

SURVEY SUMMARY - 2012

A total of 149 returns were received. This is more than 10% of the households on Pender.

Services Used and Demographics

Over 70% of respondents used 3 or more services at the health centre.

The major services used include:

Medical Clinic including Doctors and Nurse Practitioner: Over 80%

Lab Services: 66%

Dentist, Optometrist, and Emergency Room Services: Over 30%

Chiropractor: 24%

Ambulance, Massage, Shiatsu/Reiki as well as Wellness Programs: 10 to 15%

Demographics

Approximately 60% of the respondents were female and 40% male.

56% of the respondents were between 55 and 74 and 32% over 75.

Another 10% were between 35 and 54.

93% of the respondents were full time residents.

Satisfaction

84% of the respondents are satisfied with services offered at the health centre.

They feel the services are excellent for a community of our size.

16% were not satisfied for a number of reasons.

Most of the dissatisfaction (almost 50%) was related to timely access to medical appointments.

This included the length of time to get appointments, and lack of coverage on certain evening/weekends.

As well there was a significant number who commented on the attitude or competency of the medical front staff or doctors.

Fully 70% of the unsatisfied responses related to the medical clinic.

Other concerns included the wait time for lab appointments, and the need for more mental health services.

New Services or Expansion of Existing Services

64% of the respondents had suggestions for new services or expansion of existing services.

Almost half of all the suggestions requested provision of X-Ray services at the Health Centre.

Another 17% requested additional doctor or nurse practitioner staffing to shorten the wait time to get appointments.

This was especially mentioned for the summer months, but also to expand clinic hours, and provide walk-in and weekend clinics.

3 to 5% of the responses recommended increasing mental health support, increasing lab hours, provision of naturopathic services,

expanding dental services and provision of a dental hygienist, as well as providing foot care including visiting podiatrists.

There were 13 other suggestions with one or two responses including support for assisted living, caregiver relief and support,

and continuing health education.