

Sampson County Health Department
 Client Satisfaction Survey Results (CLINIC): 129 Surveys
 May 1-22, 2024

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 appointment and being seen	79%	17%	2%	2%	0%	0%
Convenience of clinic hours	76%	20%	2%	2%	0%	0%
Convenience of clinic location	78%	20%	1%	1%	0%	0%
Front Desk Staff:						
Courteous & Respectful	93%	6%	1%	0%	0%	0%
Clearly explains registration process	88%	10%	0%	2%	0%	0%
Protects your privacy	87%	12%	1%	0%	0%	0%
Nurses:						
Courteous & Respectful	92%	7%	1%	0%	0%	0%
Clearly explains what you want to know	90%	8%	2%	0%	0%	0%
Clearly explains medication	89%	10%	1%	0%	0%	0%
Listens to you	89%	11%	0%	0%	0%	0%
Skill of the Nurses	94%	6%	0%	0%	0%	0%
Provider: (Physician, Nurse Practitioner)						
Courteous & Respectful	95%	5%	0%	0%	0%	0%
Listens to you	89%	10%	1%	0%	0%	0%
Takes enough time with you	88%	10%	1%	1%	0%	0%
Clearly explains what you want to know	91%	9%	0%	0%	0%	0%
Clearly explains medication	92%	8%	0%	0%	0%	0%
Lab Staff:						
Courteous & Respectful	92%	7%	1%	0%	0%	0%
Clearly explains what you need to know	88%	11%	1%	0%	0%	0%
Skill of the Lab Staff	86%	13%	1%	0%	0%	0%
Interpreters:						
Courteous & Respectful	95%	5%	0%	0%	0%	0%
Clearly explains what you want to know	92%	8%	0%	0%	0%	0%
Skill of the Interpreters	87%	13%	0%	0%	0%	0%
Wait time during visit:						
Time in waiting room	76%	19%	3%	2%	0%	0%
Time in exam room	79%	17%	2%	2%	0%	0%
Confidentiality:						
Keeping your personal information private during the clinic visit/exam	94%	6%	0%	0%	0%	0%
Facility:						
Cleanliness of clinic	90%	9%	0%	1%	0%	0%
Ease of finding where to go	85%	15%	0%	0%	0%	0%
Comfort while waiting	89%	10%	0%	1%	0%	0%

Did someone talk to you today about Sexually Transmitted Diseases (STDs)? Yes 56% No 44%

If yes, please rate your understanding of discussing STDs:



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	88%	12%	0%	0%	0%	0%
I understand the STD treatment given to me	88%	7%	5%	0%	0%	0%
I understand how to better protect myself from HIV and other STDs	93%	5%	2%	0%	0%	0%

Did someone talk to you today about if or when you would like to have children (or another child)? Yes 36% No 64%

If yes do you feel like you left with a clear plan of next steps for the choice you made? Yes 68% No 32%

Did someone talk to you about your birth control during your visit today? Yes 52% No 48%

If yes, please rate the staff with respect to discussing your birth control options:



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
Respecting you as a person	94%	6%	0%	0%	0%	0%
Letting you say what mattered to you about your birth control method	91%	9%	0%	0%	0%	0%
Taking your choice of birth control seriously	91%	9%	0%	0%	0%	0%
Giving you enough information to make the best decision about your birth control method	90%	10%	0%	0%	0%	0%

How did you hear about us? (check one) Friend 53% Relative 38% Partner 5% On-line 4%

Referral/Other (please specify): 23%

- My current partner
- Left Blank (1)
- My sister-in-law
- Familia
- Smithfield clinic
- I know the place
- Employee (2)
- Walk in resident for years
- School (2)
- Public Knowledge
- From area
- Job
- Sampson County Public Works
- Myself
- Work
- Dr.
- Doctor Referral
- Simple Clinic

What do you like best about our clinic?

- The care/service/attention/treatment (21)
- Everything/Everything good (6)
- Staff/Personnel (19)
 - Caring/Kindness
 - Nice/Friendly
 - Respected/Respectful
 - Helpful/Knowledge
- To have more interpreters.
- The personalized care.
- Their treatment/attention, kindness and they cleared up all my doubts.
- The treatment I received and how they explained everything very clearly.
- The care & privacy
- The good service & immediate response and also the follow up to everything that I need.
- Wait/Time
 - The care is fast & focused on patients
 - Rapid care, making/scheduling appts.
 - Quickness of service
 - Serves quickly
 - Waiting time during visit does not take long
 - The timing & waiting isn't long
 - Caring attention, fast easy visit
 - Very timely
 - That the service is quick and fast
 - Quick service
 - Always fast
 - Fast, in and out
 - Speed, Friendly Atmosphere, Very Informational
 - Move fast
 - Very fast STD services, able to do my own testing, makes me feel more comfortable. Walked in and was immediately seen.
 - Timing is fast.
 - Fast/respectful.
- Have interpreters that explain things well
- Your facility
- Cleaniess
- The RNs was excellent. Mrs. ____/____. All are awesome. Thank you.
- Clean & courteous
- Enjoyed the people that work here
- Staff
- Staff/flexible hours
- Great service
- Walk in for testing and treatment
- Great Staff!

What do you like least about our clinic?

- N/A, None, No complaints, Nothing, All good, Everything is good (38)
- Wait/Time (3)
 - The wait time (2)
 - Sometimes the wait
- The hard chairs, so that ya'll could get soft ones.
- That the appointments are not too detailed with information, & rather, being too general.
- I have nothing to say because as for me I haven't seen.
- For now, I have nothing to say.
- I like everything of this clinic. I don't see any less of it. It is very excellent.
- There is nothing I don't like. The truth is I feel very good here.
- The music.
- The place is clean and the staff is so nice.
- For the moment, I am comfortable.
- I have not had any inconvenience. To me, everything is good.
- The service/attention.
- They draw blood from me.
- Hard to get in touch with on the phone.
- Always cold.
- I have to go out of my way to get a proper sonogram.

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

- Nothing, 0, None, N/A, All ok, Everything is good/great/excellent (49)
- Give appointments a little later because my partner works late.
- That in every visit they give more specific information.
- Drinks & snacks/food
- Explain in more detail
- Comment beside "Front Desk Staff"
 - My initial conversation was not as great as the 2nd
- Continue to be excellent
- Had a perfect visit
- Services are good enough as they are

Do you feel the care provided today was sensitive to your culture (behaviors, beliefs, values)? Yes 79% No 21%

Which of the following best describes your ethnic background? Asian 1% Black 17% Hispanic 66%
 Native American 0% White 15%

Other (please specify): 10%

- Blank
- Asian/Hispanic
- Asian/Black
- Other
- Hispanic/White (2)
- Black/White
- Native American/White

Would you recommend us to friends/family? Yes 100% No 0%

Thank you for completing our survey!

Sampson County Health Department
 Client Satisfaction Survey Results (WIC): 100 Surveys
 May 1-22, 2024

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 appointment and being seen	64%	22%	11%	2%	0%	0%
Convenience of WIC clinic hours	68%	22%	8%	1%	0%	0%
Convenience of WIC clinic location	77%	21%	2%	0%	0%	0%
Front Desk Staff:						
Courteous & Respectful	89%	10%	0%	0%	1%	0%
Clearly explains registration process	92%	5%	2%	1%	0%	0%
Protects your privacy	92%	7%	1%	0%	0%	0%
Women, Infant & Children (WIC) Staff:						
Courteous & Respectful	93%	7%	0%	0%	0%	0%
Clearly explains what you need to know	90%	10%	0%	0%	0%	0%
Skill of the WIC Staff	88%	11%	1%	0%	0%	0%
Wait time during visit:						
Time in waiting room	55%	32%	8%	4%	1%	0%
Confidentiality:						
Keeping your personal information private during the WIC clinic visit	83%	15%	2%	0%	0%	0%

How did you hear about us? (check one) Friend 40% Relative **49%** Partner 0% On-line 10%
 Referral/Other (please specify): 27%

What do you like best about our clinic?

- The care/service/attention/treatment (15)
- Everything (2)
- Staff/Personnel (29)
 - Clean/Nice/Patient/Kind/Gentle
 - Respect/Kindness/Quality
 - Responsible/Very Kind/Patient
 - Friendly/Helpful/Cares/Welcoming
 - Wonderful/Great staff
- Benefits (4)
- Location/Close (6)
- Idk
- Nothing
- Cleanliness (4)
- Convenient (2)
- Calm environment & music
- Flexibility
 - To reschedule
 - With times
- Registration process
- I'm neutral
- That yall help people in need
- I appreciate the assistance & information
- Wait/Time
 - Quick
 - They are good when you need to get thing done right away
 - It's not a long wait
 - Does not take long at waiting area
 - Fast response
 - Staff is nice & usually pretty quick with appointments
 - Gets you in and out
 - Clean and attend us fast
 - Low wait time. Overall nice staff.
 - Fast pace, friendly, easy to drive to
 - Deal with everything in a timely manner
- Friendly customer service
- They are great at explaining things
- The help they give
- They allow walk ins

What do you like least about our clinic?

- Nothing, N/A, Everything is good/great/fine, no complaints, no comment (45)
- Wait/Time (9)
 - The time of my appointments
 - The wait
 - Taking too long
 - Waiting times (5)
 - Sometimes it's very slow
- Location (5)
 - That it's a bit far
 - The distance
 - I wish there was one closer to my house
 - Little difficult to locate
 - Parking
- Everything
- Idk (2)
- Updating same information every 6 months or so
- When you call you usually have to wait or call back. Also no play area for kids while they wait.
- No toys in waiting area (2)
- Hours
- Times
- Nothing except it's on the 2nd floor.
- Changes made to appointments are sometimes late & inconvenient.
- How cold it is
- Phone options. It is hard to get someone to talk to on phone.
- It can be difficult to get in contact.

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

- Nothing, N/A, Everything is good/great/fine, no complaints, no comment (62)
- Wait/Time (4)
 - Make the waiting take long
 - Wait time (2)
 - It would be better if we weren't all book for the same time
- I would like to understand what was being said.
- More attention.
- Have the T.V. on for the kids.
- Be respectful.
- Play area/learning area for the kids.

Do you feel the care provided today was sensitive to your culture (behaviors, beliefs, values)? Yes **79%** No **21%**

Which of the following best describes your ethnic background? Asian **0%** Black **31%** Hispanic **46%**
 Native American **1%** White **22%**
 Other (please specify): **11%**

Would you recommend us to friends/family? Yes **100%** No **0%**

Thank you for completing our survey!

Sampson County Health Department
Client Satisfaction Survey Results (EH): 26 Surveys
May 1-22, 2024

1. Type of Evaluation (Check all that Apply)

Childcare Facility	0%
Childhood Lead Poisoning	0%
Food, Lodging or Institution	35%
Migrant Labor Housing	15%
New/Repair Private Well	23%
New/Repair Septic System	23%
Public Swimming Pool	11%
Tattoo Artist	0%

2. Did you receive?

Inspection	62%
Permit	38%
Denial Letter	0%

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

Yes	58%
No	34%
Someone else did for me	8%

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

Yes	92%
No	0%
Not applicable	8%

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

Yes	77%
No	0%
Not applicable	12%

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

Yes	96%
No	0%
Not applicable	4%

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

Yes	77%
No	0%
Not applicable	23%

8. Was the Evaluation Reviewed and Explained to you?

Yes	88%
No	10%
Not applicable	12%

9. Did you have an opportunity to ask questions?

Yes	96%
No	0%
Not applicable	4%

10. Were your questions answered in a timely manner?

Yes	96%
No	0%
Not applicable	4%

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

- Complaint was followed up on in a timely manner.
- Very helpful in explaining steps needed to take to receive permits.
- Great staff
- EH staff was very knowledgeable
- Good job explaining what to complete to get my restaurant open.
- Very helpful.
- Staff was awesome to work with.
- Knowledgeable and friendly staff.
- Staff was easy to get along with and fair.
- Quick response.
- Funny.
- _____ was nice.
- Front office staff very polite.
- Good group to work with.
- Completed in a timely manner.
- Staff is easy to work with!

Sampson County Health Department

Access to Services - Survey Monkey/Suggestion Box Results

July 1, 2023 – June 30, 2024

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.