

# North Bay Nurse Practitioner Led Clinic

## Highlights of Patient Survey

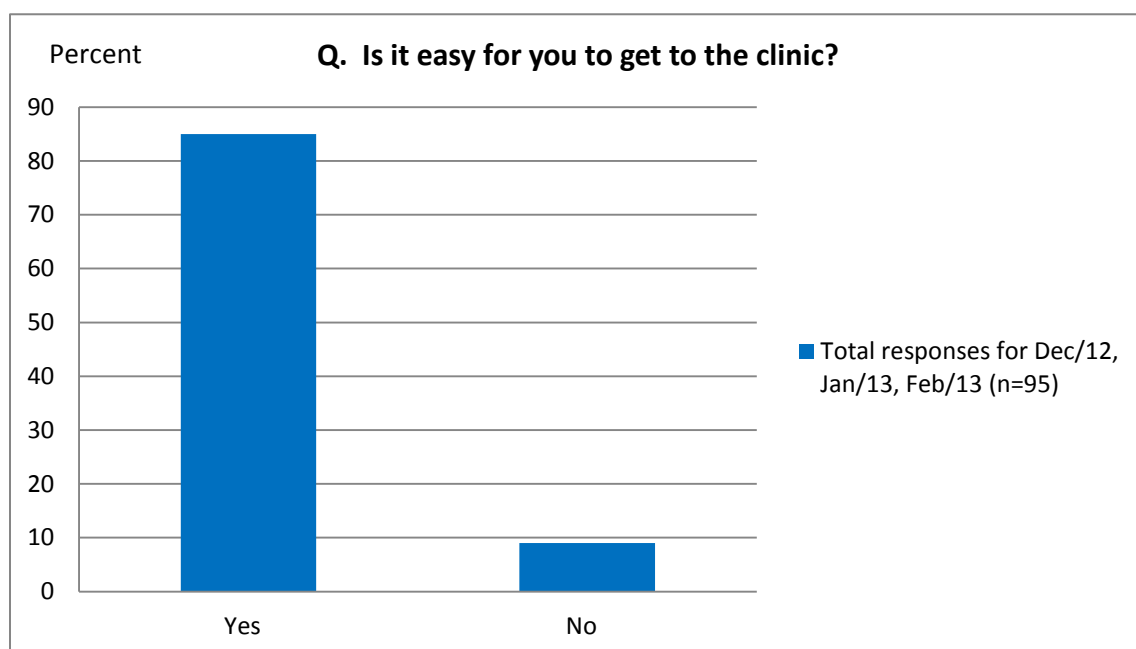
A patient survey was implemented between December 2012 and February 2013. Patients voluntarily and anonymously completed and returned the survey to a box in the reception area. On occasion patients were encouraged by staff to complete the survey, although this was done inconsistently.

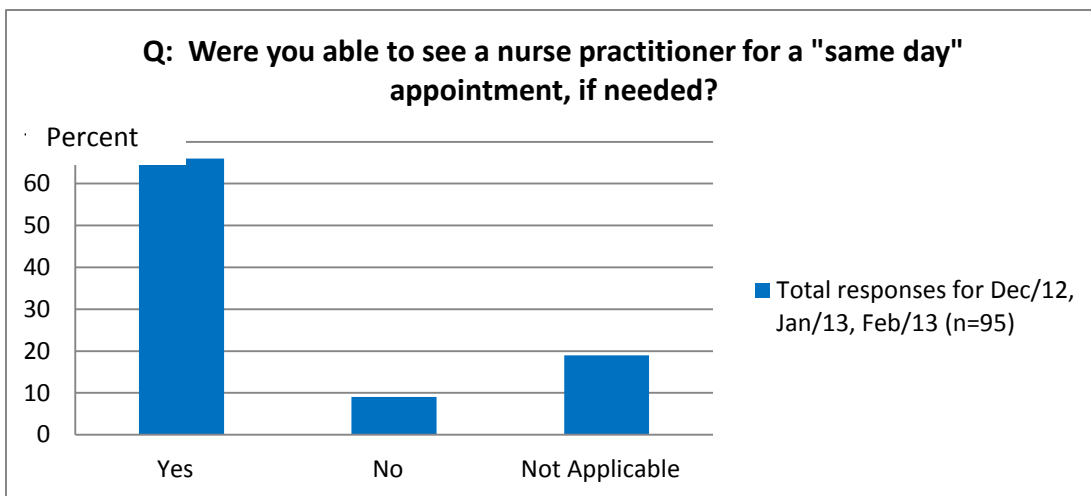
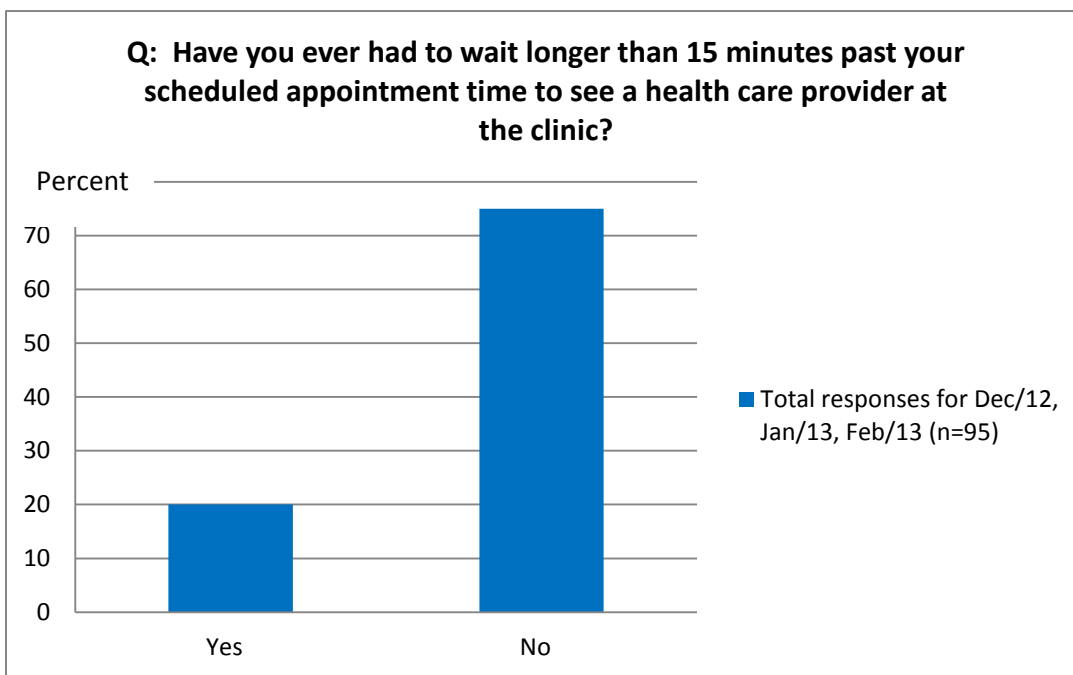
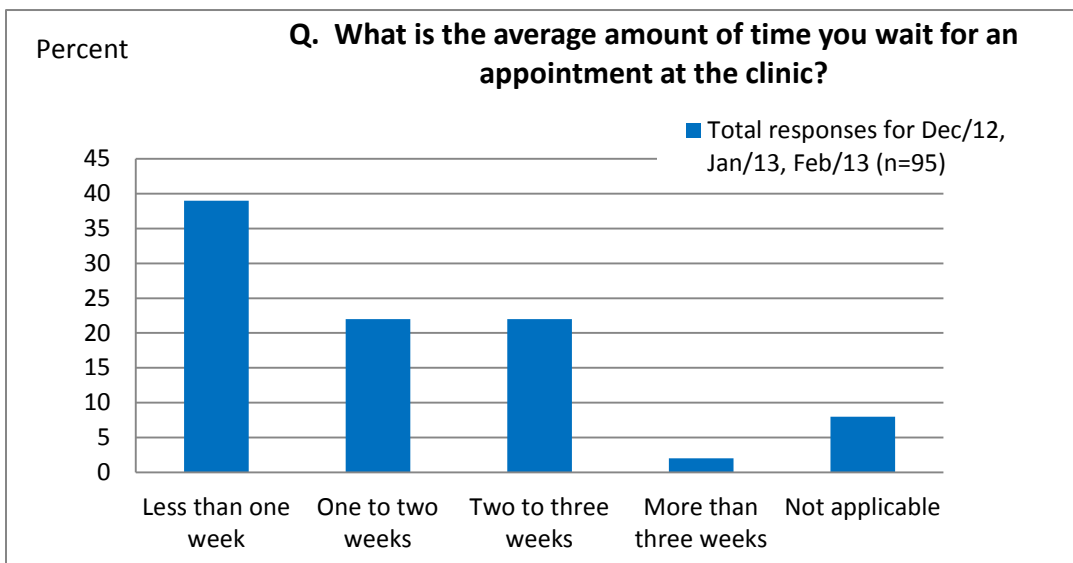
The survey was designed to assess key initial goals of the clinic: do patients find the clinic easy to get to; are appointments provided in a timely manner; do patients feel they have input into their care plan and the patients' overall satisfaction with the care received at the clinic. The NBNPLC opened its doors to patients in August 2011. Ease of location and short wait times are important indicators of initial success.

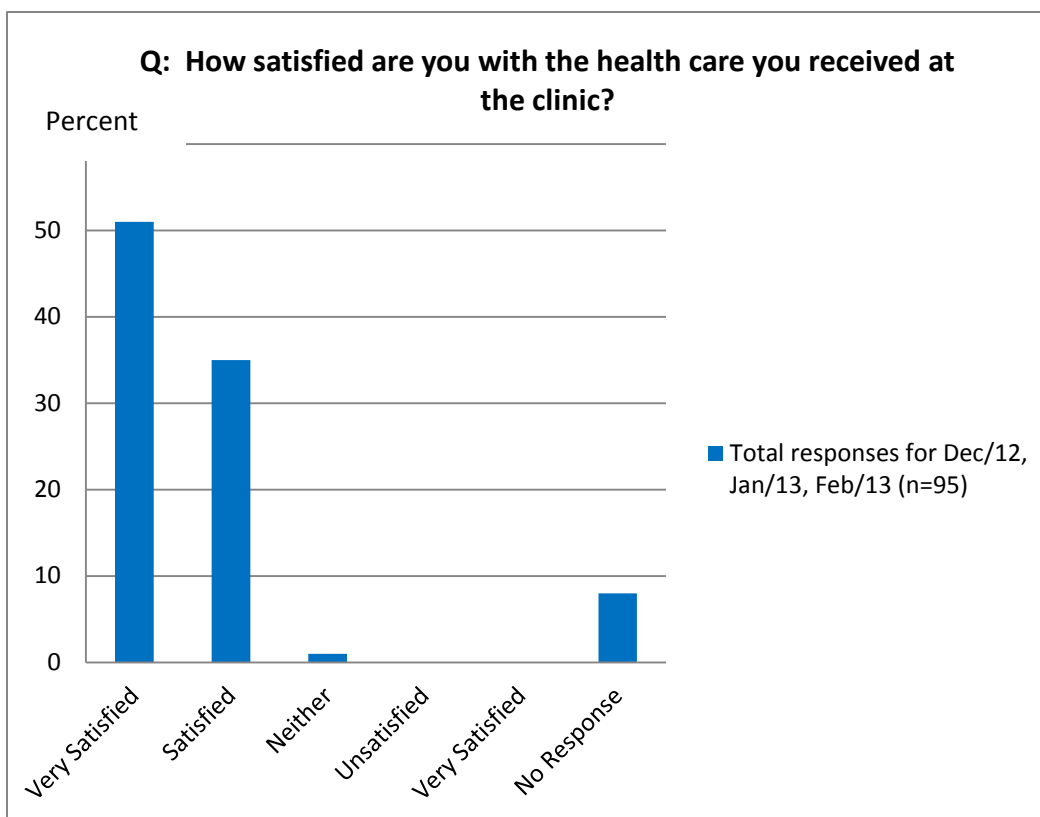
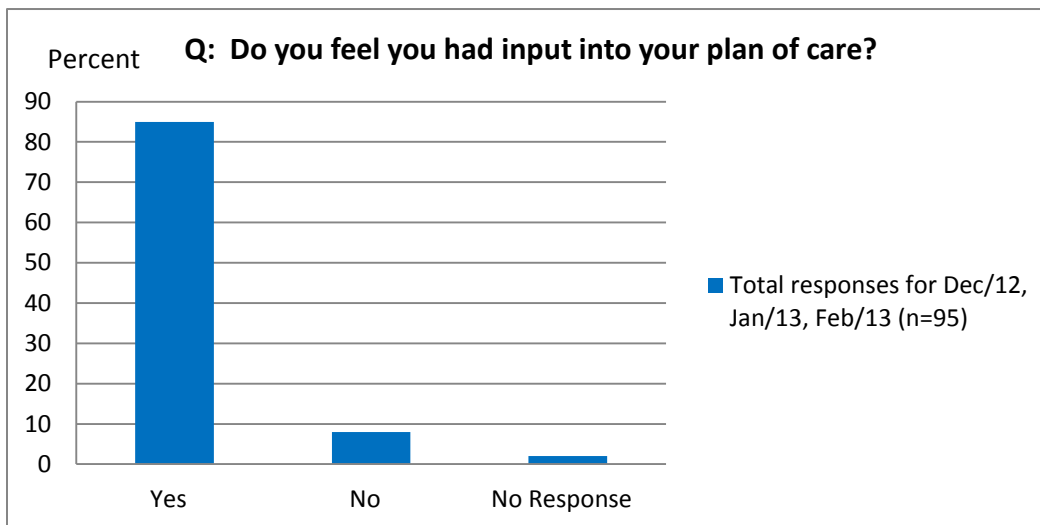
### Description of Respondents:

A total of **95** patients completed the survey (63 in December, 19 in January, 13 in February). The majority of respondents were **female** (over 60% compared to just fewer than 20% male, with the remainder not responding to the gender question). In terms of age, the majority of respondents were **20 – 44 years** of age (over 45%), followed by those 45-64 (just over 20%), and those 65-84 years (10%). The survey was not randomly given to patients and thus the results do not necessarily reflect the opinion and experience of the majority of patients attending the clinic. It does give a snapshot of almost 100 patient's opinions of clinic services in a three month period.

### Highlights of Results







### Overall

- Patients appreciate and value the service provided at the clinic
- Areas suggested for improvement include:
  - More appointment options
  - More Nurse Practitioners
  - Enhanced ability to communicate with clinic about appointment times