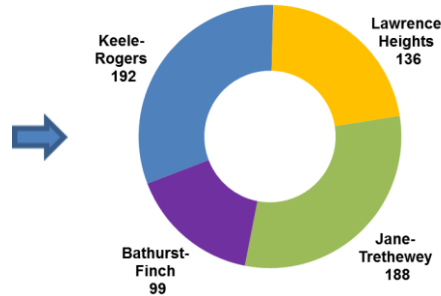


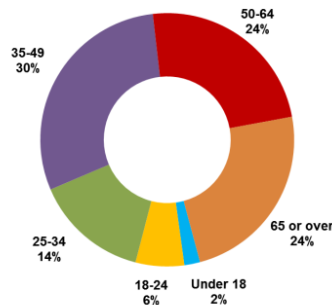
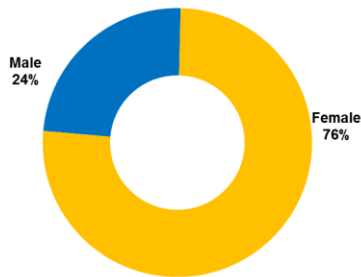
**2017 Client Experience Survey: Snapshot of Findings**  
*ALL LOCATIONS*

**Who completed the survey?**

**615 clients**  
across 4 locations



**Gender & Age Distribution**



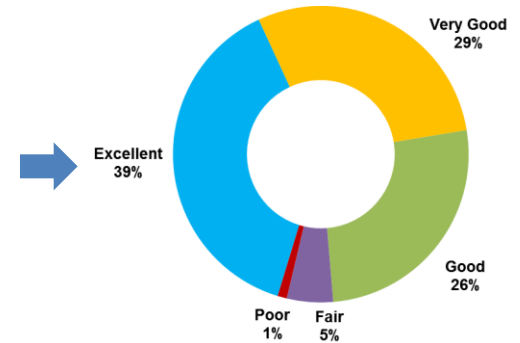
**19%** are new to Canada (5 years or less)

**69%**  
are most comfortable  
receiving services in **English**

- Other preferred languages:
- **Spanish** (10%)
  - **Portuguese** (7%)
  - **Russian** (3%)

**What did clients tell us about their experience?**

**68%**  
rated their **overall experience** accessing the centre as *Excellent* or *Very Good*



**94%**  
said that they **feel safe** receiving care and services  
(Agreed or Strongly Agreed)

**90%**  
said the staff are **easy to talk to and encourage them to ask questions**  
(Agreed or Strongly agreed)

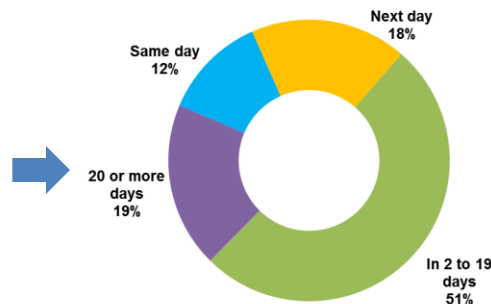
**89%**  
said that the programs and services have helped them **improve their health and well-being**  
(Agreed or Strongly Agreed)

**91%**  
said that Unison has a **positive impact on their community**  
(Agreed or Strongly Agreed)

## 2017 Client Experience Survey: Snapshot of Findings ALL LOCATIONS

### Primary Care Appointments

**30%**  
of primary care clients could **get an appointment with their doctor or nurse practitioner the same or next day** the last time they needed one



**71%**  
said they **got an appointment on the date that they wanted** the last time they needed care

### Client-Centered Primary Care

**86%**  
said their main health care provider **explained things in a way that is easy to understand**  
(Excellent or Very Good)

**83%**  
said their main health care provider was **sensitive to their needs and preferences**  
(Excellent or Very Good)

**89%**  
said that their doctor or nurse practitioner **always or often spends enough time with them**

**83%**  
said their doctor or nurse practitioner **always or often involves them as much as they want to be in treatment decisions**

#### How does Unison use this data?

✓ To highlight what we are doing well

✓ To identify areas where we can improve clients' experience and quality of care

✓ For monitoring and reporting as part of our Quality Improvement Plan



For more information about the survey, please contact Andrew Koch, Health Planner: [andrew.koch@unisonhcs.org](mailto:andrew.koch@unisonhcs.org)