

KEEPING TABS ON PATIENT SATISFACTION

We surveyed 1,390 of our patients in our practices!

patient feedback



93.4%

of patients surveyed felt they always or often had the opportunity to ask their health care provider questions at their appointment.

93.3%

of patients surveyed felt that they were always or often involved in decisions about their care.

91%

of patients surveyed felt that they always or often spent enough time with their health care provider at their appointment.

92.3%

of patients surveyed feel that the front-office staff at the practice are extremely or very courteous.

patient awareness – we have work to do!

53.5%

of our patients were extremely or very aware of after-hours care options, i.e. what to do if they need to call the doctor when their doctor's office is closed.

Not sure what you should do if you need to contact your doctor after hours? Call your doctor's office today and ask!

58.7%

of patients surveyed are very aware that having a family doctor that is part of the Hamilton Family Health Team means that they have access to other health care professionals in their doctor's office.

Want to know more about who we are? Visit our website, www.hamiltonfht.ca and read all about us!



did you know?

60%



Of the patients we surveyed, 60% are interested in having an appointment with their doctor over the phone rather than in person.

83.5%

Of the patients surveyed, 83.5% of patients said their health was excellent, very good or good.

