

Centre for Men's Health

PATIENT SATISFACTION SURVEY

November 14th 2015 to November 18th 2016

WAITING TIMES

1. How long did you have to wait for your first appointment for your first appointment at the centre? (New Patients only)

1 Week 43% 2 Weeks 32% 3 Weeks 19% 4 Weeks 3% More than 4 Weeks 3%

97% seen within 4 weeks, 75% seen within 2 weeks.

2. Were you seen on time? If not, how long did you have to wait.

YES (on time) 96% NO 4% NOT APPLICABLE 0%

3. If you had to wait, was a reasonable explanation given?

YES 8% NO 2% NOT APPLICABLE 90%

INFORMATION PROVIDED

4. Was the information mailed to you appropriate and adequate? (New Patients only)

YES 96% NO 0% NOT APPLICABLE 4%

5. Were you given sufficient information by the doctor to enable you to make an informed decision about the treatment you might receive?

YES 90% NO 0% NOT APPLICABLE 10%

6. Were you shown a copy of the Patient Information Leaflet on arrival at the clinic? (New Patients Only)

YES 55% NO 10% NOT APPLICABLE 35%

PRIVACY AND CONFIDENTIALITY

7. Do you feel that your need for privacy and confidentiality was respected ?

YES 98% NO 0% NOT APPLICABLE 2%

FOLLOW-UP CONTACTS

8. Have you been able to contact your center doctor if you needed further information or other help?

YES 65% NO 0% NOT APPLICABLE 35%

9. If you have had occasion to make a complaint about the services provided, was this resolved to your satisfaction?

NOT APPLICABLE 100%