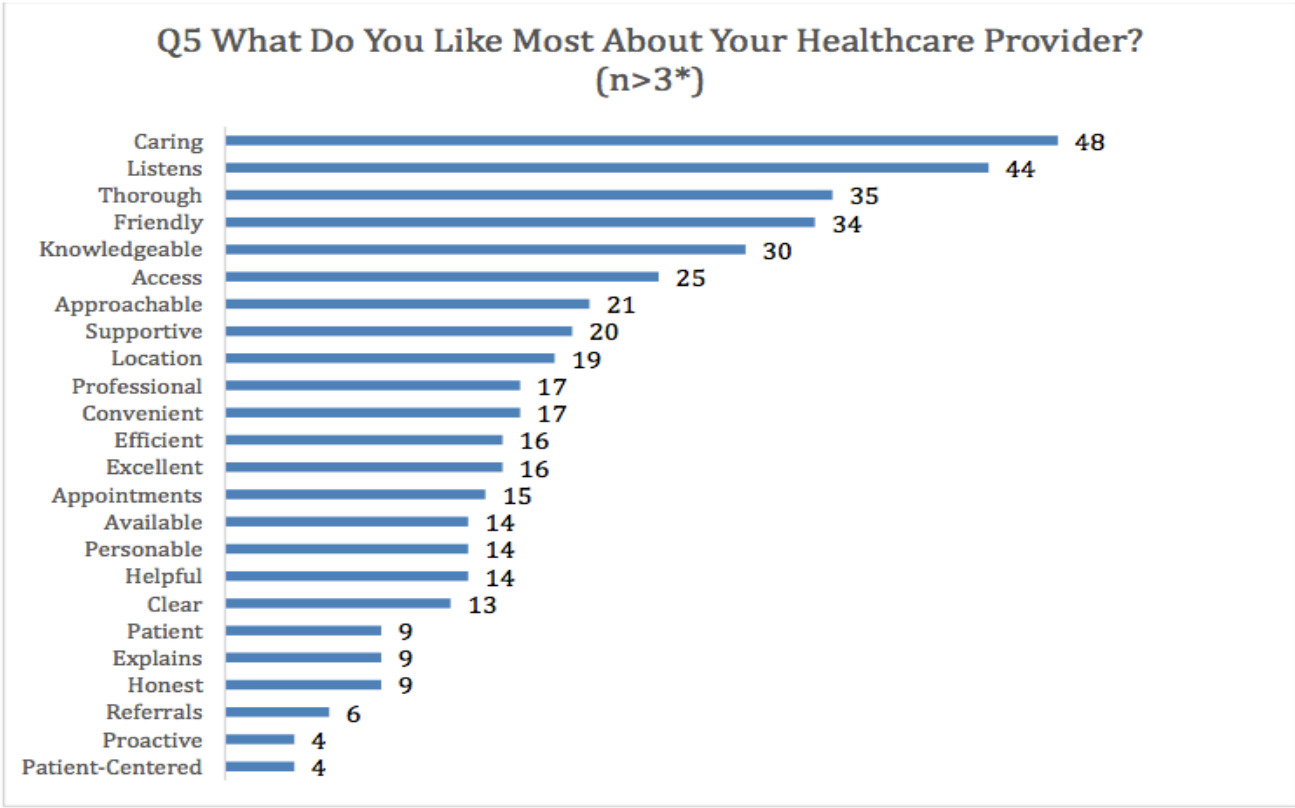


City of Kawartha Lakes
Family Health Team

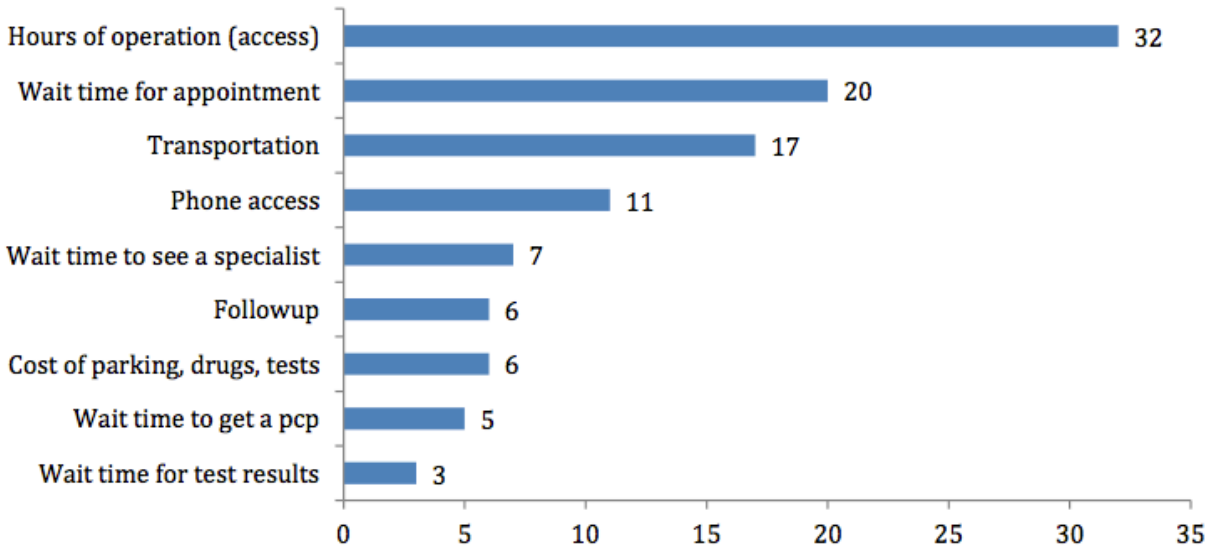
**Patient Survey
Results
2019**

Q5 “What do you like most about your healthcare provider?” A word-cloud analysis of the question:



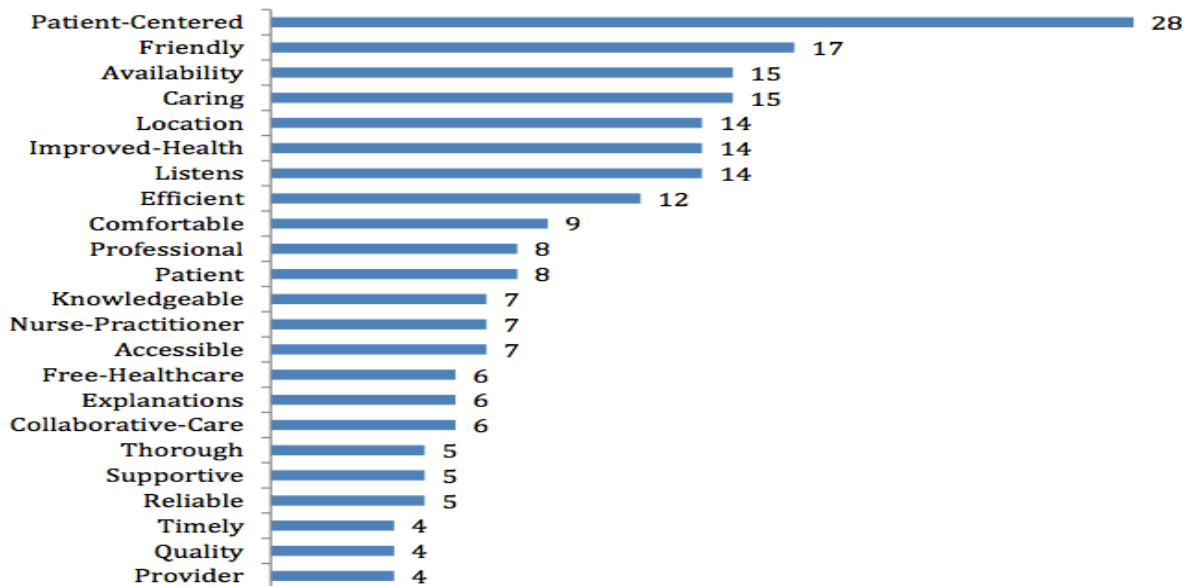
(n>3 means that the response had to be found more than 3 times to be included above)

Q6 Describe any challenges to obtaining care you experience (Example: Transportation)(n>1)



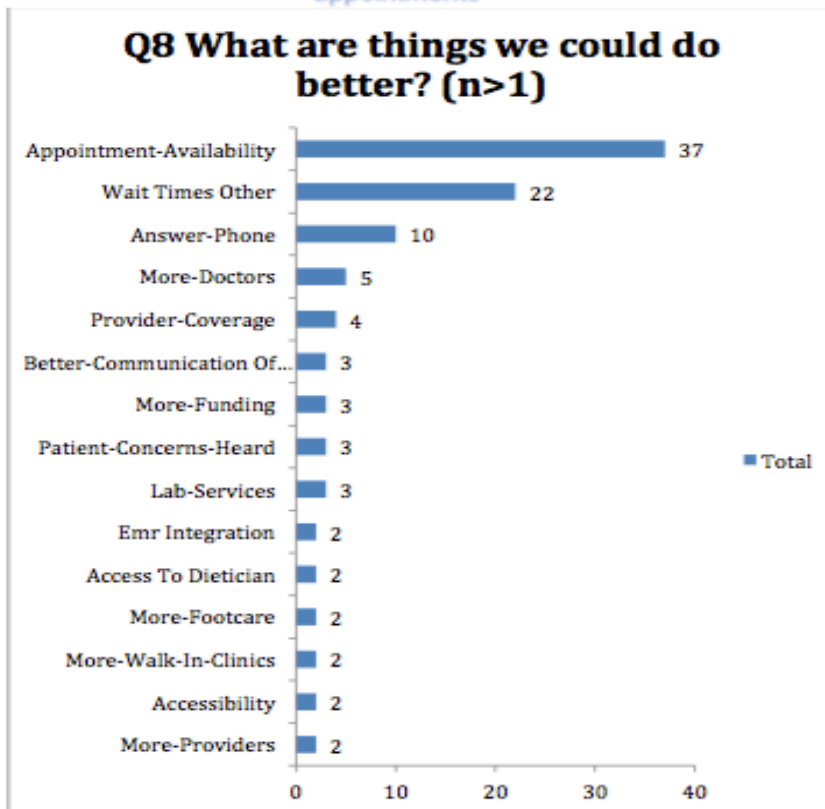
Q6 Interpretation: Access to care was most common barrier in the forms of extended hours, days of operation, same-day appointment availability

Q7 What is the best part about the care you receive? (n>3)



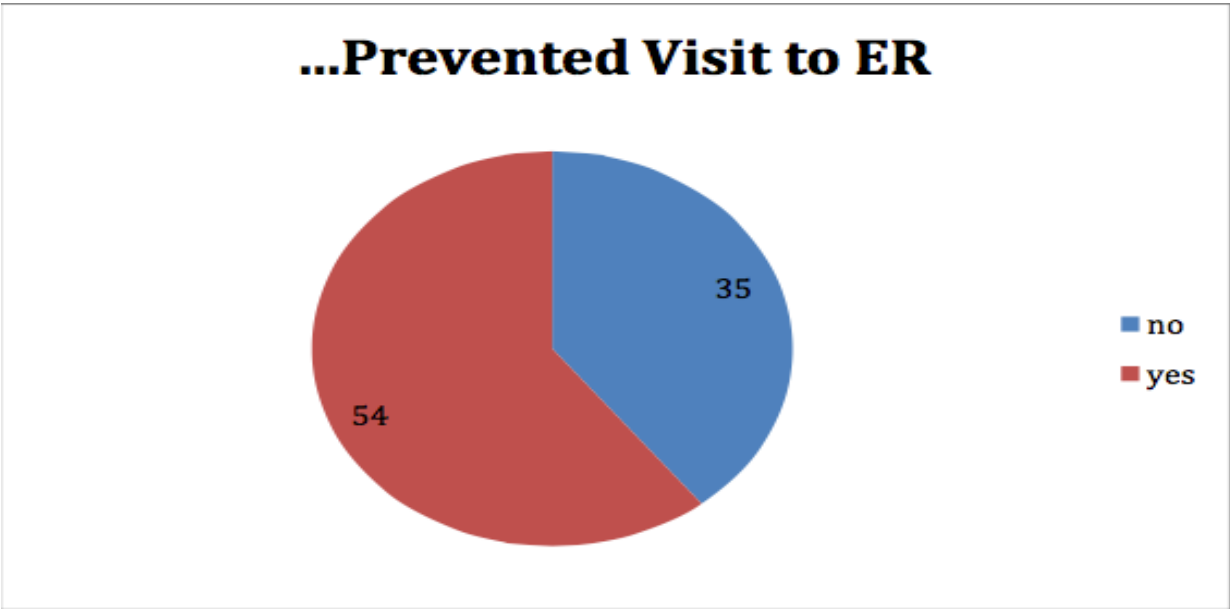
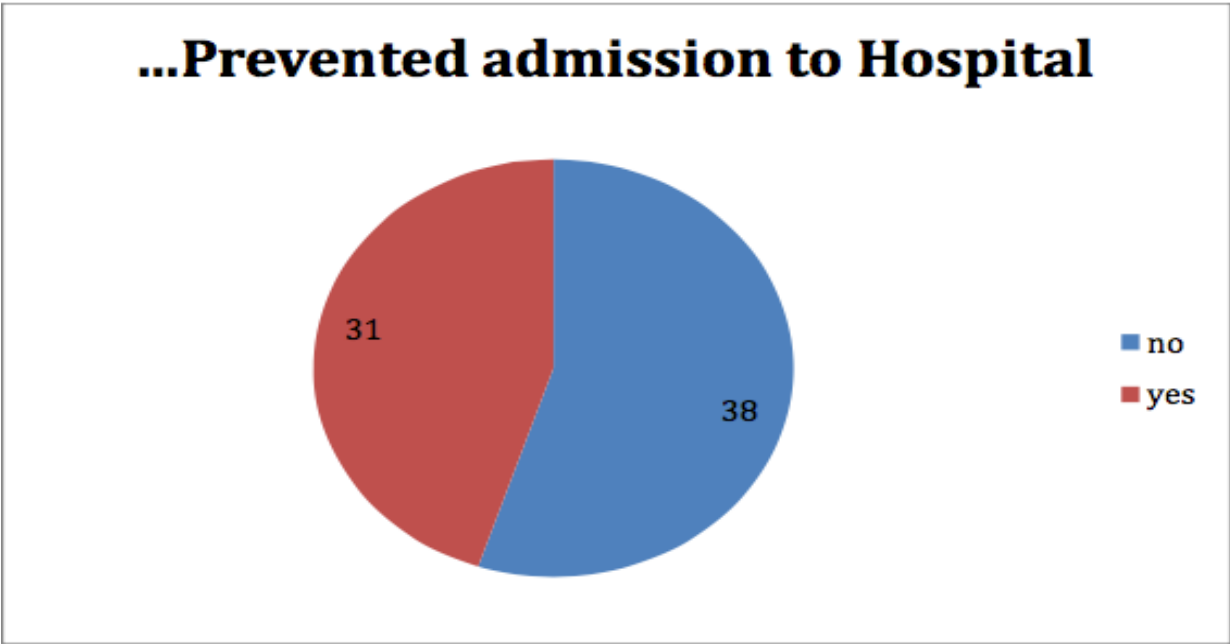
Q7 Interpretation: Patient-Centered includes holistic care and where the patient felt the provider "paid attention" to their concerns and care

Q8 “What are things that we could do better?”



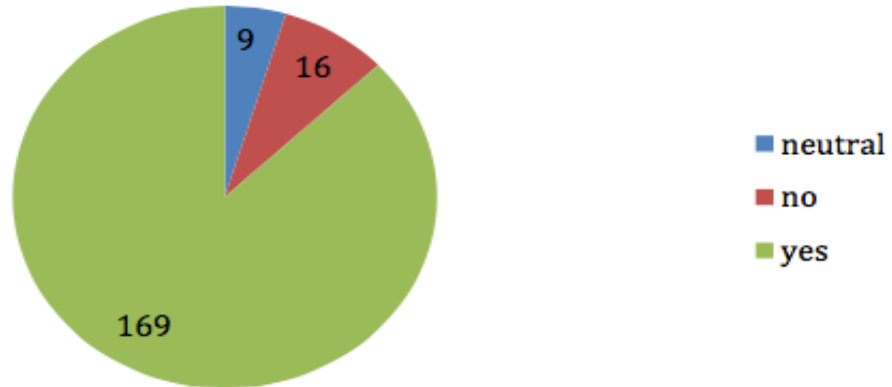
Q8 Interpretation: “Appointment availability” includes more/longer hours and more same day appointments. “Wait times other” includes specialists and hospitals, not FHT related

Q9 and 10 Do you feel your regular care with us has prevented you from...



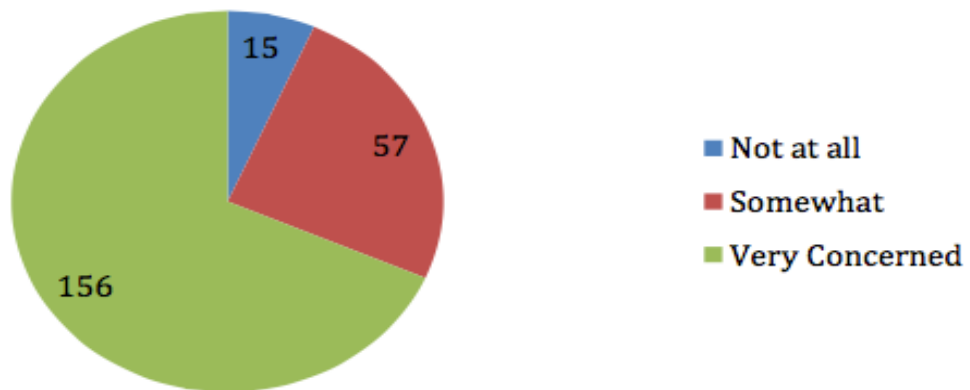
Interpretation: There is some uncertainty around the responses to this question. People may not have understood this was about ER and Hospital Diversion and instead responded more about recent visits to ER/Hospital. For example, a “no” response may have indicated a lack of actual need to go to either the FHT or Hospital.

Q11 Have FHTs been a positive change to healthcare?



Q11 Interpretation: "neutral" represents actual responses and not blank responses

Q12 Are you concerned about possible cuts to healthcare funding?



Q12 Interpretation: Common comments included that funding should be increased not decreases, more hospital beds, doctors, nurses, etc. are needed.

Q13 What would the perfect healthcare system look like to you? (n>3)

