




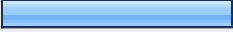
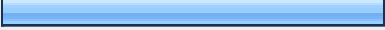
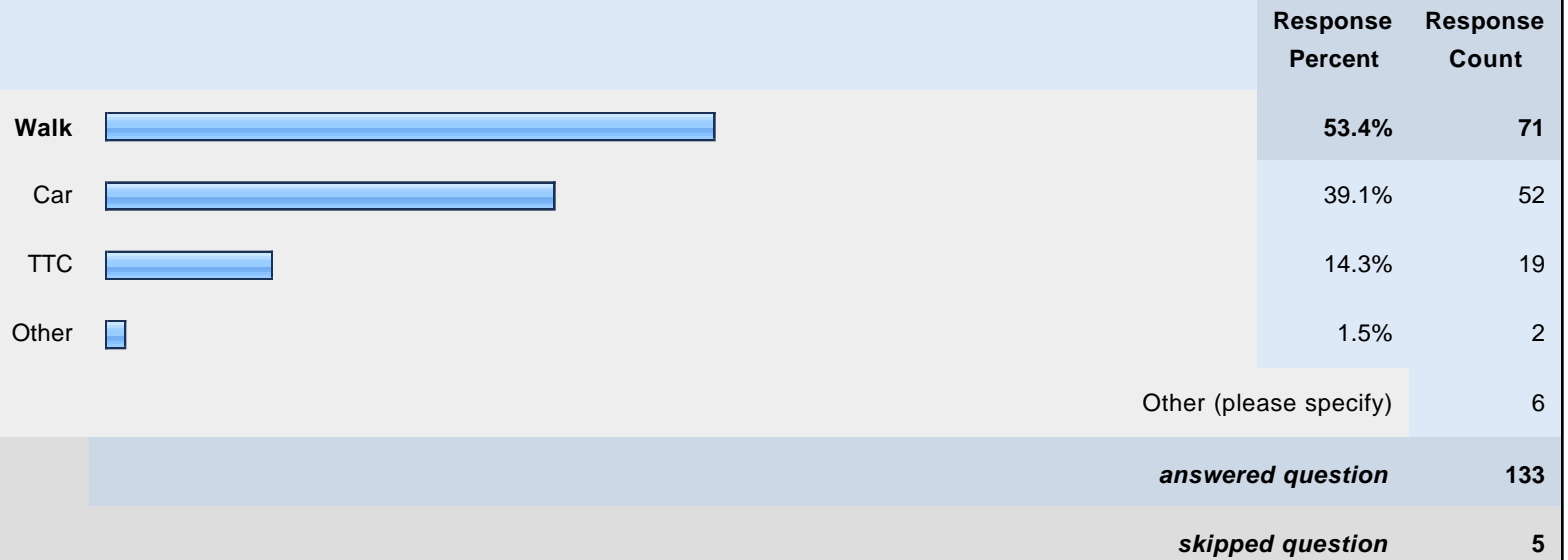


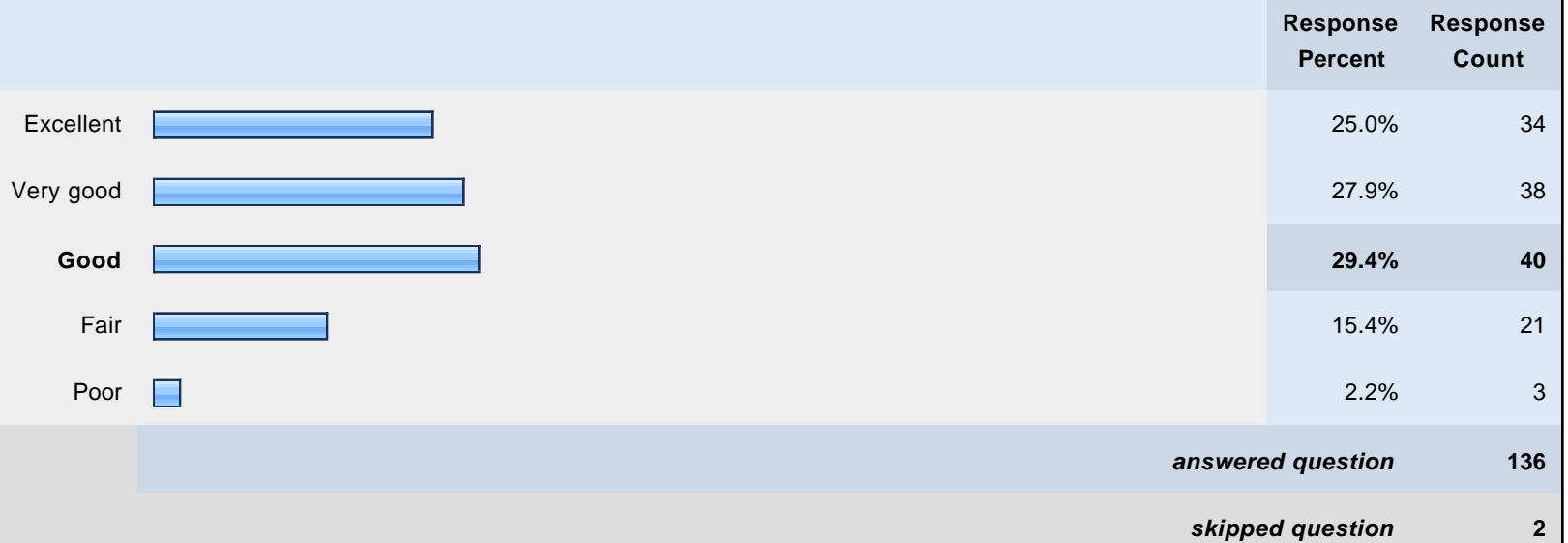
1. How many years have you been receiving services from Stonegate CHC?

	Response Percent	Response Count
Less than 3 months 	4.4%	6
3 to 6 months 	4.4%	6
6 to 12 months 	8.9%	12
12 to 24 months 	6.7%	9
2 to 5 years 	22.2%	30
5 to 10 years 	20.0%	27
10 years or more 	33.3%	45
<i>answered question</i>		135
<i>skipped question</i>		3



2. How do you normally get to the Health Centre for appointments or programs?




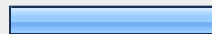
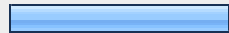

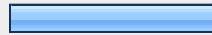

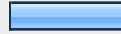

3. In general, how would you rate your overall health now?



4. Are you?

	Response Percent	Response Count
Male 	31.1%	42
Female 	68.9%	93
	<i>answered question</i>	135
	<i>skipped question</i>	3

5. What is your age now?

	Response Percent	Response Count
0 to 11 years	0.0%	0
12 to 18 years 	1.5%	2
19 to 24 years 	17.6%	24
25 to 34 years 	19.1%	26
35 to 44 years 	21.3%	29
45 to 54 years 	17.6%	24
55 to 64 years 	8.8%	12
65 to 74 years 	9.6%	13
75 or older 	4.4%	6

answered question 136

skipped question 2



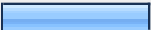

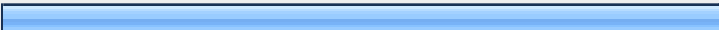
6. What is the highest grade or level of school that you have completed?

	Response Percent	Response Count
Pre-school	0.8%	1
Primary School (grades 1 - 8) or equivalent	6.3%	8
Secondary school (grades 9 - 12) or equivalent	33.9%	43
College or University (diploma or degree)	58.3%	74
Other	0.8%	1
Other (please specify)		5
answered question		127
skipped question		11



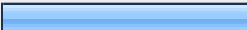


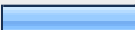


7. Do you require access to services in a language other than English?

	Response Percent	Response Count
Yes (if yes, please check the language below)	3.8%	5
Polish	3.1%	4
Spanish	3.1%	4
Albanian	2.3%	3
Russian	9.2%	12
Ukrainian	4.6%	6
Czech	3.1%	4
No	78.6%	103
Other (please specify)		6
	<i>answered question</i>	131
	<i>skipped question</i>	7



8. What is your household's source of income?

	Response Percent	Response Count
No income 	3.9%	5
Social assistance 	15.7%	20
Retirement pension 	12.6%	16
Other Pension 	4.7%	6
Employment income 	63.0%	80
	<i>answered question</i>	127
	<i>skipped question</i>	11

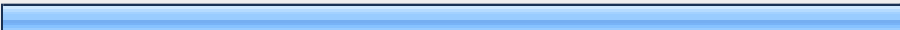
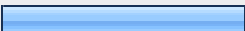
9. What is the amount of household income?

		Response Percent	Response Count
less than \$15,000		18.8%	21
\$15,000 to \$19,999		7.1%	8
\$20,000 to \$29,999		21.4%	24
\$30,000 to \$39,999		9.8%	11
\$40,000 to \$49,999		4.5%	5
\$50,000 to \$59,999		11.6%	13
\$60,000 and over		23.2%	26
other income.		3.6%	4
answered question			112
skipped question			26

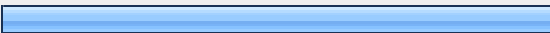
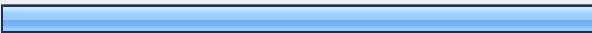
10. Do you rent or own your home in the Stonegate neighbourhood?

	Response Percent	Response Count
rent an apartment/ house/ condo 	68.7%	79
own my own house/condo. 	31.3%	36
Please give us your postal code:		103
answered question		115
skipped question		23

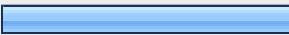

11. Do you have a computer and internet access with e-mail at home?

	Response Percent	Response Count
Yes 	78.9%	105
No 	21.1%	28
answered question		133
skipped question		5



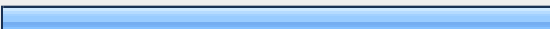
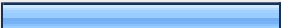
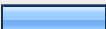








12. Would you like to receive health and other program and service information electronically (e-mail) ?

	Response Percent	Response Count
Yes 	48.2%	53
No 	51.8%	57
If yes, please give us your e-mail address:		46
answered question		110
skipped question		28

13. Have you visited the Stonegate CHC website?

	Response Percent	Response Count
Yes 	25.0%	31
No 	75.0%	93
answered question		124
skipped question		14

14. What do you think are the three most serious problems in the Stonegate Community? (please check only 3)

		Response Percent	Response Count
Low income/poverty		37.5%	42
Lack of social/recreational space for children, families and seniors		28.6%	32
High rents and lack of affordable housing		48.2%	54
Apartment building maintenance and repairs		24.1%	27
Community safety and crime		8.9%	10
Access to health care and other community services		5.4%	6
Environmental issues (air, water, pollution)		12.5%	14
Lack of Public Transit or other transportation issues		5.4%	6
Lack of Dental Services		29.5%	33
Affordable food and groceries		18.8%	21
Employment		13.4%	15
English as a Second Language (ESL) Programs		7.1%	8
Other (please specify)		6.3%	7

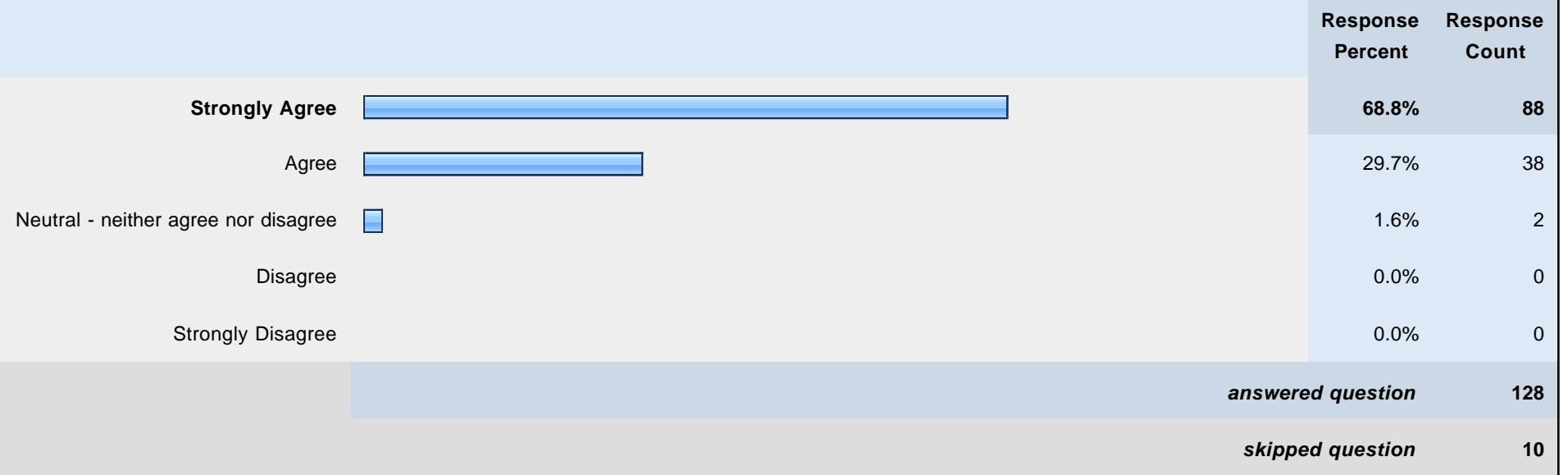
answered question 112

skipped question 26






15. What health care services have you used? (please check all that apply)

	Response Percent	Response Count
Family Doctor	88.3%	113
Nurse Practitioner	64.1%	82
Chiropody (foot care)	32.8%	42
Nutrition Counselling	33.6%	43
Diabetes Care	10.2%	13
Asthma Clinic	17.2%	22
Health Workshops & Events	14.1%	18
	<i>answered question</i>	128
	<i>skipped question</i>	10

16. Overall, I am satisfied with the family medicine and clinical services I receive at Stonegate CHC.








17. I would refer a family member, friend or neighbour to the family practice/medical clinic at Stonegate CHC.

	Response Percent	Response Count
Strongly Agree 	69.6%	87
Agree 	27.2%	34
Neutral - neither agree nor disagree 	1.6%	2
Disagree 	1.6%	2
Strongly Disagree 	0.0%	0
Why or Why not?		53
answered question		125
skipped question		13






18. Please offer any additional comments:

	Response Count
	16
answered question	16
skipped question	122

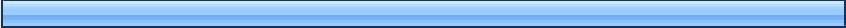



19. I can get an appointment when I need one.

	Response Percent	Response Count
Strongly Agree 	51.2%	65
Agree 	36.2%	46
Neutral - neither agree nor disagree 	4.7%	6
Disagree 	4.7%	6
Strongly Disagree 	3.1%	4
Don't know	0.0%	0
Not Applicable	0.0%	0
answered question		127
skipped question		11

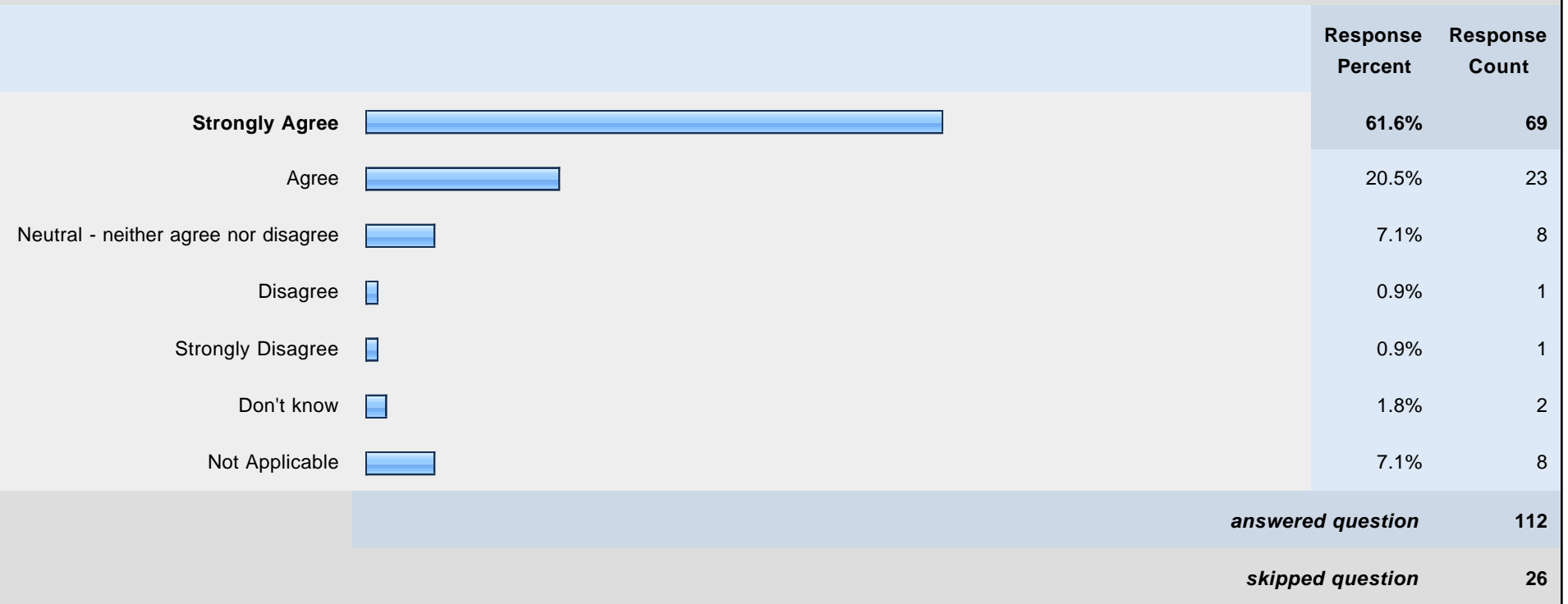
20. The health care staff help me get the services I need at Stonegate CHC or in my community.

	Response Percent	Response Count
Strongly Agree 	64.2%	79
Agree 	29.3%	36
Neutral - neither agree nor disagree 	4.9%	6
Disagree	0.0%	0
Strongly Disagree 	0.8%	1
Don't know	0.0%	0
Not Applicable 	0.8%	1
<i>answered question</i>		123
<i>skipped question</i>		15

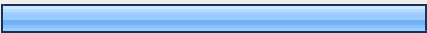




21. The services offered by the health care staff are provided in a language that is comfortable for me.

	Response Percent	Response Count
Strongly Agree 	74.0%	91
Agree 	20.3%	25
Neutral - neither agree nor disagree 	4.1%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable 	1.6%	2
<i>answered question</i>		123
<i>skipped question</i>		15





22. The health care services are provided in a way that is sensitive to my culture.








23. The health care services are delivered in a way that accommodates my physical disability (if applicable).

	Response Percent	Response Count
Strongly Agree 	37.0%	37
Agree 	16.0%	16
Neutral - neither agree nor disagree 	3.0%	3
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	1.0%	1
Not Applicable 	43.0%	43
<i>answered question</i>		100
<i>skipped question</i>		38

24. The health care staff always provide courteous and professional service.

	Response Percent	Response Count
Strongly Agree 	74.6%	91
Agree 	23.0%	28
Neutral 	0.8%	1
Disagree 	1.6%	2
Strongly Disagree	0.0%	0
Don't Know	0.0%	0
Not Applicable	0.0%	0
<i>answered question</i>		122
<i>skipped question</i>		16

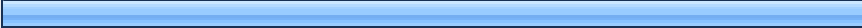




25. The medical receptionists/secretaries always provide courteous and professional service.

	Response Percent	Response Count
Strongly Agree 	71.3%	87
Agree 	24.6%	30
Neutral 	1.6%	2
Disagree 	1.6%	2
Strongly Disagree 	0.8%	1
Don't Know	0.0%	0
Not Applicable	0.0%	0
answered question		122
skipped question		16





26. Please offer any additional comments:

	Response Count
	22
answered question	22
skipped question	116

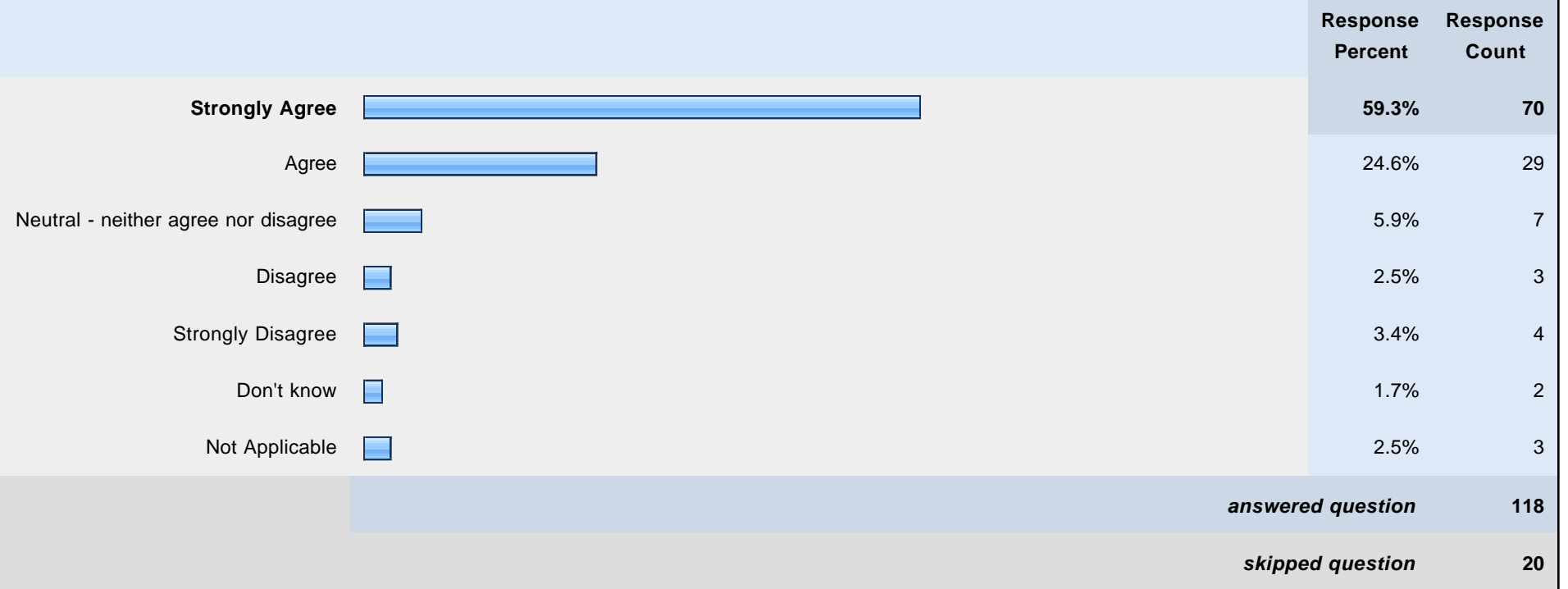
27. My health care providers are easy to talk to and encourage me to ask questions about my health care.

	Response Percent	Response Count
Strongly Agree 	75.6%	96
Agree 	22.0%	28
Neutral - neither agree nor disagree 	0.8%	1
Disagree 	0.8%	1
Strongly Disagree	0.0%	0
Don't know 	0.8%	1
Not Applicable	0.0%	0
<i>answered question</i>		127
<i>skipped question</i>		11

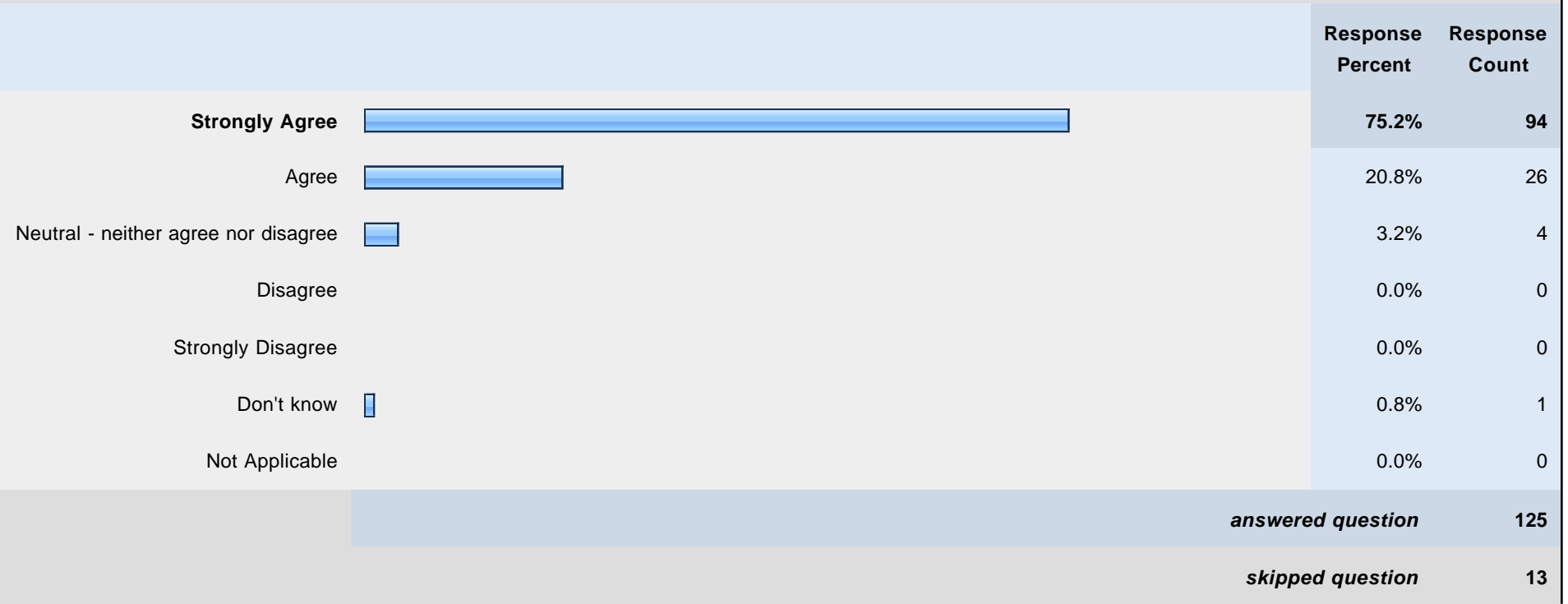
28. My health care providers explain things in a way I can understand.

	Response Percent	Response Count
Strongly Agree 	78.9%	97
Agree 	19.5%	24
Neutral - neither agree nor disagree 	0.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	0.8%	1
Not Applicable	0.0%	0
answered question		123
skipped question		15

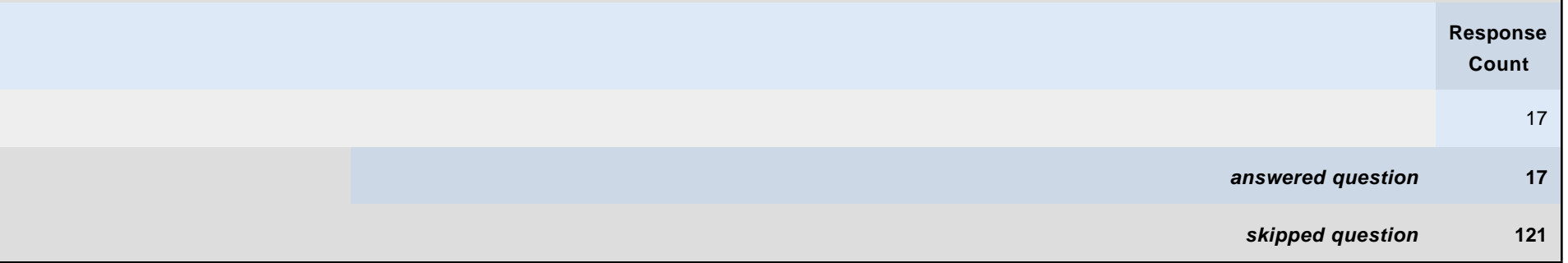
29. I know how to make a suggestion or complaint about something I am concerned about.



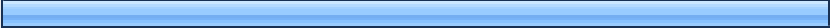


30. I trust that staff will protect the privacy of my health information and will ask me before sharing confidential information about me outside Stonegate CHC.







31. Please offer any additional comments:



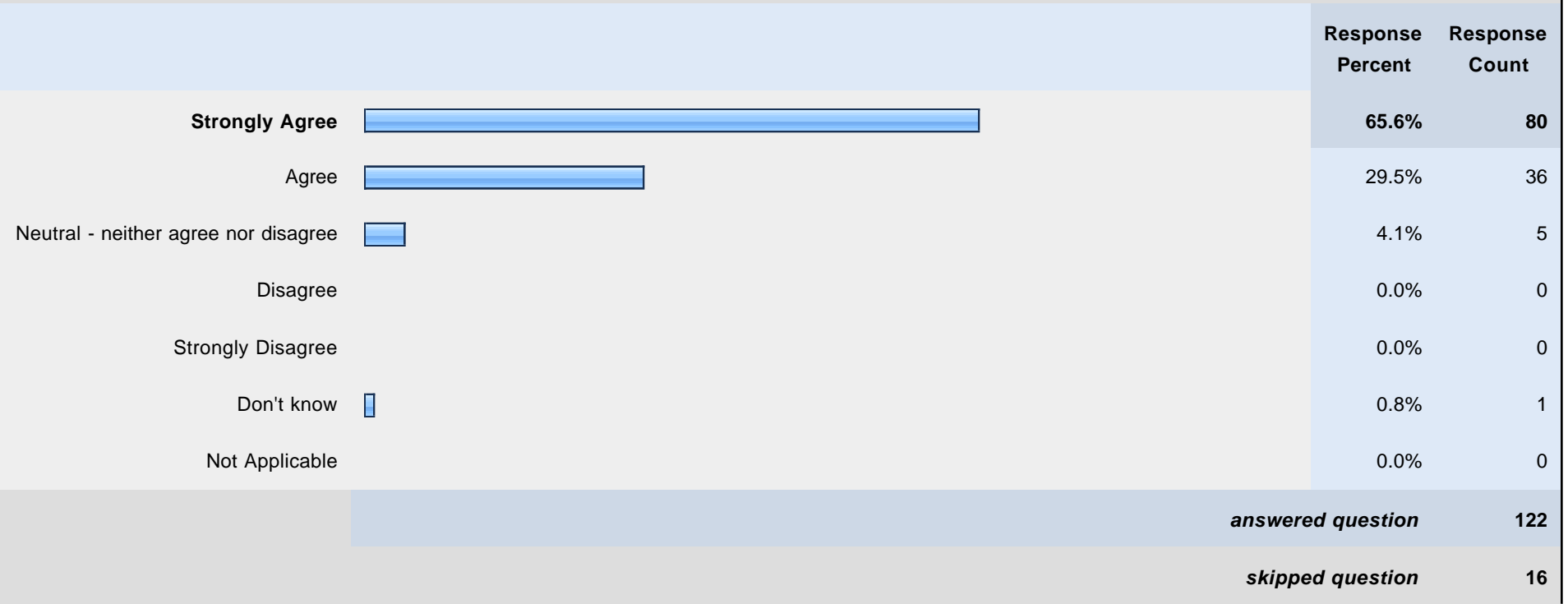
32. My health care providers give me information that I can use to improve my health and well-being.

	Response Percent	Response Count
Strongly Agree 	72.7%	93
Agree 	26.6%	34
Neutral - neither agree nor disagree 	0.8%	1
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know	0.0%	0
Not Applicable	0.0%	0
<i>answered question</i>		128
<i>skipped question</i>		10

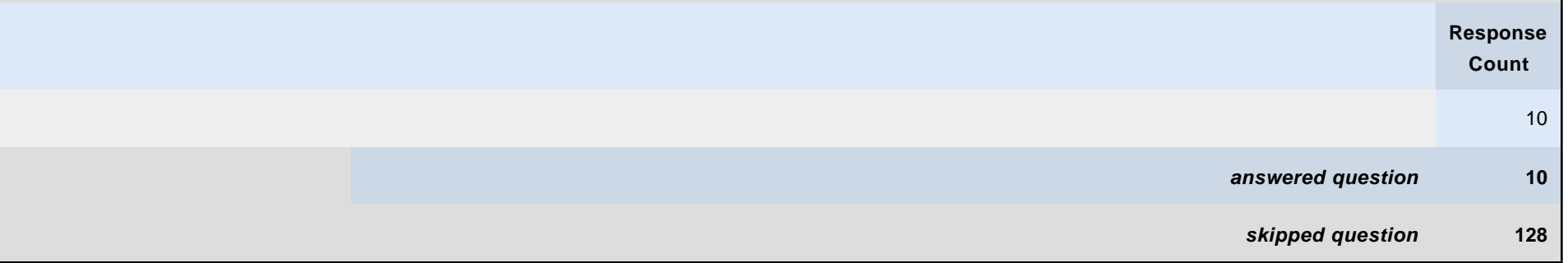
33. My health care providers encourage me to be an active participant in my health care.

	Response Percent	Response Count
Strongly Agree 	65.4%	83
Agree 	29.1%	37
Neutral - neither agree nor disagree 	4.7%	6
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Don't know 	0.8%	1
Not Applicable	0.0%	0
answered question		127
skipped question		11

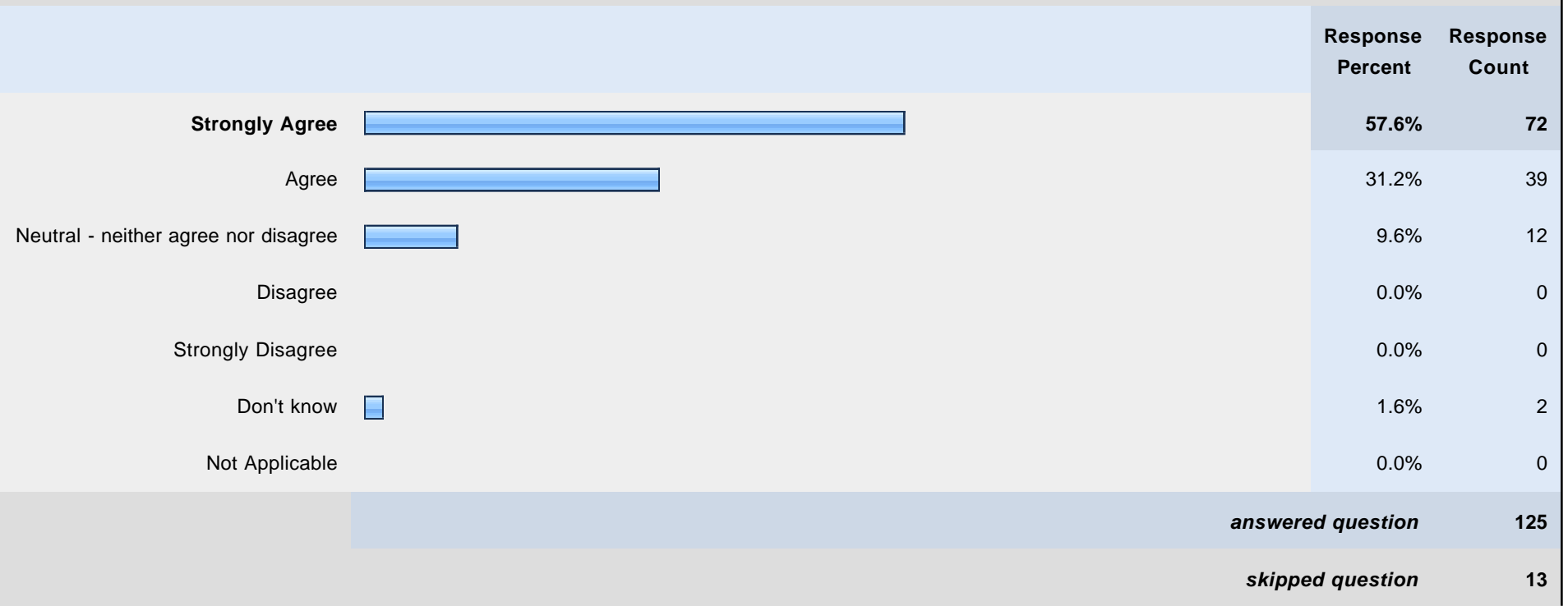
34. The health care services provided by Stonegate CHC are centered on and responsive to my needs.



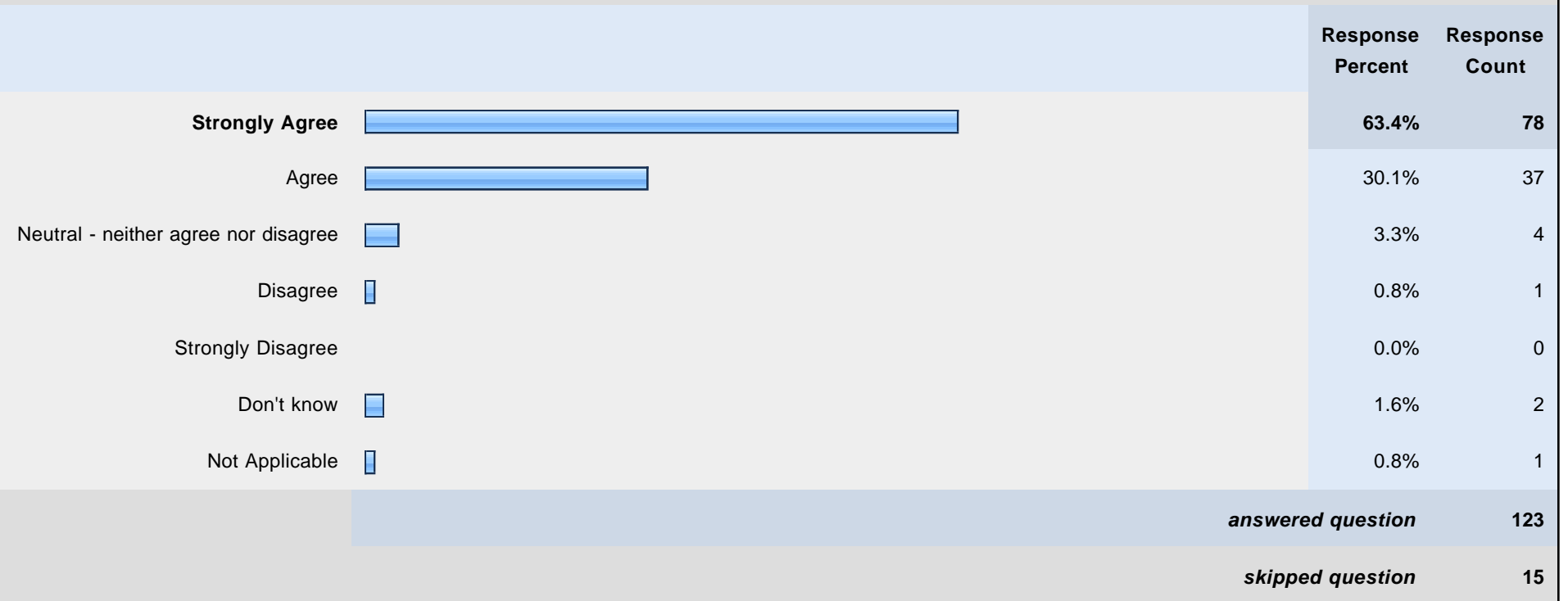
35. Please offer any additional comments:



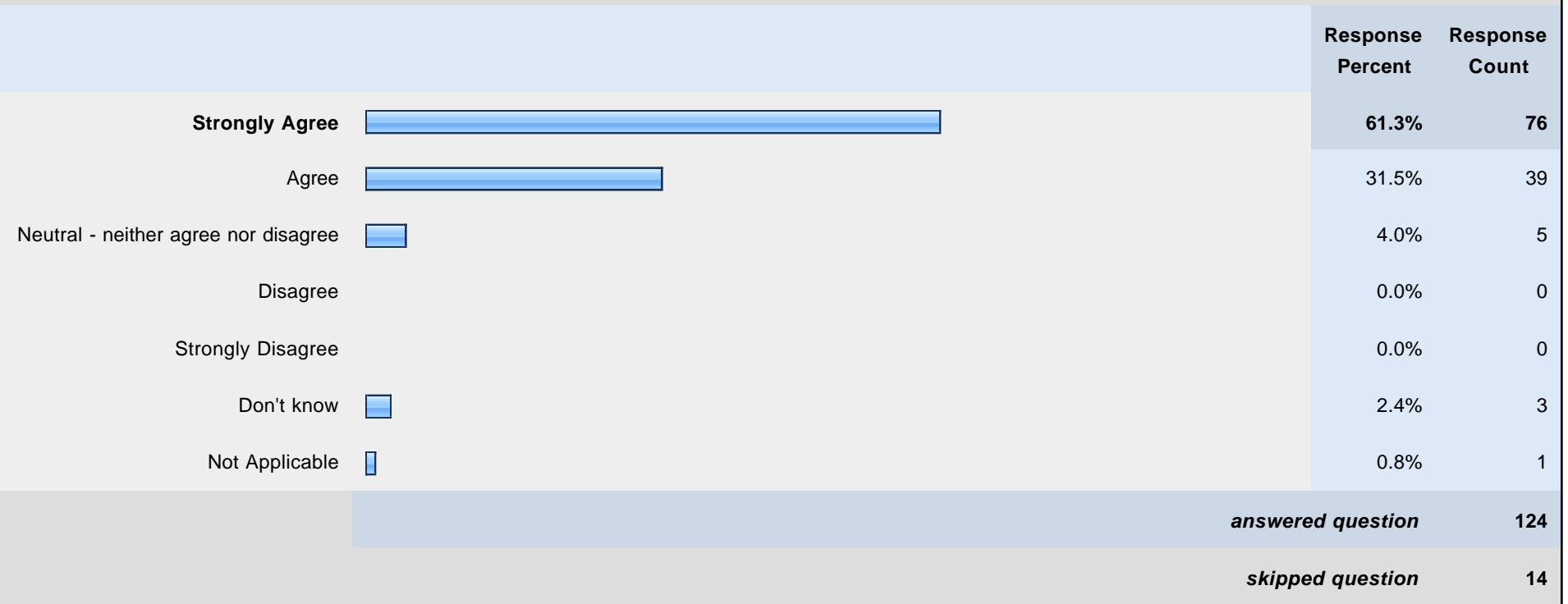
36. I feel my quality of life is better because of the health care services I received from Stonegate CHC.



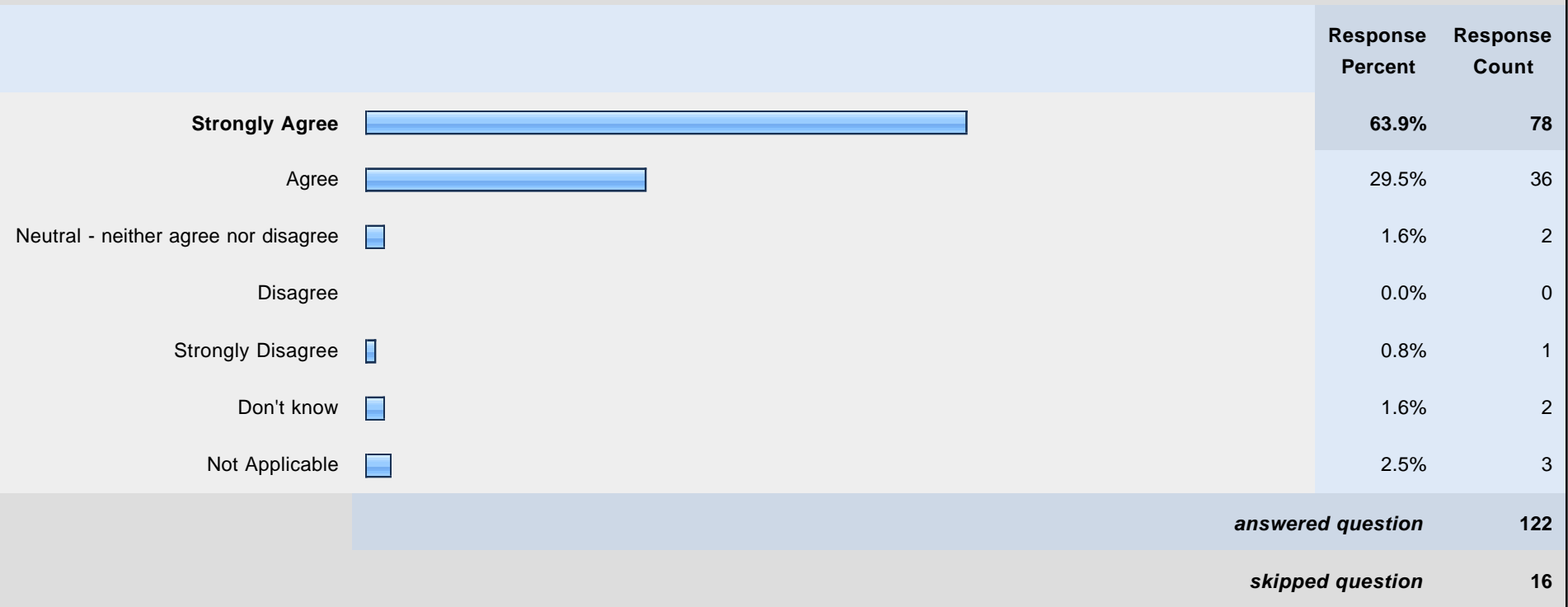
37. The health care services helped me with things I was worried about.



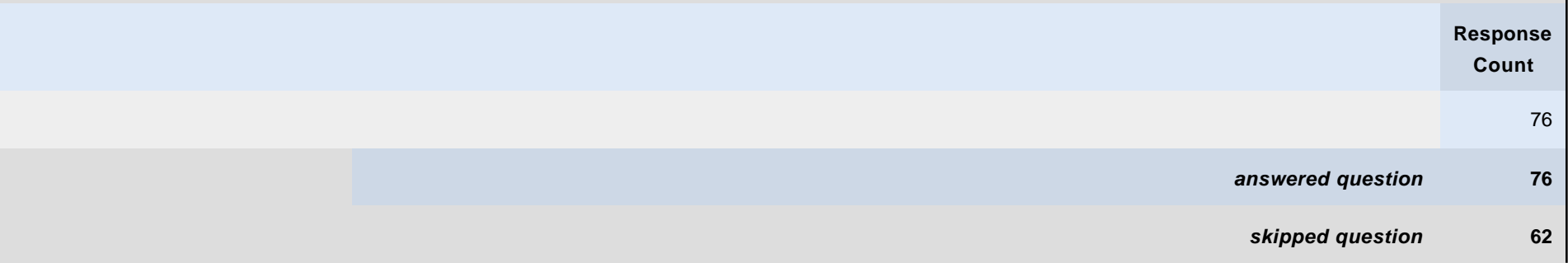
38. The health care services have helped me improve my well-being.



39. Stonegate CHC has a positive impact on the health of our community.



40. In your opinion what is Stonegate CHC doing well?



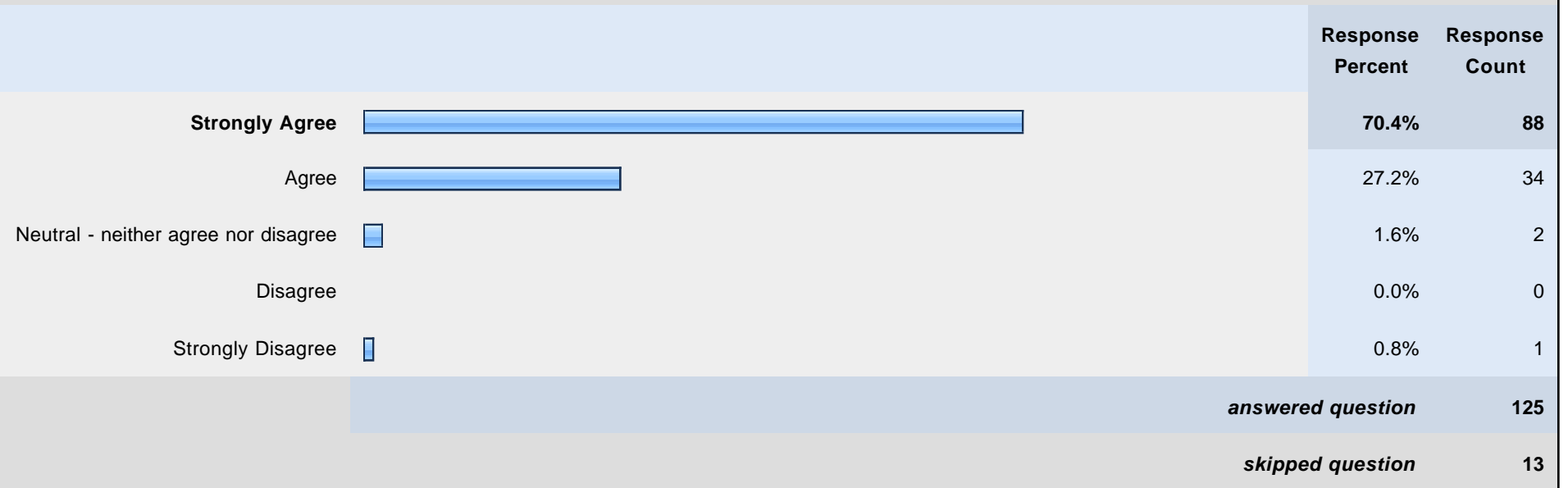
41. In your opinion what would you like to see Stonegate CHC do differently? How can we improve?

	Response Count
	56
<i>answered question</i>	56
<i>skipped question</i>	82

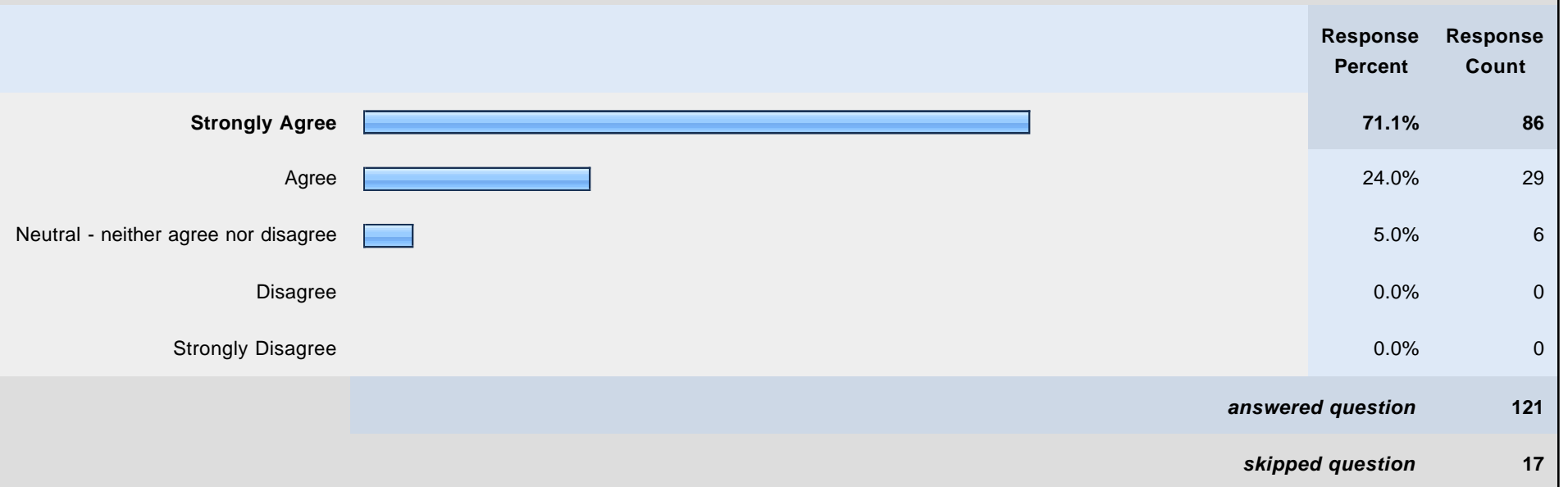
42. Please offer any additional comments:

	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	125






43. The survey was easy to understand.



44. The survey gave me the chance to express my opinions about Stonegate CHC.



45. The survey was about the right length.

	Response Percent	Response Count
Strongly Agree 	63.9%	76
Agree 	31.9%	38
Neutral - neither agree nor disagree 	1.7%	2
Disagree 	1.7%	2
Strongly Disagree 	0.8%	1
<i>answered question</i>		119
<i>skipped question</i>		19

46. Thank you for taking our survey! This is OPTIONAL, but you are welcome to give us your name & telephone number if you would like us to follow-up with you about something:

	Response Count
	57
<i>answered question</i>	57
<i>skipped question</i>	81