



improving the quality of our service

**120 client
feedback surveys
were completed in
2018**



97% of respondents had confidence that their health information was being treated with the level of **privacy** they expected



90% of respondents rated the PPT clinicians they saw as very good or excellent when it came to:

- **listening** to their concerns
- using **accessible** language
- explaining things in a way that is **easy to understand**
- being **sensitive** to clients
- providing **clear** instructions
- treating clients with **dignity & respect**



You're always taken care of ASAP once you arrive at PPT

I felt very comfortable & respected & listened to.

I have nothing but good things to say about anyone I've interacted with who works at PPT!

"Everyone who has helped me has been very nice. Your reception staff is top notch!"

Best waiting room music EVER!

Great staff, helpful, non-judgmental. Can't say enough good things.

what we're doing well

there's always room for improvement



only 22.5% of respondents could get an appointment on the same or next day

Wish the waitlist isn't as long but with such a great clinic. I totally understand that.

Renovation cancelled my appointment and pushed it by another month, probably after many clients who booked after me.

I've been lucky to get same day appointments, but the waiting list can be long

Our health services team has created 3 work groups to develop recommendations to improve our wait times. We expect that clients will have better access to same or next day appointments by 2019.

we want to hear **MORE** from you.

Overall we received little feedback on how we can improve. Although it's great to hear that our services are doing well, we can always do better. Our next steps:

- Foster a culture of feedback by launching an interactive feedback board in the waiting room
- Work to increase the number of responses to the 2019 survey

