

# 2015

# Client Service Survey Results

©Wellington-Dufferin-Guelph Public Health 2015

This report is available at <https://www.wdgpUBLICHEALTH.ca/?q=statsreports#status>

For more information, please contact:  
Health Analytics and Health Promotion  
Wellington-Dufferin-Guelph Public Health  
503 Imperial Rd N  
Guelph, ON N1H 6T9

T: 519-822-2715 or 1-800-265-7293

[info@wdgpUBLICHEALTH.ca](mailto:info@wdgpUBLICHEALTH.ca)  
[www.wdgpUBLICHEALTH.ca](http://www.wdgpUBLICHEALTH.ca)

### **Terms of use**

Information in this report has been produced with the intent that it be readily available for personal or public non-commercial use and may be reproduced, in part or in whole, and by any means, without further permission. Users are required to:

- Exercise due diligence in ensuring the accuracy of the materials reproduced; and
- Reference the report using the citation below, giving full acknowledgement to Wellington-Dufferin-Guelph Public Health.

### **Citation**

Wellington-Dufferin-Guelph Public Health (2015). Client Services Survey Results. Guelph, Ontario.

# Background

Wellington-Dufferin-Guelph Public Health (WDGPH) is in the process of developing a comprehensive Client Service Strategy. In order to inform this strategy, the health unit sought to better understand what clients experienced when accessing Public Health services. They were also interested in employee perspectives on the quality of service provided to clients. To address these queries, brief surveys were designed for clients and employees. The results of the surveys were intended to act as a baseline measure of client service and identify areas for future improvement. Each survey assessed five areas of client service: accessibility, communication, professionalism, satisfaction and public relations.

## Methods

### Client Satisfaction Questionnaire

The client questionnaire was open to any member of the public who had either visited or called a public health office. Paper copies of the survey and information about what the data would be used for were available in the reception areas of each office. There was also an online survey that clients could access through the WDGPH website. The questionnaire included eight multiple choice questions with seven opportunities to provide comments on their experiences during their visit or phone call. Clients were asked to rate their agreement with specific statements, for example “I was satisfied with the help I got today,” on a four point Likert scale ranging from “strongly agree” to “strongly disagree”. Neutral answer options were not provided. The survey took two to five minutes to complete and could be filled out online or with a pen and paper at any public health reception area.

### Employee Opinion Survey

The employee opinion survey was open to any WDGPH staff and was emailed to employees in early March. This survey included 11 questions that were multiple choice, Likert scale or open ended. The employee opinion survey was more in-depth than the client satisfaction questionnaire, as it asked participants to reflect on both their personal experiences with client services as well as the WDGPH’s general approach to client service. This survey took fifteen to twenty minutes to complete.

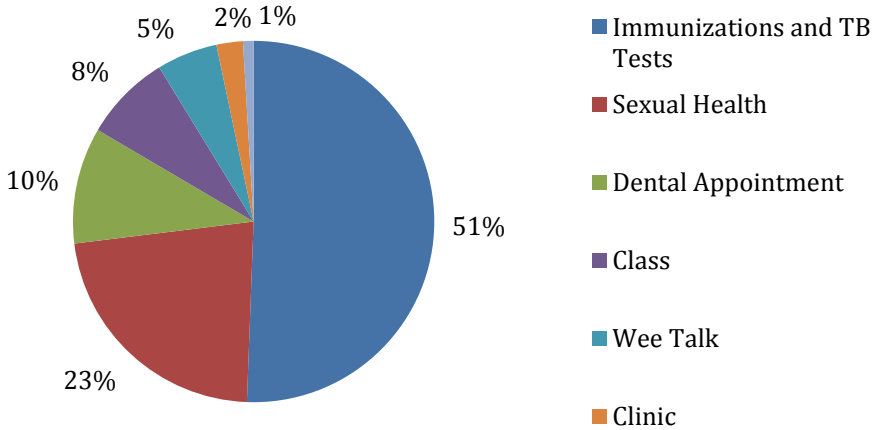
# Results

## Demographics

### Client Services Survey

Between February 3<sup>rd</sup> and April 9<sup>th</sup> 2015, 435 clients filled out the client satisfaction questionnaire. The majority of surveys were completed in person at a public health office. Only 5 people filled out a survey after calling WDGPH, meaning that 98.9% of the responses related to clients' experiences visiting public health offices. The most commonly visited locations were the Guelph Chancellors Way (44.6%) and Orangeville (30.4%) offices. However, a smaller number of clients visited the Guelph Shelldale (14%), Shelburne (8%) and Fergus (2.8%) offices. No surveys were filled out after visits to the Mount Forest office. Reasons for clients' visits can be seen in Figure 1. The most common reasons for visiting related to immunizations and TB skin tests, sexual health and dental appointments, which together accounted for over 80% of visits. No clients filled out a survey after calling KIDS LINE.

Figure 1: Client reason for visiting Public Health office

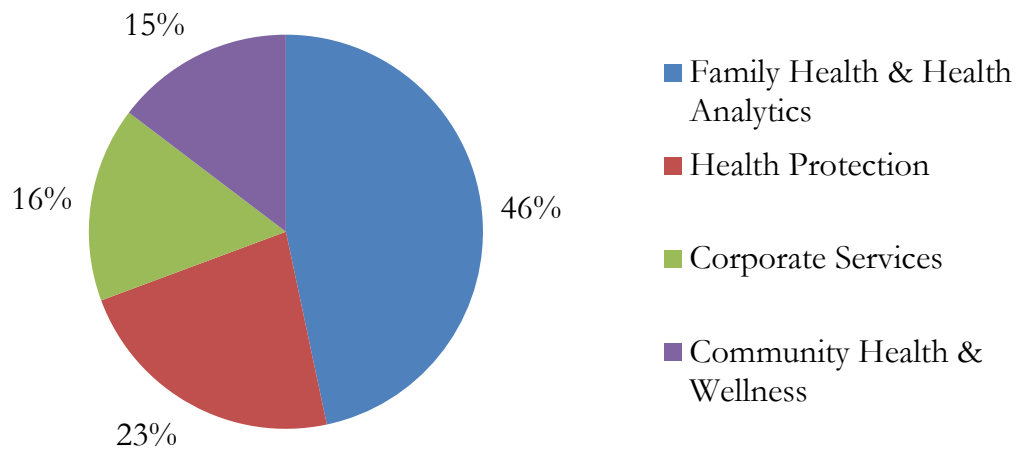


### Employee Opinion Survey

The employee opinion survey was emailed to WDGPH staff on March 1<sup>st</sup>, 2015 and remained open for several weeks. Although 79 employees began the survey only 54 completed it. Most of the respondents primarily worked out of the Guelph Chancellors Way office (76%), but at least one employee from each location filled out the survey. The Divisions of employees who filled out the survey can be seen in Figure 2. Most of the

respondents interacted directly with clients as part of their role at WDGPH (58.1%), but there were also many who interacted indirectly with clients (41.9%).

Figure 2: Divisions of employee respondents



## Accessibility: How easy it is for clients to access WDGPH services?

Only two clients answered the questions about how easy it was to access WDGPH services by phone. However, many of the clients that came into the offices initially called to make appointments or find information. Several clients commented that it was difficult to contact reception staff by phone. One person wrote that it was “difficult initially to get a person but after that easy” and another wrote “I had to call for days on end and had to actually come into the Shelldale Centre to get assistance for sign up.” Employees also thought that the phone systems could be improved upon. More than 25% did not think it was easy to reach WDGPH staff by phone. They described the system as hard to navigate and frustrating for clients. Several employee comments explained that client calls were often directed to the wrong extension or team, and messages were often not returned. One employee explained, “I am constantly getting told that clients leave messages and never get a call back so they try any extension till someone answers.”

Despite having difficulties reaching WDGPH by phone, over 80% of clients strongly agreed that it was easy for them to get an appointment or registered for a clinic/class. The comments for this question were mostly positive with many mentioning how accommodating staff had been; one person wrote “They booked me in during their lunch! Thank you.” Although the majority of clients were able to book appointments or classes easily, several pointed out areas for improvement. One client pointed out that registering for classes through the website was challenging. They wrote, “Registering online was awkward so I had to call twice.” This concern was echoed by employees, who also felt that the online registration process was not user friendly.

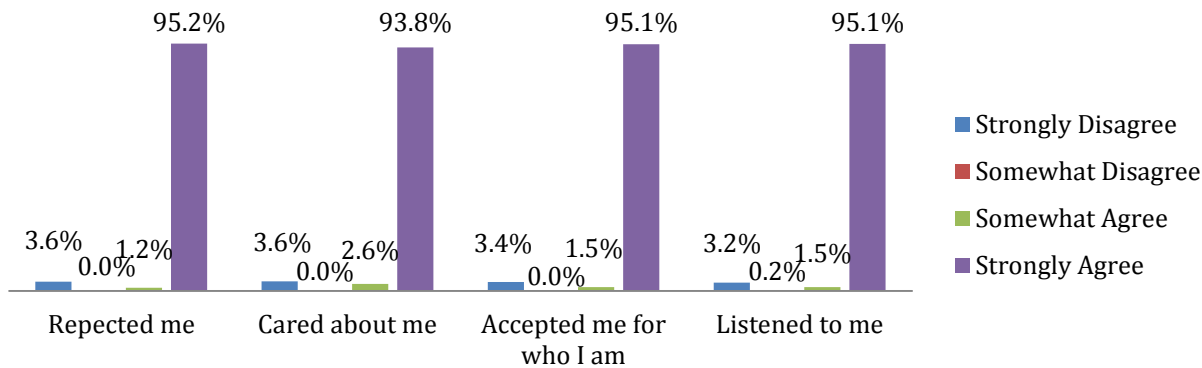
The most common criticisms were about long periods between booking appointments and appointment dates, especially for clinical services and Wee Talk. Although some clients were understanding, several felt that the wait times were unreasonable. Another barrier to getting an appointment for clinical services was the limited hours of operation. Clients and employees explained that the current clinic hours are quite limited and often do not accommodate clients' work schedules. Employees believed that limited hours led to long waitlists for several programs, with over 20% of respondents disagreeing with the statement "WDGPH offers services that are timely." Both groups strongly suggested increasing clinic hours, especially outside of traditional business hours.

The majority of clients strongly (80.2%) or somewhat (10.4%) agreed that it was easy to get to the Public Health office they visited. The comments related to this were evenly mixed. Several were very positive, for example "Excellent location, parking and staff!" while others pointed out specific barriers such as the buildings being difficult to find, far from bus stops and not having enough parking. Most employees strongly (43.6%) or somewhat (41%) agreed that it was easy for clients to get to the office locations. The primary concern among employees was that it was difficult for clients to get to Public Health offices by public transit, especially the Guelph Chancellors Way office.

## **Communication: How well do we listen to clients' questions and concerns?**

Most participants strongly agreed that they felt respected, cared about, accepted and listened to by Public Health staff, as can be seen in Figure 3. The comments about clients' experience with staff were overwhelmingly positive. Clients described Public Health staff as "friendly," "informative," "understanding" and "polite." One comment described staff as an "excellent source of compassion and understanding. I never felt judged." While another wrote "everything was very well communicated." Several comments referenced specific staff members that clients felt made their experience especially positive or informative. Overall, participants were very pleased with how staff took the time to address their questions and concerns.

Figure 3: Client responses to the statement "During my visit, I felt Public Health staff..."



Almost all employees either strongly (55.3%) or somewhat (39.5%) agreed that WDGPH provides inclusive services to clients. Examples of providing inclusive services were given regarding LGBTQ clients or populations that do not speak English. Employees generally felt that they had been provided with the training and tools to respond to each client’s individual needs. While those that somewhat disagreed (15.4%) tended to feel that they had either brought those abilities with them or that they were missing specific tools or resources to be able to meet their clients’ needs. For example, several employees explained that many of their clients were only reachable by text messaging and that being provided with a mobile phone would make it much easier to contact those clients.

Employees identified several barriers to effectively communicating with clients. Once again, the phone system was discussed as making it difficult for clients to communicate with staff. It was suggested that each department should have someone who is able to take client calls and “assure them that their issue has been heard and will be dealt with promptly.” Another barrier was the lack of time allotted for client visits. Several employees explained that they would be better able to address clients’ needs if they were given more time to prepare and adequate time in appointments to effectively address clients’ needs and concerns.

Although not addressed in the survey, several employees described the agency’s presence on the internet and social media. Both the Stay Well blog and the WDG Twitter feeds were mentioned as effective ways to engage clients. Employees recognized that clients are more likely to look for information about WDGPH services on the internet or social media and supported developing social media strategies and improving web services. Overall, employees were very committed to communicating with clients and addressing their needs.

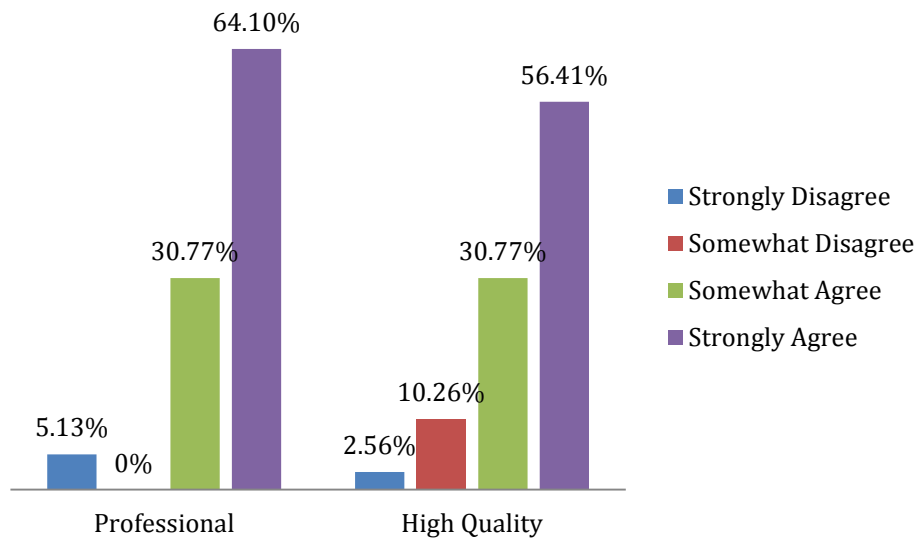
## Professionalism: Do we offer excellent service to our clients?

The professionalism of WDGPH staff was rated highly by both clients and employees. The vast majority of clients strongly or somewhat agreed that Public Health staff had helped them with their reason for visiting or calling (87.8% and 8.6% respectively). Clients’ comments in this area were extremely positive and often highlighted how staff had gone out of their way to provide excellent service, for example one client wrote that staff

were “...Very helpful and went the extra mile to ensure I received the care I needed.” Another client wrote “keep up the good work, professionalism is present and respected!”

Employees also agreed that staff provided very professional service, however their responses were more mixed. Of the staff that interacted directly with clients, most either strongly (64.1%) or somewhat (30.8%) agreed that WDGPH consistently provides services that are professional. While slightly fewer strongly (54.4%) or somewhat (30.8%) agreed that services were also high quality. Almost 90% of employees agreed that they had been provided with the tools and training to interact with clients daily and to provide solutions to any issues that could arise when interacting with a client.

Figure 4: Employee responses to the statement “WDGPH consistently offers services that are...”



Overall, employees felt that staff provided very strong client service. However, they also recognized that it was hard to prioritize client services when very busy or feeling overwhelmed. It was suggested that one way to improve client service would be to ensure that workloads are manageable and that employees are given adequate time to interact with clients. Another employee concern was that teams appeared to work in “silos.” Employees felt that not knowing what other teams were working on meant that they were not able to provide clients with the best information.

## Satisfaction: Are clients satisfied with the services they have received?

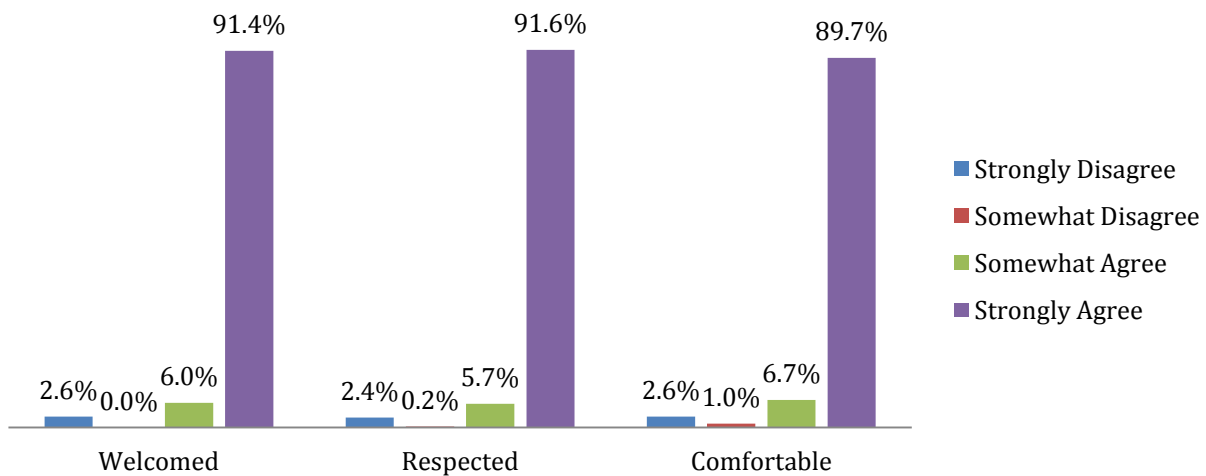
Most clients strongly (91.9%) or somewhat (5.2%) agreed that they were satisfied with the service they received. Again, many of the comments for this question were very positive, for example “the girls at reception are A++” and “Above and beyond...” Although those who



rated the service poorly were less likely to leave comments, one client explained that they were dissatisfied because they had spent too much time in the waiting area before their appointment.

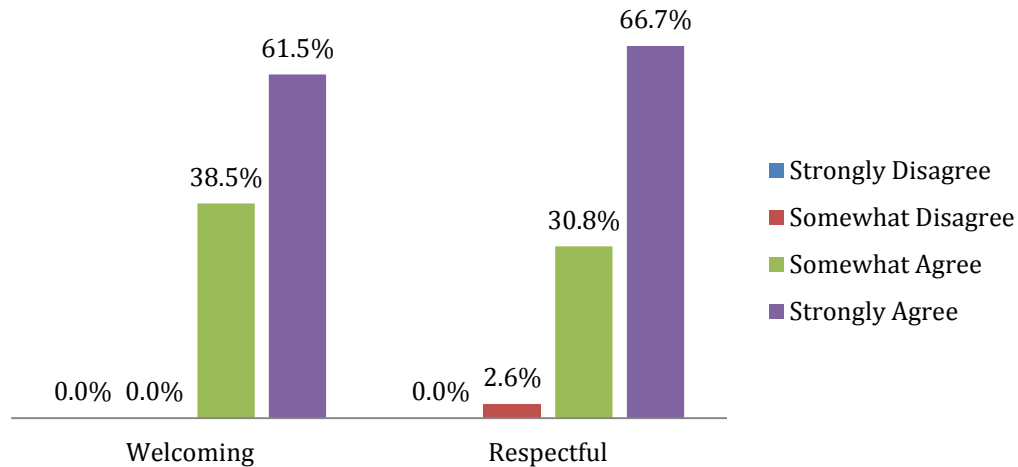
Overall, clients felt welcomed, respected and comfortable during their visits and calls with Public Health, as can be seen in Figure 5. Comments were very positive, one person wrote “good environment, friendly service” while another explained “I didn’t feel rushed as in an assembly line, it was so personal.” In fact, one person wrote that they looked forward to their appointments. Employees that interacted directly with clients also agreed that services were welcoming and respectful.

Figure 5: Client responses to the statement “My overall experience with public health made me feel...”



Of the 68 employees who responded, 54 (79.8 %) indicated that client satisfaction was a priority in their daily work, while 7 (10.3%) somewhat agreed. Staff felt that one of the WDGPH’s most valuable assets for ensuring client satisfaction was the presence of friendly staff willing to go out of their way to help clients. A barrier to providing satisfactory service was the lack of a consistent client services strategy. In addition to providing employees with clear policies regarding client services it was also suggested that it would be beneficial to have a dedicated client service professional within the organization. As can be seen in Figure 6, employees that interacted directly with clients also agreed that services were welcoming and respectful.

Figure 6: Employee responses to the statement “WDGPH consistently offers services that are...”

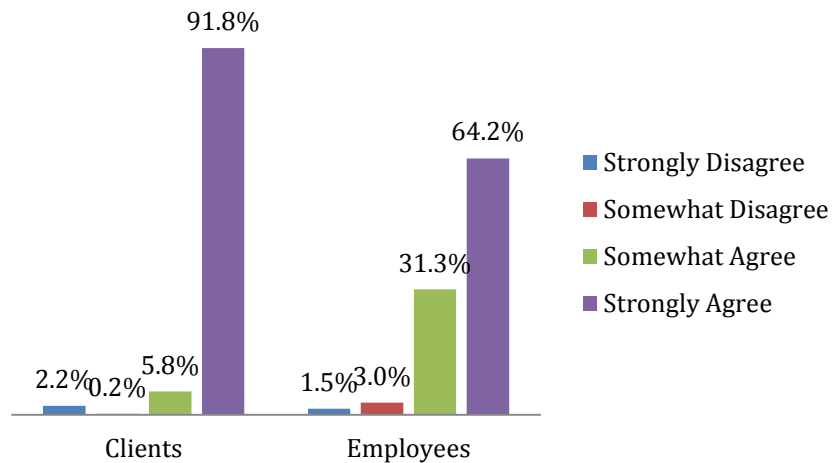


## Public Relations: Would clients and staff recommend WDGPH to others?

As can be seen in Figure 7, nearly all of the clients agreed that they would recommend Public Health services to others. Once again, the client comments were very positive. One person even wrote that they accessed Public Health services because someone else had recommended it to them. Others wrote encouraging comments such as “I always do!” and “I already did!” For those that would not recommend Public Health services to others, one client wrote “Public Health is not really a recommendable thing.” Another client explained “Not really, hours, accessibility (including phone answer system - is not nice),” which echoed some of the concerns mentioned earlier.

When asked if they would suggest services to people they know, most employees strongly or somewhat agreed that they would. Unfortunately, comments were not enabled for this question so we were unable to assess why some employees would not recommend WDGPH services. Employees were asked to rate their agreement with the statement “I am proud to represent WDGPH” of the 68 respondents 54 strongly agreed (79.4%), 22 somewhat agreed (16.2%) and 3 somewhat disagreed (4.4%).

Figure 7: Client and employee responses to the statement “I (would) suggest WDGPH services to people I know”



Correlation analyses were run to determine which survey areas were most strongly related to whether or not a client or employee would recommend WDGPH service to others. For clients, recommending services was significantly and positively correlated with each survey item. However the three most strongly correlated variables were whether their experiences with Public Health made them feel respected, welcomed and comfortable ( $r > 0.8, p < 0.001$  for all).

Interestingly, whether or not employees were likely to suggest services to others was not nearly as highly correlated with other survey items as the client responses were. Whether employees felt that they had been provided with training and tools to be comfortable interacting with clients and responding to each client’s individual needs were the most strongly related recommending services ( $r = 0.66, p < 0.001$  and  $r = 0.60, p < 0.001$ ). Interestingly, whether or not an employee felt that we provided services that were respectful was not significantly correlated with whether or not they would suggest services to others. The responses show that there is a difference between clients and employees in what influences their decision to recommend WDGPH.

## Implications

Responses to the Client Survey Questionnaire were overwhelmingly positive. Several client comments highlighted opportunities for improvement, especially around accessibility. The first area was related to the perceived backlog of appointments. Clients expressed frustration that they had to wait several weeks between booking their appointment and the appointment date. Secondly, clients felt that clinic hours were limited and did not accommodate many schedules. Several clients suggested increasing clinic hours in general, but especially outside of the traditional work day. If possible, increasing clinic hours would likely also help to alleviate the long wait times for appointments. Finally, clients indicated that calling WDGPH was frustrating because reaching a person, rather than the automated

message, was time consuming and sometimes confusing. Clients would likely benefit from changes to the phone systems that would make speaking with a staff member faster and easier.

Employees also perceived client service as an area of strength; however, their ratings were not as positive as the clients' ratings. This may be because employees are more familiar with WDGPH services, and are therefore more able to identify gaps in service. Similarly, employees who interact directly with clients likely do so often and would therefore have had some very positive client service experiences as well as some which were less than ideal. The most common employee suggestions mirrored those of the clients, such as increasing clinic hours and improving the phone systems. However, they also made suggestions for how the organization could better support staff in providing excellent client service, for example, enabling employees to reach clients by text or email, increasing awareness within the organization of the services each team provides and by implementing consistent client service policies.

It is important to consider these findings in light of their limitations. Almost all of the clients that responded to the survey did so after visiting a Public Health office for a clinical appointment. Thus, the results reflect only one aspect of the experiences that clients have while accessing the various services that WDGPH offers. Similarly, about 9 (2%) clients consistently rated their experiences negatively, however, 4 of these clients left very favorable written comments, suggesting that some clients may have misinterpreted the direction of the Likert scales and actually meant to rate their experiences positively. Thus, results in which clients selected all of the most positive or negative responses, should be interpreted with caution. Because most client responses reflected the same type of client service experience, it would be beneficial to receive feedback from clients who have had more diverse experiences with Public Health such as inspections, home visits, KIDS LINE calls or prenatal classes.

The number of responses to the employee opinion survey was relatively low, especially because the completion rate was less than 70%. In the future, it may be helpful to try to engage specific employee groups, especially those that interact directly with clients, in more in-depth discussion about client service. It was clear that many employees had ideas for how to improve client service and it may be beneficial to engage various types of employees in focus groups or round tables about client service.

# Appendices

## Appendix 1

### Wellington-Dufferin-Guelph Public Health: Client Service Questionnaire

---

We want to know how you feel about your visit at or call with Public Health today. These questions should take you two minutes to complete. By choosing to fill out this survey, you allow Public Health to use your answers to improve people’s future visits. Your answers will be anonymous and kept private. You can skip questions you don’t want to answer or stop at any time. If you have any questions, please contact Chuck Ferguson at 1-800-265-7293 ext. 4374. Thank you for helping us improve Public Health services!

#### Today:

- I had a visit with Public Health
- I called Public Health

#### Today, I had a visit with Public Health in:

- Guelph, Chancellors Way
- Guelph, Shelldale Centre
- Fergus
- Orangeville
- Shelburne
- Mount Forest
- My Home
- My Business

#### I had a visit with Public Health today for:

(examples: immunization, sexual health services, dental appointment, breastfeeding clinic, home visit)

**I called Public Health today for:**

(example: KIDS LINE, a general inquiry, booking an appointment)

**1a) It was easy for me to:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Does Not Apply
get an appointment or into a clinic or class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
get to the Public Health office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**1b) Comment:**

**2a) During my appointment/clinic/class,**

**I felt Public Health staff:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Does Not Apply
respected me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
cared about me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
accepted me for who I am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
listened to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2b) Comment:**

**3a) Public Health staff helped me with my reason for visiting today.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree

Strongly Agree

**3b) Comment:**

**1a) It was easy for me to:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Does Not Apply
reach Public Health staff on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
get an appointment or into a class or clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**1b) Comment:**

**2a) During my call, I felt Public Health staff:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Does Not Apply
respected me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
cared about me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
accepted me for who I am	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
listened to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2b) Comment:**

**3a) Public Health staff helped me with my reason for calling today.**

- Strongly Disagree
- Somewhat Disagree

- Somewhat Agree
- Strongly Agree

**3b) Comment:**

**4a) I was satisfied with the help I got today.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

**4b) Comment:**

**5a) I would suggest Public Health services to people I know.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

**5b) Comment:**

**6a) My overall experience with Public Health made me feel:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
welcomed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**6b) Comment:**

**7) Please tell us anything else you would like to about your experience with Public Health today.**

## Appendix 2

# Wellington-Dufferin-Guelph Public Health Employee Survey

---

How well do you feel Wellington-Dufferin-Guelph Public Health serves clients? This survey asks about your overall perception of our clients' experience across the entire organization. It does not evaluate your individual interactions with clients. Even if you don't deal with clients directly, we still request you complete this survey. As an employee of WDGPH, your opinion and input is extremely valuable. These questions should take you about five minutes to complete. You choose if you want to participate and that decision will not negatively impact your role as an employee. By choosing to fill out this survey, you allow WDGPH to use your answers to improve clients' future interactions. Your answers will be anonymous, kept private and not linked to you in any way. Data will only be seen by Health Analytics staff and an overall summary will be shared with the agency. You can skip questions you don't want to answer or stop at any time. If you have any questions, please contact Jennifer MacLeod at ext. 4370. Thank you for helping us improve WDGPH services!

### **I agree to participate.**

- Yes
- No

**This section asks about your primary WDGPH office location and work assignment. These questions are asked to ensure full representation across all offices and divisions. The data will not be analyzed by the categories.**

### **My primary office location is:**

- Guelph, Chancellors Way
- Guelph, Shelldale Centre
- Fergus
- Orangeville
- Shelburne
- Mount Forest

**My primary work assignment is in:**

- Human Resources & Corporate Services
- Finance & Corporate Operations
- Family Health & Health Analytics
- Community Health & Wellness
- Health Protection

**Please choose the option that applies best to your role at WDGPH. Place your mouse over each option for help.**

A client is considered any member of the public who uses WDGPH services.\*Please note: this does not include community partners\*

- 
- 

**This section asks about the experience you feel clients have at WDGPH. Please keep in mind the clients' experience with WDGPH as an organization. If you feel there is a particular population or site that may be an exception to the rating you have chosen, please elaborate in the comment box provided.**

**1a) It is easy for clients to:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
reach WDGPH staff by phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
get an appointment or into a class/clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
get to a WDGPH office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**1b) Comment:**

**2a) WDGPH consistently offers services that are:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
welcoming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
respectful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
inclusive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
high quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2b) Comment:**

**This section asks about the support you feel WDGPH has provided you to interact with clients.**

**3a) WDGPH has provided me with the training and tools to:**

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
respond to each clients individual needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
be comfortable interacting with clients daily	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
confidently provide a solution to any issue that may arise when interacting with a client	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3b) Comment:**

**This section asks about the value you place on the client experience at WDGPH.**

**Client satisfaction is a priority in my daily work.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

**I suggest WDGPH services to people I know.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

**I am proud to represent WDGPH.**

- Strongly Disagree
- Somewhat Disagree
- Somewhat Agree
- Strongly Agree

**At WDGPH, we strive to improve the health of the population through high quality services and activities that promote health, protect health, and prevent disease and injury. Work that happens both indirectly and directly with clients is integral to improving the health of the WDG communities and residents. From your perspective, please list up to 3 assets that support the organization to provide a better client experience. This includes anything that would impact a client's experience, both directly and indirectly. Where possible, please provide an example of when this asset encouraged excellent client service.**

Asset:

Example:

Asset:

Example:

Asset:

Example:

**From your perspective, please list up to 3 limitations that hinder the organization from providing a better client experience. This includes anything that would impact a client's experience, both directly and indirectly. Any suggestions for improvement related to the limitations listed are welcomed.**

Limitation:

Solution suggestion:

Limitation:

Solution suggestion:

Limitation:

Solution suggestion:

## Appendix 3

# Survey Response Rates

Client Satisfaction Questionnaire		# of Responses	Response Percentages
Today: - I had a visit with Public Health - I called Public Health	All	434	99.8%
Today, I had a visit with Public Health in:	Visitors	427	99.5%
I had a visit with Public Health today for:	Visitors	418	97.4%
I called Public Health today for:	Callers	3	60%
1a) It was easy for me to: -get an appointment or into a clinic or class	Visitors	425	99.1%
1a) It was easy for me to: - get to the Public Health office	Visitors	421	99.1%
1b) Comment	Visitors	97	22.6%
2a) During my appointment/clinic/class, I felt Public Health staff: respected me	Visitors	423	98.6%
2a) During my appointment/clinic/class, I felt Public Health staff: cared about me	Visitors	421	98.1%
2a) During my appointment/clinic/class, I felt Public Health staff: accepted me for who I am	Visitors	421	98.1%
2a) During my appointment/clinic/class, I felt Public Health staff: listened to me	Visitors	419	97.7%
2b) Comment	Visitors	88	20.5%
3a) Public Health staff helped me with my reason for visiting today.	Visitors	418	97.4%
3b) Comment	Visitors	24	5.6%
1a) It was easy for me to: reach Public Health staff on the phone	Callers	2	40%
1a) It was easy for me to: get an appointment or into a class or clinic	Callers	1	20%
1b) Comment	Callers	0	0
2a) During my call, I felt Public Health staff: respected me	Callers	1	20%
2a) During my call, I felt Public Health staff: cared about me	Callers	1	20%
2a) During my call, I felt Public Health staff: accepted me for who I am	Callers	1	20%

2a) During my call, I felt Public Health staff: listened to me	Callers	1	20%
2b) Comment	Callers	0	0
3a) Public Health staff helped me with my reason for calling today.	Callers	1	20%
3b) Comment	All	0	0
4a) I was satisfied with the help I got today.	All	420	96.6%
4b) Comment	All	16	3.7%
5a) I would suggest Public Health services to people I know.	All	417	95.8%
5b) Comment	All	16	3.7%
welcomed	All	419	96.3%
6a) My overall experience with Public Health made me feel: respected	All	418	96.1%
6a) My overall experience with Public Health made me feel: comfortable	All	418	96.1%
6b) Comment	All	23	5.3%

Employee Opinion Survey	Answered by:	# of Responses	% Response Rate
I agree to participate.	All	79	100%
My primary office location is:	All	75	94.9%
My primary work assignment is in:	All	75	94.9%
Please choose the option that applies best to your role at WDGPH -I interact directly with clients -I interact indirectly with clients	All	74	93.7%
1a) It is easy for clients to: reach WDGPH staff by phone	Interacts with clients	39	90.7%
1a) It is easy for clients to: get an appointment or into a class/clinic	Interacts with clients	39	90.7%
1a) It is easy for clients to: get to a WDGPH office	Interacts with clients	39	90.7%
1b) Comment	Interacts with clients	19	44.2%
2a) WDGPH consistently offers services that are: Welcoming	Interacts with clients	39	90.7%



2a) WDGPH consistently offers services that are: Respectful	Interacts with clients	39	90.7%
2a) WDGPH consistently offers services that are: Inclusive	Interacts with clients	38	88.4%
2a) WDGPH consistently offers services that are: Professional	Interacts with clients	39	90.7%
2a) WDGPH consistently offers services that are: Timely	Interacts with clients	39	90.7%
2a) WDGPH consistently offers services that are: High Quality	Interacts with clients	39	90.7%
2b) Comment	Interacts with clients	5	11.6%
3a) WDGPH has provided me with the training and tools to: respond to each clients individual needs	Interacts with clients	37	86%
3a) WDGPH has provided me with the training and tools to: be comfortable interacting with clients daily	Interacts with clients	38	88.4%
3a) WDGPH has provided me with the training and tools to: confidently provide a solution to any issue that may arise when interacting with a client	Interacts with clients	38	88.4%
3b) Comment	Interacts with clients	5	11.6%
Client satisfaction is a priority in my daily work.	All	68	86.1%
I suggest WDGPH services to people I know.	All	67	84.8%
I am proud to represent WDGPH.	All	68	86.1%
Asset 1	All	34	43%
Example 1	All	24	30.4%
Asset 2	All	23	29.1%
Example 2	All	15	19%
Asset 3	All	14	17.7%
Example 3	All	10	12.7%
Limitation 1	All	36	45.6%
Suggested Solution 1	All	29	36.7%
Limitation 2	All	23	29.1%
Suggested Solution 2	All	20	25.3%
Limitation 3	All	13	16.5%
Suggested Solution 3	All	12	15.2%

## **Fergus Office**

474 Wellington Road #18, Suite 100

## **Guelph Offices**

20 Shelldale Crescent (Shelldale Centre)  
503 Imperial Rd. N. (Water samples only)  
512 Woolwich St. (Administration)

## **Mount Forest Office**

311 Foster St.

## **Orangeville Office**

71 Broadway

## **Shelburne Office (Mel Lloyd Centre)**

167 Centre St.