

Rexdale Community Health Centre

Client Survey 2018-2019

489 responders
67% of responders were clinical clients

I am able to get services in a language of my choice

92% strongly agree/agree

I can get an appointment when I need one

85% strongly agree/agree

The staff are easy to talk to and encourage me to ask questions

96% strongly agree/agree

I know how to make a suggestion or complaint

90% strongly agree/agree

How quickly could you get an appointment to see a primary care provider

50% same day, 30 % next day

Rexdale CHC has a positive impact on my community

97% strongly agree/agree

I always feel comfortable and welcome at Rexdale CHC?

99.7 strongly agree/agree

The staff help me connect to the services and programs I need at Rexdale CHC or in my community

93% strongly agree/agree

The programs and services offered by Rexdale CHC meet my need

95% strongly agree/agree

My health care provider always tells me about treatment options and involves me in decisions about the best treatment

86% strongly agree/agree

My health care provider always spends enough time with me

87% strongly agree/agree

The length of the time you had to wait in the reception/waiting area

less than 3% rate poorly

Your overall experience with our reception staff

less than 1% provides a poor rating

I would refer a family or friend to Rexdale CHC

91% strongly agree/agree

Overall, how would you rate the care and services you received at Rexdale CHC?

92% strongly agree/agree