

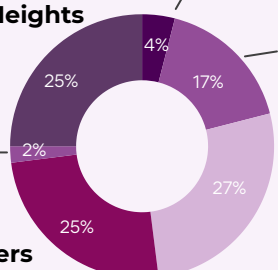
2024 CLIENT EXPERIENCE SURVEY

Conducted between October 22nd and November 8th, 2024, at all Unison sites

Snapshot of Findings: All Locations

SURVEY RESPONDENTS

370 valid surveys collected from clients




Location	Count	Percentage
Jane Street Hub	100	27%
Keele-Rogers	91	25%
Lawrence Heights	94	25%
Bathurst-Finch Hub	62	17%
Oakwood-Vaughan	16	4%
Home Bound Primary Care	7	2%

How long have you been using programs and services at Unison?

LESS THAN 1 YEAR	16%
BETWEEN 1 AND 3 YEARS	18%
BETWEEN 3 AND 5 YEARS	12%
LONGER THAN 5 YEARS	54%

EXPERIENCE WITH OUR PRIMARY CARE


88% of clients who were surveyed saw a **family doctor or nurse practitioner** at Unison within the last year (n=324)



Clients were **SATISFIED** with their health care providers

- 79%** said their doctor or nurse practitioner (*always/often*) involve them as much as they want to be in decisions about their care and treatment
- 85%** felt their health care provider treated them with **dignity and respect** (excellent/ very good)


THE LAST TIME YOU WERE SICK OR CONCERNED YOU HAD A HEALTH PROBLEM ...



- 71%** got an appointment on the date they wanted
- 84%** felt their health care provider **explained things in a way that is easy to understand** (excellent/ very good)

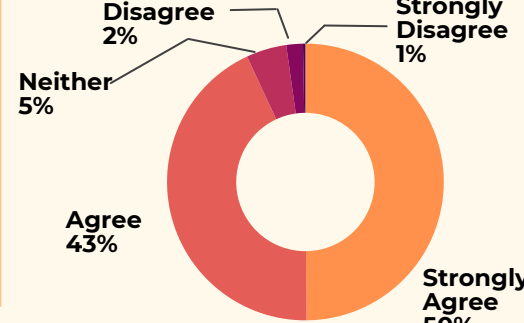
EXPERIENCE WITH OUR PROGRAMS & SERVICES

Clients told us that our programs make a **DIFFERENCE**



- 93%** agreed/strongly agreed that our programs and services have helped them **improve their health and well-being**
- 93%** reported the **hours of service** of the location visited most often **meets their needs**
- 81%** agreed/strongly agreed that staff help them **connect to services/programs** that they need at Unison or in the community
- 95%** agreed/strongly agreed that they **feel safe** when receiving care and services at Unison
- 70%** rated their overall experience **with our reception staff** as **excellent or very good**

93% were overall **satisfied with the programs and services at Unison** (agree/strongly agree)



Strongly Agree	50%
Agree	43%
Neither	5%
Disagree	2%
Strongly Disagree	1%

FEEDBACK & SUGGESTIONS

HOW WILL UNISON USE THIS DATA?

-  To highlight what we are doing well
-  To identify areas where we can improve client's experience and quality of care
-  For monitoring and reporting as part of our Quality Improvement Plan



For more information about the survey, please contact Jackie Hutton: jackie.hutton@unisonhcs.org