

April 2017 Client Satisfaction Survey

Did anyone provide outstanding service?

- Judy Hale (16) Very cooperative and helpful
- Rosemary (7)
- Anne (8) A very nice and respectful lady
- Regina
- Nurse
- Birdie Always nice
- Nurse Helen
- Dixie
- Intake worker
- Front desk (4)
- Sheila Person (5) She always makes me feel so welcomed. She helped me when I wasn't even interested in getting WIC.
- Gloria Vaughan
- Everyone (10)
- Yes, everyone at Gaston location
- Catherine (3)
- Julie
- The workers
- WIC staff

Additional Comments

- Very good today!
- Every time I come here whether it's front desk or in the clinic, I always get good caring service.
- Thank you!
- Love you guys!
- I love WIC. I hate it's got to end in two years.
- I'm grateful of the service you all provide.
- All staff is professional and great to work with.
- I've been coming here for a long time and never had a problem.
- Thank you for being nice and friendly for every visit I've had.
- Thanks for providing me with GREAT service! You guys are the best!
- The whole staff is very professional and prompt with services. I always love coming here. Been coming here for over 30 years and not changing.
- Everyone we come into contact with were above average.

- Nice people
- Very sweet ladies (Rosemary and Mrs Anne) Would not trade them for the world. And the supervisor Julie.
- Northampton County Health Department is a nice neat place with kind and sweet people.

How did you hear about us?

- A friend (11)
- Mother (3)
- Sister (1)
- Health Department (1)
- With WIC already
- Other (1)
- The clinic workers
- Walk-in to clinic
- Doctors

Northampton County Health Department Client Satisfaction Survey Results Comparison Report
April 2017

Program	Sept. 2016	Number of Surveys Collected	April-17	Number of Surveys Collected
Adult Health/BCCCP	86%	4	87%	7
Child Health	91%	18	94%	10
Family Planning	91%	17	91%	21
General Clinic	90%	24	95%	13
Maternity Health	94%	13	85%	12
WIC	89%	24	90%	22
Total	90.16%	100	91.33%	85

- EH Environmental Health
- MH Maternal Health
- FP Family Planning
- CH Child Health
- WIC Women, Infant, and Children
- GC General Clinic
- BCCCP Breast and Cervical Cancer Program



? No. ? Code Point Value >>>

BCCCP

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

Total Submissions =		Average Rating				
3	2	1	0	Total	Aver	
15	4	0	0	19	2.71	
15	4	0	0	19	2.71	
15	4	0	0	19	2.71	
15	4	0	0	19	2.71	
6	6	2	0	14	2.00	
0	0	0	0	0	0	
12	6	0	0	18	2.57	
12	6	0	0	18	2.57	
12	6	0	0	18	2.57	
12	6	0	0	18	2.57	
12	6	0	0	18	2.57	
12	6	0	0	18	2.57	
18	2	0	0	20	2.86	
21	0	0	0	21	2.86	
153	48	2	0	182	26.00	
Totals and Overall =					2.60	87%

Percent by Question

3	2	1	0	Sum
71%	29%	0%	0%	100%
71%	29%	0%	0%	100%
71%	29%	0%	0%	100%
71%	29%	0%	0%	100%
29%	43%	29%	0%	100%
0	0	0	0	0
57%	43%	0%	0%	100%
57%	43%	0%	0%	100%
57%	43%	0%	0%	100%
57%	43%	0%	0%	100%
57%	43%	0%	0%	100%
57%	43%	0%	0%	100%
86%	14%	0%	0%	100%
100%	0%	0%	0%	100%
63%	34%	3%	0%	100%

Enter on "Staff +s" Sheet
Enter on Comments Sheet

- EH Environmental Health
- MH Maternal Health
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- CH Child Health
- WIC Women, Infant, and Children
- GC General Clinic
- BCCCP Breast and Cervical Cancer Program



CH

Point Value >>>

Total Submissions =				Average Rating			
3	2	1	0	3	2	1	0
10	0	0	0	30	0	0	0
7	3	0	0	21	6	0	0
8	2	0	0	24	4	0	0
8	2	0	0	24	4	0	0
6	4	0	0	18	8	0	0
8	2	0	0	24	4	0	0
10	0	0	0	30	0	0	0
8	2	0	0	24	4	0	0
10	0	0	0	30	0	0	0
8	2	0	0	24	4	0	0
8	2	0	0	24	4	0	0
10	0	0	0	30	0	0	0
10	0	0	0	30	0	0	0
279	34	0	0	283	2.83	94%	

? No. ? Code

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

Enter on "Staff +s" Sheet
Enter on Comments Sheet

Percent by Question

3	2	1	0	Sum
100%	0%	0%	0%	100%
70%	30%	0%	0%	100%
80%	20%	0%	0%	100%
80%	20%	0%	0%	100%
60%	40%	0%	0%	100%
0	0	0	0	0
80%	20%	0%	0%	100%
100%	0%	0%	0%	100%
80%	20%	0%	0%	100%
80%	20%	0%	0%	100%
100%	0%	0%	0%	100%
100%	0%	0%	0%	100%
83%	17%	0%	0%	

Totals and Overall = 2.83 94%

- EH Environmental Health
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FP Point Value >>>

? No. ? Code

Q1	APPT	Ability to get an appointment	16	5	0	0	0	
Q2	OPER	Hours Health Department is open	15	6	0	0	0	
Q3	LOC	Convenience of location	18	3	0	0	0	
Q4	CALL	Prompt return on calls	15	4	1	1	0	
Q5	TIME	Served in a timely manner	12	9	0	0	0	
Q6	HELP	Friendly and helpful to you	17	4	0	0	0	
Q7	ANS	Answers your questions	17	4	0	0	0	
Q8	NEAT	Neat and clean building	16	5	0	0	0	
Q9	PRIV	Comfortable and protects your privacy	18	1	1	1	0	
Q10	RATE	How would you rate our overall service?	16	5	0	0	0	
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	21	= YES		NO = 0		
Q12	SERV	Outstanding Service?	Enter on "Staff +s" Sheet					543
Q13	ADD	Additional comments	Enter on Comments Sheet					92

Total Submissions =				Average Rating			
3	2	1	0	3	2	1	0
48	10	0	0	58	2.76	21	0
45	12	0	0	57	2.71		
54	6	0	0	60	2.86		
45	8	1	0	54	2.57		
36	18	0	0	54	2.57		
0							
51	8	0	0	59	2.81		
51	8	0	0	59	2.81		
48	10	0	0	58	2.76		
54	2	1	0	57	2.71		
48	10	0	0	58	2.76		
63							
543	92	2	0	574	27.33		
Totals and Overall =				2.73	91%		

Percent by Question			
3	2	1	0
76%	24%	0%	0%
71%	29%	0%	0%
86%	14%	0%	0%
71%	19%	5%	5%
57%	43%	0%	0%
0			
81%	19%	0%	0%
81%	19%	0%	0%
76%	24%	0%	0%
86%	5%	5%	5%
76%	24%	0%	0%
100%			
76%	22%	1%	1%

Total Submissions =				Average Rating			
3	2	1	0	3	2	1	0
48	10	0	0	58	2.76	21	0
45	12	0	0	57	2.71		
54	6	0	0	60	2.86		
45	8	1	0	54	2.57		
36	18	0	0	54	2.57		
0							
51	8	0	0	59	2.81		
51	8	0	0	59	2.81		
48	10	0	0	58	2.76		
54	2	1	0	57	2.71		
48	10	0	0	58	2.76		
63							
543	92	2	0	574	27.33		
Totals and Overall =				2.73	91%		

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Point Value >>>

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

GC

? No. ? Code

Q1	APPT	Ease of getting service:	Ability to get an appointment	12	1	0	0	0
Q2	OPER	Hours Health Department is open	8	5	0	0	0	0
Q3	LOC	Convenience of location	11	2	0	0	0	0
Q4	CALL	Prompt return on calls	10	3	0	0	0	0
Q5	TIME	Waitings:						
		Served in a timely manner	10	3	0	0	0	0
Q6	HELP	Staff:						
		Friendly and helpful to you	12	1	0	0	0	0
Q7	ANS	Answers your questions	12	1	0	0	0	0
Q8	NEAT	Facility:						
		Neat and clean building	11	2	0	0	0	0
Q9	PRIV	Comfortable and protects your privacy	11	2	0	0	0	0
Q10	RATE	How would you rate our overall service?	12	1	0	0	0	0
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	13	= YES	NO =	0	0	0

Enter on "Staff +s" Sheet

Enter on Comments Sheet

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

Percent by Question		Average Rating			
3	2	1	0	Total	Aver
92%	8%	0%	0%	38	2.92
62%	38%	0%	0%	34	2.62
85%	15%	0%	0%	37	2.85
77%	23%	0%	0%	36	2.77
77%	23%	0%	0%	36	2.77
0				38	2.92
92%	8%	0%	0%	38	2.92
85%	15%	0%	0%	38	2.92
100%				0	
100%				39	2.85
100%				37	2.85
100%				38	2.92
100%				38	2.92
100%				39	2.85

Totals and Overall =	
366	28.38
42	0
0	0
0	0
2.84	95%

Enter on Comments Sheet

Program Codes

- EH Environmental Health
- MH Maternal Health
- FP Family Planning
- CH Child Health
- WIC Women, Infant, and Children
- GC General Clinic
- BCCCP Breast and Cervical Cancer Program



MH

Point Value >>>

? No. ? Code

Ease of getting service:	
Q1	APPT Ability to get an appointment
Q2	OPER Hours Health Department is open
Q3	LOC Convenience of location
Q4	CALL Prompt return on calls
Waiting:	
Q5	TIME Served in a timely manner
Staff:	
Q6	HELP Friendly and helpful to you
Q7	ANS Answers your questions
Facility:	
Q8	NEAT Neat and clean building
Q9	PRIV Comfortable and protects your privacy
Q10	RATE How would you rate our overall service?
Q11	RECOM Recommend to others 1 =Yes, 2 =No

Enter on "Staff +s" Sheet
Enter on Comments Sheet

Total Submissions =		Average Rating		
3	2	1	0	Aver
15	12	1	0	28
21	10	0	0	31
21	10	0	0	31
18	12	0	0	30
21	6	2	0	29
0				2.42
21	10	0	0	31
21	10	0	0	31
24	8	0	0	32
24	8	0	0	32
21	10	0	0	31
36				0
243	96	3	0	306
Totals and Overall =				2.55
				85%

		Percent by Question		
3	2	1	0	Sum
42%	50%	8%	0%	100%
58%	42%	0%	0%	100%
58%	42%	0%	0%	100%
50%	50%	0%	0%	100%
58%	25%	17%	0%	100%
0				
58%	42%	0%	0%	100%
58%	42%	0%	0%	100%
67%	33%	0%	0%	100%
67%	33%	0%	0%	100%
58%	42%	0%	0%	100%
100%				
58%	40%	3%	0%	

12	12	1	0	28	2.33
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Enter on "Staff +s" Sheet

Enter on Comments Sheet

Enter on "Staff +s" Sheet

Enter on Comments Sheet

- Program Codes
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Point Value >>>	3	2	1	0
Above Average				
Average				
Below Average				
N/A				

WIC

? No.	? Code	Point Value >>>	3	2	1	0	Average Rating	Percent by Question						
			Submissions =											
			3	2	1	0	Total	Aver						
Ease of getting services:														
Q1	APPT	Ability to get an appointment	18	4	0	0	62	2.82	82%	18%	0%	0%	100%	
Q2	OPER	Hours Health Department is open	13	9	0	0	57	2.59	59%	41%	0%	0%	100%	
Q3	LOC	Convenience of location	17	5	0	0	61	2.77	77%	23%	0%	0%	100%	
Q4	CALL	Prompt return on calls	14	8	0	0	58	2.64	64%	36%	0%	0%	100%	
Waitings:														
Q5	TIME	Served in a timely manner	11	11	0	0	55	2.50	50%	50%	0%	0%	100%	
Staff:														
Q6	HELP	Friendly and helpful to you	17	5	0	0	61	2.77	77%	23%	0%	0%	100%	
Q7	ANS	Answers your questions	17	5	0	0	61	2.77	77%	23%	0%	0%	100%	
Facility:														
Q8	NEAT	Neat and clean building	17	5	0	0	61	2.77	77%	23%	0%	0%	100%	
Q9	PRIV	Comfortable and protects your privacy	17	5	0	0	61	2.77	77%	23%	0%	0%	100%	
Q10	RATE	How would you rate our overall service?	15	7	0	0	59	2.68	68%	32%	0%	0%	100%	
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	22	7	0	0	59	2.68	68%	32%	0%	0%	100%	
Q12	SERV	Outstanding Service?	= YES				NO =	0		100%				0%
Q13	ADD	Additional comments	534	128	0	0	596	27.09	71%	29%	0%	0%	0%	
			Totals and Overall =				2.71	90%						

Enter on "Staff +s" Sheet
 Enter on Comments Sheet