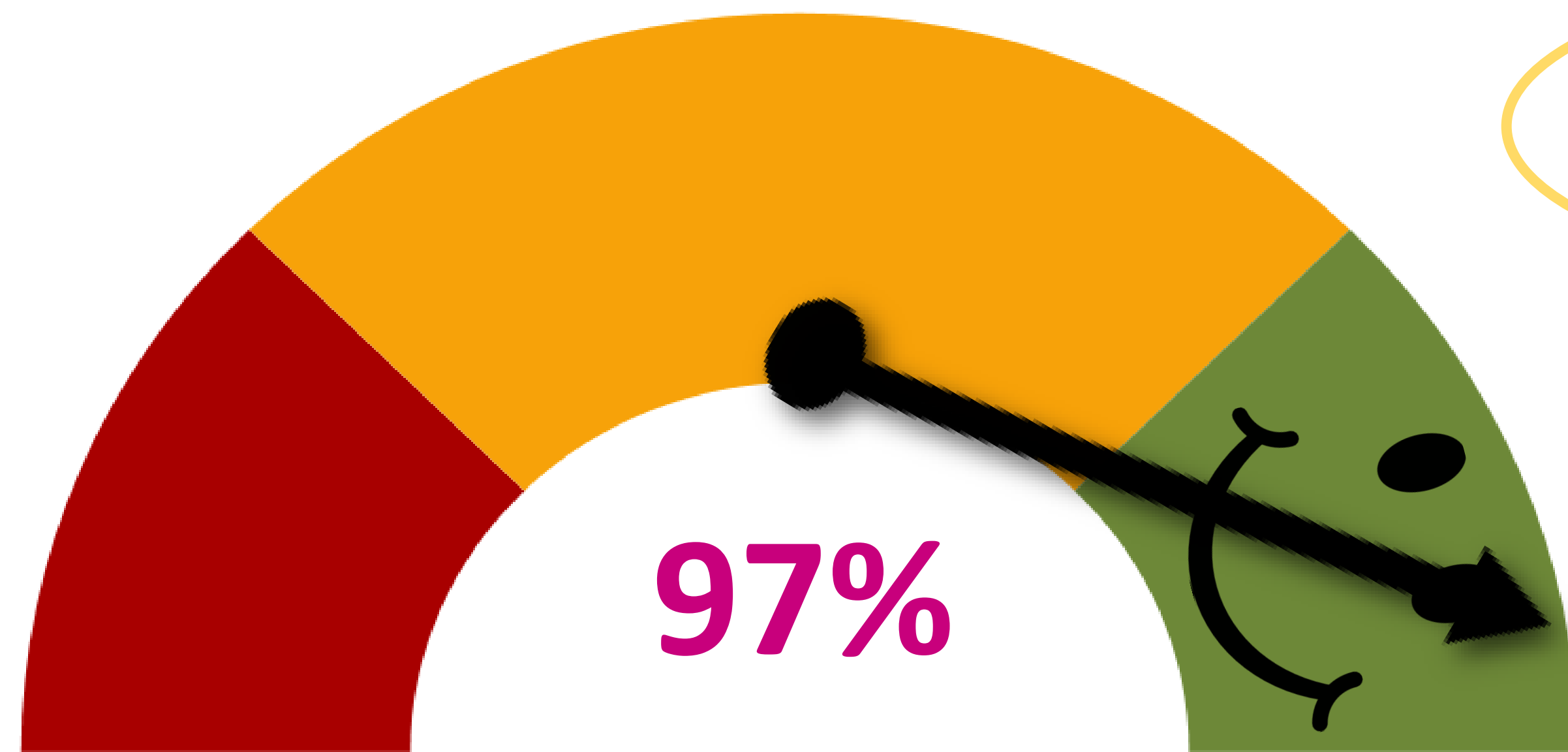


Patient Experience Surveys: Your Feedback

November 2018

Family Physician/Nurse Practitioner/Physician Assistant Appointments

511 Responses



97%
of you were satisfied with your
overall experience

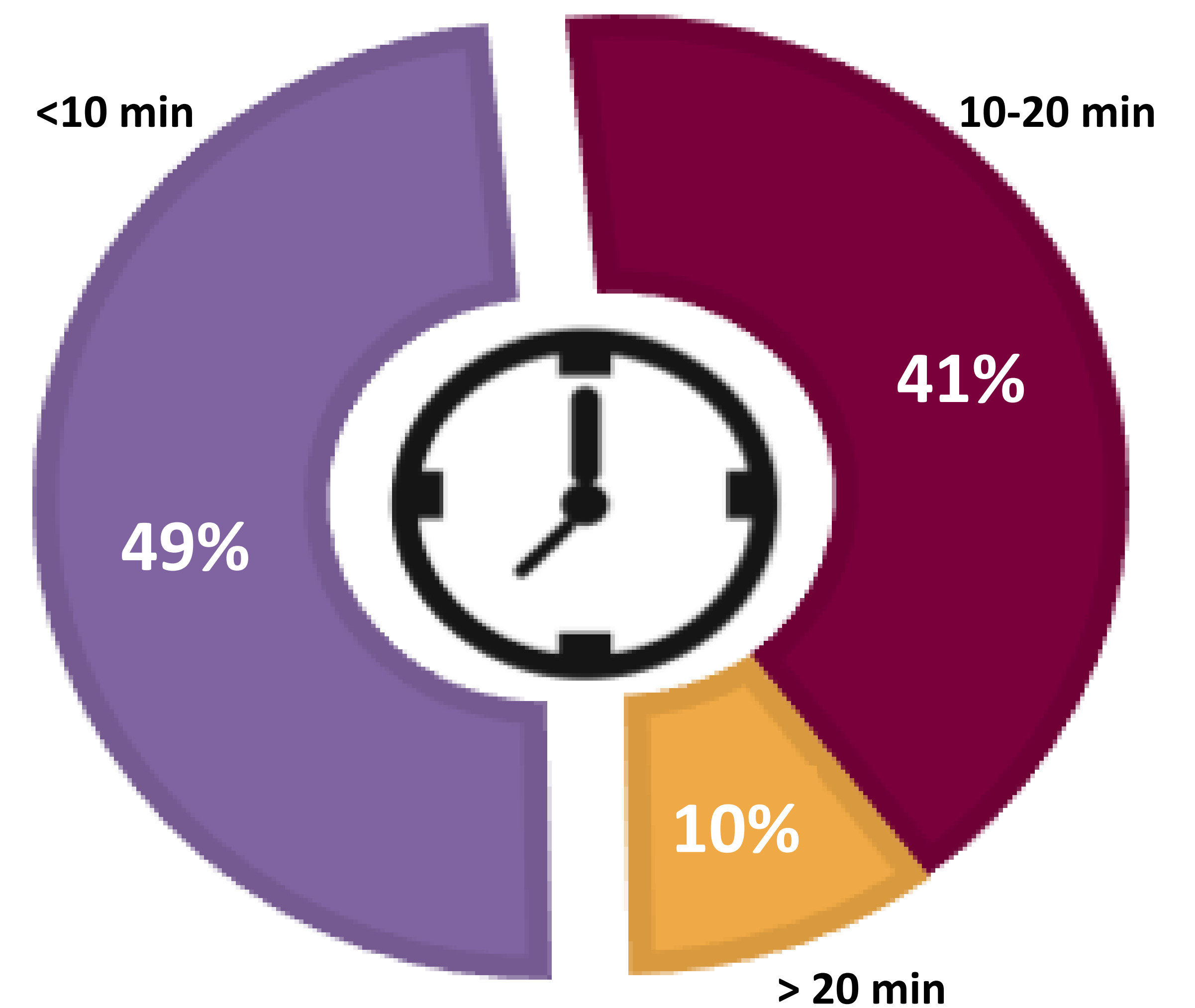
“Excellent healthcare team!”

“Love the quick service and the patience of staff!”

“Best care I have ever had!”

96% of you were satisfied with the **length of time between making your appointment and your visit**

Wait Times During Appointments



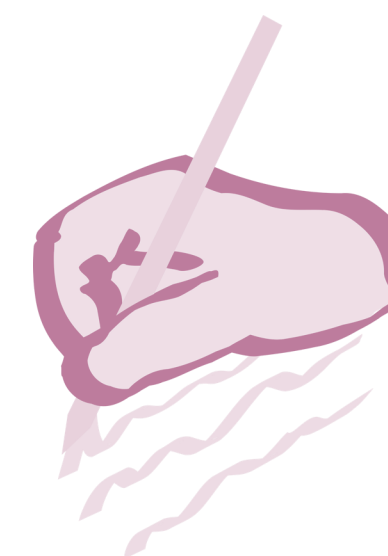
96% of you were satisfied with the **communication you received**



95% of you were satisfied with **scheduling your appointment**



96% of you were satisfied with your **appointment preparation**



97% of you were satisfied that your **healthcare provider took your concerns seriously**



97% of you were satisfied that your **healthcare provider made you feel comfortable talking**



97% of you were satisfied that your **healthcare provider let you say what was important**



96% of you felt **involved in the decisions of your own care**



97% of you were satisfied that your **healthcare provider listened to your concerns**



97% of you were satisfied that your **healthcare provider gave you an opportunity to ask questions**



97% of you were satisfied that your **healthcare provider spent enough time with you**