43%	36%
	Satisfied	5	12%	2	4%	8%
	Somewhat Satisfied	1	2%	0	0%	1%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4f. Thinking about your visit today, how satisfied are you that your healthcare took your health concerns seriously?	Extremely Satisfied	24	59%	27	57%	58%
	Very Satisfied	11	27%	17	36%	32%
	Satisfied	4	10%	1	2%	6%
	Somewhat Satisfied	1	2%	1	2%	2%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	1	2%	2%
	Total		41	100%	47	100%

QUESTION	RESPONSES	MFP	Percentage	SFHC	Percentage	MFHT Percentage
4g. Thinking about your visit today, how satisfied are you that your healthcare made you feel comfortable in talking about personal problems related to your health concerns?	Extremely Satisfied	23	56%	27	57%	57%
	Very Satisfied	13	32%	16	34%	33%
	Satisfied	3	7%	1	2%	5%
	Somewhat Satisfied	1	2%	0	0%	1%
	Not at all Satisfied	0	0%	0	0%	0%
	Blank	1	2%	3	6%	5%
	Total		41	100%	47	100%