PATIENT EXPERIENCE SURVEY

WHAT: A survey to get feedback from patients.

WHEN: Started in June 2020. Sent twice a year to patients of the 14 University of Toronto’s family medicine teaching clinics.

WHY: To understand what works for patients and what needs to improve at each clinic.

WHAT WE DO WITH THE RESULTS: We look at results over time to see if the changes we make are working.

13,585 patients completed the latest survey.

WHAT WE LEARNED

Survey 7- Winter 2023

Focusing on patients’ care experience

- 85% received care within a reasonable time
- 93% felt their provider involved them in their care
- 90% would recommend their clinic to friends or family

Booking appointments on the phone

- 72% booked their most recent appointment on the phone
- 14% waited more than 10 minutes before being able to speak with someone to book their appointment
- 84% rated their experience when booking an appointment as good, very good, or excellent

57% of patients were able to get a same day or next day appointment when they needed care urgently.

WHAT WE HAVE DONE

Many of our teams have been working on reducing wait times on the phone. Learn More.

dfcm.utoronto.ca/share-learn.

If you have noticed any differences or have any ideas, please share with our clinic staff.