



149

Survey Respondents



60% of Clients

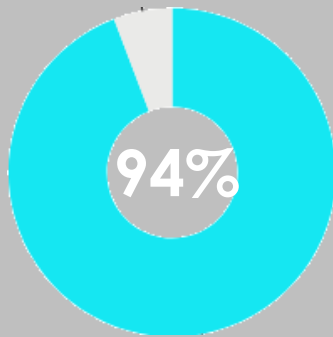
have been using Stonegate for 5 years or more.

What We Do Well

- ✓ Programs & Services
- ✓ Friendly/Professional/Caring Staff

Feedback on Services

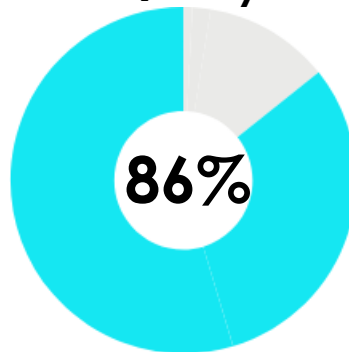
Access



Always felt safe and welcome.

- ✓ **87%** reported that their overall experience accessing the centre was good to excellent.
- ✓ **75%** said the last time they were sick/concerned they received an appointment on the date they wanted.

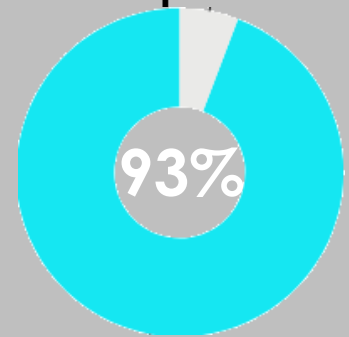
Quality



Reported the quality of care was very good/excellent.

- ✓ **97%** said they would likely refer friends and/or family to Stonegate.
- ✓ **87%** agreed that staff treat clients like an equal when looking at what is best for their life.

Impact



Stonegate helped clients improve their health and well-being.

- ✓ **92%** indicated that Stonegate had a positive impact on their community.
- ✓ **89%** indicated that Stonegate often/always gave them the information that they could use to improve their health and well-being.

What Stonegate Could Improve

- Offering More/Expanding Services and Programs (e.g. open gym, more primary care providers, increase children's programs etc.)
- Reception
- Quicker access to Services