

## Advanced Access and Efficiency Workbook: Enhancing Access to Primary Health Care

Patient Experience Survey Tool (With Graphics)

Workbook Reference: Section 7.3

We want your feedback! Please put a 
in the box that best describes what you think about your visit today.

|                        | Very easy | Easy | Somewhat  | Very      | I have not |
|------------------------|-----------|------|-----------|-----------|------------|
|                        |           |      | difficult | difficult | needed     |
|                        |           |      |           |           | medical    |
|                        |           |      | $\Theta$  |           | care       |
| How easy is it for you |           |      |           |           |            |
| to see your primary    |           |      |           |           |            |
| care provider when you |           |      |           |           |            |
| need to?               |           |      |           |           |            |

|                          | Most of  | Some of  | Infrequently | Rarely/never | Does not     |
|--------------------------|----------|----------|--------------|--------------|--------------|
|                          | the time | the time | _            | _            | apply – I    |
|                          |          |          |              |              | seldom visit |
|                          |          |          |              | 6            |              |
| When you visit your      |          |          |              |              |              |
| family practice office   |          |          |              |              |              |
| how often is it well     |          |          |              |              |              |
| organized, efficient and |          |          |              |              |              |
| does not waste your      |          |          |              |              |              |
| time?                    |          |          |              |              |              |

| Comments: |  |  |  |
|-----------|--|--|--|
|           |  |  |  |
|           |  |  |  |
|           |  |  |  |
|           |  |  |  |

Adapted from the <u>Advanced Access and Efficiency Workbook for Primary Care</u> created by Health Quality Ontario (July 2011) and the Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook created by British Columbia's General Practice Services Committee Practice Support Program.