

Program Codes

- HE **Health Education** x
- MH Maternal Health
- FP Family Planning
- CH Child Health
- WIC WIC
- GC General Clinic



Point Value >>> **3** **2** **1** **0**

Total Submissions =		3	Average Rating			
3	2	1	0	Total	Aver	

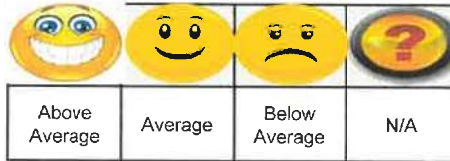
Percent by Question					Sum
3	2	1	0		

? No. ? Code

		3	2	1	0												
Ease of getting service:																	
Q1	APPT	0	0	0	3	0	0	0	0	0	0.00	0%	0%	0%	100%	100%	
Q2	OPER	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Q3	LOC	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Q4	CALL	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Waiting:																	
Q5	TIME	0	0	0	3	0	0	0	0	0	0.00	0%	0%	0%	100%	100%	
Staff:																	
Q6	HELP	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Q7	ANS	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Facility:																	
Q8	NEAT	0	0	0	3	0	0	0	0	0	0.00	0%	0%	0%	100%	100%	
Q9	PRIV	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Q10	RATE	3	0	0	0	9	0	0	0	9	3.00	100%	0%	0%	0%	100%	
Q11	RECOM	How would you rate our overall service?		3	0	9			0			100%			0%	100%	
				3	= YES			NO =	0			100%			0%	100%	
Q12	SERV	Outstanding Service?		Enter on "Staff +'s" Sheet		72	0	0	0	63	21.00						
Q13	ADD	Additional comments		Enter on Comments Sheet						Totals and Overall =		2.10	70%	70%	0%	0%	30%

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- MH Maternal Health
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Point Value >>> **3** **2** **1** **0**

Total Submissions =	13				Average Rating	
3	2	1	0	Total	Aver	

Percent by Question					Sum
3	2	1	0		

? No. ? Code

Q No.	Code	Description	3	2	1	0	Total	Aver	3	2	1	0	Sum		
Ease of getting service:															
Q1	APPT	Ability to get an appointment	13	0	0	0	39	3.00	100%	0%	0%	0%	100%		
Q2	OPER	Hours Health Department is open	12	0	0	0	36	2.77	92%	0%	0%	0%	92%		
Q3	LOC	Convenience of location	13	0	0	0	39	3.00	100%	0%	0%	0%	100%		
Q4	CALL	Prompt return on calls	13	0	0	0	39	3.00	100%	0%	0%	0%	100%		
Waiting:															
Q5	TIME	Served in a timely manner	12	0	0	0	36	2.77	92%	0%	0%	0%	92%		
Staff:															
Q6	HELP	Friendly and helpful to you	12	0	0	0	36	2.77	92%	0%	0%	0%	92%		
Q7	ANS	Answers your questions	12	0	0	0	36	2.77	92%	0%	0%	0%	92%		
Facility:															
Q8	NEAT	Neat and clean building	12	0	1	0	36	2.85	92%	0%	8%	0%	100%		
Q9	PRIV	Comfortable and protects your privacy	13	0	0	0	39	3.00	100%	0%	0%	0%	100%		
Q10	RATE	How would you rate our overall service?	13	0	0	0	39	3.00	100%	0%	0%	0%	100%		
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	12	= YES		NO =	13	36	0	92%			100%	192%	
Q12	SERV	Outstanding Service?	Enter on "Staff +'s" Sheet					411	0	1	0	376	28.92		
Q13	ADD	Additional comments	Enter on Comments Sheet					Totals and Overall =		2.89	98%	96%	0%	1%	0%

Program Codes

- MH Maternal Health
- FP **Family Planning**
- CH Child Health
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Point Value >>>

3 2 1 0

Total Submissions =	5	Average Rating			
3	2	1	0	Total	Aver

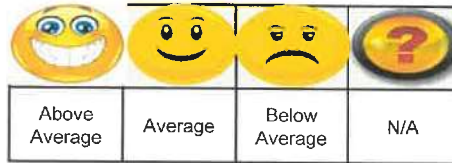
Percent by Question				
3	2	1	0	Sum

? No. ? Code

? No.	? Code	Description	Point Value >>>				Total Submissions =		Average Rating		Percent by Question							
			3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum	
		Ease of getting service:																
Q1	APPT	Ability to get an appointment	3	1	0	0	9	2	0	0	11	2.20	60%	20%	0%	0%	80%	
Q2	OPER	Hours Health Department is open	2	2	0	0	6	4	0	0	10	2.00	40%	40%	0%	0%	80%	
Q3	LOC	Convenience of location	2	2	0	0	6	4	0	0	10	2.00	40%	40%	0%	0%	80%	
Q4	CALL	Prompt return on calls	2	2	0	0	6	4	0	0	10	2.00	40%	40%	0%	0%	80%	
		Waiting:																
Q5	TIME	Served in a timely manner	2	2	0	0	6	4	0	0	10	2.00	40%	40%	0%	0%	80%	
		Staff:																
Q6	HELP	Friendly and helpful to you	3	1	0	0	9	2	0	0	11	2.20	60%	20%	0%	0%	80%	
Q7	ANS	Answers your questions	3	1	0	0	9	2	0	0	11	2.20	60%	20%	0%	0%	80%	
		Facility:																
Q8	NEAT	Neat and clean building	3	1	0	0	9	2	0	0	11	2.20	60%	20%	0%	0%	80%	
Q9	PRIV	Comfortable and protects your privacy	3	1	0	0	9	2	0	0	11	2.20	60%	20%	0%	0%	80%	
Q10	RATE	How would you rate our overall service?	3	0	0	0	9	0	0	0	9	1.80	60%	0%	0%	0%	60%	
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	5	= YES		NO =		15			0		100%			0%	100%	
Q12	SERV	Outstanding Service?	Enter on "Staff +s" Sheet				93	26	0	0	104	20.80						
Q13	ADD	Additional comments	Enter on Comments Sheet				Totals and Overall =						2.08	69%	52%	26%	0%	0%

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Point Value >>>

Above Average	Average	Below Average	N/A
3	2	1	0

Total Submissions =		5	Average Rating		
3	2	1	0	Total	Aver

Percent by Question				
3	2	1	0	Sum

? No. ? Code

Q No.	Code	Description	3	2	1	0	
Ease of getting service:							
Q1	APPT	Ability to get an appointment	3	2	0	0	
Q2	OPER	Hours Health Department is open	2	3	0	0	
Q3	LOC	Convenience of location	2	3	0	0	
Q4	CALL	Prompt return on calls	2	3	0	0	
Waiting:							
Q5	TIME	Served in a timely manner	2	2	0	0	
Staff:							
Q6	HELP	Friendly and helpful to you	0	2	0	0	
Q7	ANS	Answers your questions	3	2	0	0	
Facility:							
Q8	NEAT	Neat and clean building	3	2	0	0	
Q9	PRIV	Comfortable and protects your privacy	3	2	0	0	
Q10	RATE	How would you rate our overall service?	3	2	0	0	
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	5	= YES	NO =	0	
Q12	SERV	Outstanding Service?	Enter on "Staff +'s" Sheet				
Q13	ADD	Additional comments	Enter on Comments Sheet				

9	4	0	0	13	2.60
6	6	0	0	12	2.40
6	6	0	0	12	2.40
6	6	0	0	12	2.40
6	4	0	0	10	2.00
0					
0	4	0	0	4	0.80
9	4	0	0	13	2.60
9	4	0	0	13	2.60
9	4	0	0	13	2.60
15				0	
84	46	0	0	115	23.00
Totals and Overall =				2.30	77%

60%	40%	0%	0%	100%
40%	60%	0%	0%	100%
40%	60%	0%	0%	100%
40%	60%	0%	0%	100%
40%	40%	0%	0%	80%
0%	40%	0%	0%	40%
60%	40%	0%	0%	100%
60%	40%	0%	0%	100%
60%	40%	0%	0%	100%
100%			0%	100%
46%	46%	0%	0%	

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Point Value >>> **3** **2** **1** **0**

Total Submissions =	3	Average Rating			
3	2	1	0	Total	Aver

Percent by Question				
3	2	1	0	Sum

? No. ? Code

		3	2	1	0			3	2	1	0	Sum					
Ease of getting service:																	
Q1	APPT	Ability to get an appointment	3	1	0	0	9	2	0	0	11	3.67	100%	33%	0%	0%	133%
Q2	OPER	Hours Health Department is open	2	0	0	0	6	0	0	0	6	2.00	67%	0%	0%	0%	67%
Q3	LOC	Convenience of location	2	0	0	0	6	0	0	0	6	2.00	67%	0%	0%	0%	67%
Q4	CALL	Prompt return on calls	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Waiting:																	
Q5	TIME	Served in a timely manner	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Staff:																	
Q6	HELP	Friendly and helpful to you	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Q7	ANS	Answers your questions	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Facility:																	
Q8	NEAT	Neat and clean building	3	1	0	0	9	2	0	0	11	3.67	100%	33%	0%	0%	133%
Q9	PRIV	Comfortable and protects your privacy	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Q10	RATE	How would you rate our overall service?	2	1	0	0	6	2	0	0	8	2.67	67%	33%	0%	0%	100%
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	3	= YES	NO =	0	9			0			100%				100%
Q12	SERV	Outstanding Service?	Enter on "Staff +'s" Sheet				75	16	0	0	82	27.33					
Q13	ADD	Additional comments	Enter on Comments Sheet										73%	27%	0%	0%	
						Totals and Overall =		2,73		91%							

Family Planning Comments:

Would you recommend Northampton Co. Health Dept. to others:	Yes (3 responses)
Do you have any suggestions on how to make your experience better	No recommendations noted
Additional Comments	None
How did you hear about us? Newspaper ad, friend, flyer, etc.	Family member, friend

General Clinic Comments:

Would you recommend Northampton Co. Health Dept. to others:	Yes (13 responses)
Do you have any suggestions on how to make your experience better	No recommendations noted
Additional Comments	It was a great experience, friendly staff and very helpful
How did you hear about us? Newspaper ad, friend, flyer, etc.	Family member, friend, Google

Child Health Comments:

Would you recommend Northampton Co. Health Dept. to others:	Yes (5 responses)
Do you have any suggestions on how to make your experience better	No recommendations noted
Additional Comments	Fast, friendly service
How did you hear about us? Newspaper ad, friend, flyer, etc.	Friends and family

Maternity Health Comments:

Would you recommend Northampton Co. Health Dept. to others	Yes (4 responses)
Do you have any suggestions on how to make your experience better	No recommendations noted
Additional Comments	No recommendations noted
How did you hear about us? Newspaper ad, friend, flyer, etc.	Family, friends, Google

Health Education Comments:

Would you recommend Northampton Co. Health Dept. to others:	Yes (3 responses)
Do you have any suggestions on how to make your experience better	No recommendations noted
Additional Comments	Fast, friendly service
How did you hear about us? Newspaper ad, friend, flyer, etc.	Friends and family