

Sampson County Health Department
Client Satisfaction Survey Results (CLINIC): 103 Surveys
July 11-29, 2022

Please circle how well we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1	DON'T KNOW N/A
Ease of getting care:						
Time between making an appointment and being seen	64%	27%	5%	2%	1%	1%
Convenience of clinic hours	72%	22%	2%	4%	0%	1%
Convenience of clinic location	74%	23%	1%	1%	0%	2%
Front Desk Staff:						
Courteous & Respectful	85%	16%	0%	0%	0%	0%
Clearly explains registration process	84%	15%	0%	1%	0%	0%
Protects your privacy	84%	15%	0%	0%	0%	1%
Nurses:						
Courteous & Respectful	86%	13%	0%	1%	0%	0%
Clearly explains what you need to know	84%	15%	1%	0%	0%	0%
Clearly explains medication	86%	12%	1%	1%	0%	0%
Listens to you	84%	13%	2%	0%	0%	1%
Skill of the Nurses	82%	14%	2%	1%	0%	1%
Provider (Physician, Nurse Practitioner)						
Courteous & Respectful	74%	13%	2%	0%	0%	12%
Listens to you	69%	17%	2%	0%	0%	13%
Takes enough time with you	64%	19%	4%	1%	0%	12%
Clearly explains what you want to know	73%	13%	3%	0%	0%	12%
Clearly explains medication	72%	14%	3%	0%	0%	12%
Lab Staff:						
Courteous & Respectful	79%	15%	2%	0%	0%	4%
Clearly explains what you need to know	76%	16%	0%	3%	0%	5%
Skill of the Lab Staff	79%	14%	1%	1%	0%	5%
Interpreters:						
Courteous & Respectful	69%	7%	1%	0%	0%	23%
Clearly explains what you want to know	67%	8%	1%	1%	0%	23%
Skill of the Interpreters	67%	8%	1%	1%	0%	23%
Wait time during visit:						
Time in waiting room	61%	30%	6%	0%	2%	1%
Time in exam room	56%	33%	6%	2%	1%	2%
Confidentiality:						
Keeping your personal information private during the clinic visit/exam	84%	14%	1%	0%	0%	1%
Facility:						
Cleanliness of clinic	84%	15%	0%	0%	0%	1%
Ease of finding where to go	79%	20%	0%	0%	0%	1%
Comfort while waiting	76%	20%	0%	3%	1%	0%

Did someone talk to you today about Sexually Transmitted Diseases (STDs)? Yes 59% No 41%

Please circle how well we explained the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1	DON'T KNOW N/A
I understand the explanation about my STD problem or diagnosis	69%	21%	2%	2%	0%	6%
I understand the STD treatment given to me	69%	17%	2%	2%	0%	11%
I understand how to better protect myself from HIV and other STDs	73%	19%	2%	0%	0%	6%

Did someone talk to you today about if or when you would like to have children (or another child)?

Yes 48% No 52%

If yes, do you feel like you left with a clear plan of next steps for the choice you made?

Yes 87% No 13%

Did someone talk to you about your birth control during your visit today?

Yes 59% No 41%

Please circle how well we explained the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1	DON'T KNOW N/A
Respecting you as a person	80%	17%	2%	0%	0%	0%
Letting you say what mattered to you about your birth control method	73%	22%	0%	2%	0%	2%
Taking your choice of birth control seriously	74%	21%	0%	2%	0%	2%
Giving you enough information to make the best decision about your birth control method	77%	16%	2%	0%	0%	5%

How did you hear about us?

Friend 50% Relative 45% Partner 2% Online 3%

Referral/Other (please specify): I am a patient; Had came before; Medicaid; Self; Been coming here since 2015.

Nurse ___ helped me throughout my pregnancy; My doctor; Work; 2 left blank

What do you like best about our clinic?

- Attention/care/service (8)
- Staff described as nice, respectful, friendly, kind, sweet, caring (23)
- Because it is close & easy payments
- The cost is very accessible & the good care
- The treatment toward patients & the understandable information given about our topics at our appts.
- Availability
- You didn't have to wait long. (2)
- Cleanliness (3), good vibes, & how the nurses give great advice.
- Nice staff, very helpful. The nurses are awesome & make me feel like they care.
- The doctor & nurses are great to talk to
- I love that you guys are respectful & that you listen to your patients.
- How they can help me in my situation.
- The nice assistance through out the process.

What do you like least about our clinic?

- N/A, None, No complaints, Nothing (20)
- Wait time (10)
- Without a doubt... the color.. It needs more color. Very boring.
- Only that it is far from where I live (2)
- I like everything because they worry a lot about my health.
- Everything is good, ... ok, can't think of anything, there's nothing I don't like (7)
- _____ did not wash hands before or after exam.
- Sometimes the provider acts rushed & I feel like my visit is rushed. Otherwise, still great care.
- The rooms

What could we have done to make your visit better today?

- N/A, None, Nothing (29)
- Everything is good, excellent (9)
- For the meantime, I personally feel comfortable with the care given to me in all my appts.
- Longer curtains. They don't cover me.
- The music is not good. Out of time period.
- Wash hands
- Chairs facing the TV. Better music – all the music is old sounding.
- Nothing. I am so happy the music was changed to something more up-to-date. That old music was torture.
- Not waiting almost 2 hours.
- Nothing really, but a snack would be cool
- It's perfect, fast, and nicely done already.

Do you feel the care provided today was sensitive to your culture (behaviors, beliefs, values)?

Yes 74% No 26%

Which of the following best describes your ethnic background?

Asian 0% Black 20% Hispanic 69% Native American 0% White 11%

Other (please specify): 0 comments

Would you recommend us to friends/family?

Yes 99% No 1%

Sampson County Health Department
Client Satisfaction Survey Results (WIC): 51 Surveys
July 11-29, 2022

Please circle how well we are doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1	DON'T KNOW N/A
Ease of getting care:						
Time between making an appointment and being seen	92%	6%	2%	0%	0%	0%
Convenience of clinic hours	90%	10%	0%	0%	0%	0%
Convenience of clinic location	94%	6%	0%	0%	0%	0%
Front Desk Staff:						
Courteous & Respectful	96%	4%	0%	0%	0%	0%
Clearly explains registration process	94%	6%	0%	0%	0%	0%
Protects your privacy	98%	2%	0%	0%	0%	0%
WIC Staff:						
Courteous & Respectful	100%	0%	0%	0%	0%	0%
Clearly explains what you need to know	98%	2%	0%	0%	0%	0%
Skill of WIC Staff	94%	6%	0%	0%	0%	0%
Confidentiality:						
Keeping your personal information private during the clinic visit/exam	100%	0%	0%	0%	0%	0%

How did you hear about us?

Friend 76% Relative 16% Partner 0% Online 8%

Referral/Other (please specify): Health Dept. (12); Hospital (7); DSS (2); Co-worker; 1 left blank

What do you like best about our clinic?

- Staff is nice, friendly, helpful, smiling, respectful, courteous (19)
- Location (4)
- Everything (4)
- Bilingual staff
- Call at a timely manner for my appt. Staff are flexible with scheduling.
- Always offered a translator.
- Food benefits & on-site translator.
- Clearly explains registration process.
- Enjoy receiving nutrition education.
- Like speaking to nutritionist, setting healthy eating habits. Always being offered any interpreter.
- Everything is explained to me in Spanish so that I can better understand.
- Dr.-Primary Care
- Service provider
- Phone appointments (3)
- Like how staff explain everything
- Worker
- Electronic food benefit issuance
- Help with need benefits of additional food
- How staff explain clear instruction
- Always encourage you to breastfeed (2)
- They help me on what I need

What do you like least about our clinic?

- Nothing, No complaints, N/A (42)
- Close at 5 pm
- Appointments can take too long
- Don't like time between making appointment & being seen
- Services provided
- Don't know, appt. was by phone

What could we have done to make your visit better today?

- Nothing, N/A (40)
- Call before the appointment
- Everything was done very well (2)
- To go inside clinic to be more faster
- Everything is good
- Nothing, I like the over the phone appointment
- Help being seen more promptly
- Nothing (process of changing formula)

Do you feel the care provided today was sensitive to your culture (behaviors, beliefs, values)?

Yes 97% No 3%

Which of the following best describes your ethnic background?

Asian 2% Black 23% Hispanic 53% Native American 2% White 19%

Other (please specify): 0 comments

Would you recommend us to friends/family?

Yes 100% No 0%

Sampson County Health Department
Client Satisfaction Survey Results (EH): 19 Surveys
July 11-29, 2022

1. Type of Evaluation (Check all that Apply)

Childcare Facility	0%
Childhood Lead Poisoning	0%
Food, Lodging or Institution	32%
Migrant Labor Housing	0%
New/Repair Private Well	21%
New/Repair Septic System	53%
Public Swimming Pool	11%
Tattoo Artist	0%

2. Did you receive?

Inspection	42%
Permit	58%
Denial Letter	0%

3. Did you accompany the EH Staff Member During the Evaluation?

Yes	53%
No	37%
Someone else did for me	11%

4. Did the EH Office Staff Act in a Professional Manner?

Yes	79%
No	0%
Not applicable	21%

5. Did the EH Staff Member Act in a Professional Manner during the visit?

Yes	95%
No	0%
Not applicable	5%

6. Did the EH Staff Member Seem Knowledgeable of Rules, Regulations and Procedures?

Yes	100%
No	0%
Not applicable	0%

7. Was the EH Staff Member Polite, Courteous, and Helpful during the visit?

Yes	100%
No	0%
Not applicable	0%

8. Was the Evaluation Reviewed and Explained to you?

Yes	95%
No	0%
Not applicable	5%

9. Did you have an opportunity to ask questions?

Yes	100%
No	0%
Not applicable	0%

10. Were your questions answered in a timely manner?

Yes	100%
No	0%
Not applicable	0%

11. Has the Environmental Health Staff been available to you when needed by phone or visit?

Yes	95%
No	0%
Not applicable	5%

12. Were you satisfied with the service from the Environmental Health Staff?

Yes	100%
No	0%
Not applicable	0%

13. Comments

- He was very knowledgeable and listened to our concerns about our septic system.
- _____ is wonderful, nice, very helpful
- _____ has been great, it was nice to pair a face to the voice.
- Great staff! Thank you!
- Thorough inspection!
- Thank you for getting my permit quickly!!
- The inspector did a pre-visit with me so I could be ready for my permit.
- Inspector was very helpful and professional while helping get my restaurant open.
- The staff was very knowledgeable.
- _____ is always friendly & helpful in a courteous manner.
- _____ is fantastic! Thank You!