

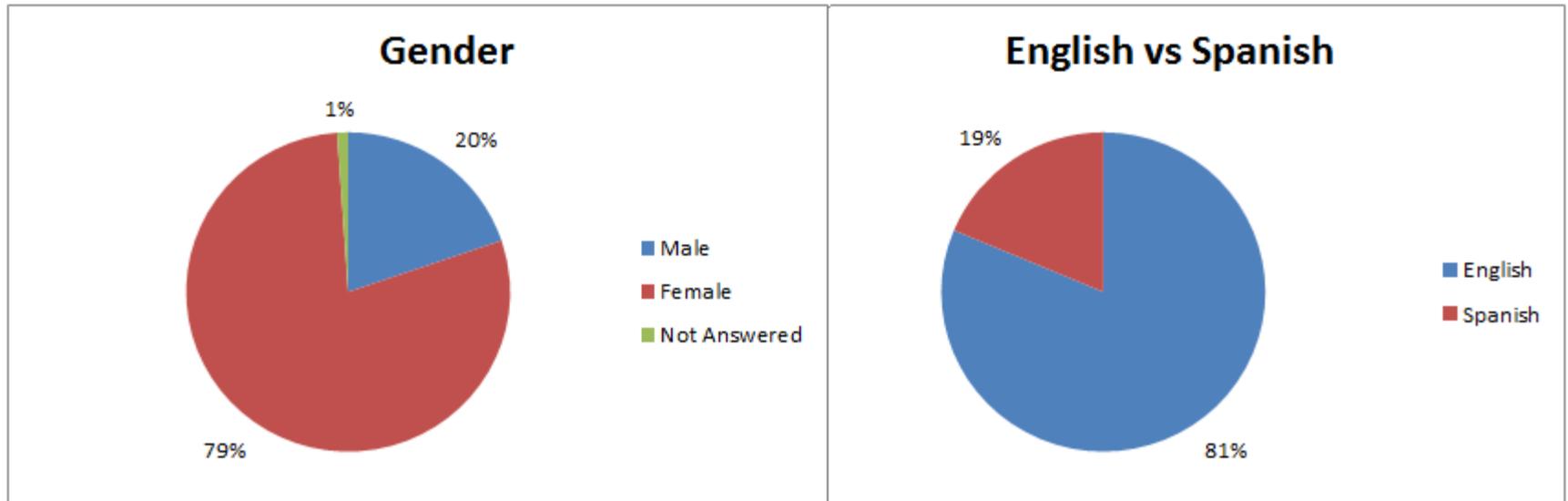


Macon County
Public Health

Consumer Survey Results May 2014

WHO RESPONDED

Total Number of Surveys Completed = 91



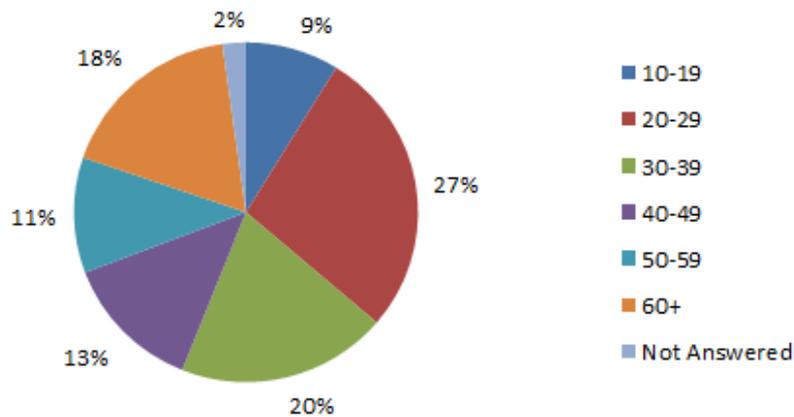


Macon County
Public Health

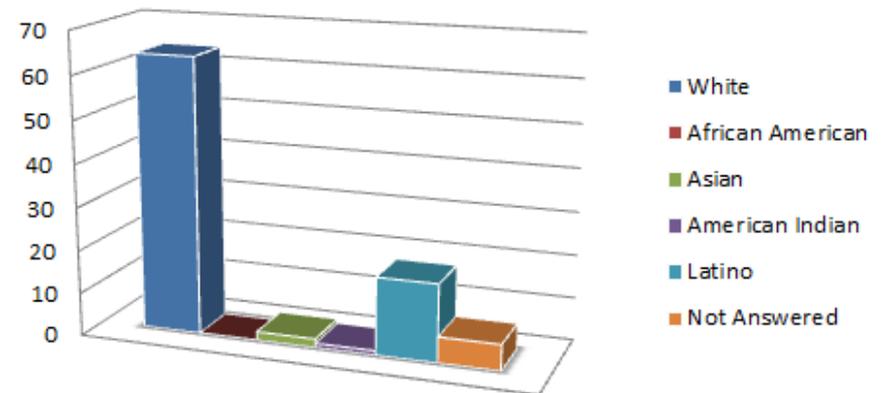
Consumer Survey Results May 2014

WHO RESPONDED

Age Range



Race/Ethnicity





Consumer Survey Results May 2014

WHAT YOU SAID

How Did You Hear About MCPH?	<u>Word of Mouth</u>	<u>From A Friend</u>	<u>Referred by an Agency</u>	<u>Newspaper or Movie Ad</u>
	45	24	15	5
How Would You Rate the Way You Were Treated By Staff Today?	<u>Excellent</u>	<u>Good</u>	<u>Poor</u>	<u>Not Answered or No Opinion</u>
	66	25	0	0
How would you rate the quality of the service you received today?	63	27	0	1
How would you rate the facility?	59	32	0	0
What was your opinion about MCPH before your visit today?	44	35	1	11
What is your opinion about MCPH after receiving services today?	60	30	0	1

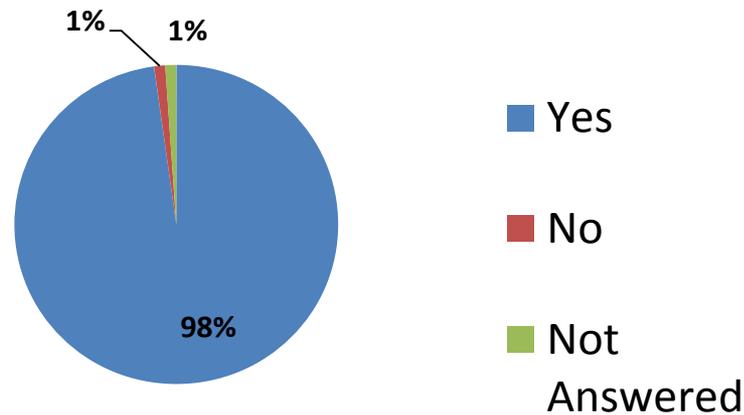


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WHAT YOU SAID

Would you recommend MCPH to a friend?



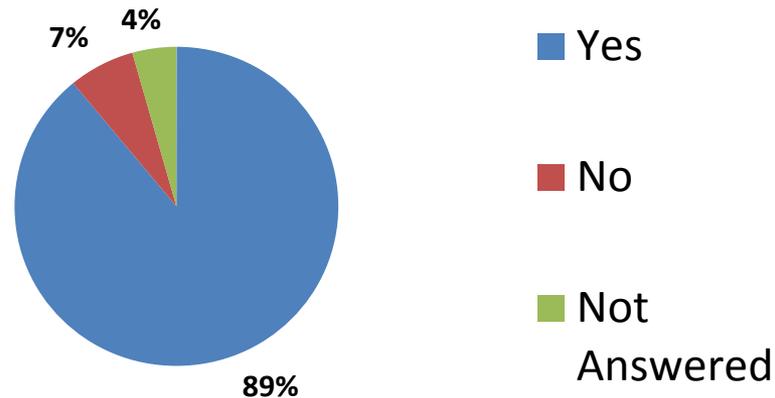


Macon County
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Consumer Survey Results May 2014

WHAT YOU SAID

Are the clinic hours convenient for you?



ARE CLINIC HOURS CONVENIENT FOR YOU? IF NO...

<u>Comment</u>	<u>Service</u>	<u>Date</u>
• Would help at times to open earlier or later someday	WIC/Immunizations/Foreign Travel	5/23
• 6pm	Family Planning	5/27
• Friday would be good	Dental	5/6
• Later evening	CC4C/WIC	6/3
• Sometimes it would help if there were later hours for people who work late or during same hours.	WIC	5/2
• 7:00 am – 6:00 pm	Dental	5/22

WHAT CHANGES, IF ANY, WOULD YOU MAKE (COULD WE MAKE?) TO IMPROVE MCPH SERVICES?

<u>Comment</u>	<u>Service</u>	<u>Date</u>
• How about some music?	Immunizations	5/28
• All Good		
• Clipboards for Lefties	Lab	5/2
• Communication from front to lab	Lab	5/2
• Less time waiting	Family Planning	5/27
• Todo esta bien – Everything is ok		
• Prices were a little high	Dental	5/6
• Kids Activities in Lobby	CC4C/WIC	6/3
• Music	Immunizations	5/29
• More Comfortable Chairs	Family Planning	5/27
• Quicker Service	Immunizations	5/27
• Appointments on time; not one hour later	Family Planning	5/30

USE 1-3 WORDS TO DESCRIBE MCPH

- Friendly, Clean and Knowledgeable
- No Complaints
- Very Good
- Busy
- Excellent
- Helpful, Thorough and Friendly
- Great
- Impressed
- Good
- Efficient
- Very Kind and Helpful
- Excellent
- Perfect
- Professional
- Clean, Pleasant and Helpful
- Organized and Pleasant
- Clean, Quiet and Efficient
- Pleasant
- Muy Buen Servicio y Comunicacion – Very Good Service and Communication
- Bueno - Good
- Para mi Fue muy Bueno – for me it was very good
- Very Useful and Accurate
- Clean and Quick
- Very Helpful and Nice
- Kind
- Great Service and Nice People
- Nice, Caring and Helpful
- Buen Servicio – Good Service
- Nice Doctors
- Nice and Clean
- Nice, Respectful, Sweet
- Great Experience
- Clean, New, but Slow

OTHER COMMENTS

- Loved the Receptionist and Dental Assistant; was very informative, tried their best to work with my schedule.
- I find MCPH to be very helpful and friendly and a comfortable place to go to
- Tratan con Amabilidad y Respeto... - Treated with Kindness and Respect
- Quick and efficient, we were in and out in one hour. The nurse (Anne) was great, she was pleasant and professional, made me feel at ease, sure I had all necessary information and answered questions adequately.
- Thanks for all you do to serve our county.
- Excellent Group
- Very Lovely People
- All went well; thanks

IMPROVEMENTS

- MCPH has considered the survey feedback, and will implement:
 - Piloting a monthly night clinic including Family Planning. This will help to determine whether or not a permanent change to hours of operation is needed to meet consumer needs.