



NL Health Services

Western Zone - Ambulatory Care Client Experience Survey 2022-2023 Regional Results

Respondents

912 surveys were completed by clients receiving ambulatory care services in the Western Zone

Overall Experience

Overall Care
9.0 out of 10

95% would recommend services to friends and family

Key Measures of Care and Services

92% Felt involved in decisions about care and treatment 	96% Surroundings were clean 	26% Received information in writing about health changes 	97% Treated with courtesy and respect 	82% Asked if adequate support was available 	94% Things were explained in a way that was understandable 
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Client Recommendations



-  Explore ways to better communicate wait times to clients
-  Ensure all clients are given enough information in writing about adverse symptoms to monitor for after their visit
-  Ensure clients are given appropriate contact information should they have concerns after their visit
-  Explore opportunities for additional supports when clients utilize virtual care