



151

Survey Respondents



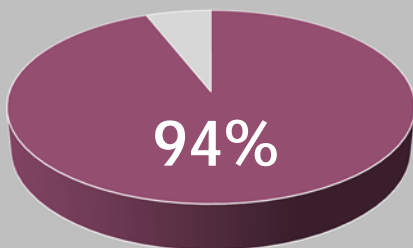
Our average clients use **3 or more** of our services

### What We Do Well

- ✓ Programs & Services
- ✓ Communication/ Outreach/ Customer Service
- ✓ Staff

### Feedback on Services

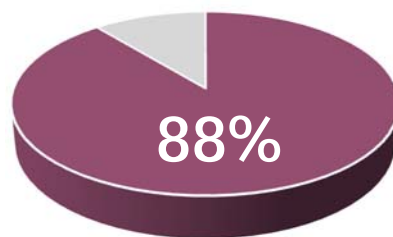
#### Access



Always felt safe and welcome.

- ✓ **94%** reported that their overall experience accessing the centre was good to excellent.
- ✓ **69%** said the last time they were sick/ concerned they received an appointment on the date they wanted.

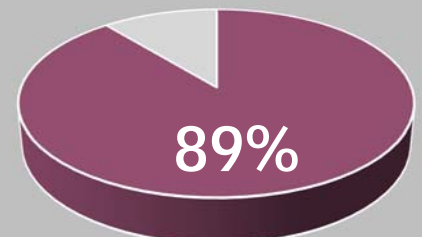
#### Quality



Reported the quality of care was very good/excellent.

- ✓ **90%** of clients were satisfied/very satisfied with the overall with Stonegate's services and programs.
- ✓ **89%** agreed that staff treat clients like an equal when looking at what is best for their life.

#### Impact



Stonegate had a positive impact on clients' mental well-being.

- ✓ **89%** indicated that Stonegate had a positive impact on their community.
- ✓ **93%** indicated that Stonegate helped them improve their health and well-being.

### What Stonegate Could Improve

- Quicker Access to Services (e.g. wait time to get an appointment to long, availability of appointments etc.)
- Parking
- Reception & More Services and Programs