

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.