

# Sampson County Health Department

## Patient Satisfaction Survey Results 2010

263 Surveys Collected

### 1. Why did you come to the Health Department? Please check all that apply.

Recommended by a friend	27%	No other provider	9%
Cost	24%	Location	16%
Convenient Hours	13%	Confidentiality/Privacy	13%
Only place to get the service needed (Example: WIC)			27%

Other (please explain)

- (1%) Job related
- (1%) Vaccinations
- (1%) Referred
- (3%) Always come here
- (1%) To see Mrs. Becky
- (1%) My mother works here
- (2%) Like staff
- (1%) No insurance
- (1%) Child Protective Services
- (1%) Birth Control

### 2. How satisfied are you with the new system of scheduling an appointment to be seen?

Completely Satisfactory	49%	Very Satisfactory	29%	Partially Satisfactory	6%
Very Unsatisfactory	1%	Completely Unsatisfactory	0%	No Opinion	9%

### 3. How would you rate the following services?

	Excellent	Very Good	Good	Fair	Poor	No Response
1. Privacy at check-in	49%	29%	16%	3%	0%	3%
2. Length of time having to wait to be seen?	19%	30%	22%	14%	5%	10%
3. Privacy while being seen	54%	29%	12%	1%	0%	4%

4. Amount of time spent with the staff during visit	41%	31%	19%	4%	1%	4%
5. Education provided	43%	29%	13%	2%	0%	13%
6. Skills of Staff	50%	29%	13%	2%	0%	6%
7. Ways you were treated	58%	24%	12%	2%	1%	3%
8. Quality of care	57%	25%	12%	1%	0%	5%
9. Comfort of building	58%	24%	14%	1%	0%	3%
10. Cleanliness of the building	55%	26%	11%	2%	0%	6%
11. Bulletin Board Display	46%	27%	14%	1%	0%	12%
12. Directional Signals	47%	28%	12%	1%	0%	12%

**4. I had a schedule appointment for today?**

Yes 86% No 4% No response 10%

**I was seen in the following areas today (please check all that apply):**

Adult Health Clinic	17%	Laboratory	4%
Child Health Clinic	5%	Maternal Health Clinic	12%
STD Clinic	4%	Walk –in Clinic	2%
Family Planning Clinic	22%	BCCCP	2%
WIC DEPT	19%	Diabetes	1%
Other	4%	No Response	8%

**5. How satisfactory was your visit?**

Completely Satisfactory 44% Very Satisfactory 29% Partially Satisfactory 4%  
 Very Unsatisfactory 2% Completely Unsatisfactory 0%  
 No Opinion 5% No response 16%

**6. Would you recommend this health dept. to your family or friends?**

Yes 85% No 1% No response 14%

**7. Which of the following best describes your ethnic background?**

Black 30% Hispanic 27% White 25% Native American 1% Asian 0 Other 3%  
 No response 14%

**8. Please check the day of your visit.**

Monday 17%      Tuesday 21%      Wednesday 18%      Thursday 16%      Friday 11%  
No Response 17%

**9. What could have made your visit better?**

- (6% ) Shorter wait time
- (5%) Nothing everything was great
- Food bar
- Move WIC downstairs
- By not rushing
- Accept debit/credit cards
- If the initial person seen at the front window could take some pointers from the nursing staff on how to be pleasant
- Would like to be better informed when calling about issues/concerns

**10. Comments :**

- (5%) Everything was great/excellent/outstanding
- Great/friendly/nice staff
- Need another interpreter/nurses
- Wait time too long
- Quick service & very positive staff
- Knowledgeable and compassionate staff
- Post cost of services
- Thank you for helping low-income patients
- Like the way staff cares for me
- The doctor I saw spent time listening to me, I was very pleased
- Kiki and Veronica were great. They presented themselves very well.
- Like coming to see Mrs. Becky
- Shortest wait time ever. I hope this continues.
- Put TV on a Spanish channel
- Staff provides great attention