

# **Davenport Perth Neighbourhood & Community Health Centre Client Experience Survey (2023)**

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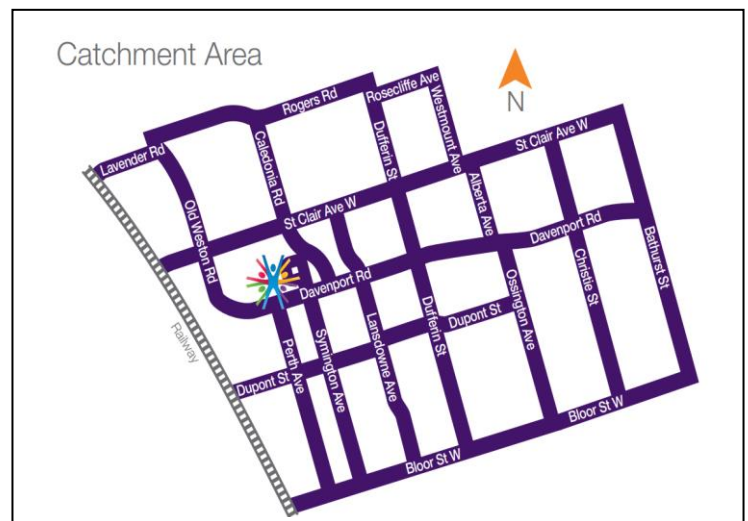
Final Report

February 2023

# Introduction

Davenport Perth Neighbourhood & Community Health Centre (DPNCHC) is a multi-service agency that strives to improve the health and wellbeing of the communities it serves. DPNCHC addresses social and economic inequities that impact health outcomes and overall quality of life. Commonly served populations include individuals and families experiencing low-income/unemployment, low educational/literacy levels, housing instability/homelessness, social isolation, mental/chronic illnesses, food insecurity (i.e., factors that pose and exacerbate barriers to accessing safe and tailored health and social supports). The organization offers a wide range of programming, including primary health care services, seniors' services, child and youth programs, settlement and newcomer services, harm reduction services, crisis intervention, and community development and capacity-building programs.

Situated in Toronto's west end, DPNCHC's catchment area is North to Lavender Rd, Rogers Rd and Rosecliffe Ave, south to Bloor St W, east to Bathurst St, west to the Railway Track, encompassing a large section of Ward 9 (i.e., an amalgamation of the former Wards 17 and 18 and a part of Ward 19) (refer to Appendix A for an overview of sociodemographic indicators). DPNCHC serves clients from diverse sociodemographic, racial, ethnic, and linguistic backgrounds. The organization's core focus is its historical catchment areas, but its impact and influence is salient beyond these traditional borders.



# Methods

Historically, DPNCHC deployed two annual general surveys to assess client experience in the Health Centre and Neighbourhood Centre, respectively. The 2023 DPNCHC Client Experience Survey was adapted from previous iterations of the Primary Care Client Experience Survey and Neighbourhood Centre Client Satisfaction Survey and feedback surveys from similar community organizational settings. It integrated questions about primary care and community programs and services in a single condensed survey tool. The survey tool contained a total of 45 questions, most of which were close-ended, quantitative in nature and a few open-ended (refer to Appendix B).

During the period of January 24<sup>th</sup>, 2023 to February 22<sup>nd</sup>, 2023, a hybrid survey approach was employed to collect feedback from DPNCHC clients who accessed services in the Health Centre and/or Neighbourhood Centre in the past one year. Different modes of data collection were applied: disseminating the SurveyMonkey link through email communication and making it available on social media pages, telephone outreach targeting clients who did not have an email listed in the organization's data

repository, and in-person outreach as clients attended their appointments/scheduled programming. Survey enumerators included placement students, volunteers, and staff. Training was provided on survey interview best practices (e.g., obtaining informed consent; maintaining confidentiality during and after project completion). The survey was not translated; however, to address language barriers, survey enumerators who had proficiency in one or more of the preferred languages were able to support clients. Over 200 clients were contacted over email, phone, and in-person.

# Results

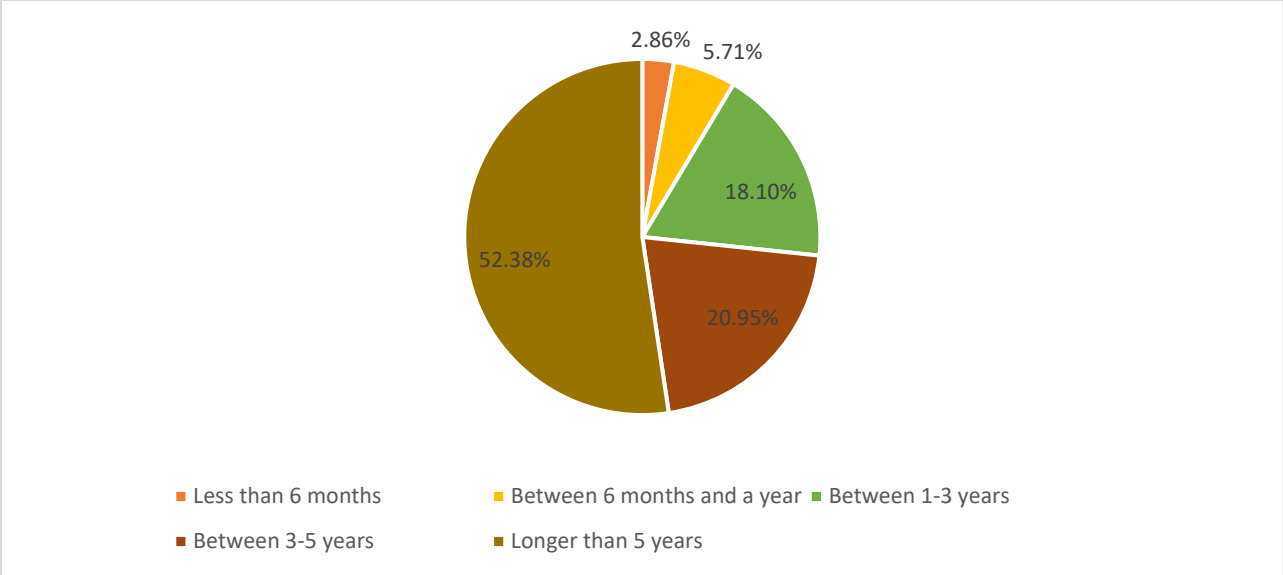
## Survey Methods

41.82% of surveys were completed by the client themselves and 58.18% of surveys were administered by a staff or student/volunteer. A total of 131 survey entries were made and 110 were included in the final analysis. Inclusion of survey response was contingent on whether respondents provided informed consent by answering “yes” when asked if they are willing to participate in the survey and indicated that they accessed primary care and/or community programs and services). 70 clients reported to using primary care and other health programs/services in the past one year and 47 clients used community programs and services over the same time period. 7 clients accessed programming both in the Neighbourhood and Health Centres.

	I am completing this survey for myself.	I am completing this for a family member or friend.	I am a DPNCHC staff/student who is completing this survey for a client/patient.	Other (please specify your relationship with the patient/client, not their name)
<b>Percentage of Respondents</b>	<b>41.82%</b>	<b>0.00%</b>	<b>58.18%</b>	<b>0.00%</b>

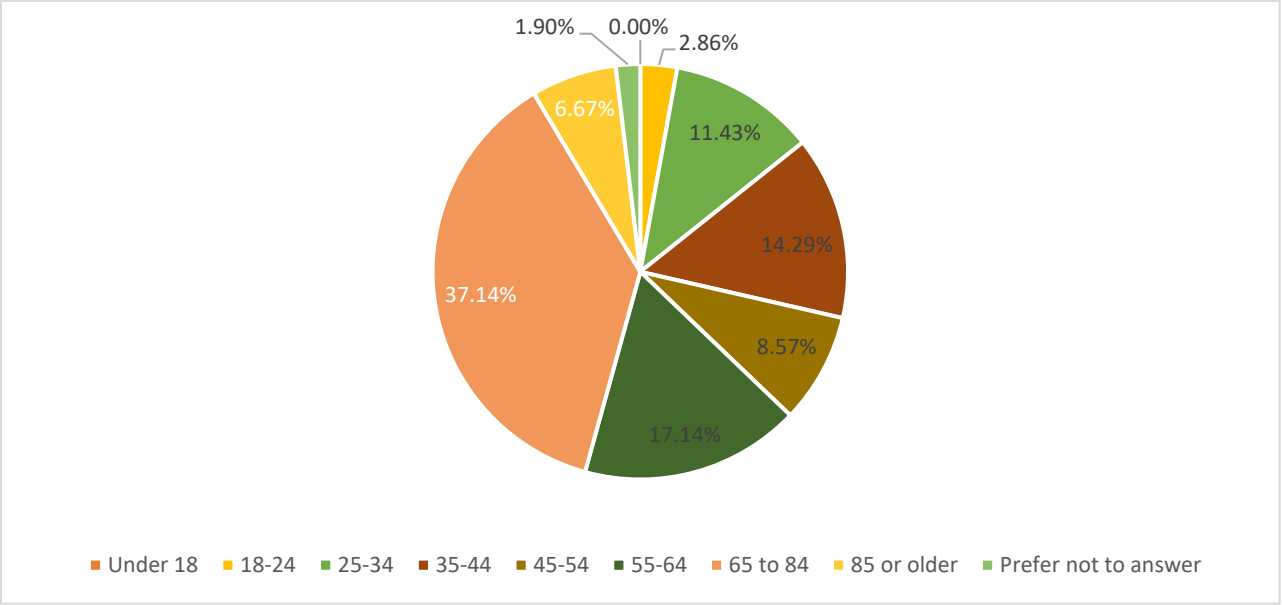
## Length of Program/Service Use

Majority of survey participants have accessed services at DPNCHC for at least 3 years. Less than 10% of clients have used programs and services for a duration of one year or less.



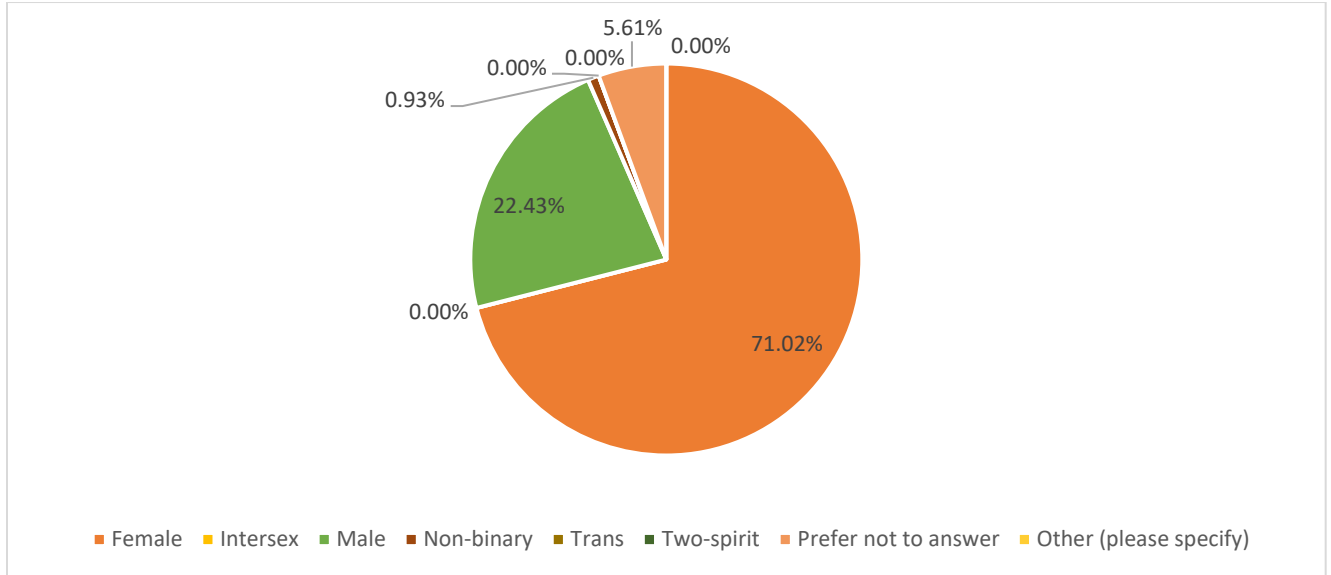
### Age

Over half of respondents belong to the 55-64 and 65-84 age groups. Youth and young adults (i.e., under 18 and 18-24) comprise only 2.86% of the sample. 14.29% and 8.57% of the sample are in the 35-44 and 45-54 age categories, respectively.



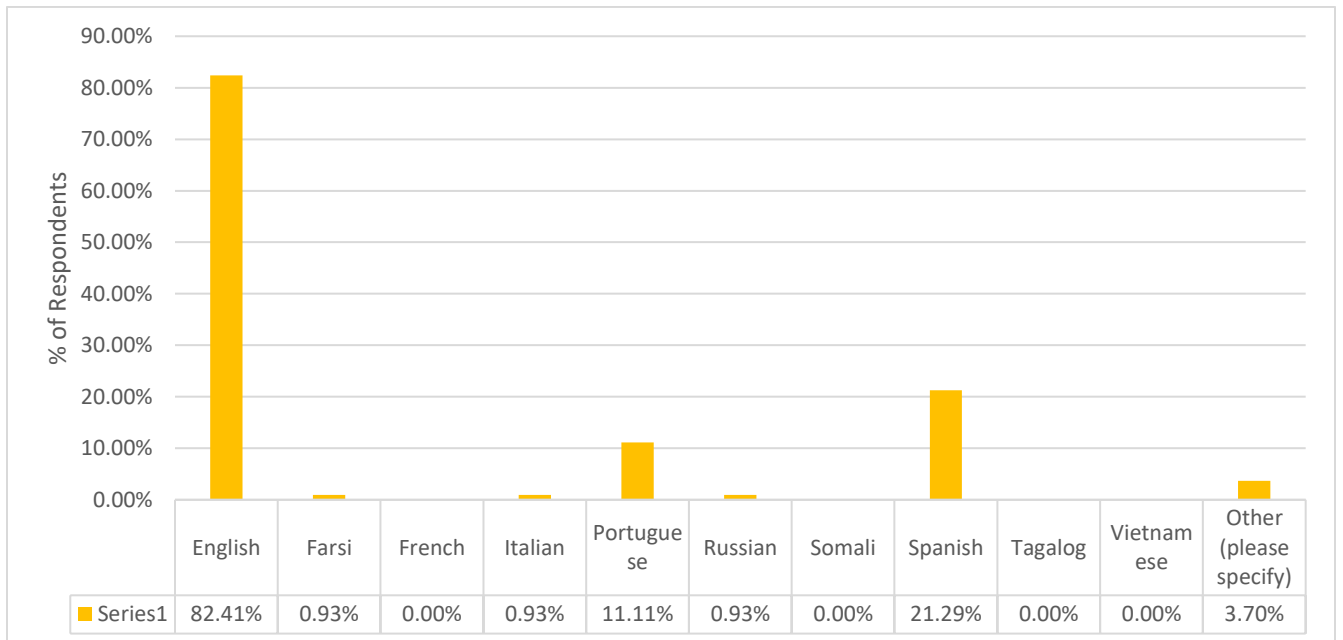
## Gender Identity

71.02% of respondents identify as female, while 22.43% as male. Other groups were underrepresented in the sample (i.e., intersex, non-binary, trans, two-spirit).



## Language

Most clients reported feeling comfortable receiving services in English. Other commonly spoken languages include Portuguese and Spanish. A few clients have listed Arabic (“other”), Farsi, Italian, Kurdish (“other”), and Russian as their preferred languages.



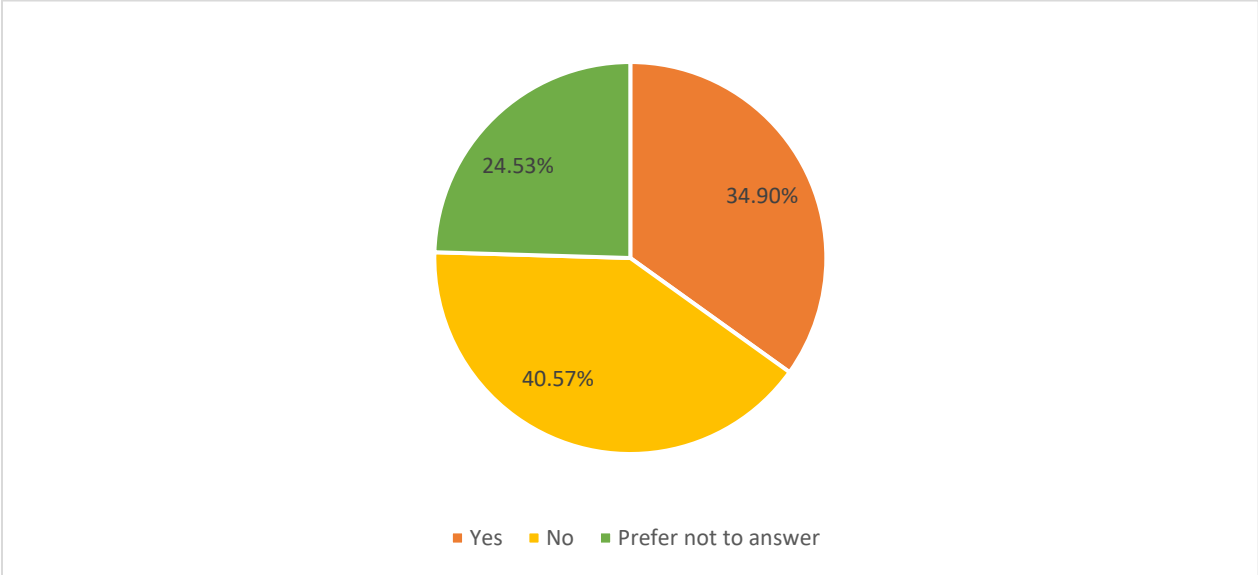
# Racial and Ethnic Group

Greater than half of respondents belong to a racial/ethnic minority group.

Racial/Ethnic Group	Percentage of Respondents
Aboriginal or Indigenous (e.g., First Nations, Metis, Inuit)	0.95%
Arab (e.g., Egyptian, Lebanese)	1.90%
Asian – East (e.g., Chinese, Japanese, Korean)	3.80%
Asian – South (e.g., Indian, Pakistani, Sri Lankan)	0.00%
Asian – South-East (e.g., Malaysian, Filipino, Vietnamese)	0.00%
Asian – West (e.g., Iranian, Afghan)	0.00%
Black – African (e.g., Ghanaian, Kenyan, Somali)	1.90%
Black – Caribbean (e.g., Jamaican)	20.00%
Black – North American (e.g., Canadian, American)	0.00%
Hispanic or Latin American	23.80%
Indian – Caribbean (e.g., Guyanese with origins in India)	0.95%
White – European (e.g., English, Italian, Portuguese, Russian)	20.95%
White – North American (e.g., Canadian, American)	17.14%
Prefer not to answer	8.57%

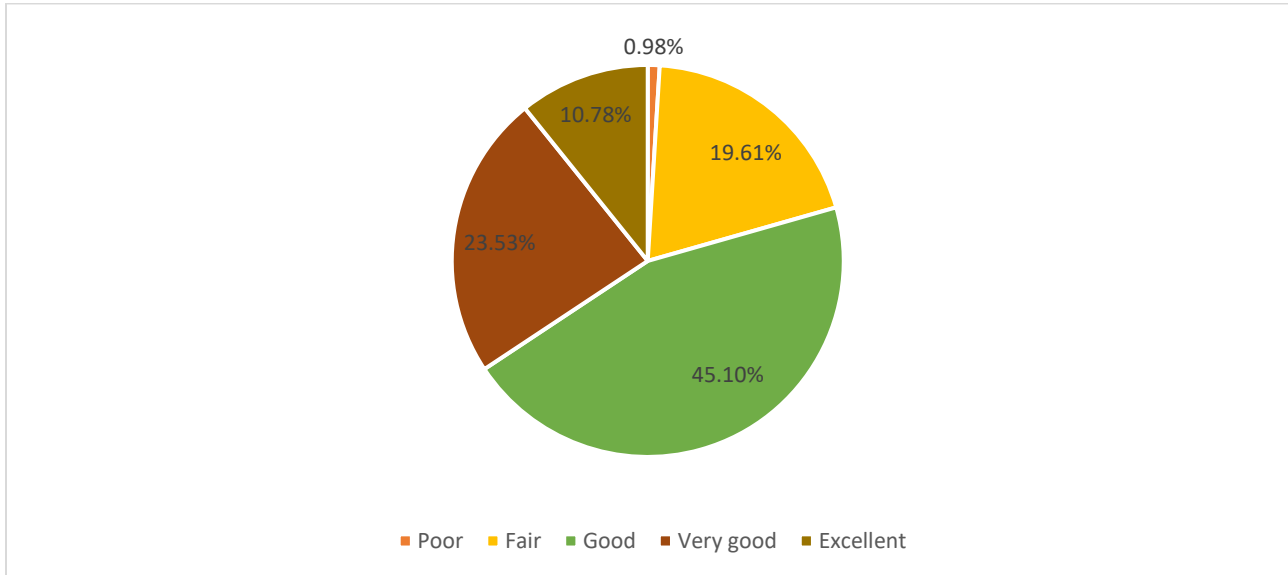
# Place of Birth

Nearly 41% of clients were born outside of Canada and reported having immigrated between 1968 to 2017.



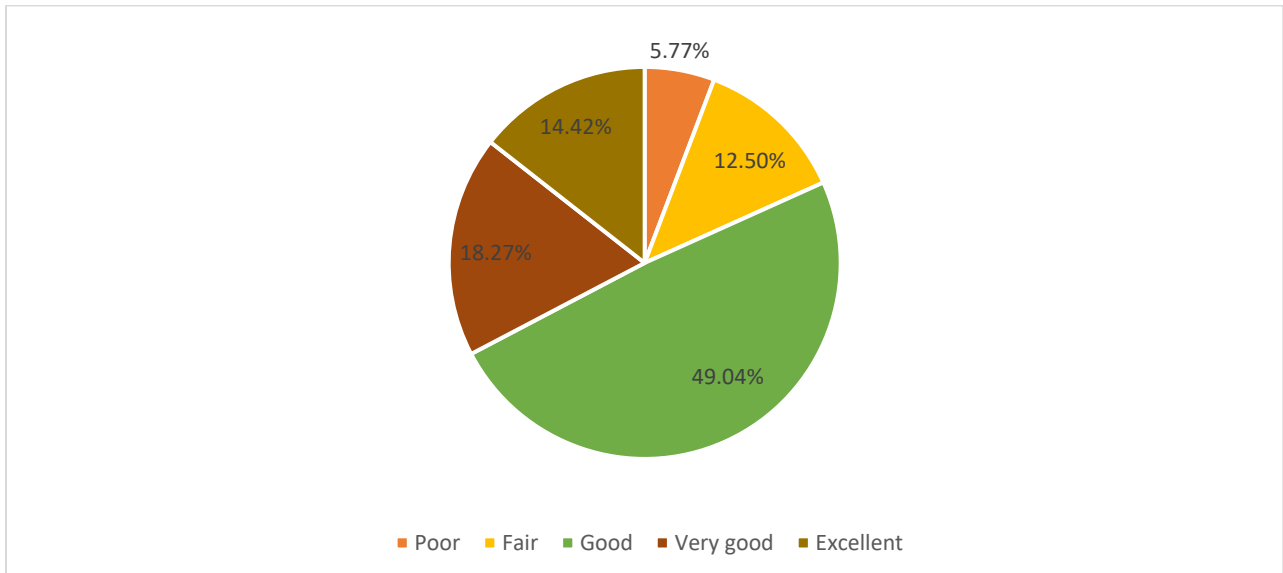
## Rating of Overall Physical Health

Close to 70% of clients rated their physical health to be “good” or “very good.” Only 10.78% perceived their physical health to be excellent. If response options are converted to a numeric 5 category scale, in which 1 represents poor health and 5 represents excellent health, a response average of 3.24 would be produced.



## Rating of Overall Mental Health

About half of respondents perceived their mental health to be “good.” Generally, perceptions of mental health and physical health were similar, with a response average of approximately 3.23.



# Preferred Mode of Receiving Communication

Most respondents expressed preference for receiving communication from DPNCHC through conventional modes such as email, phone, and text messaging. A few conveyed preferences for social media apps, in-person information delivery from staff, and program calendars.

## Postal Code

Survey participants were asked to enter the postal code of their home address or the nearest intersections. 17 unique three-character combinations were identified, indicating that respondents resided in local communities.

L4M	L5A	L6X	M3H	M6E
M6E	M6G	M6H	M6J	M6K
M6L	M6M	M6N	M6P	M6W
M8V	M8Z	M9A		

## Primary Care

### Respondent Demographic Profile

Health Centre clients constitute 63.64% (n=70) of the total sample. Clients reported using a wide range of services: primary care, counselling, nutrition, health promotion and community development, and physiotherapy. Approximately 56% of clients have accessed services for longer than 5 years; 33.33% for 1-5 years and 10.61% for under 1 year. About 39% of survey respondents belong to the 25-44 age group; 25.37% are 65 years old and older. Females make up the largest gender category.

**Health Services**

DPNCHC offers low-barrier access to primary care and a range of health services/programs (e.g., counselling and therapy, physiotherapy, community dietitian, and pharmacy). Clients who do not possess a health card are also eligible to receive services and participate in programming.

Greater than 45% of clients belong to racialized groups and relatedly, approximately 41% clients were born outside of Canada and immigrated between 1969 and 2017. In addition to English, other spoken languages within this demographic group include Arabic, Kurdish, Portuguese, Russian, and Spanish.

87.69% of respondents rated their physical health as “good,” “very good,” or “excellent”; 80% ranked their mental health using these measures.



## Overview of Responses

### OVERARCHING THEME: ACCESSIBILITY

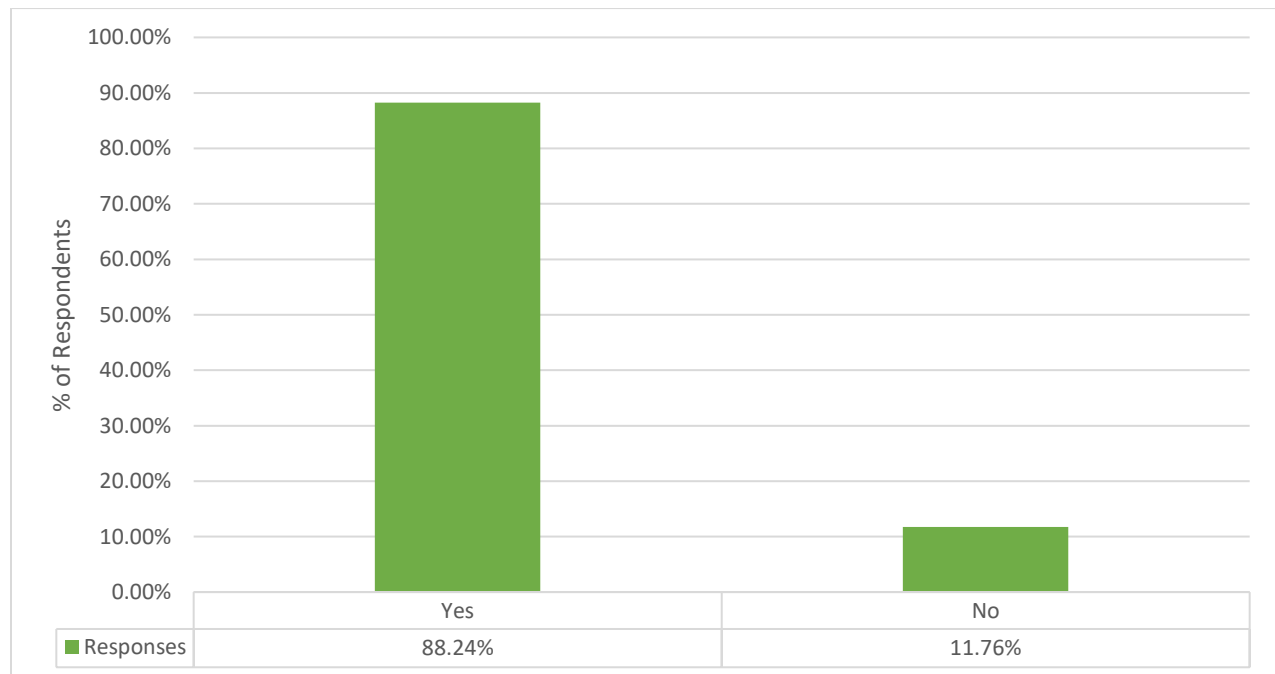
#### ***Did you get access to services in a language of your choice?***

The majority of clients reported that their language needs were met. One of two respondents, who stated otherwise, indicated that they feel most comfortable accessing services in Spanish.

Response	Percentage of respondents who reported accessing services in a language of their choice
Yes	97.10%

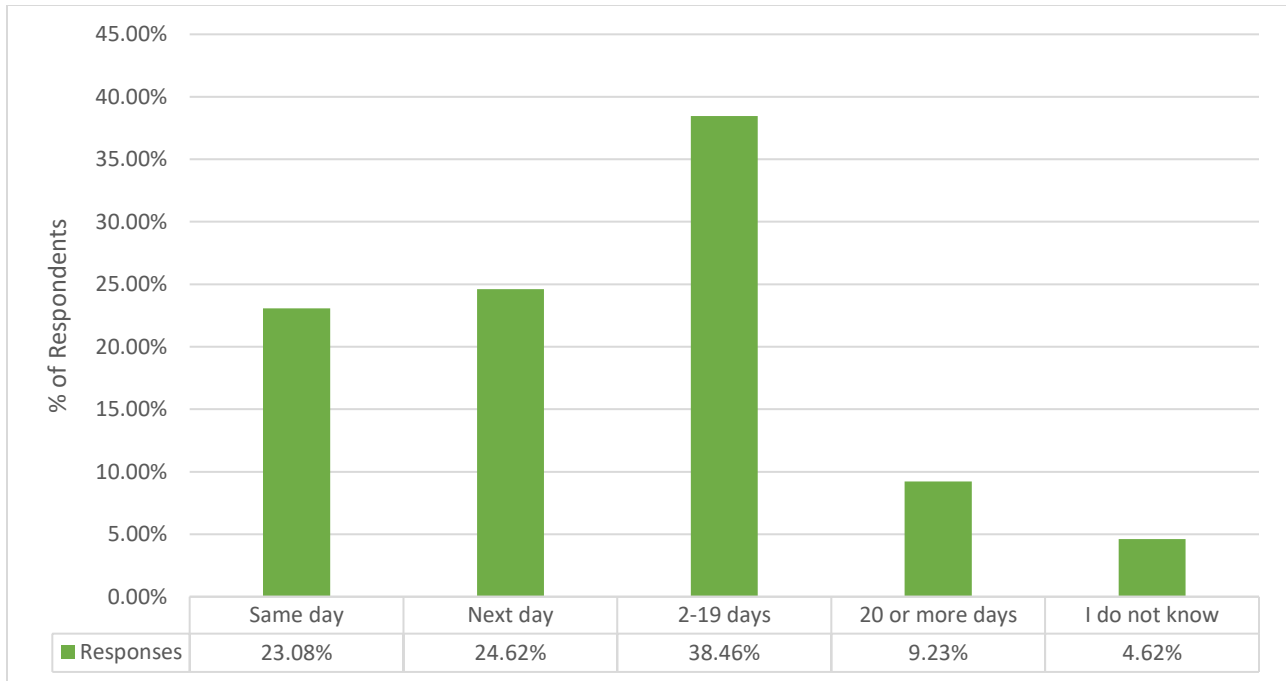
#### ***Did you get an appointment on the date you wanted?***

This question examines timely access to care once a need has been identified. Timely access to care or lack thereof can inevitably impact clients' health and other related outcomes (e.g., the ability to return to work/personal responsibilities). Most respondents reported that they were able to receive an appointment on the date of their preference.



#### ***How many days did it take from when you first tried to see your healthcare provider (e.g., physician or nurse) to when you actually saw them?***

About 50% of clients reported that they were able to secure an appointment on the same day or next day. Close to 40% of clients indicated waiting between 2-19 days prior to attending an appointment with their healthcare provider.



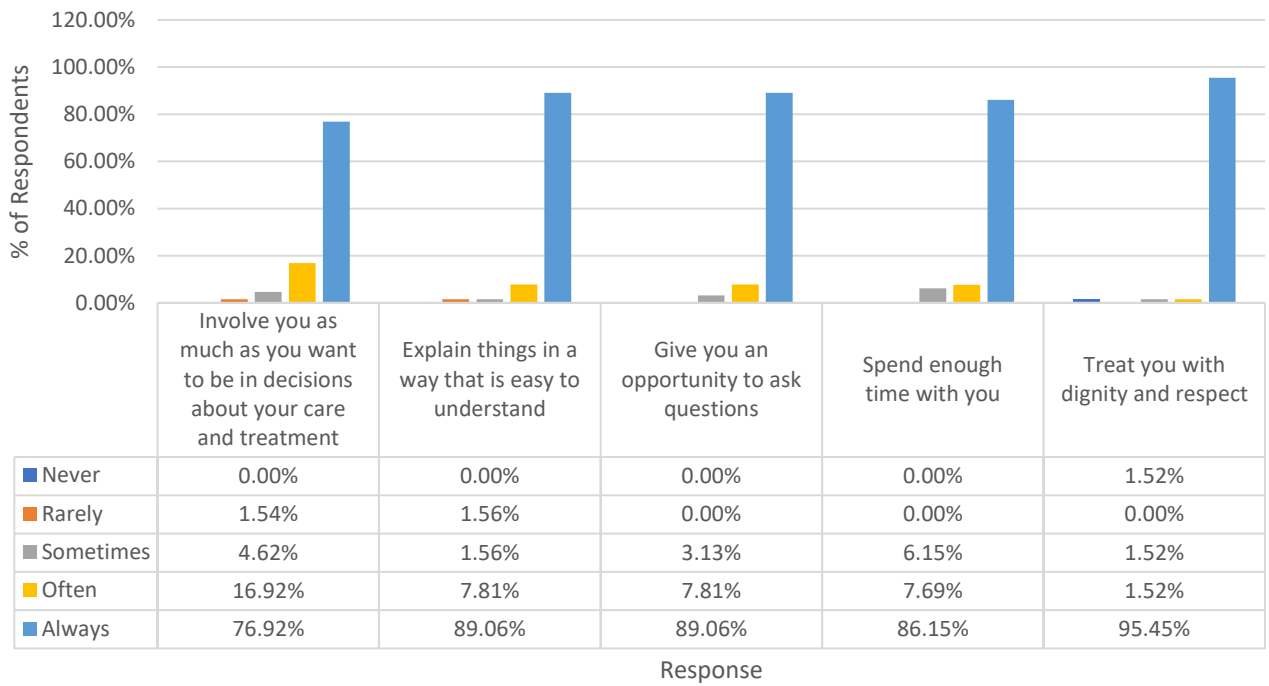
## OVERARCHING THEME: PATIENT-CENTREDNESS

***When you see your healthcare provider, how often do they...?***

- ***Involve you as much as you want to be in decisions about your care and treatment;***
- ***Explain things in a way that is easy to understand;***
- ***Give you an opportunity to ask questions;***
- ***Spend enough time with you;***
- ***Treat you with dignity and respect.***

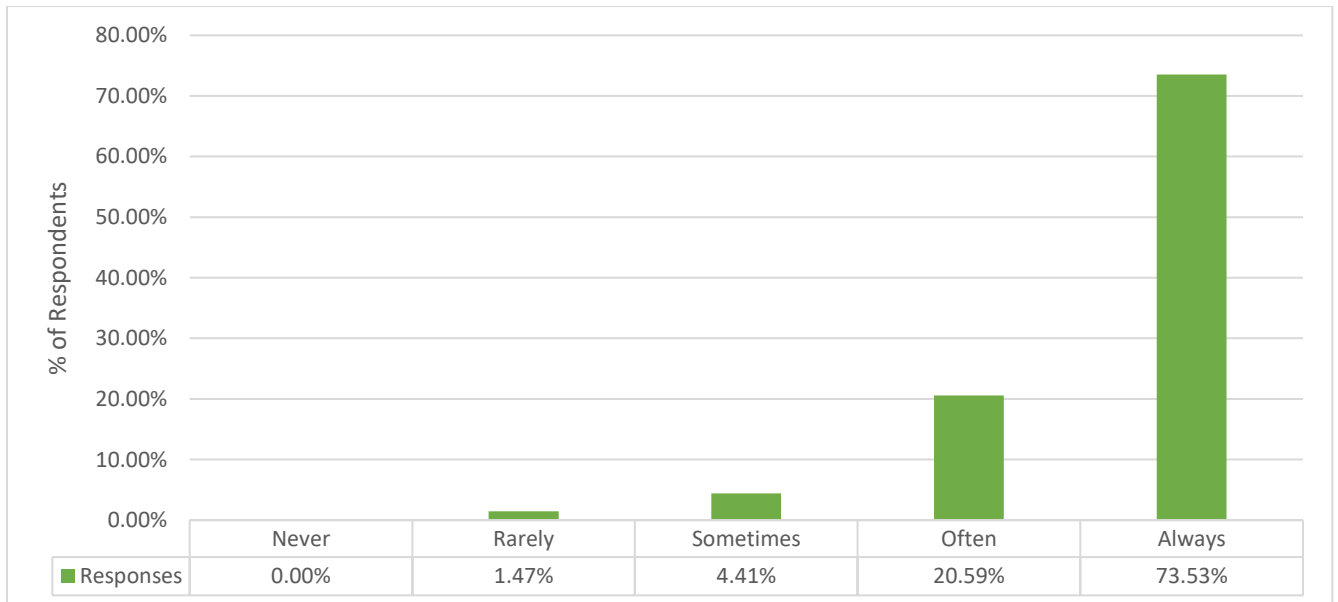
This question measures facets of patient-centredness, a concept that refers to involving patients in their care as co-decisionmakers by taking into consideration their needs and preferences. Approximately 77% of clients strongly agreed that their healthcare provider involved them in decisions about their care and treatment. About 90% of respondents felt that their healthcare provider explained things in a way that was easy to understand and spent sufficient time with them during the appointment. Most respondents reported being treated with dignity and respect by their healthcare provider. The different realms of patient-centredness emphasize providing clients with opportunities to assume an active role in their care whilst enhancing access to facilitators that improve the chances that a client will take hold of these opportunities (e.g., explaining difficult concepts in a clear manner; staff shifting away from a paternalistic framework when offering care).

### When you see your healthcare provider, how often do they...?



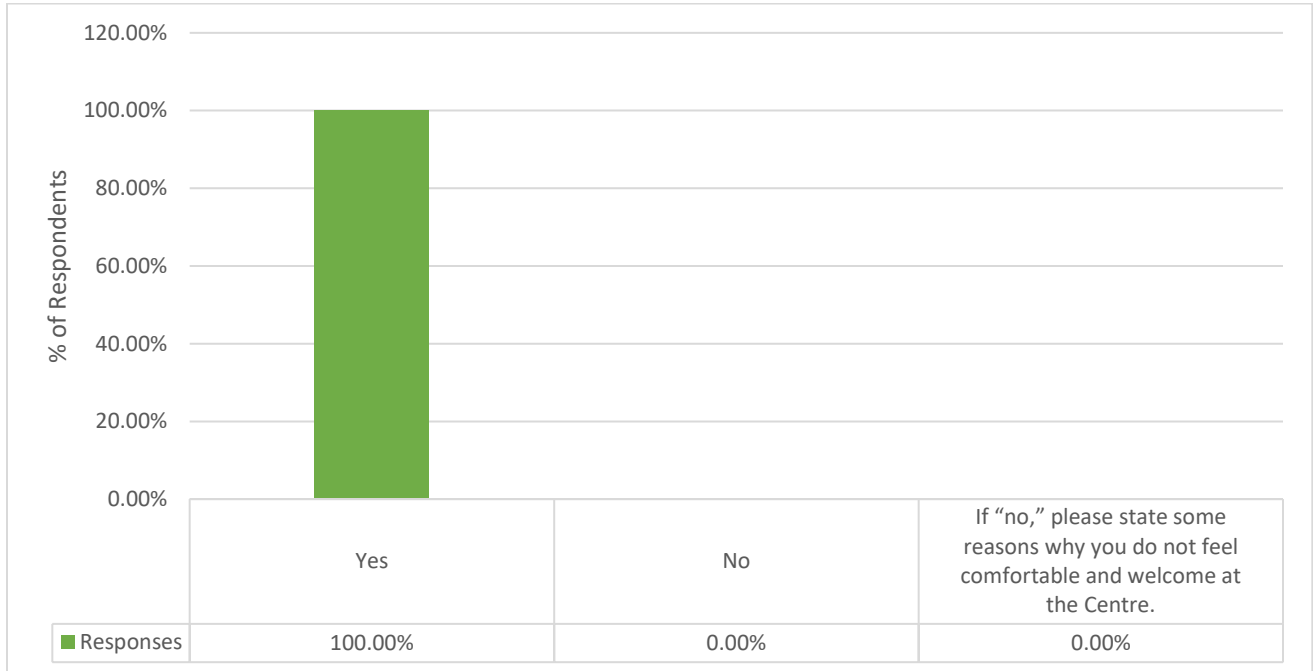
### ***The programs and services help meet my needs.***

Most clients surveyed often or always believe that the programs and services they seek in the Health Centre help meet their needs.



***I always feel comfortable and welcome at the Health Centre.***

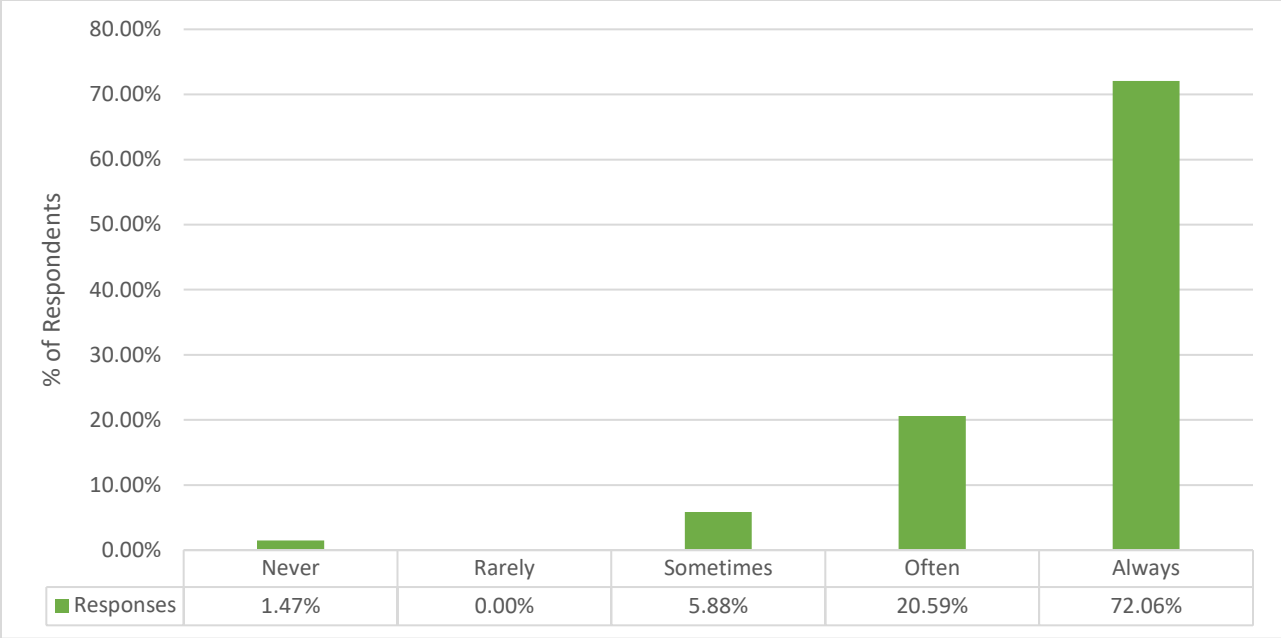
All survey respondents agree that they feel comfortable and welcome at the Health Centre. This can imply that clients generally perceive that they have equitable access to quality care (e.g., minimal to no physical or social barriers).



**OVERARCHING THEME: QUALITY**

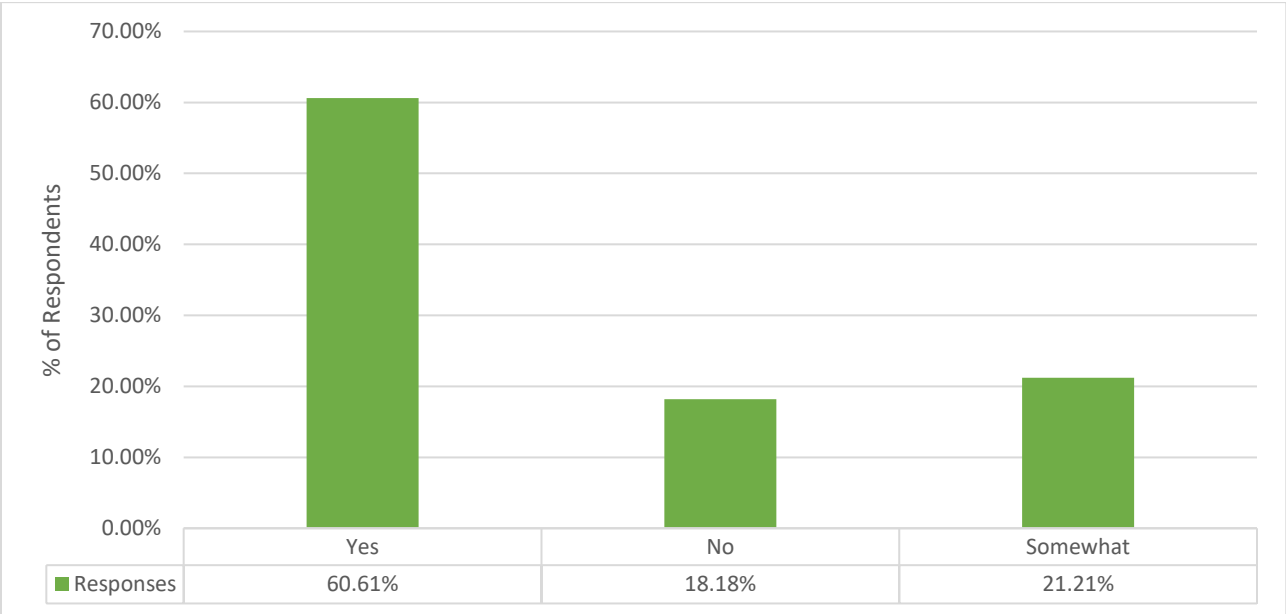
***Staff (e.g., healthcare provider/reception staff) help me connect to programs and services I need.***

Over 90% of clients reported that staff helped them connect to programs and services they need. This can suggest a high degree of staff awareness about programs and activities that they might not be directly involved in and being proactive about information dissemination and internal referrals.



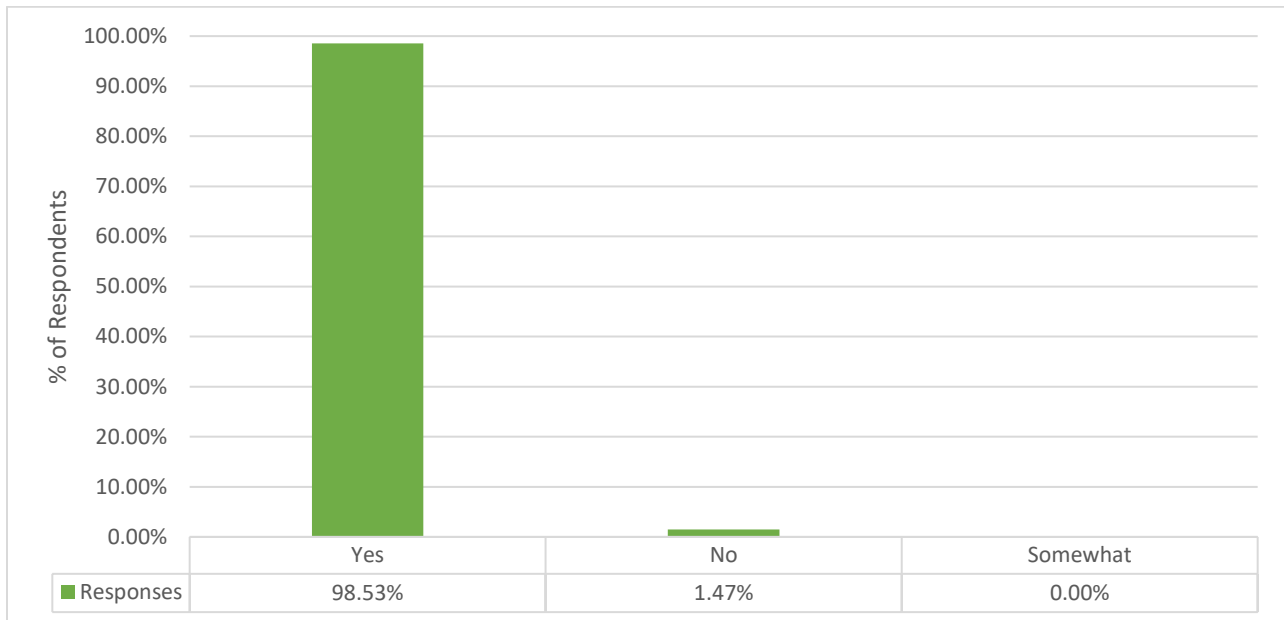
***I know how to make a suggestion or complaint.***

Around 61% of respondents reported they know how to make a suggestion or complaint. Close to 40% of clients were unaware or partially aware; this can warrant a further exploration into how knowledge and awareness about these processes can be improved (e.g., offering information to new clients and periodically overviewing the suggestion/complaints-making processes with existing clients).



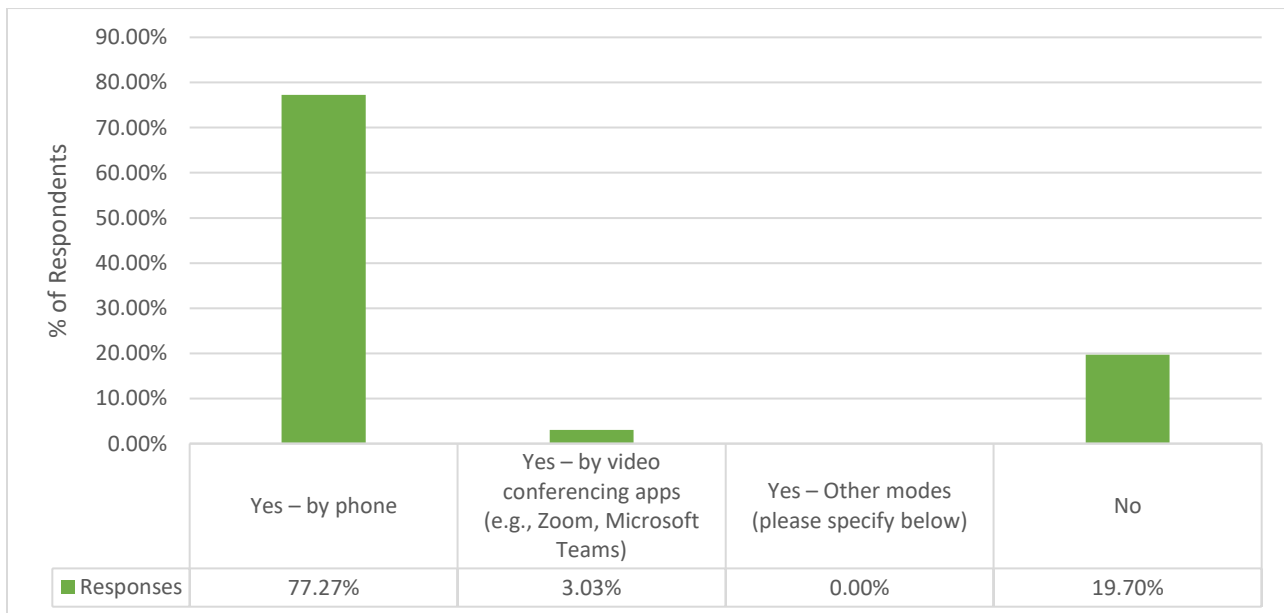
***I trust that my personal information is being kept confidential.***

Almost all clients surveyed reported that they trust their personal information is being dealt with integrity and in a confidential manner.



***Over the past year, did you receive care virtually at DPNCHC?***

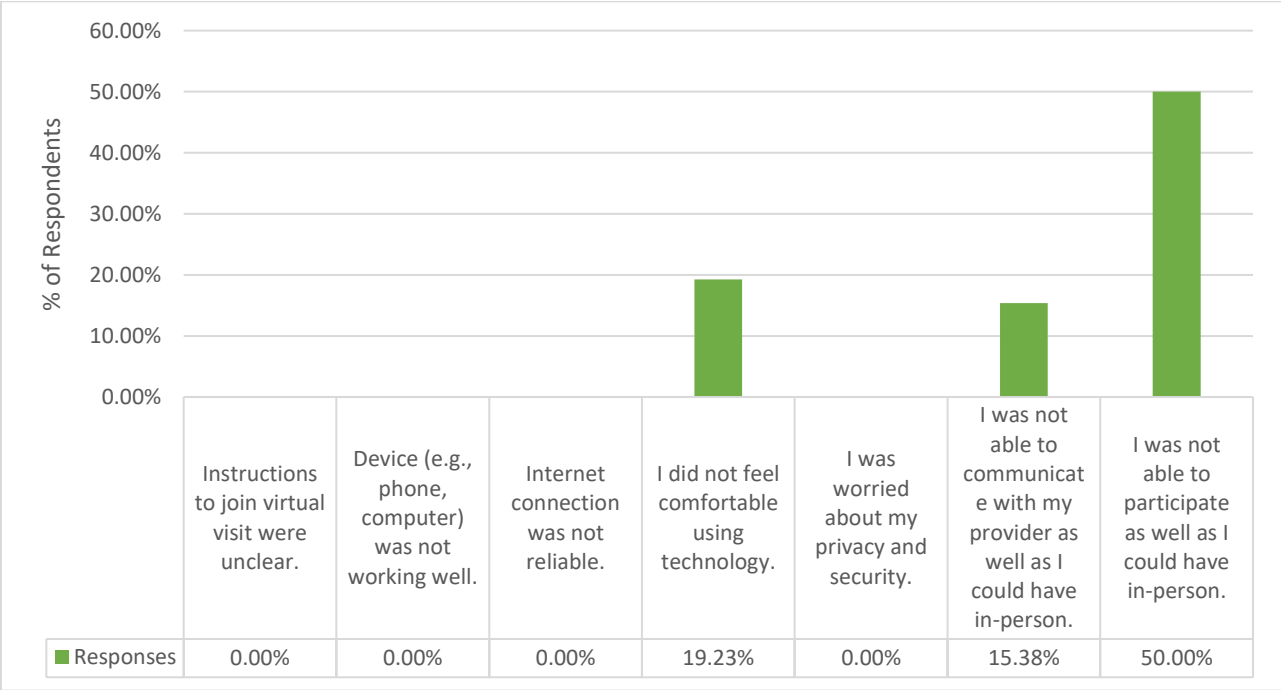
Approximately 77% of clients reported having participated in an appointment/consultation with their healthcare provider by phone in the past one year. Only a small proportion of clients used video conferencing platforms.



**Thinking about your most recent virtual appointment, did you experience any of the following issues or concerns? Select all that apply.**

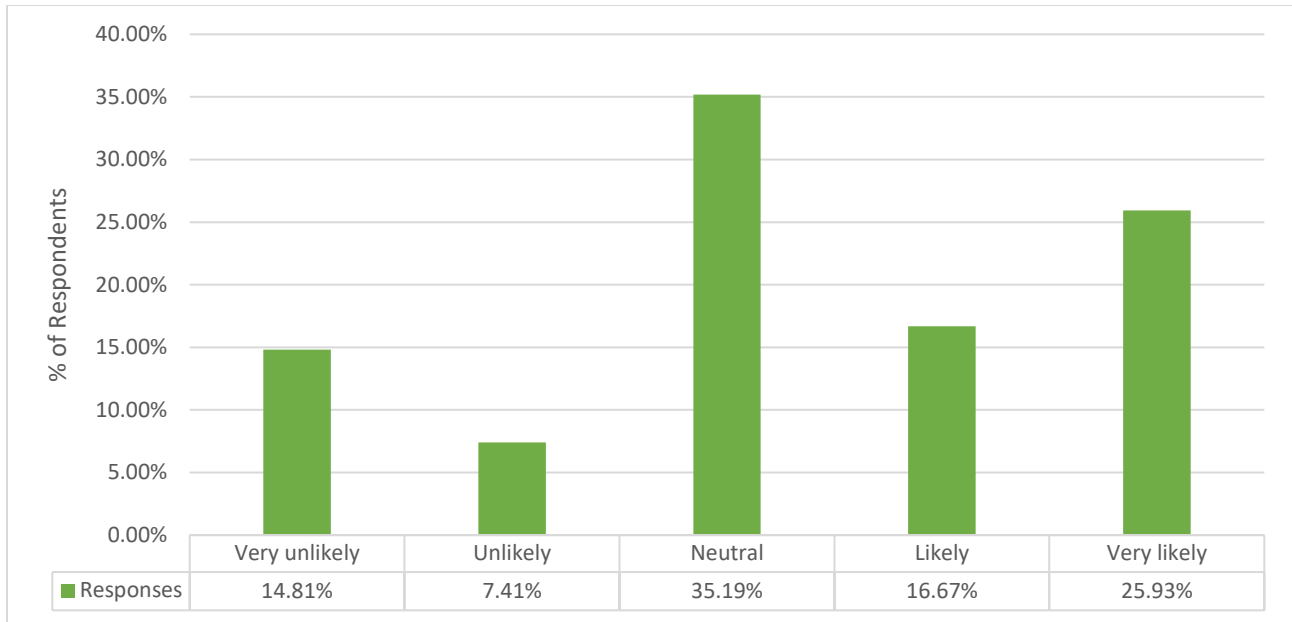
- **Instructions to join virtual visit were unclear.**
- **Device (e.g., phone, computer) was not working well.**
- **Internet connection was not reliable.**
- **I did not feel comfortable using technology.**
- **I was worried about my privacy and security.**
- **I was not able to communicate with my provider as well as I could have in-person.**
- **I was not able to participate as well as I could have in-person.**
- **Other. Please specify.**

A primary barrier to virtual-/tele-care was low levels of engagement with healthcare provider compared to in-person appointments. Other challenges included reduced ability to communicate with health care practitioner and discomfort/lack of familiarity using technology.



**How likely are you to choose to receive care virtually again?**

Over 40% of respondents expressed willingness and interest in participating in a virtual or tele-appointment in the future. However, 35% were neutral on using these modes of care.



## Community Programs and Services

### Respondent Demographic Profile

Neighbourhood Centre clients represented 42.73% of the total sample (n=47) and reported to have participated in community dining and seniors' fitness, Spanish, literacy, and EarlyON programs. Approximately half of respondents (44.68%) have accessed community programs and services longer than 5 years and 70.21% a minimum of three years. Seniors (65+) and females are overrepresented (67.39% and 80.85%, respectively); youth and young-/middle aged and other gender identity categories comprise a markedly small proportion of the sample.

63.83% of clients belong to racialized groups. Moreover, 23.91% of clients reported having been born outside of Canada and arrived in the country over the period of 1968 to 2009; it is

Program	Description
EarlyON	An interactive play program engages children 0-6 years and their parents/caregivers in activities that promote healthy parenting and child development.
Adult Services	A range of services that focus on vital supports, recreational opportunities, skills-development, and fostering social connectedness: <ul style="list-style-type: none"> <li>- Community dining</li> <li>- Drop-in social, recreational, and educational activities</li> <li>- Essential harm reduction and crisis intervention supports</li> <li>- Settlement and newcomer services</li> </ul>
Senior Services	An array of services facilitating health and wellbeing and social connectedness among senior clients (e.g., fitness/exercise classes, ESL program, social groups).
Literacy Program	Offers adult learners the opportunity to upgrade their reading, writing, math, and basic computer skills.



important to note that a vast majority of respondents (41.30%) preferred not to answer this question.

70.45% of respondents indicated that their physical health is 'good' or 'very good', in comparison to 84.78% who rated their mental health using these response options.

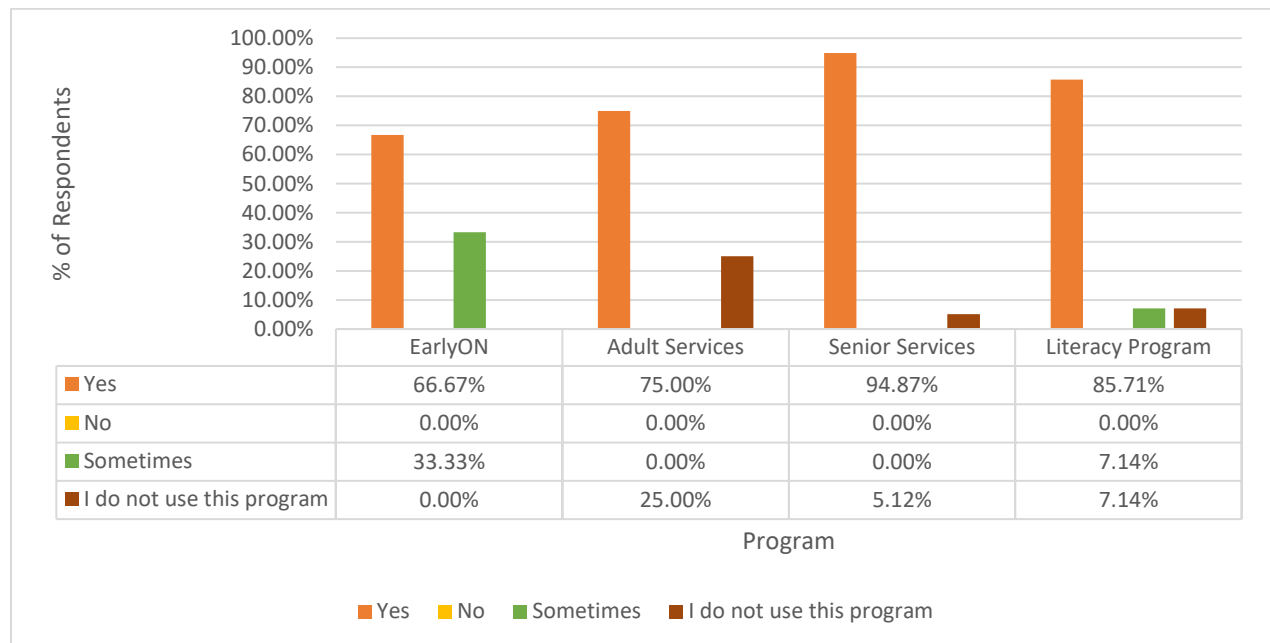
## Overview of Responses

Clients were prompted to rate their level of agreement with a series of statements that reflect their experience participating in the programs and services in the Neighbourhood Centre.

### OVERARCHING THEME: ACCESSIBILITY

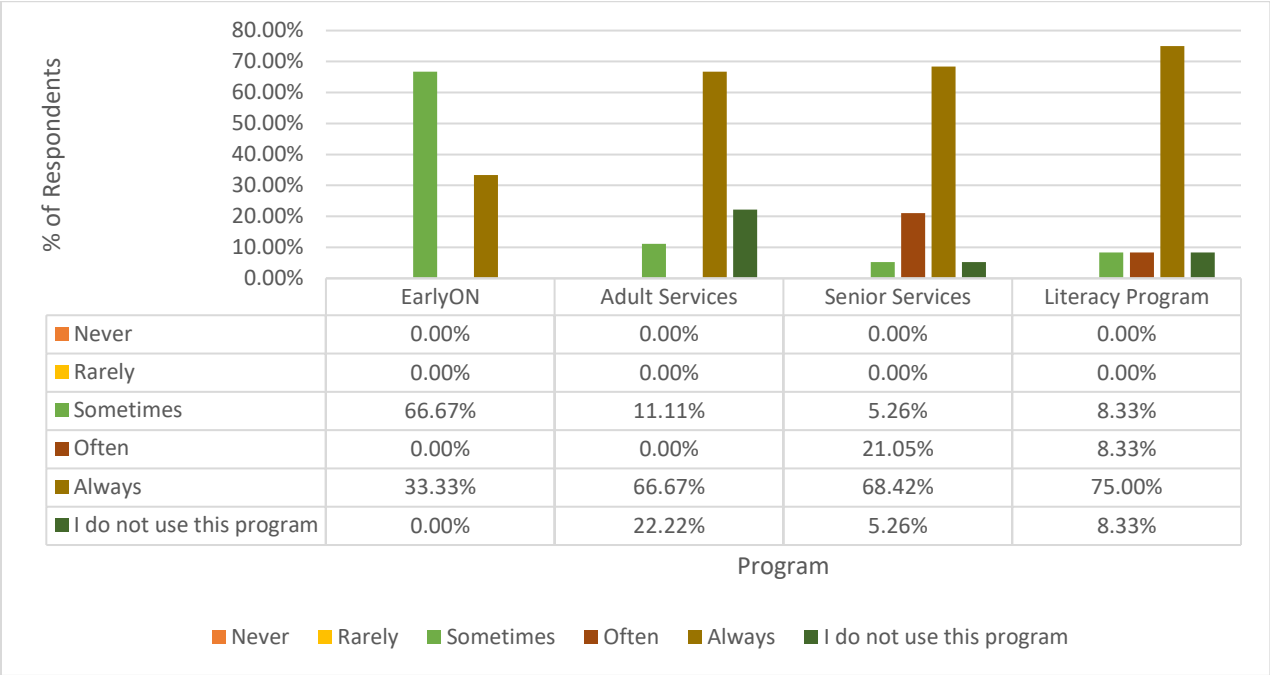
#### *I can access services in a language of my choice.*

Across the programs, clients reported high levels of accessibility of services in a language of their choice. 33.33% of EarlyON participants expressed that their language needs and preferences are sometimes met. This can be influenced by factors such as changing participant demographics (e.g., increase in the number of clients who speak a particular language) and limited instructors (e.g., low instructor-/student-language match; limited instructor time).



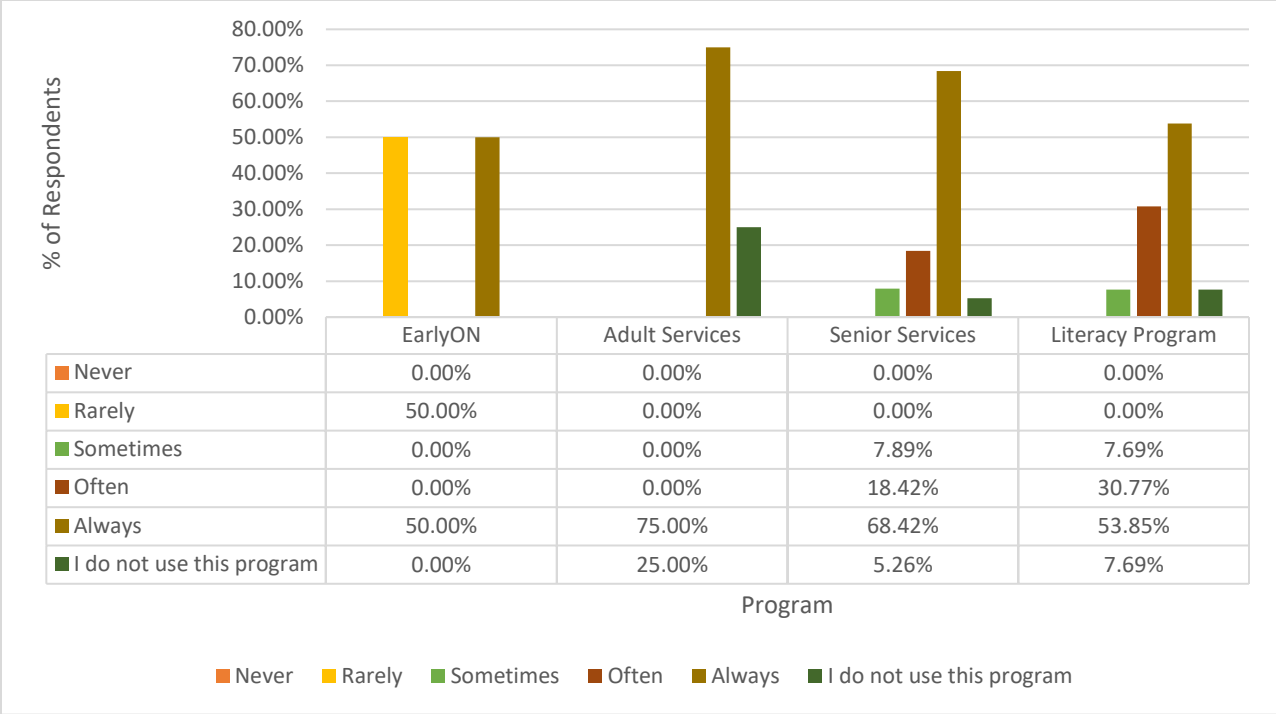
**The programs and services help meet my needs.**

The level of agreement whether the programs/services meet their needs vary across the programs. For instance, majority of the EarlyON clients reported sometimes having their needs met through program participation. Comparatively higher number of participants in other programs indicated that services always meet their needs.



**The programs and services are offered at the right time of day for me.**

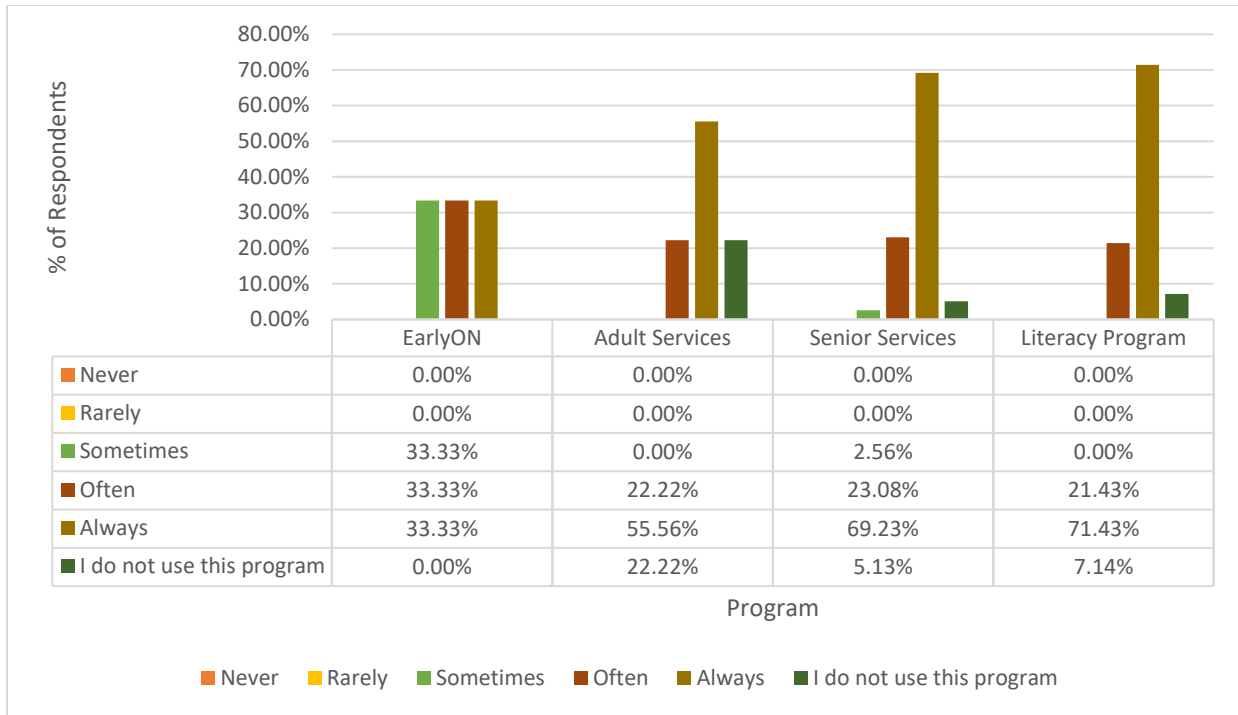
There are disparate levels of agreement among program participants for this domain. Possible rationale for lower levels of agreement among EarlyON participants may include daytime work/personal commitments that limit availability and/or ability to find accommodations. Conversely, for instance, many senior clients likely have retired and have reduced personal obligations, and hence, are able to participate on a more flexible basis. One potential recommendation can be expanding program hours into the evening and weekend and ensuring sufficient staff and other pertinent resources are available to facilitate program delivery.



**OVERARCHING THEME: QUALITY**

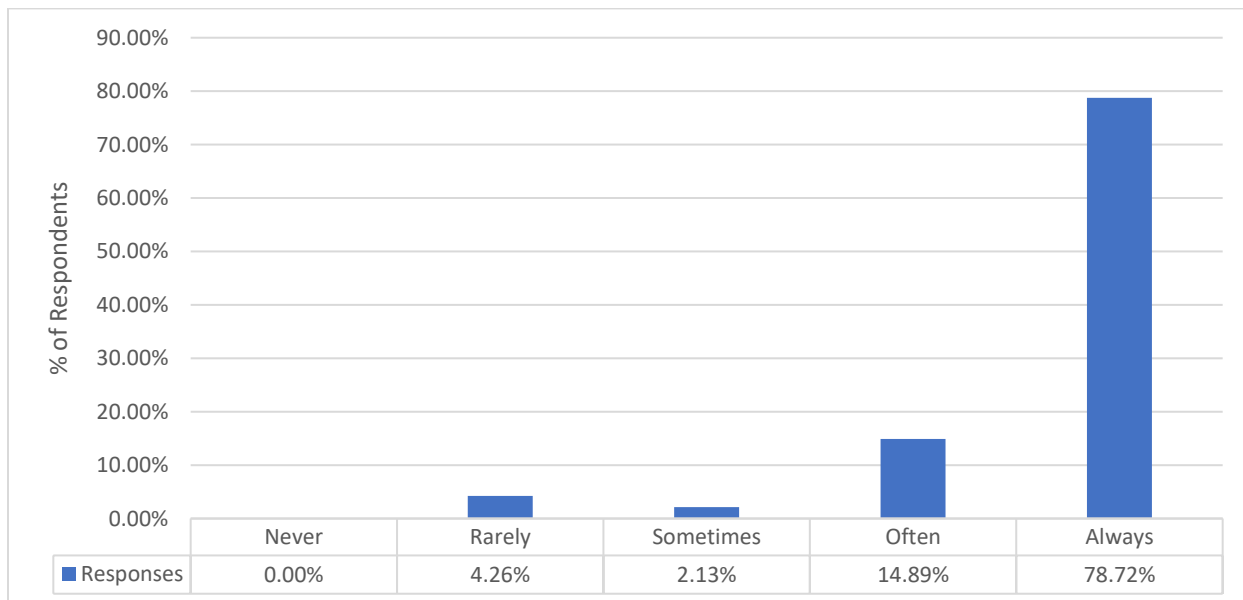
***The programs and services are well-organized.***

A high proportion of clients agree that programs and services are often or always well-organized. This can refer to in-person and/or virtual programming and can tap into areas like adequate preparation by staff (e.g., preparation of materials, setting up Zoom meeting invitation if virtual activities are taking place) and anticipating possible challenges and barriers to participation and addressing them when they emerge and in ways that cause minimal interruptions to program delivery.



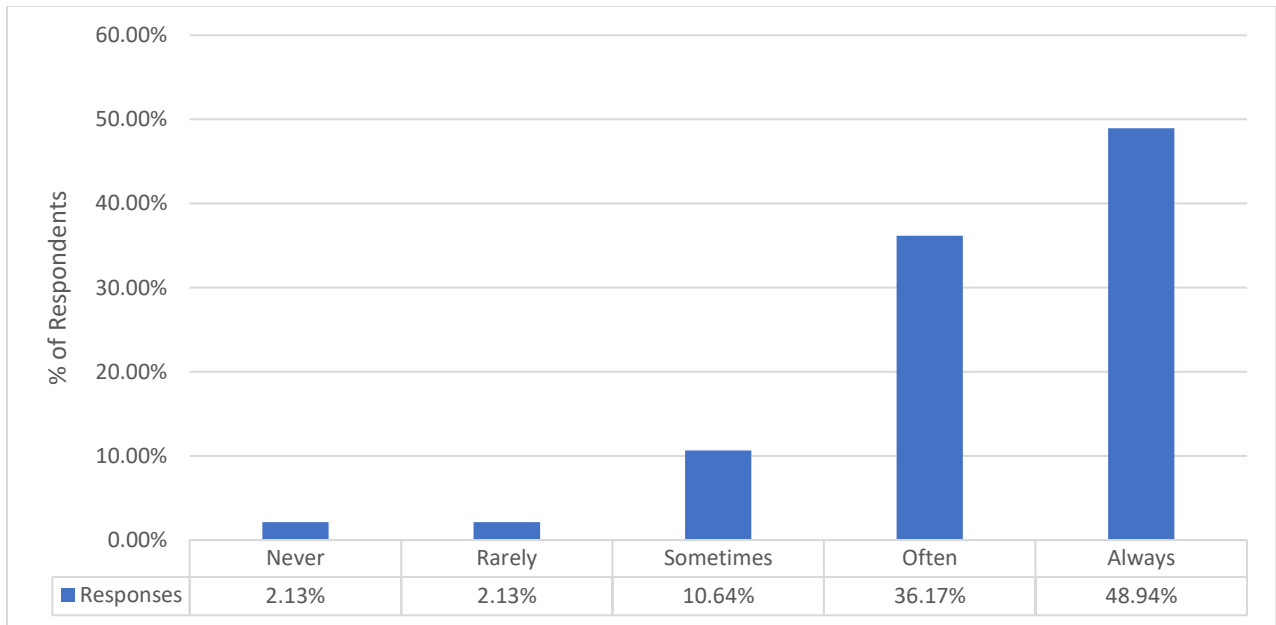
***Staff (e.g., program service provider, reception staff) treat me with dignity and respect.***

The quality of clients’ experience at DPNCHC and whether they choose to continue their participation can be largely determined by how positive their encounters are with staff from the time of entering the facilities, during program participation, and ending the visit. Greater than 90% of clients indicated that they felt staff often or always engaged with them in a manner that communicated dignity and respect.



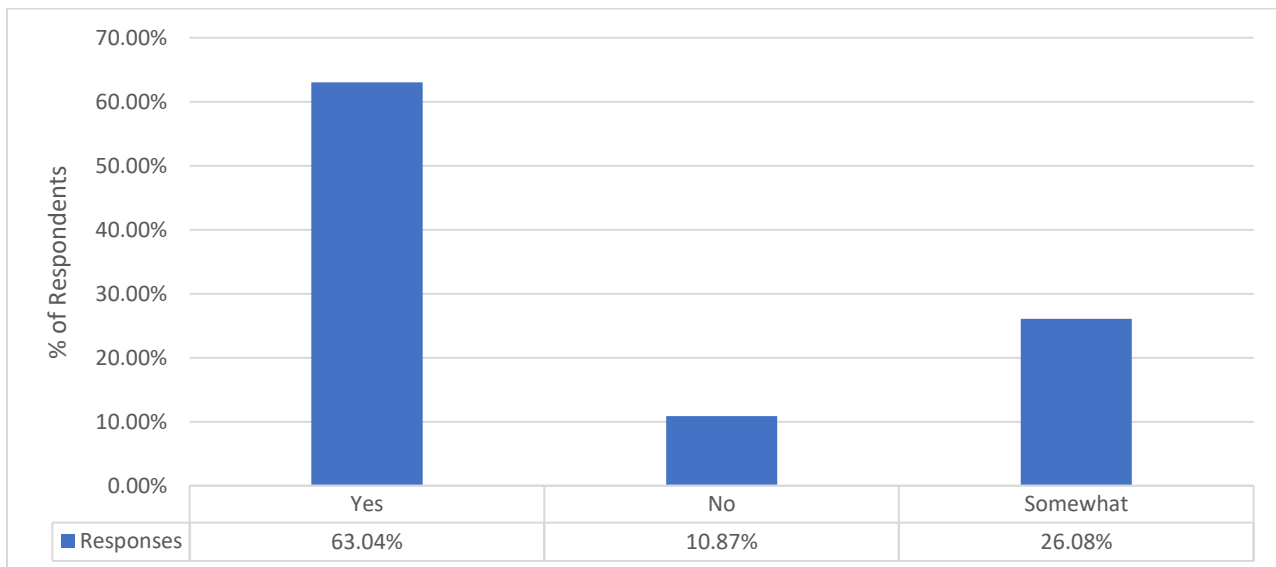
***Staff (e.g., program service provider, reception staff) help me connect to programs and services I need.***

Combined assessment of “often” and “always” responses demonstrates a high level of agreement that clients receive support in connecting to programs and services they need.



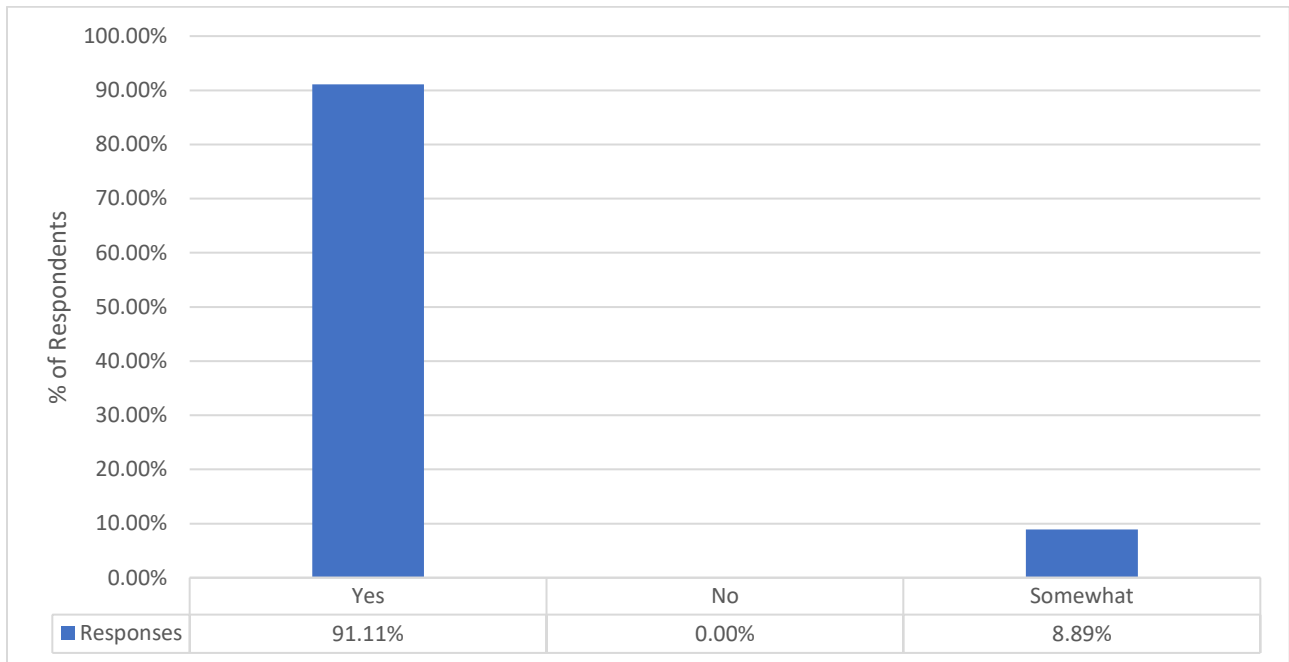
***I know how to make a suggestion or complaint.***

63.04% of clients indicated that they are aware of feedback systems and processes in the organization to voice a suggestion or complaint, and more broadly, be involved in the decision-making processes.



***I trust that my personal information is being kept confidential.***

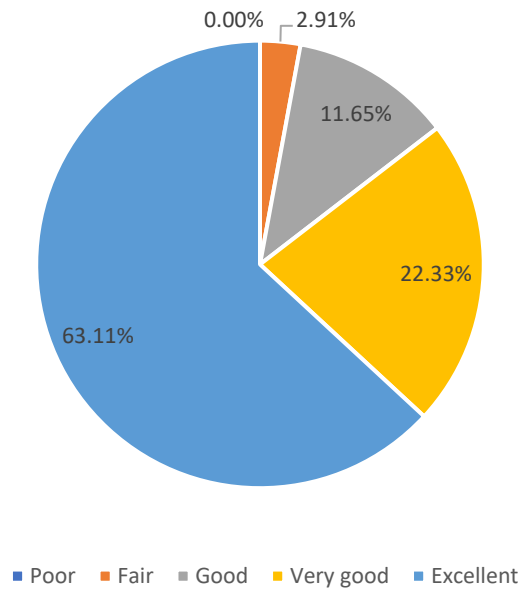
Respondents strongly agreed that DPNCHC adequately protects personal client information.



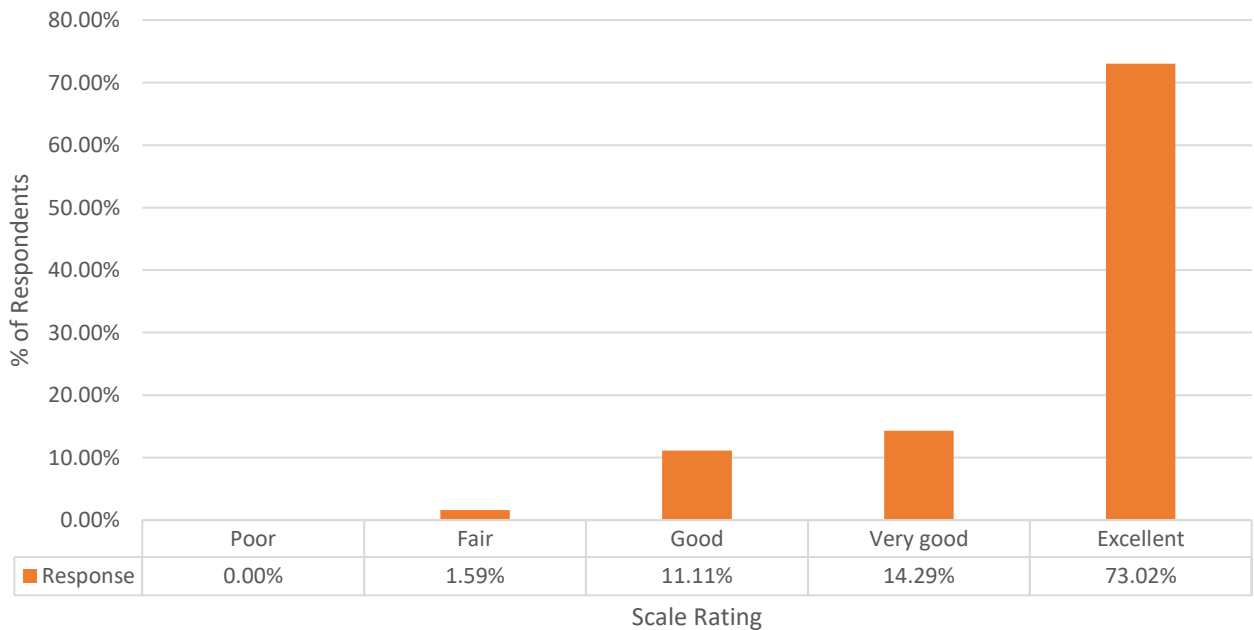
## Satisfaction

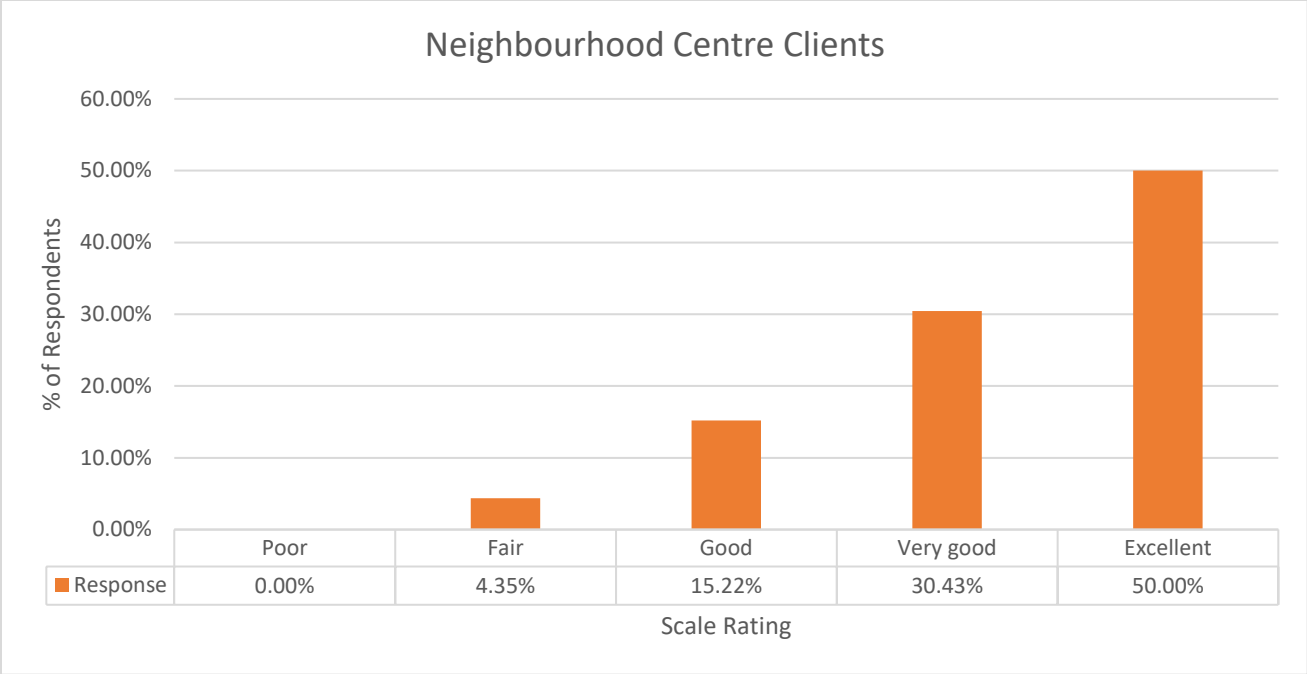
Survey respondents were asked to assess the care and services they receive at DPNCHC. 97.09% of participants indicated a high level of satisfaction (i.e., selected ‘good,’ ‘very good,’ or ‘excellent’). Disaggregated data also reveals high levels of satisfaction with offered programs and services. Clients were also asked whether they would recommend DPNCHC to their family and friends. Most clients responded with “yes,”; the other few identified they would maybe suggest the organization to others.

Rate your level of satisfaction with the programs and services at DPNCHC.

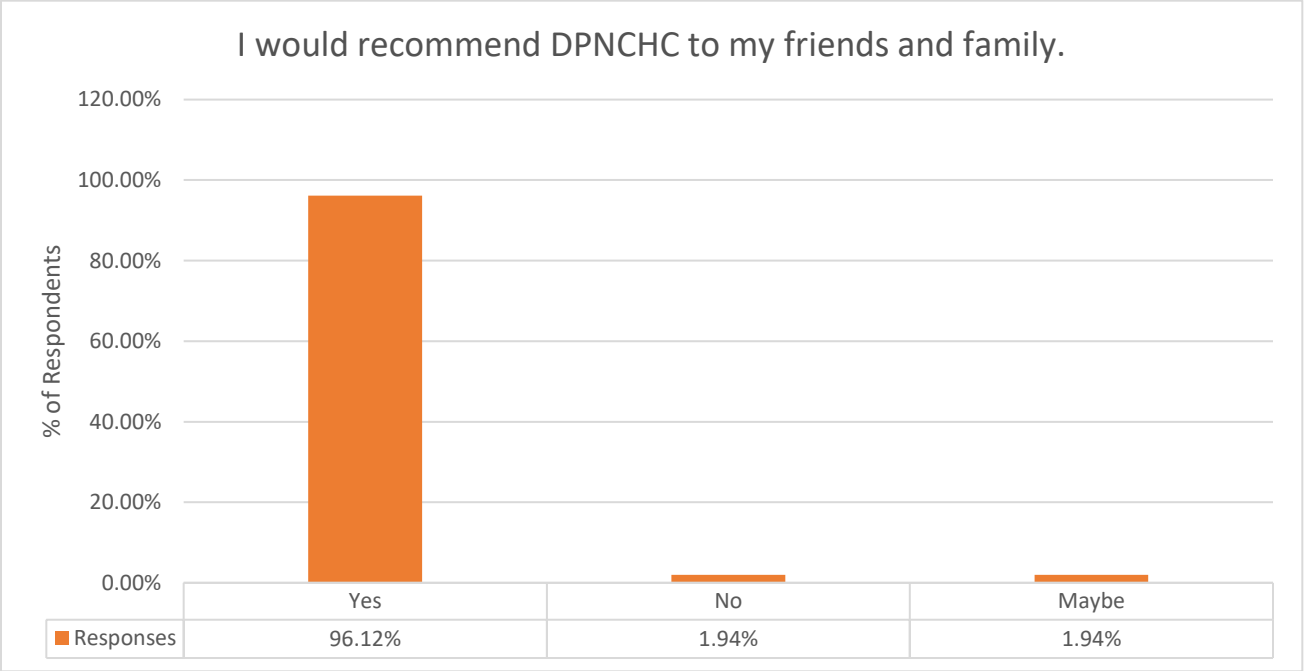


Health Centre Clients





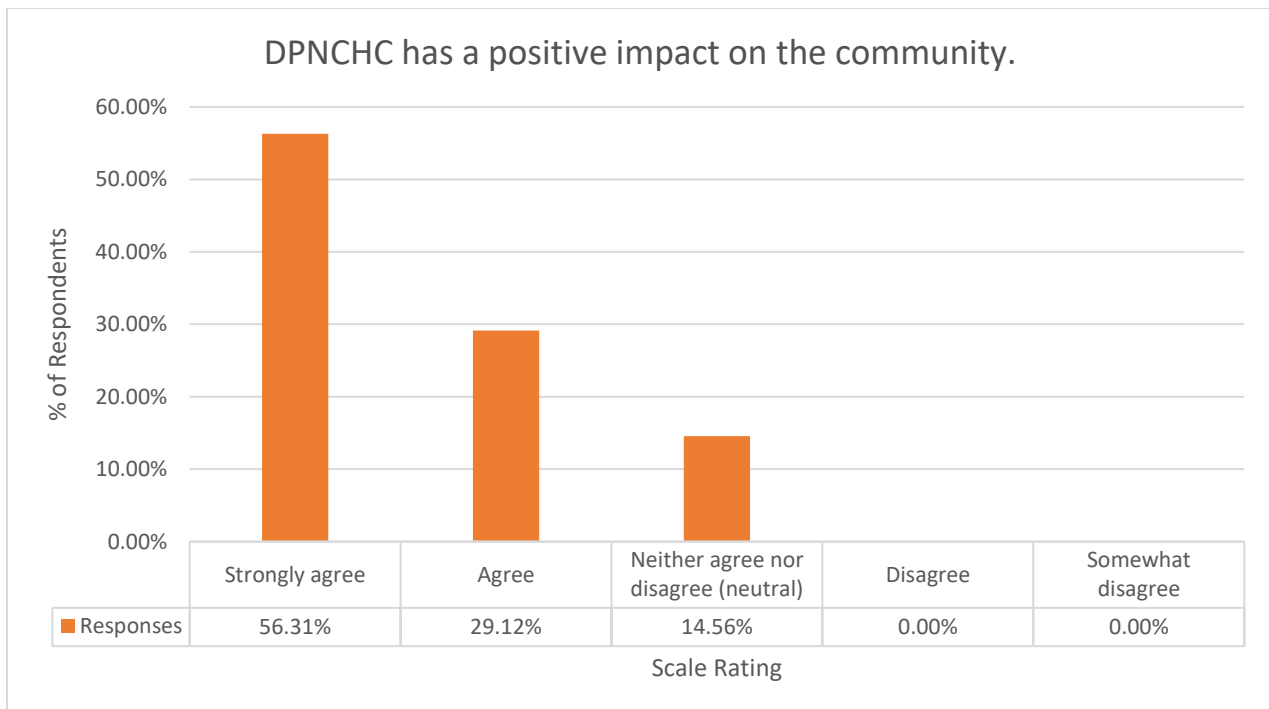
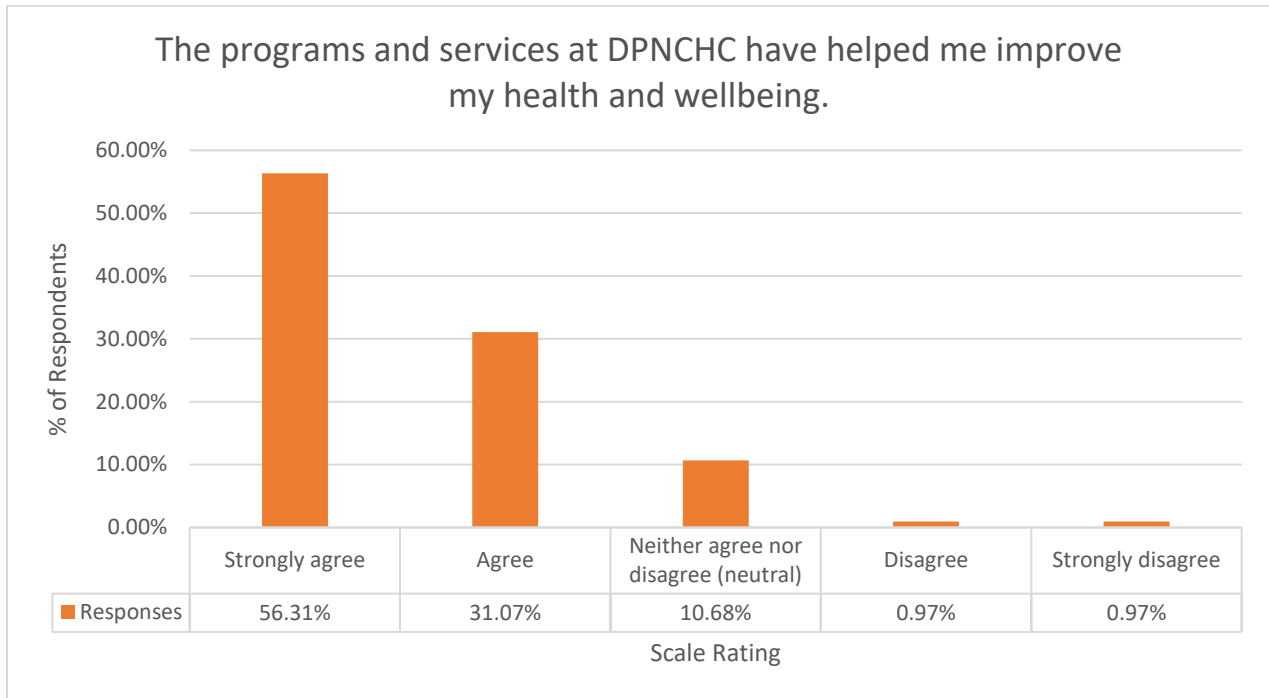
Clients were also asked whether they would recommend DPNCHC to their family and friends. 96.12% of clients responded with “yes,;” a few respondents stated they might recommend the organization to others or not at all.





## Impact on Health and Community

The vast majority of respondents strongly agree or agree that the programs and services have positively impacted their health and wellbeing. Similarly, there is notable agreement about the benefits and impact of the organization on the community more largely.



***Thinking of your overall experience at DPNCHC, what are two or more things done particularly well?***

Satisfaction with experience at DPNCHC was attributed to respectful, knowledgeable, accessible/responsive, and professionalism (e.g., punctuality) of staff, welcoming environment (e.g., warmth of the reception staff and cleanliness of environment). Other areas of satisfaction included the diverse range of programs offered (e.g., seniors' fitness classes, yoga program), enriching knowledge-/skill learning opportunities (engaging guests), program delivery that is organized and accessible, and innovative ways of program delivery ("new ways of doing programs are tried out"). Furthermore, respondents indicated that DPNCHC is committed to engaging the community in meaningful ways (e.g., offering services to accommodate language needs, celebration events).

***"The way the pandemic was taken care of."***

***"DPNCHC is good at bringing the community altogether."***

***"Offers community care in multiple languages."***

***"Greeting me in the waiting room, also providing me with a clean and safe environment for medical care."***

***"The selection of programs offered."***

***"Staff are very welcoming and helpful."***

***"The quality and expertise of their medical staff and the entire team's punctuality on checking up/reaching back out to me."***

***"Timely access to provider, and kind, professional front-desk staff."***

***Thinking of your overall experience at DPNCHC, what are two or more things that could be improved?***

***"Drop-in employment programs."***

***"Ability to schedule appointments and receiving reminders via text."***

***"Provide more help in regard to mental health issues, like ADHD."***

***"Better promotion about what is available."***

Areas of improvement identified include increased accessibility (i.e., better appointment, scheduling systems, more accessible virtual platforms; evening programming; ensuring that programming times do not coincide with each other; improved physical accessibility to the building; multilingual supports), more targeted programming (e.g., mental health supports), increased staffing to meet changing needs/demands, networking opportunities with other program participants, and better promotion of offered services.

## **Additional Client Feedback and Comments**

*"All the staff are respectful."*

*"DPNCHC is amazing but need more equipment and staff to help patients more. Toronto should have more places like Davenport."*

*"Generally a terrific group of staff and programs, just don't like how often some programs get cancelled."*

*"I like the DPNCHC clinic. I have gone there since I was little and the clinic was run by [name of doctor]. My new doctor is very nice but due to minimal experience I find I have to push for certain tests to be done. My previous doctors I feel like would do tests without me asking which made me feel more secure in their hands. Overall communication is good and I am always able to get an appointment with needed. The reception team is great."*

*"I think that they should get more funding so that they could open from 9:00am until 8:00pm daily."*

*"I'm very happy with the programs and services."*

*"Listen to client feedback more. My parents and I have requested changes to schedule and age specific programming before and were not heard. It would also be nice if there was programming for kids with learning disabilities and behavioral problems."*

*"More family doctors on site, more availability during the days for appointments."*

*"My recommendation is that not everybody can remember the appointment so I would like for the secretary to call and give a little reminder."*

*"No issues super happy. Doctor is always very helpful."*

*"Staff are always welcoming and friendly."*

## Conclusions and Recommendations

Davenport-Perth Neighbourhood Community Health Centre (DPNCHC) is an integral organization that strives to mitigate barriers to accessing vital services and supports and improve health and overall quality of life of its clients. The 2023 Client Experience Survey captured 110 client voices from a diverse range of programs. Overall, the survey responses reinforced DPNCHC's positive contributions in the realms of patient-/client-centred care and delivery of services and accessibility and quality of programs and services. Clients reported high levels of overall satisfaction with DPNCHC and revealed strong agreement that the organization has a positive impact on not only the clients it serves but also the broader community. Facilitators to positive client experience ranged from dedicated, respectful, and knowledgeable staff and DPNCHC's COVID-19 response to strong connections to the broader communities. Recommendations to enhance program delivery included wider promotion of services and expanded hours.

Despite the various modes of data collection utilized, in-person and virtual promotion of the survey, and incentives offered, survey uptake was relatively low due to factors such as fairly short timeline, low waiting room traffic, and limited ability of clients to dedicate time before or after their appointment/program's completion to participate in the survey (e.g., Uber/taxi waiting outside; other personal commitments). Furthermore, there were low rates of response to phone and email communications (e.g., fatigue/low morale), although clients widely cited email and phone to be the preferred mode of receiving communication. Hence, it is recommended that prospective survey processes explore best practices for data collection, in light of changes brought forth by the COVID-19 pandemic, address client needs/preferences, and incorporate mitigation strategies to reduce potential risks.

In order to enhance the relevancy and translatability of survey results into organizational practice, the following considerations can be made: more open-ended questions; increasing sample size and expanding data collection period, and more targeted outreach to ensure a representative sample (e.g., through mid-point data analysis; removing linguistic barriers to participation by translating survey tool). To address ambiguities and gaps in the data, additional opportunities to provide feedback can be effective. For instance, a Feedback Focus Group session can reveal reasons pertaining to why program participants sometimes feel their needs are being met and other times are not (e.g., inconsistency in program delivery such as changing timings and staffing; limited availability of supports and resources). Furthermore, a Needs Assessments can also help identify needs and priorities of clients and the barriers to access and inform possible program adaptations to better meet client needs.

## APPENDIX A: Sociodemographic Data (Davenport – City of Toronto Ward Profiles)

Indicator	Davenport		City of Toronto	
Population by Age Group	Age Group	Percentage of Population	Age Group	Percentage of Population
	0-14	12%	0-14	15%
	15-24	11%	15-24	12%
	25-44	39%	25-44	31%
	45-64	25%	45-64	27%
	65+	13%	65+	16%
Population Growth (2006-2016)	3.7%		9.1%	
Density	90 people/hectare		43 people/hectare	
Dependency Ratio	41.5 seniors and youth dependents for every 100 working age persons		55.1 seniors and youth dependents for every 100 working age persons	
Tenure	Rent – 49% Own – 51%		Regent – 47% Own – 53%	
Households by Size	Composition	Percentage of Population	Composition	Percentage of Households
	Single	31%	Single	32%
	Two-Person	33%	Two-person	30%
	Three-Person	17%	Three-person	16%
	Four-Person	19%	Four-person	22%
Languages by Mother Tongue	Language	Percentage of Population	Language	Percentage of Population
	English	54%	English	53%
	French	1%	French	1%
	Other	44%	Other	46%
Visible Minorities	Visible Minority	32%	Visible Minority	51%
	Non-Visible Minority	68%	Non-Visible Minority	49%
Population by Immigration Status	Status	Percentage of Population	Status	Percentage of Population
	Immigrants	41%	Immigrants	47%
	Non-immigrants	56%	Non-immigrants	49%

	Non-permanent residents	3%	Non-permanent residents	3%
Labour Force	Status	Percentage of Population	Status	Percentage of Population
	Employed	65%	Employed	59%
	Not in the Labour Force	30%	Not in the Labour Force	35%
	Unemployed	5%	Unemployed	5%
Average Household Income	\$80, 807		\$102,721	
Education	Education Level	Percentage of Population 15 Years or Over	Education Level	Percentage of Population 15 Years or Over
	No Certificate, Diploma, or Degree	24.2%	No Certificate, Diploma, or Degree	16.4%
	Certificate, Diploma, or Degree	75.8%	Certificate, Diploma, or Degree	83.6%

**Data Source:** [Statistics Canada, 2016 Census of Population, Prepared by the City of Toronto, 2018](#)

## **APPENDIX B: DPNCHC 2023 Client Experience Survey**

Davenport Perth Neighbourhood & Community Health Centre Client Experience Survey  
(2023)

### **INTRODUCTION**

Dear DPNCHC Client:

We are asking for your help to evaluate our programs and services. This will allow us to learn how we can better serve our clients.

The survey is anonymous and confidential. The final report on the main findings will not contain any names or other identifying information (i.e., any personal information or survey responses that can be traced back to you) and will be made available in 2023.

Participation is voluntary and you may choose to withdraw your participation at any time. Your relationship with DPNCHC and your access to programs and services will not change by participating in this survey.

Everyone who completes this survey will be eligible for a chance to win a gift card. If you are interested in participating, please provide your contact information.

The survey will take about 20-25 minutes to complete and will be open until **Wednesday, February 22nd, 2023.**

If you have any questions or concerns, please contact Maiesha Rahman at **[rahman.maieshas@gmail.com](mailto:rahman.maieshas@gmail.com)**.

Thank you for taking the time to complete the questionnaire. We appreciate your feedback.

## SECTION I: PARTICIPANT CONSENT

1. Are you willing to participate in the survey?
  - Yes
  - No **[END OF SURVEY]**
2. Are you completing this survey for yourself or for another person?
  - I am completing this survey for myself.
  - I am completing this for a family member or friend.
  - I am a DPNCHC staff/student who is completing this survey for a client/patient.
  - Other (please specify your relationship with the patient/client, not their name):  
\_\_\_\_\_

## SECTION II: PRIMARY CARE

**Please complete this section only if you use services provided in the Health Centre.**

3. Have you used primary health care or allied health services in the past one year?
  - Yes
  - No **[SKIP TO SECTION III, Q17]**
4. Which services or programs offered by the Health Centre have you used within the past year? Select all that apply.
  - Medical
  - Counselling
  - Nutrition
  - Health Promotion and Community Development
  - Other \_\_\_\_\_
5. Did you get access to services in a language of your choice?
  - Yes
  - No
  - Sometimes

If you answered “no” or “sometimes,” what language(s) would you feel most comfortable speaking in with staff?

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6. Did you get an appointment on the date you wanted?
- Yes
  - No
7. How many days did it take from when you first tried to see your healthcare provider (e.g., physician or nurse) to when you actually saw them?
- Same day
  - Next day
  - 2-19 days
  - 20 or more days
  - I do not know
8. When you see your healthcare provider, how often do they...?

	<b>Never</b>	<b>Rarely</b>	<b>Sometimes</b>	<b>Often</b>	<b>Always</b>
Involve you as much as you want to be in decisions about your care and treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain things in a way that is easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give you an opportunity to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spend enough time with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treat you with dignity and respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. I always feel comfortable and welcome at the Health Centre.

- Yes
- No

If “no,” please state some reasons why you do not feel comfortable and welcome at the Centre.

10. The programs and services help meet my needs.

- Never
- Rarely
- Sometimes
- Often
- Always

11. Staff (e.g., healthcare provider/reception staff) help me connect to programs and services I need.

- Never
- Rarely
- Sometimes
- Often
- Always

12. I know how to make a suggestion or complaint.

- Yes
- No
- Somewhat

13. I trust that my personal information is being kept confidential.

- Yes
- No

Somewhat

14. Over the past year, did you receive care virtually at DPNCHC?

Yes – by phone

Yes – by video apps (e.g., Zoom)

Yes – Other modes (please specify): \_\_\_\_\_

No **[SKIP TO SECTION III, Q17]**

15. Thinking about your most recent virtual appointment, did you experience any of the following issues or concerns? Select all that apply.

Instructions to join virtual visit were unclear.

Device (e.g., phone, computer) was not working well.

Internet connection was not reliable.

I did not feel comfortable using technology.

I was worried about my privacy and security.

I was not able to communicate with my provider as well as I could have in-person.

I was not able to participate as well as I could have in-person.

Other (please specify): \_\_\_\_\_

16. How likely are you to choose to receive care virtually again?

Very unlikely

Unlikely

Neutral

Likely

Very likely

### SECTION III: COMMUNITY PROGRAMS AND SERVICES

Please complete this section only if you have participated in community programs/departments at the Neighbourhood Centre.

17. Have you participated in any community programs/departments at the Centre in the past one year (e.g., EarlyON, Adult Services, Senior Services, Literacy Program)?

- Yes
- No **[SKIP TO SECTION IV, Q28]**

18. Please specify which programs or services offered by the Neighbourhood Centre you have used within the past year.

19. I can access services in a language of my choice.

	Yes	No	Sometimes	I do not use this program
EarlyON	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literacy Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. The programs and services are well organized.

	Never	Rarely	Sometimes	Often	Always	I do not use this program
EarlyON	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Literacy Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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21. The programs and services help meet my needs.

	Never	Rarely	Sometimes	Often	Always	I do not use this program
EarlyON	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literacy Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. The programs and services are offered at the right time of day for me.

	Never	Rarely	Sometimes	Often	Always	I don't use this program
EarlyON	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Literacy Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Staff (e.g., program service provider, reception staff) treat me with dignity and respect.

- Never
- Rarely
- Sometimes
- Often
- Always

24. Staff (e.g., program service provider, reception staff) explain things in a way that is easy to understand.

- Never
- Rarely

- Sometimes
- Often
- Always

25. Staff (e.g., program service provider, reception staff) help me connect to programs and services I need.

- Never
- Rarely
- Sometimes
- Often
- Always

26. I know how to make a suggestion or complaint.

- Yes
- No
- Somewhat

27. I trust that my personal information is being kept confidential.

- Yes
- No
- Somewhat

#### **SECTION IV: OVERALL SATISFACTION**

28. Rate your level of satisfaction with the programs and services at DPNCHC.

- Poor
- Fair
- Good
- Very good
- Excellent

29. The programs and services at DPNCHC have helped me improve my health and wellbeing.

- Strongly agree
- Agree

- Neutral (neither agree nor disagree)
- Disagree
- Strongly disagree

30. DPNCHC has a positive impact on the community.

- Strongly agree
- Agree
- Neutral (neither agree nor disagree)
- Disagree
- Strongly disagree

31. I would recommend DPNCHC to my friends and family.

- Yes
- No
- Maybe

32. Thinking of your overall experience at DPNCHC, what are two or more things done particularly well?

33. Thinking of your overall experience at DPNCHC, what are two or more things that could be improved?

## SECTION V: DEMOGRAPHICS & BACKGROUND

**We would like to ask some questions about you. Your answers will help us to understand the results of this survey and better meet your needs.**

34. How long have you used programs and services at DPNCHC?

- Less than 6 months
- Between 6 months and a year
- Between 1-3 years
- Between 3-5 years
- Longer than 5 years

35. What is your age group?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 to 84
- 85 or older
- Prefer not to answer

36. What is your gender?

- Female
- Intersex
- Male
- Non-binary
- Trans
- Two-spirit
- Other (please specify) \_\_\_\_\_
- Prefer not to answer



37. What languages(s) do you feel most comfortable receiving services and programs in? Select all that apply.

- English
- Farsi
- French
- Italian
- Portuguese
- Russian
- Somali
- Spanish
- Tagalog
- Vietnamese
- Other (please specify) \_\_\_\_\_

38. Which of the following best describes your racial or ethnic group? Select one option.

- Aboriginal or Indigenous (e.g., First Nations, Metis, Inuit)
- Arab (e.g., Egyptian, Lebanese)
- Asian – East (e.g., Chinese, Japanese, Korean)
- Asian – South (e.g., Indian, Pakistani, Sri Lankan)
- Asian – South-East (e.g., Malaysian, Filipino, Vietnamese)
- Asian – West (e.g., Iranian, Afghan)
- Black – African (e.g., Ghanaian, Kenyan, Somali)
- Black – Caribbean (e.g., Jamaican)
- Black – North American (e.g., Canadian, American)
- Hispanic or Latin American
- Indian – Caribbean (e.g., Guyanese with origins in India)
- White – European (e.g., English, Italian, Portuguese, Russian)
- White – North American (e.g., Canadian, American)
- Prefer not to answer

Please specify if you identify as being of mixed heritage or a member of an ethnic/racial group that is not listed above.

39. Were you born in Canada?

- Yes
- No
- Prefer not to answer

If "no," what year did you arrive in Canada?

40. What is the postal code for your home address or the nearest intersection?

\_\_\_\_\_

- Do not know
- Prefer not to answer

41. In general, how would you rate your overall physical health?

- Poor
- Fair
- Good
- Very good
- Excellent

42. In general, how would you rate your overall mental health?

- Poor
- Fair
- Good
- Very good
- Excellent

43. How do you prefer to receive communications from DPNCHC? Select all that apply.

- Email
- Text messaging/phone call
- Social media apps
- Other (please specify) \_\_\_\_\_

**SECTION VI: ADDITIONAL COMMENTS**

44. Please share any additional feedback or recommendations that could help us improve our programs and services.

**SECTION VII: PRIZE DRAW**

45. If you would like to participate in the prize draw for a chance to win a gift card, please provide your contact information below.

**YOU HAVE REACHED THE END OF THE QUESTIONNAIRE.  
THANK YOU FOR YOUR FEEDBACK.**