**Family First Health**

**Patient Experience Survey**

**June 15th – July 24th, 2015**

It should be noted that, although, 4,891 respondents participated in this survey, respondents were free to answer whichever question(s) they desired. Thus, 4,891 responses are not necessarily given for each question. In comparing the survey administration in November and December of 2014 to the most recent, the number of responses increased from 4,654 or at a rate of 5.1%.

A total of 4,665 respondents completed this question (226 skipped). Of the 4,665 respondents, the majority (887 or 19%) were between the ages of 0-17 years of age. The 45-54 age range recorded 831 responses, while the 25-34 age range collected 821 responses. There was an increase in the number of responses for each age range except for the 18-24 and 35-44 age ranges. Overall, there was a 3.6% increase in the number of responses to this question over the previous survey administration.

A total of 4,603 out of 4,891 respondents answered the gender survey question. Males recorded 1,549 responses, and females recorded 3,054 (66%) of the responses. A total of 288 survey respondents opted to skip this question. There was a 3.4% increase in the number of responses to this question over the previous survey administration, and a 6.7% increase in the number of female responses.

The chart above indicates the FFH site in which the respondents visited. All 4,891 survey respondents answered this question. Nearly 37% of respondents visited the GSC for medical services, and 50% of respondents visited the GSC for medical or dental services. The number of respondents increased at five of our eight sites from the previous survey administration.

The chart above is representative of the respondents experience with FFH staff, receiving care, and wait time. Eight different survey questions were asked. For each of the survey question, a rating of “Excellent” or “Very Good” was given by the majority of respondents. The three most highly-rated categories include the convenience of the office location, the hours in which the office is open, and how quickly an appointment could be scheduled. The category that received the least amount of “Excellent” and “Very Good” ratings, “Referrals to specialists by your provider,” most likely didn’t apply to each respondent, as only 3,999 opted to answer this question.

The chart located above indicates the respondents experience with FFH staff. Six survey questions are measured in this chart. A response of “Excellent” or “Very Good” was given at least 99% of the time for five out of the six questions. The survey question, “The Nurse, Dental Hygienist, or Medical Assistant answered my questions” was given an “Excellent” or “Very Good” rating by 97% of survey respondents.

The bar chart above also measures the respondents experience with FFH staff. Seven survey questions were asked, and the results, again, were extremely positive. For each survey question, a response of “Excellent” or “Very Good” was given 99% of the time for four out of the seven questions. A rating of “Excellent” or “Very Good” was given 93% of the time when the respondent was asked if “Other staff members introduced themselves.” A rating of “Excellent” or “Very Good” was given 96% of the time when the respondent was asked if “Other staff members were able to answer their questions.”

In comparing FFH sites, it’s evident that, overall, patients had a positive experience. This was the case in previous years as well. Patients at the FFH Hannah Penn location were particularly pleased with how quickly they were able to schedule an appointment, getting through on the phone when the office is called, and the convenience of the office location.

Overall, patient experience with FFH staff is extremely positive. In the chart above, each FFH site is compared. Lewisberry and Hannah Penn had slightly higher ratings for each survey question stated above. This could be attributed to the patient flow at Hannah Penn and Lewisberry, which isn’t quite as high as other sites, leaving FFH staff with the opportunity to spend more time with a patient. Average ratings

**Patient Comments Included:**

**George Street Medical**

* A very comfortable and clean facility, excellent services.
* I've been coming here for a very long time and would strongly recommend Family First Health.

**George Street Dental**

* Wonderful facility. Very positive and professional staff.
* Everyone was kind, polite, and very nice. It was a wonderful visit.

**Hanover Medical**

* Keep up what you’re doing, it’s great.
* None. The staff is wonderful. They make you feel like family.

**Hanover Dental**

* Staff worked very well with child! Thank you.
* All the staff are really good to me and always seem to make time for me.

**Gettysburg Medical**

* I like everyone at this establishment - everyone is very helpful, knowledgeable, & professional. I recommend it often.
* Everything was wonderful Keep doing the good work that you are doing.

**Gettysburg Dental**

* Everyone was super friendly and went beyond my expectations. Everyone explained thing very thoroughly. By far the best dental office I've visited! Awesome dentist too!
* I give thanks to everyone working at this health facility and the excellent services.

**Lewisberry**

* None. Amazing doctor's office!!
* Great doctors, friendly staff. Love it here.

**Hannah Penn**

* The Hannah Penn Medical Center is wonderful. The staff is friendly, and I am so happy as a patient!
* I love my doctor and will not go anywhere else.

**Patient Complaints:**

* We always spend a minimum of one & half hour, mostly waiting. However, all the staff are friendly, professional, and good
* Did not happen today, but it would be nice if everybody is not scheduled at the same time with the same doctors. People complain too much about it
* Shorter times or waiting times when coming in for an appointment. Last couple times here waited 1 hr.
* Fix the phone system!! Too many disconnections!!
* Handicapped parking nearby is inadequate

**Suggested areas for improvement from patients:**

* Increase in the number of providers
* Evening hours
* Parking situation at GSC
* Improve call wait time
* Drinking water available for patients
* Grace period for patients arriving for appointments