

PATIENT EXPERIENCES WITH CARE

SURVEY FINDINGS: WAVE 1 EQUITY DATA

The University of Toronto family medicine teaching clinics have been surveying patients to understand their care experiences and needs during COVID-19. The survey has been sent to patients every 3-4 month since June 2020. The healthcare teams at each clinic meet regularly to discuss the survey results and find ways to provide better care.

FINDINGS

This is what we learned from you through our first survey done June to September 2020.

ACCESS TO CARE

31%

of patients waited or stayed away from the doctor's office early in the pandemic

URGENT CARE

17%

of patients needed urgent care because they were sick

65%

of those who needed urgent care were able to book an appointment the same or next day

VIRTUAL CARE

% of patients who want care to continue through:

Phone 83%

Video 47%

Email or Secure Messaging 58%

% of patients who are comfortable with the privacy and security of:

Phone 92%

Video 95%

Email or Secure Messaging 91%

We see patients of different backgrounds at our clinic and ask questions in our survey to learn more about how care affects different groups. **NOT EVERYONE FELT THE SAME WAY** about urgent care, virtual care, and access to care.

Patients who told us they had **financial troubles, poor health** or **were born outside of Canada**:

- Were more likely to need urgent care and were less likely to have received it
- Were more likely to note discomfort with the privacy and security of virtual care and less likely to want virtual care to continue to be offered

WHAT ARE WE WORKING ON BASED ON OUR PATIENT'S ADVICE?



Meeting everyone's needs equally

Making sure that virtual care meets the needs of newcomers, those with financial troubles or poor health



Providing multiple options for care

We will continue to work with you to provide care in the way you need



Learning from each other

Have our clinics share how they are doing things so we can learn from one another to provide better care

We understand this data does not represent everyone we see at our clinics. This is just one way for us to learn about your needs. Data for the analysis includes results from 7482 patients across 13 teaching clinics that completed the first survey. Keep sharing your ideas with us! If you have never been asked to complete one of the surveys, please make sure we have your email address on file. Your turn will come!

Click [here](#) to learn more.



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