

Sampson County Health Department
Client Satisfaction Survey Results (CLINIC): 103 Surveys
July 3-14, 2023

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	72%	18%	8%	2%	0%	0%
Convenience of clinic hours	78%	17%	2%	3%	0%	0%
Convenience of clinic location	82%	13%	2%	2%	0%	1%
Front Desk Staff:						
Courteous & Respectful	90%	8%	0%	2%	0%	0%
Clearly explains registration process	88%	10%	0%	2%	0%	0%
Protects your privacy	92%	6%	0%	1%	0%	1%
Nurses:						
Courteous & Respectful	95%	4%	0%	1%	0%	0%
Clearly explains what you need to know	93%	6%	0%	1%	0%	0%
Clearly explains medication	90%	7%	0%	1%	0%	2%
Listens to you	92%	7%	0%	1%	0%	0%
Skill of the Nurses	92%	7%	0%	1%	0%	0%
Provider (Physician, Nurse Practitioner)						
Courteous & Respectful	83%	7%	0%	1%	0%	9%
Listens to you	81%	9%	0%	1%	0%	9%
Takes enough time with you	82%	8%	0%	1%	0%	9%
Clearly explains what you want to know	82%	8%	0%	1%	0%	9%
Clearly explains medication	82%	8%	0%	1%	0%	9%
Lab Staff:						
Courteous & Respectful	76%	6%	0%	1%	0%	17%
Clearly explains what you need to know	73%	7%	1%	2%	0%	17%
Skill of the Lab Staff	72%	8%	0%	2%	0%	18%
Interpreters:						
Courteous & Respectful	73%	3%	0%	1%	0%	23%
Clearly explains what you want to know	73%	3%	0%	1%	0%	23%
Skill of the Interpreters	72%	4%	0%	1%	0%	23%
Wait time during visit:						
Time in waiting room	68%	23%	5%	3%	0%	1%
Time in exam room	74%	20%	3%	2%	0%	1%
Confidentiality:						
Keeping your personal information private during the clinic visit/exam	91%	4%	3%	1%	0%	1%
Facility:						
Cleanliness of clinic	89%	7%	2%	1%	0%	2%
Ease of finding where to go	89%	7%	0%	2%	0%	2%
Comfort while waiting	88%	7%	1%	2%	0%	2%

Did someone talk to you today about Sexually Transmitted Diseases (STDs)? Yes 35% No 65%

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	49%	8%	0%	0%	0%	43%
I understand the STD treatment given to me	50%	5%	0%	0%	0%	45%
I understand how to better protect myself from HIV and other STDs	51%	6%	0%	0%	0%	43%

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

Yes 35% No 65%

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

Yes 78% No 22%

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

Yes 48% No 52%

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	78%	2%	0%	0%	0%	20%
Letting you say what mattered to you about your birth control method	70%	5%	0%	0%	0%	24%
Taking your choice of birth control seriously	67%	5%	0%	0%	0%	28%
Giving you enough information to make the best decision about your birth control method	69%	3%	0%	0%	0%	27%

How did you hear about us?

Friend 52% Relative 33% Partner 4% Online 11%

Referral/Other (please specify): Co-worker, employee, have come here before, call-in, always come here, church, ER, work (3), sheriff's office, 1 - Left Blank

What do you like best about our clinic?

- Everything
- Convenience (2)
- The attention/care/of staff (14)
- Staff (2)
- Music could be more up to date. Same songs every visit.
- Staff are friendly/kindness/nice/great (14)
- The attention of the nurses and translators. All the people who work here are friendly.
- I like that if we can't pay, they give us a chance to pay, and how kind they are.
- Flexibility in wanting to reschedule appointments.
- They are fast
- Very good
- I like the interpreters a lot. They make me feel good. ____ is so good to us.
- All (2)
- I like the friendliness, comfort, and location. It's close to my house. They are all professionals.
- The provider & nurses

- I like the interpreter, I think her name is _____, she's cool.
- Nice and professional clinic staff
- Cleanliness (2)
- Very clean & great staff
- Organized, close to home, and friendly
- All is very well
- Help is good
- The way they care for the patient. They are so nice.
- Well they serve you well
- Up til now, I have found everything on point.
- Your service (2)
- They speak Spanish. Good attention/care.
- The attention of the medical staff, they are very kind people.
- Excellent service.
- Quiet
- Closest

What do you like least about our clinic?

- N/A, None, No complaints, Nothing, All good, Everything is good (17)
- Songs always the same
- Better waiting music. Switch it up.
- Sometimes I can't get connected by phone.
- I haven't found anything I don't like.
- Sometimes they cancel your appointment and don't notify you, you don't know until you get to the window.
- 0 (2)
- The wait but it's rare.
- The stairs
- Sometimes the wait can be long.
- Everything is in perfect condition.
- Does not quality
- I liked it all.
- They repeat the exams a lot.
- I don't know.
- Front windows are too busy w/ papers posted on glass and walls
- Time scheduling appointments

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

- N/A, None, Nothing (11)
- Everything is good, excellent, fine, perfect (12)
- Give me a snack.
- ?
- 0
- The attention/care is very good.
- Nothing needs to be said.
- Refreshments
- Schedule appointment over phone

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

Yes 92%

No 8%

Which of the following best describes your ethnic background?

Asian 0%

Black 15%

Hispanic 62%

Native American 3%

White 20%

Other (please specify): 1 – and white, 1 – left blank

Would you recommend us to friends/family?

Yes 100%

No 0%

Sampson County Health Department
Client Satisfaction Survey Results (WIC): 101 Surveys
July 3-14, 2023

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	68%	25%	5%	1%	1%	0%
Convenience of clinic hours	74%	23%	3%	0%	0%	0%
Convenience of clinic location	73%	25%	2%	0%	0%	0%
Front Desk Staff:						
Courteous & Respectful	80%	18%	1%	1%	0%	0%
Clearly explains registration process	81%	17%	1%	1%	0%	0%
Protects your privacy	81%	15%	1%	0%	0%	3%
WIC Staff:						
Courteous & Respectful	83%	16%	1%	0%	0%	0%
Clearly explains what you need to know	83%	17%	0%	0%	0%	0%
Skill of WIC Staff	83%	17%	0%	0%	0%	0%
Wait time during visit:						
Time in waiting room	52%	13%	3%	0%	1%	30%
Time in exam room	58%	3%	1%	0%	0%	38%
Confidentiality:						
Keeping your personal information private during the clinic visit/exam	70%	12%	1%	0%	0%	17%

How did you hear about us?

Friend 39% **Relative 54%** Partner 1% Online 7%

Referral/Other (please specify): Health Dept. (8); Left Blank (14); Self (3); Healthcare provider; mother; Doctor (3); Clinic; Medicaid; Health; current clinic patient

What do you like best about our clinic?

- The help and the service
- Everything is fine for me
- The attention/care/kindness/helpful/respectful/friendly/support (32)
- Phone appt. (7)
 - Easy and simple
- Gentle
 - Appointments easier by phone
- Good support/attitudes
 - Quick appointments
- N/A, I don't know (6)
 - Got everything done in a timely manner
- Almost everything/staff very nice
 - It is convenient (3)
- Everything (4)
 - Easy to work with
- Organized/helpful
 - Take time to explain everything well
- What I like most is the time management
 - Helps out a lot
- Very quick check in also very nice people!
 - Help and resources it provides
- Most of the staff is super friendly!
 - Clean
- Schedule (2)
 - Constant communication
- Convenient. Able to do appt. over the phone.
 - The benefits
- Can answer questions and concerns.
 - Straight forward, fast and friendly

- Get the help needed all the time
- The ease of everything, respectful, patient
- Explaining what we need to know
- Location, friendly staff, quick service :)
- I'm not sure, this is my first time
- The help (2)
- Flexibility
- They serve quickly
- The attention and fast answering when calling

What do you like least about our clinic?

- Nothing, No complaints, N/A, does not apply (72)
- Service is good.
- Not enough formula
- I like everything.
- Answering the phone.
- More flexible with calls.
- Can't think of anything (2)
- No pick up when calling
- This is my first time here.
- Need air

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

- Nothing, N/A (63)
- Everything has been good for me for years :)
- Everything is good/fine/great/perfect (10)
- Do this over the phone, it is a lot coming in person 6 days after giving birth. Sleep deprivated & body hurts.
- Have some AC/working (2)
- Unsure
- Friendlier staff
- Wait time shorter
- Private visit
- TV station
- Everything was great from start to finish

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

Yes 80% **No 20%**

Which of the following best describes your ethnic background?

Asian 0% Black 26% Hispanic 50% Native American 1% White 22%
 Other (please specify): Left blank, & White, African American

Would you recommend us to friends/family?

Yes 100% **No 0%**

Sampson County Health Department
Client Satisfaction Survey Results (EH): 11 Surveys
July 3-14, 2023

1. Type of Evaluation (Check all that Apply)

Childcare Facility	0%
Childhood Lead Poisoning	0%
Food, Lodging or Institution	18%
Migrant Labor Housing	0%
New/Repair Private Well	54%
New/Repair Septic System	27%
Public Swimming Pool	9%
Tattoo Artist	0%

2. Did you receive?

Inspection	40%
Permit	60%
Denial Letter	0%

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

Yes	30%
No	60%
Someone else did for me	10%

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

Yes	91%
No	0%
Not applicable	9%

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

Yes	82%
No	0%
Not applicable	18%

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	91%
No	0%
Not applicable	9%

8. Was the Evaluation Reviewed and Explained to you?

Yes	80%
No	10%
Not applicable	10%

9. Did you have an opportunity to ask questions?

Yes	73%
No	9%
Not applicable	18%

10. Were your questions answered in a timely manner?

Yes	91%
No	0%
Not applicable	9%

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

Yes	100%
No	0%
Not applicable	0%

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

Yes	100%
No	0%
Not applicable	0%

13. Comments

- Great service!
- Good experience
- Nice to work with.
- Everyone was courteous and very helpful.

Sampson County Health Department

Access to Services - Survey Monkey/Suggestion Box Results

July 1, 2022 – June 30, 2023

1 Survey

1.) Are the present operating hours of Monday-Friday, 8am to 5pm convenient for you to access the services of the Sampson County Health Department?

Yes 100% No 0% No Answer 0%

2.) Are the present operating hours of Monday-Thursday, 7am to 5:30pm convenient for you to access the services of the Sampson County Environmental Health Department?

Yes 100% No 0.0% No Answer 0%

3.) Are there other services you would like to see the health department provide?

Yes 0% No 100% No Answer 0%

4.) Other comments or suggestions

- Respondent skipped this question

Sampson County Health Department

Access to Services - Survey Monkey/Suggestion Box Results

July 1, 2023 – August 18, 2023

1 Survey

1.) Are the present operating hours of Monday-Friday, 8am to 5pm convenient for you to access the services of the Sampson County Health Department?

Respondent skipped this question

2.) Are the present operating hours of Monday-Thursday, 7am to 5:30pm convenient for you to access the services of the Sampson County Environmental Health Department?

Respondent skipped this question

3.) Are there other services you would like to see the health department provide?

Respondent skipped this question

4.) Other comments or suggestions

- You have too much paperwork posted on the windows. It looks trashy.