

# Patient Survey

We would like to know what you think about the care you received so we can make sure we are meeting your needs. All responses will remain confidential and anonymous. The clinic will only see a summary from many patients over time.

If you do not wish to complete the survey, you will still receive the care you need. There are other ways for you to give feedback so please feel free to talk with the clinic staff. This survey is expected to take less than five minutes.

<b>The doctor I saw was:</b>	
<b>Month of visit:</b>	

**Did the doctor and clinic staff treat you with courtesy and respect?**

- Never
  Not very often
  Sometimes
  Very often
  Not sure

**Did you have confidence in the doctor and clinic staff you saw or spoke to?**

- No, not at all
  Yes, to some extent
  Yes, definitely
  Not sure

**How satisfied are you with the way the doctor and clinic staff listened to you during the visit?**

- Very dissatisfied
  Dissatisfied
  Neither satisfied nor dissatisfied
  Satisfied
  Very satisfied
  Not sure

**I felt the doctor and clinic staff work well together to care for me.**

- Strongly disagree
  Disagree
  Neither agree nor disagree
  Agree
  Strongly agree
  Not sure

**Overall, how satisfied were you with the care you received?**

- Very dissatisfied
  Dissatisfied
  Neither satisfied nor dissatisfied
  Satisfied
  Very satisfied
  Not sure

**In the last 3 months, did you need to seek care or treatment elsewhere?** (please check-off all that apply)

- Emergency Department
  Admitted to Hospital
  Walk-in Clinic  
 Urgent Care Centre
  Family Doctor
  Other

**If you went to the Emergency Department or Urgent Care Centre, what was the reason for your recent visit?** (please check-off all that apply)

- It was clearly an emergency  
 I was told to go to the emergency department by a health professional  
 There were no other options available  
 I didn't know if my health condition was an emergency or not, but wanted it checked out  
 I didn't know where else to go  
 I use the emergency department for all my health concerns  
 I was waiting to see a specialist but my health condition changed  
 Other

Thank you for your time and feedback.