

PATIENT SATISFACTION SURVEY DATA

12/14/2015 – 12/28/2015

Date of Report: December 31, 2015

N = 168

Access	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1	No Response
Ability to get in to be seen	71%	19%	6%	2%	3%	0
Prompt return on phone calls	55%	22%	14%	2%	4%	2%
Time in waiting room	58%	26%	10%	4%	0	2%
Provider: Physician, Nurse Practitioner, LCSW, MFT						
Listens to you	80%	14%	4%	0	0	1%
Takes enough time with you	76%	15%	7%	0	0	2%
Explains what you want to know	76%	14%	7%	0	1%	2%
Provides information	76%	17%	4%	0	1%	2%
Medical Assistant / Nurse						
Friendly and helpful	82%	13%	5%	0	0	0
Answers your questions	79%	15%	5%	0	0	0
Patient						
	Very Good	Good	Fair	Bad	Very Bad	No Response
How is your health in general?	24%	26%	36%	8%	1%	5%

Access to Care Ratings:

- Ability to get in rated 90% (great/good).
- Prompt return on phone calls rated as 77% (great/good). This is a 17% increase from last year!
- Time in waiting room rated as 85% (great/good), a 7% improvement from last year.
- Two negative comments about wait time in lobby.
- Two comments requesting shorter visits with residents.

Provider Ratings:

- Provider rated 91-93% (great/good) in all categories except one (90% explains what you want to know).
- Over 20 positive comments about specific doctors.

Medical Team Ratings:

- Medical Assistant / Nurse rated 95% (great/good).
- Over 50 positive comments about medical assistants and office support staff. *Kudos!*

Patient Health Ratings:

- 50% of patients rated personal health status very good/good.

**PATIENT SATISFACTION SURVEY COMMENTS
December 2015**

General Comments about Health Center:

- Great people throughout front and back offices.
- Keep up the great work and thanks for being there for [me] when I'm sick.
- This is [as] good [as] health care can get now days on Medi-Cal.
- Thank you and God bless. Happy Holidays.
- This is the only place that assisted me with prompt service and got me into an appointment for meds. Thank you all!
- Overall, it is a good office.
- Thank you all for your kindness.
- I [had] a great experience. Everyone is so helpful. Thank you.
- You have gotten better and better. Keep it up.
- Happy and Merry Christmas.
- You guys are the best!
- I don't have any today.
- Happy when he gets help when he needs it. Everyone helps each other.
- Very good service – great work!!!!
- Great service overall.
- I would like to say thanks for the wonderful services.
- Last appointment was great. Doctors were very understanding and patient check in was so nice.
- No comments. All is well.
- I'm lucky to get to come here.
- Great!
- Merry Christmas to all. Doing great job! God bless...Thank you so much...
- Good job. Merry Christmas and Happy New Year.
- Helpful in all areas, friendly and I like coming here. There very thorough and on top of things. Merry Christmas to all and a Happy New Year.
- Good service.
- By far, the best health care I have ever been afforded. This includes Blue Cross and Blue Shield combo with UAW Auto Workers and \$ copay 30 years ago, an industry high grade insurance. Sac Clinic should be a national model for ANCA.
- Very helpful!!
- Staff are courteous. Referral department – a great team – prompt and efficient.
- No comment at this time.

Comments about Providers:

- Dr. Teasdale 😊 All comments rated 5 Great.
- Dr. Han is great doctor. Give that man a raise.
- Dr. Han. 100%. All comments rated 5 Great.
- Dr. Han - I have been truly blessed to have him for my doctor! Questionable – I've got lots of issues (referring to own health question)! I have been very blessed! By being allowed to keep Primary Care as my medical center!
- I really thank God for my doctor. She is an answer to prayer. I love Dr. Sanchez! 😊

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- Dr. Sanchez is a great doctor – very caring, has good listening ears and a great doctor.
- Today when I came in, the person at the front desk did not have manners. I would like to say Dr. Sanchez has taken good care of [me]. Very good. My family (husband and daughter) will come in to see her. She is a very great and good doctor. Thank you.
- Dr. Sanchez. All comments rated 5 Great. (6 different surveys).
- Love Dr. Sanchez and her kind staff. Don't know what to do without them.
- Bonita Dr. Sanchez - 100%.
- Dr. Onate is an excellent physician. Follow through on patient needs timely. Thank you. I appreciate every one.
- All is well. We are taken good care of by our doctors, especially by Dr. John Onate.
- Physician – (rated a 10 on a 5 point score) was very, very good. She's the best. I was treated with care and respect.
- The doctor I see is the best.
- Good doc (Green).
- The nurses and doctors are great, but they still won't give me legal speed. Yes, legal speed.
- Your doctors and nurses have treated me professionally every time and treat me with concern! Merry Christmas.
- Very thorough and personable. Thanks. ☺

Comments about Medical Team:

- Julie – She is a great person. I am really happy to have her!
- Angel and Emilia (before she transferred to Behavioral Health) were always courteous, professional and attentive to my brother's needs.
- Medical assistant - very nice, very professional.
- The medical assistants are great – very friendly and caring staff.
- MFT: All comments rated 5 Great.
- Bonita Marisela - 100%.
- Latoya was very helpful. She went out of her way to make me feel that I was important. You need more [staff] like this woman!
- Ms. Carolyn Blackwell was very patient and concerning about my family members well-being. Thank you and Merry Christmas.
- Angel (Medical Assistant) is very friendly and helpful. He always makes sure that I am not in the waiting room very long. He has the best customer service skills that I have had at any doctor's office. I'm sure many patients feel the same way. He is an asset to the Clinic.
- Marisela, the young woman at the reception desk is amazing, quick, respectful, helpful. Promote her!

Comments about Wait time/Process:

- Just to check in takes a long time, and to be seen as well. Wait time takes long, but overall great visit.
- With students it takes forever to be done with appointment. This is something [that] needs to [be] looked at. Thanks!!!
- With students, it takes approximately 1 ½ to 2 hours. This is something that needs to work on. Thanks.
- I hope to stay with one physician as my primary doctor. Please do not change physicians every time or visit, as before, which made me cancel appointments because of different doctors at each visit! Thanks.
- ...Wait time 45 minutes past appointment.

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Comments about Current Health Status:

- I only had back issues with my exam. I had back issues from 1995 until now.
- I would like to know more about nutrition and stop smoking.
- New problems almost every month (comment referring to health status – health rated as 2; all other survey responses rated as 5).
- I have sciatica.
- Yes, I have severe pain in my left leg and hip as well. Leg hurts very much when I'm walking or sitting down still.