



NL Health Services

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

Respondents

274 surveys were completed by clients receiving ambulatory care services in one of the five rural health facilities

Overall Experience

Overall Care
9.1 out of 10

96% would recommend services to friends and family

Key Measures of Care and Services

94% Felt involved in decisions about care and treatment 	97% Surroundings were clean 	23% Received information in writing about health changes 	97% Treated with courtesy and respect 	88% Asked if adequate support was available 	96% 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