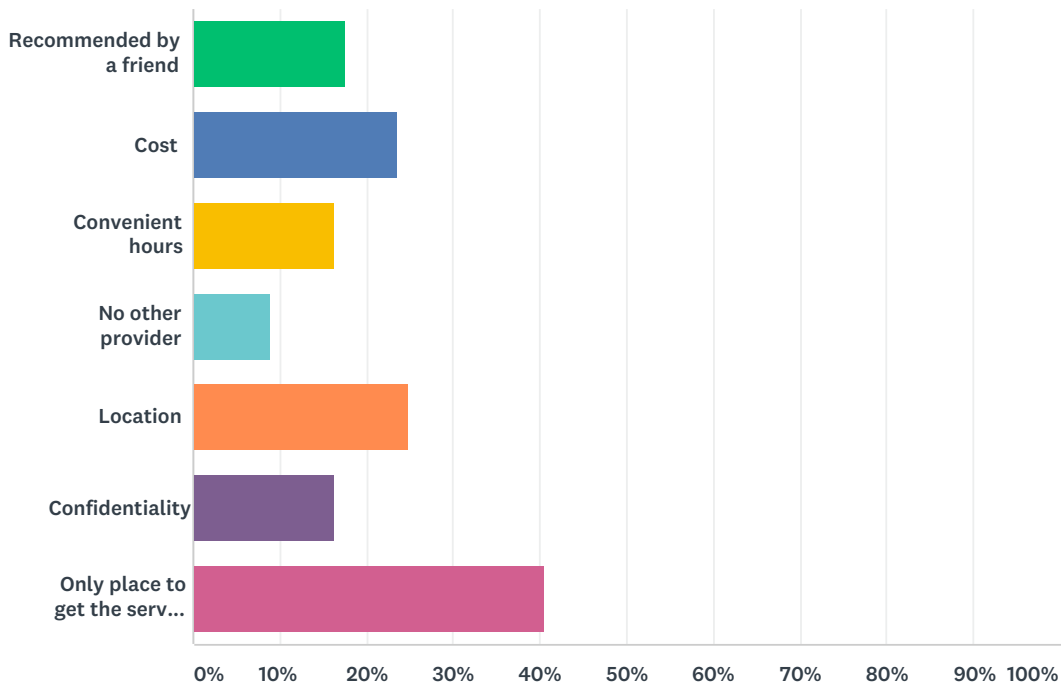


# Q1 Why did you come to the health department? (Please check all that apply)

Answered: 165 Skipped: 19



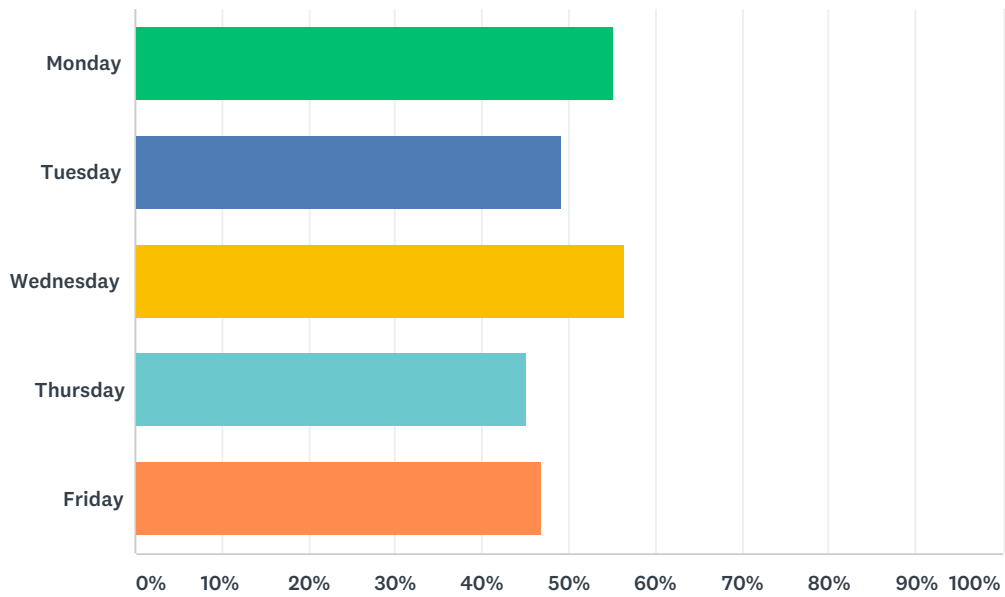
ANSWER CHOICES	RESPONSES
Recommended by a friend	17.58% 29
Cost	23.64% 39
Convenient hours	16.36% 27
No other provider	9.09% 15
Location	24.85% 41
Confidentiality	16.36% 27
Only place to get the service needed (ex. WIC)	40.61% 67
Total Respondents: 165	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family plan	8/2/2018 2:58 PM
2	For a physical	8/2/2018 2:08 PM
3	Pregnancy test	8/2/2018 1:40 PM
4	TB skin test	8/2/2018 1:33 PM
5	Only place that had Tetshot	8/2/2018 1:26 PM
6	TB skin reading	8/2/2018 1:02 PM
7	provider sent over	8/2/2018 12:44 PM
8	Recommended by regular doctor	8/2/2018 11:27 AM

9	Recommended by SRMC.	8/2/2018 11:09 AM
10	Good service	8/2/2018 10:51 AM
11	Depo shots	8/2/2018 10:29 AM
12	Treated	8/2/2018 10:27 AM
13	Depo	8/2/2018 10:06 AM
14	need help B shot and primary didn't have it.	8/2/2018 10:02 AM
15	Told to come here since I live in Sampson County	8/2/2018 9:00 AM

## Q2 What is the best day for you to come to the Health Department? (Check all that apply)

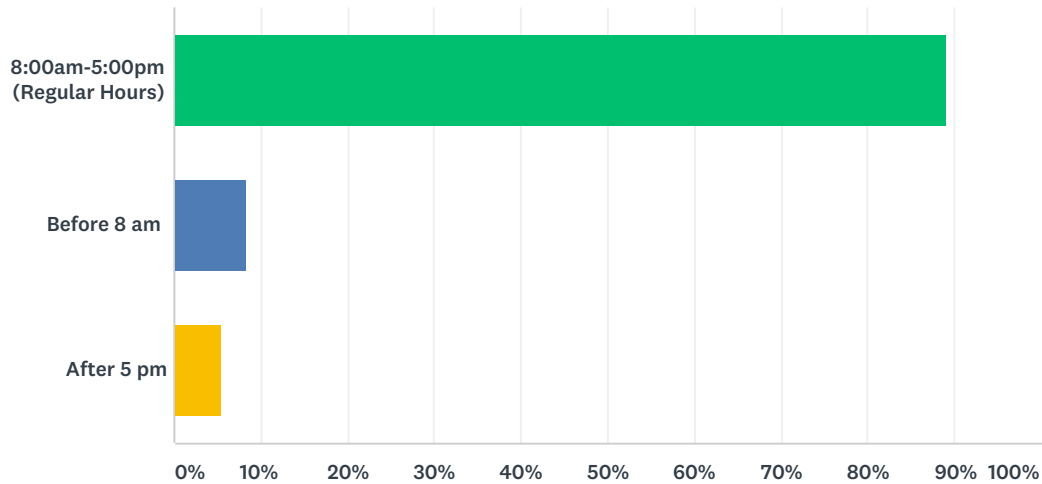
Answered: 179 Skipped: 5



ANSWER CHOICES	RESPONSES
Monday	55.31% 99
Tuesday	49.16% 88
Wednesday	56.42% 101
Thursday	45.25% 81
Friday	46.93% 84
Total Respondents: 179	

### Q3 What hours are most convenient for you?

Answered: 166 Skipped: 18



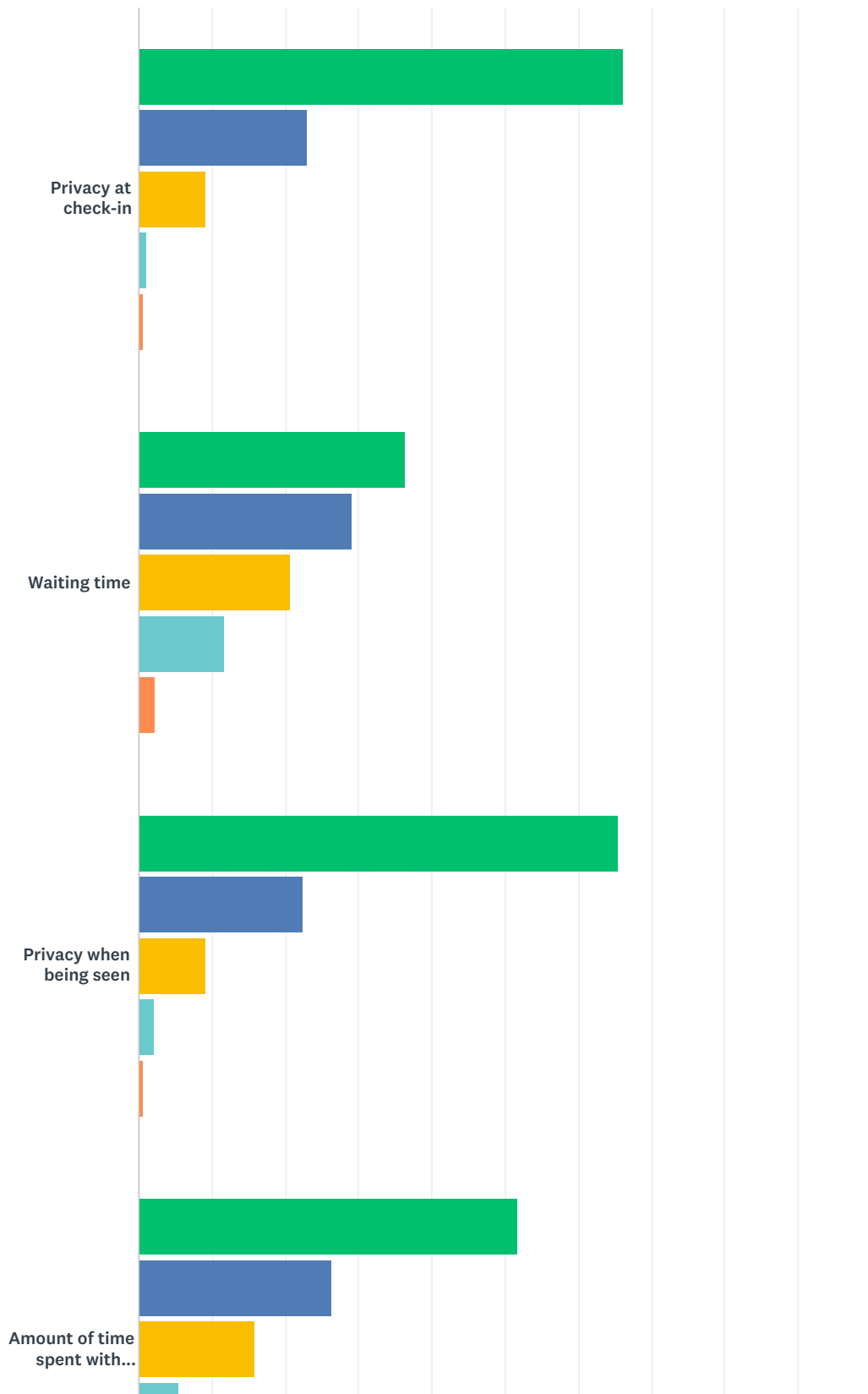
ANSWER CHOICES	RESPONSES
8:00am-5:00pm (Regular Hours)	89.16% 148
Before 8 am	8.43% 14
After 5 pm	5.42% 9
Total Respondents: 166	

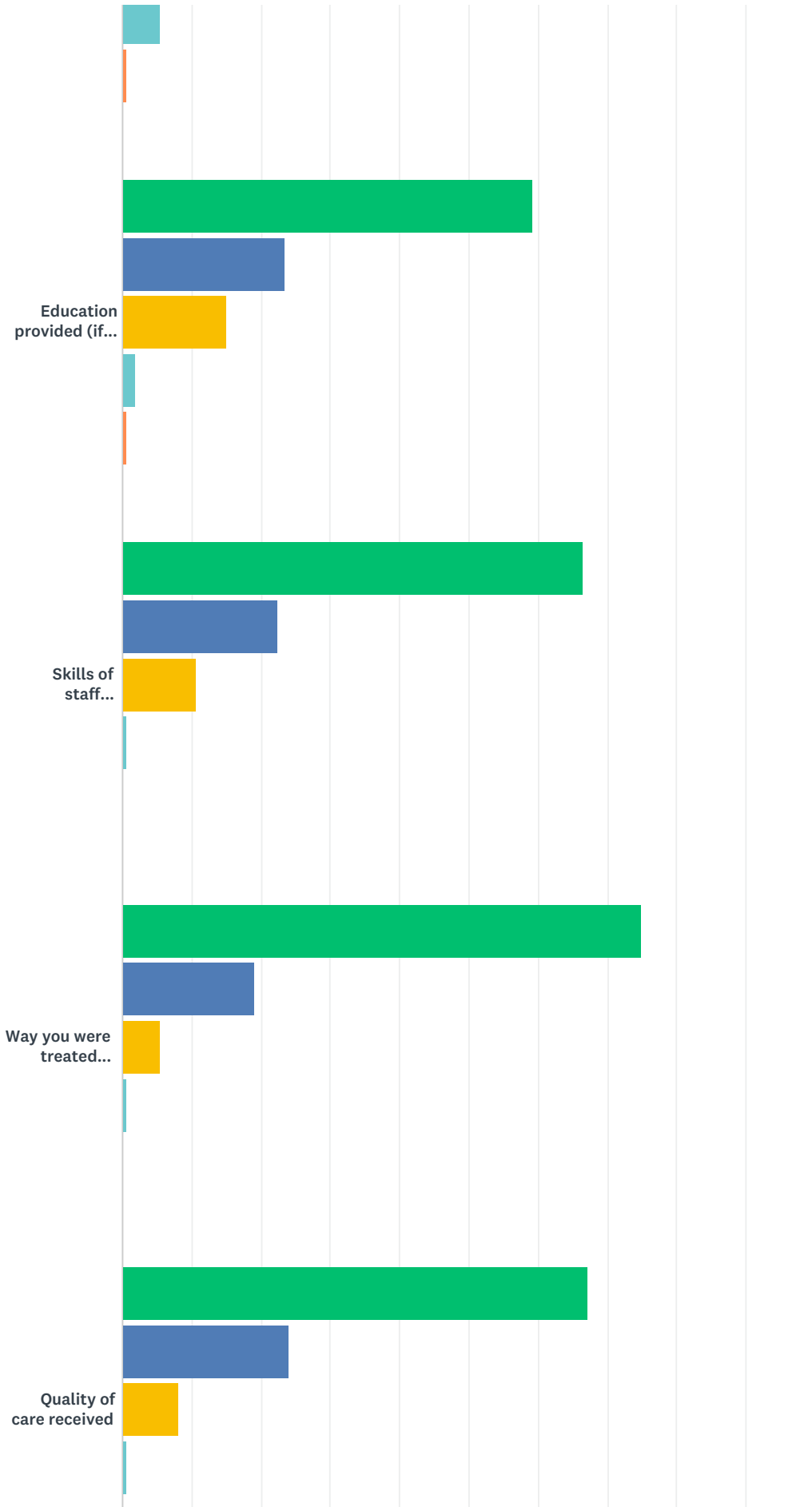
#	IF BEFORE 8:00 AM OR AFTER 5:00 PM, WHAT TIME?	DATE
1	5 pm	8/8/2018 10:47 AM
2	4:00 am	8/2/2018 3:49 PM
3	4:30pm	8/2/2018 2:18 PM
4	4:00 pm	8/2/2018 2:13 PM
5	4:00 pm	8/2/2018 1:56 PM
6	5:00pm	8/2/2018 1:49 PM
7	6:00	8/2/2018 1:21 PM
8	8:00 am	8/2/2018 1:09 PM
9	8:15	8/2/2018 12:51 PM
10	8:00	8/2/2018 12:49 PM
11	After 5 or before 9	8/2/2018 11:27 AM
12	5:30	8/2/2018 11:25 AM
13	4:00 pm	8/2/2018 11:17 AM
14	12 and after	8/2/2018 11:14 AM
15	3:30	8/2/2018 10:46 AM
16	anytime	8/2/2018 10:27 AM
17	after 2:00pm	8/2/2018 10:20 AM
18	5:30 pm	8/2/2018 9:24 AM

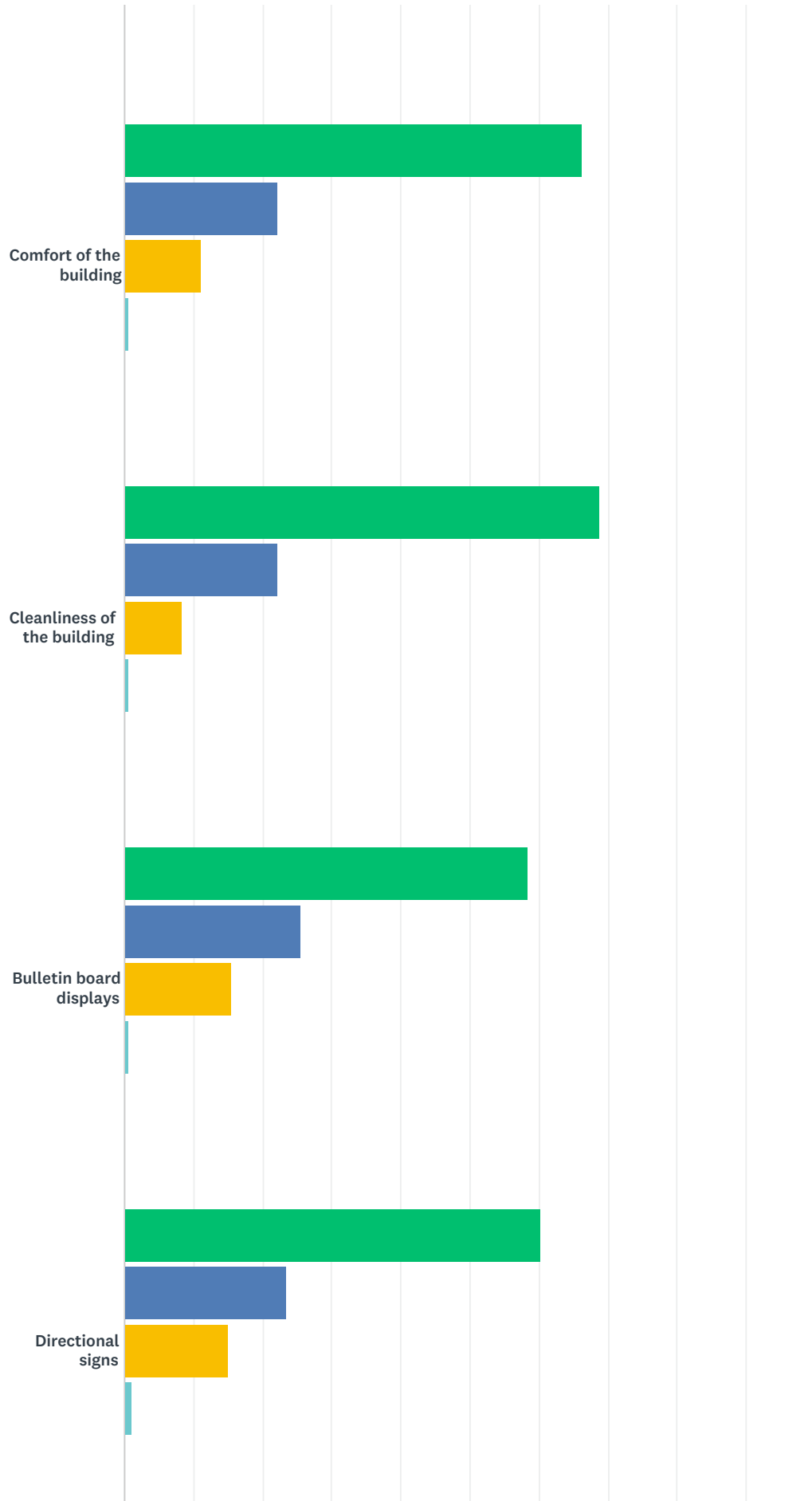


# Q4 How would you rate the following services? (Check one answer for each)

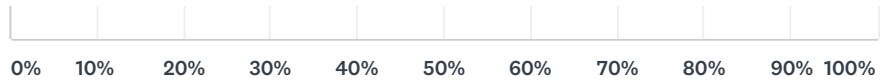
Answered: 184 Skipped: 0









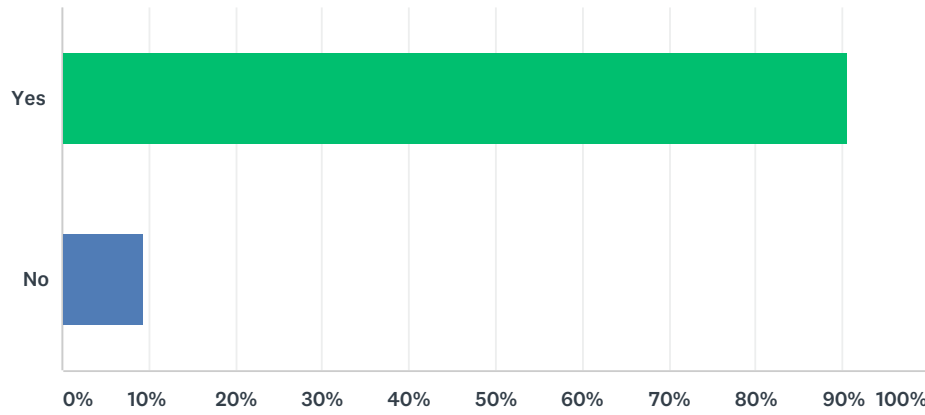


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Poor

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
Privacy at check-in	66.12% 121	22.95% 42	9.29% 17	1.09% 2	0.55% 1	183
Waiting time	36.31% 65	29.05% 52	20.67% 37	11.73% 21	2.23% 4	179
Privacy when being seen	65.57% 120	22.40% 41	9.29% 17	2.19% 4	0.55% 1	183
Amount of time spent with staff during visit	51.65% 94	26.37% 48	15.93% 29	5.49% 10	0.55% 1	182
Education provided (if applicable)	59.28% 99	23.35% 39	14.97% 25	1.80% 3	0.60% 1	167
Skills of staff (thorough, knowledgeable, etc)	66.48% 119	22.35% 40	10.61% 19	0.56% 1	0.00% 0	179
Way you were treated (respectfully, friendly, etc)	75.00% 138	19.02% 35	5.43% 10	0.54% 1	0.00% 0	184
Quality of care received	67.21% 123	24.04% 44	8.20% 15	0.55% 1	0.00% 0	183
Comfort of the building	66.30% 120	22.10% 40	11.05% 20	0.55% 1	0.00% 0	181
Cleanliness of the building	68.89% 124	22.22% 40	8.33% 15	0.56% 1	0.00% 0	180
Bulletin board displays	58.33% 105	25.56% 46	15.56% 28	0.56% 1	0.00% 0	180
Directional signs	60.34% 108	23.46% 42	15.08% 27	1.12% 2	0.00% 0	179

### Q5 I had a scheduled appointment for today?

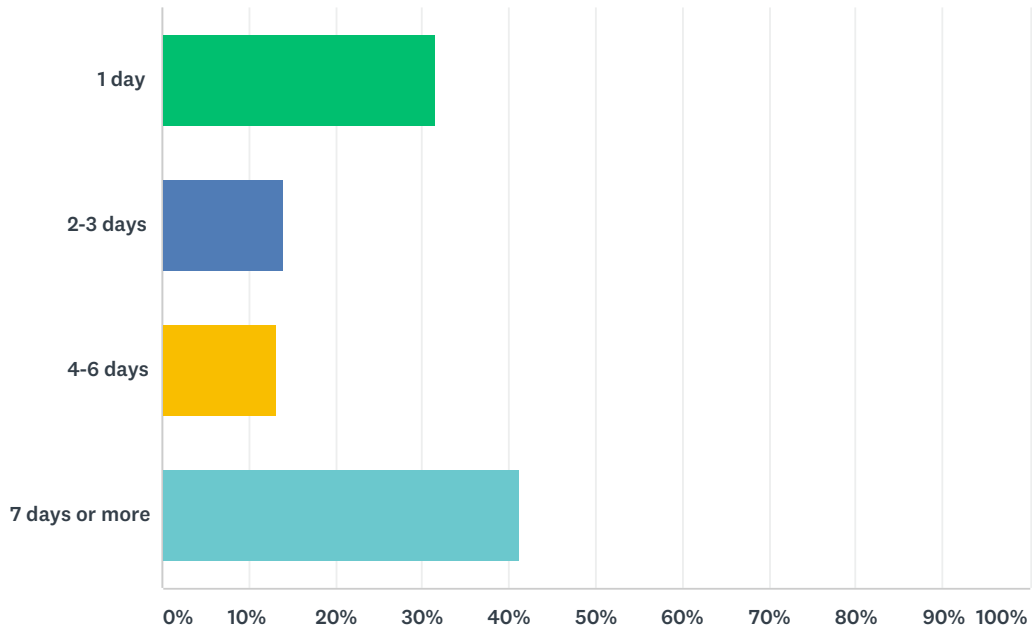
Answered: 181 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	90.61%	164
No	9.39%	17
TOTAL		181

### Q6 If by appointment, did you get your appointment within:

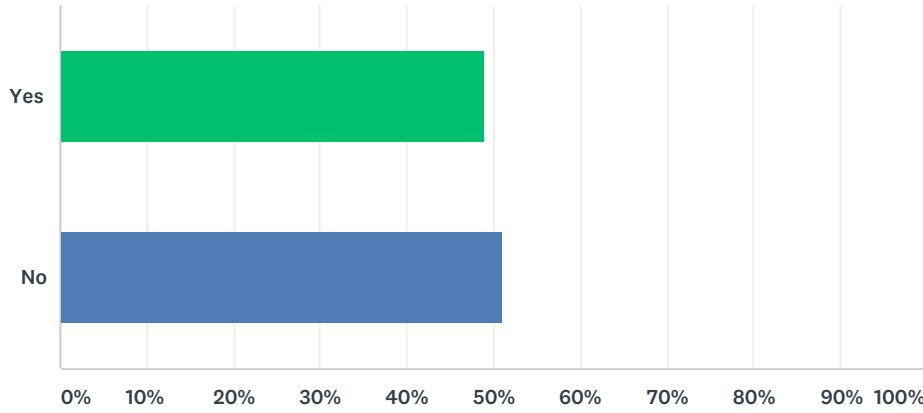
Answered: 136 Skipped: 48



ANSWER CHOICES	RESPONSES	
1 day	31.62%	43
2-3 days	13.97%	19
4-6 days	13.24%	18
7 days or more	41.18%	56
TOTAL		136

### Q7 Were you offered an appointment within 1-2 days?

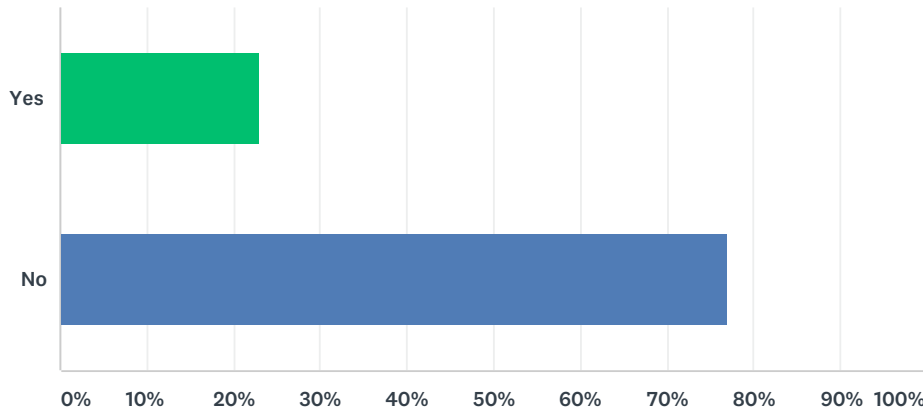
Answered: 143 Skipped: 41



ANSWER CHOICES	RESPONSES	
Yes	48.95%	70
No	51.05%	73
TOTAL		143

### Q8 Did you request a specific appointment date?

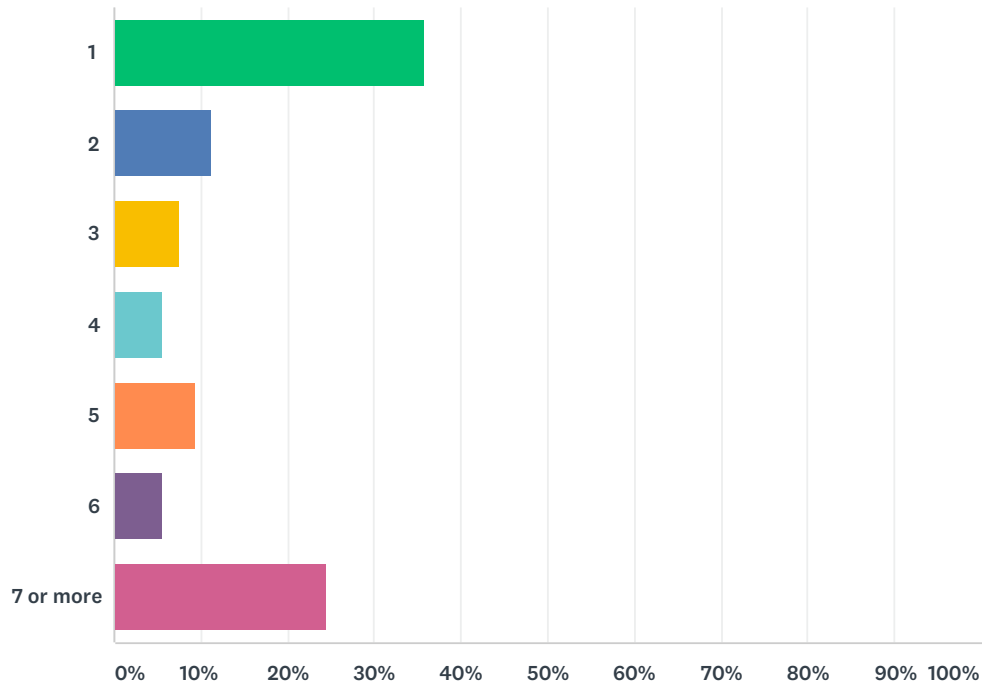
Answered: 139 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	23.02%	32
No	76.98%	107
TOTAL		139

### Q9 If yes, within how many days of your request was your appointment?

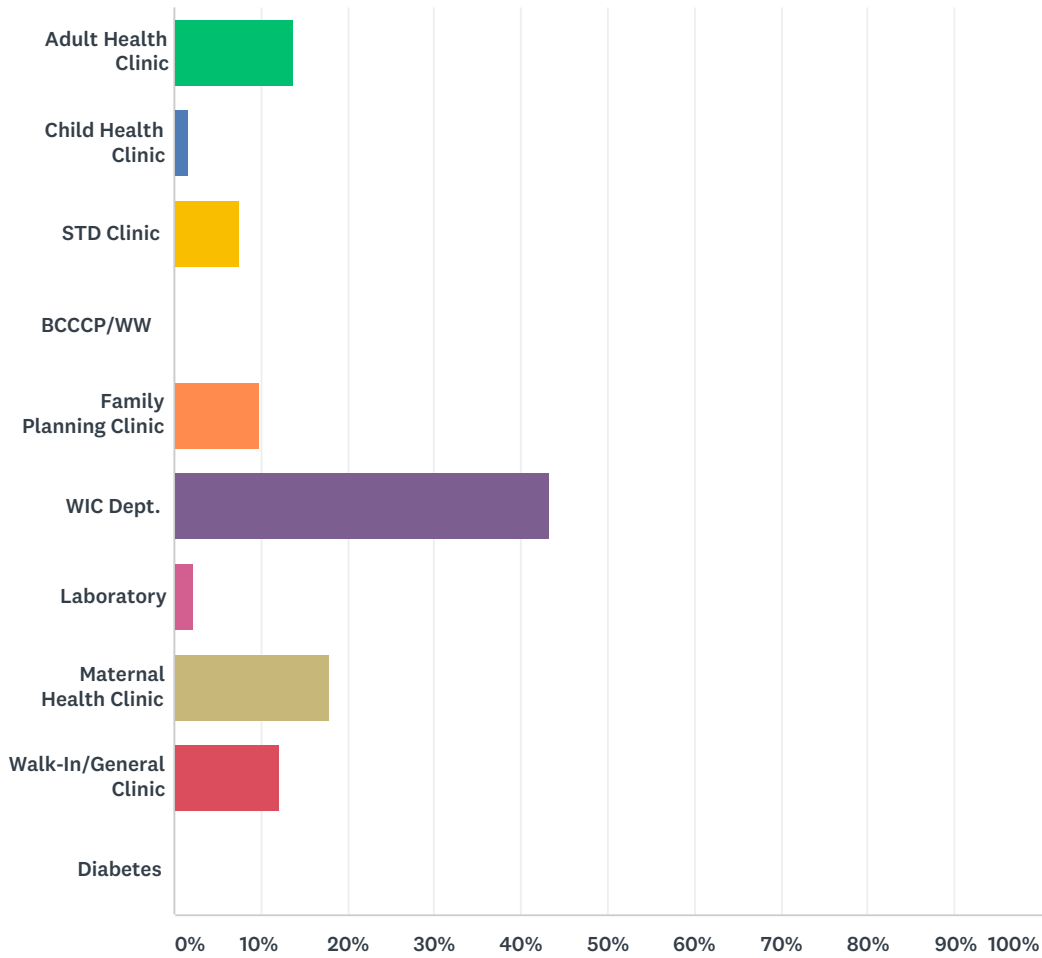
Answered: 53 Skipped: 131



ANSWER CHOICES	RESPONSES
1	35.85% 19
2	11.32% 6
3	7.55% 4
4	5.66% 3
5	9.43% 5
6	5.66% 3
7 or more	24.53% 13
<b>TOTAL</b>	<b>53</b>

### Q10 I was seen in the following areas today (Check all that apply)

Answered: 173 Skipped: 11



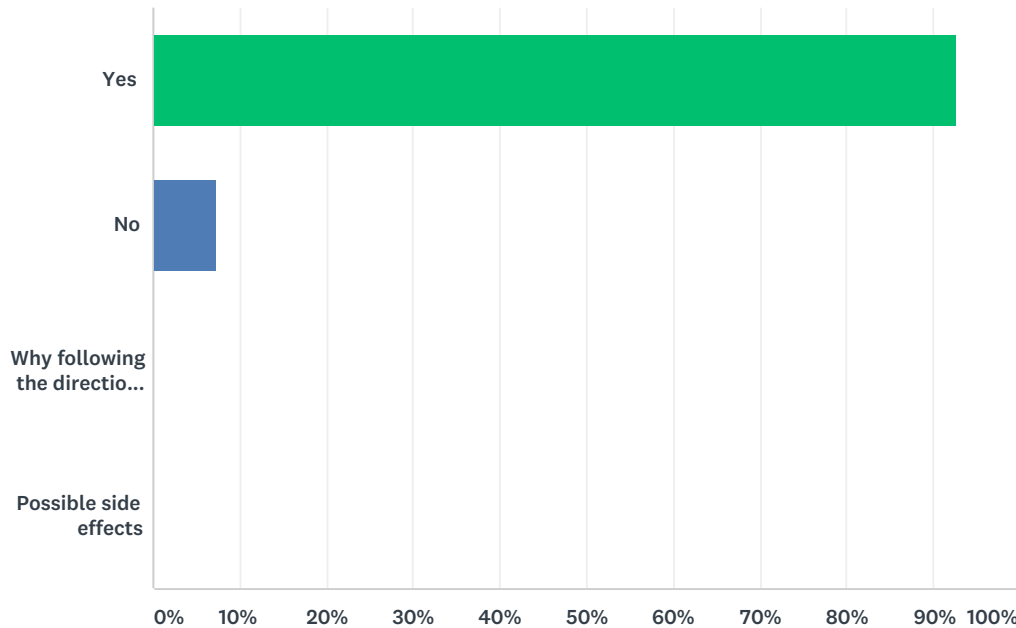
ANSWER CHOICES	RESPONSES	
Adult Health Clinic	13.87%	24
Child Health Clinic	1.73%	3
STD Clinic	7.51%	13
BCCCP/WW	0.00%	0
Family Planning Clinic	9.83%	17
WIC Dept.	43.35%	75
Laboratory	2.31%	4
Maternal Health Clinic	17.92%	31
Walk-In/General Clinic	12.14%	21
Diabetes	0.00%	0
Total Respondents: 173		

#	OTHER (PLEASE SPECIFY)	DATE
1	Walk-in	8/2/2018 3:00 PM
2	medicaid	8/2/2018 2:44 PM
3	Food Stamps	8/2/2018 2:38 PM
4	Health Department	8/2/2018 11:04 AM



### Q11 If seen in the Family Planning clinic today, do you understand how your chosen method of birth control WORKS TO PREVENT PREGNANCY?

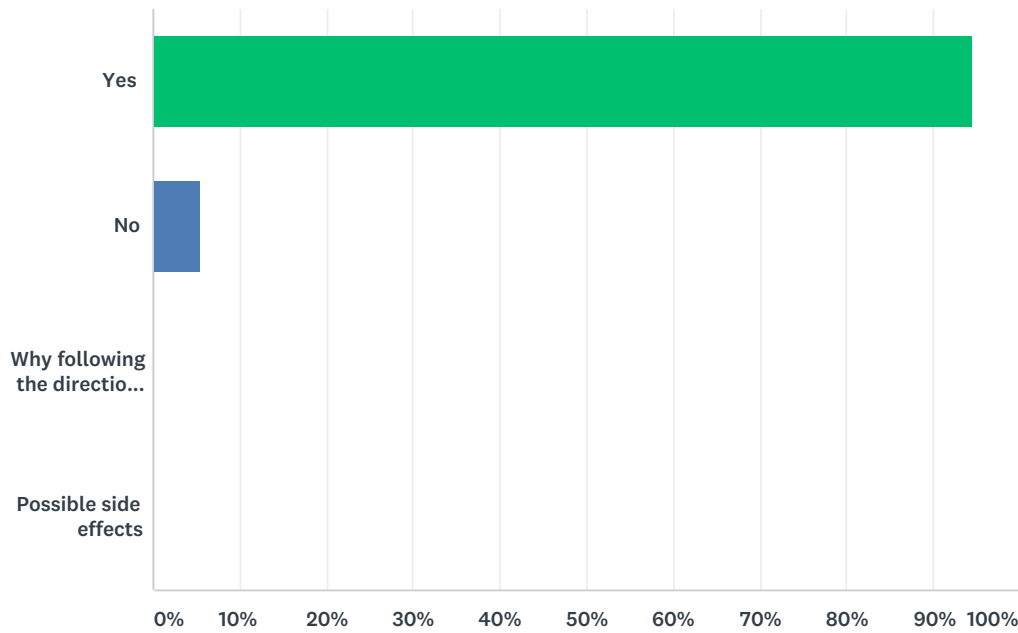
Answered: 41 Skipped: 143



ANSWER CHOICES	RESPONSES	
Yes	92.68%	38
No	7.32%	3
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 41		

## Q12 If seen in the Family Planning clinic today, do you understand WHY FOLLOWING THE DIRECTIONS ARE IMPORTANT?

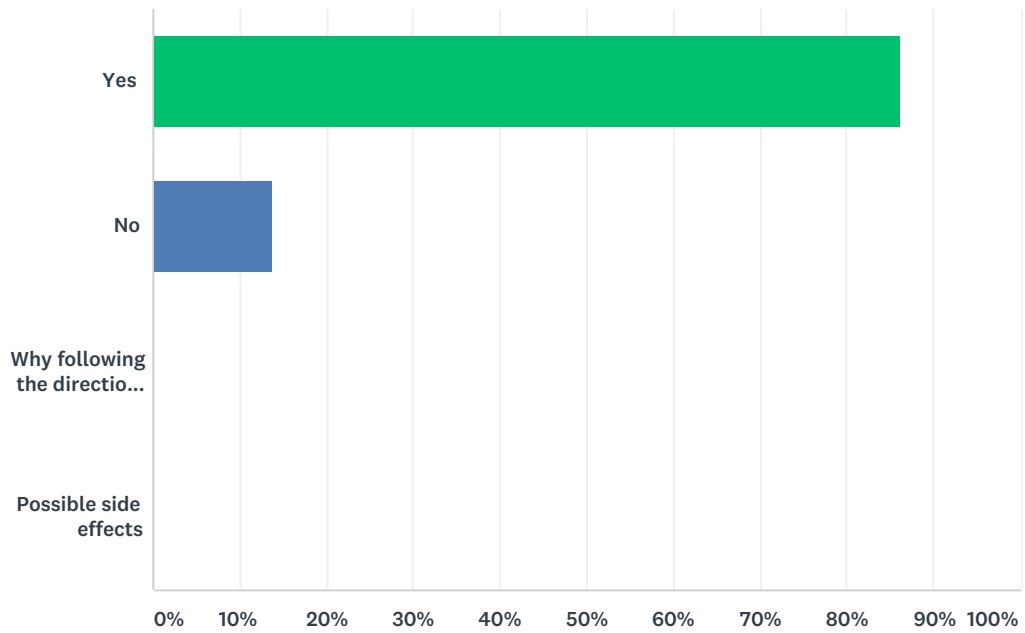
Answered: 37 Skipped: 147



ANSWER CHOICES	RESPONSES	
Yes	94.59%	35
No	5.41%	2
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 37		

### Q13 If seen in the Family Planning clinic today, do you understand POSSIBLE SIDE EFFECTS?

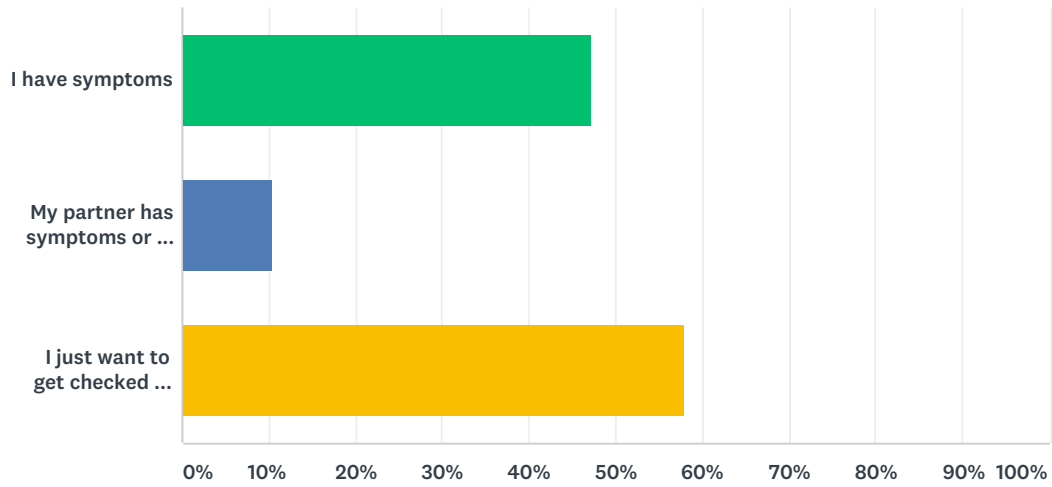
Answered: 36 Skipped: 148



ANSWER CHOICES	RESPONSES	
Yes	86.11%	31
No	13.89%	5
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 36		

### Q14 If seen in STD clinic today, what was the reason?

Answered: 19 Skipped: 165

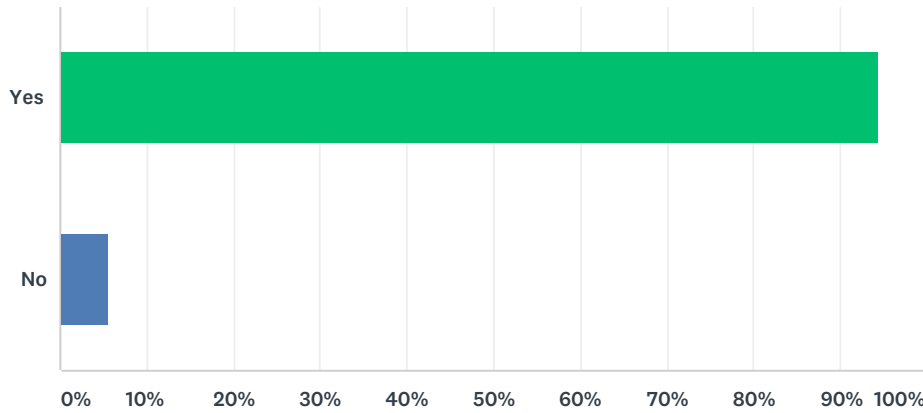


ANSWER CHOICES	RESPONSES
I have symptoms	47.37% 9
My partner has symptoms or an infection	10.53% 2
I just want to get checked for infection	57.89% 11
Total Respondents: 19	

#	OTHER (PLEASE SPECIFY)	DATE
1	pick up	8/2/2018 3:11 PM
2	yeast sypt	8/2/2018 11:29 AM
3	Knowledge of health status	8/2/2018 10:31 AM

### Q15 Do you understand the explanation about your STD problem or STD diagnosis?

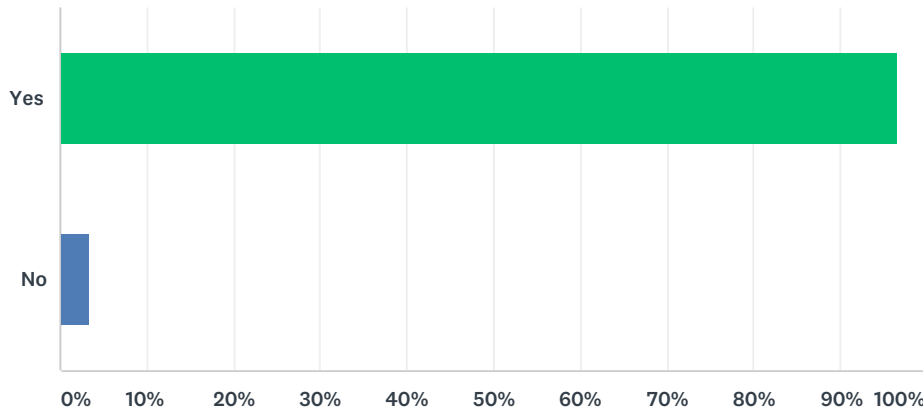
Answered: 36 Skipped: 148



ANSWER CHOICES	RESPONSES	
Yes	94.44%	34
No	5.56%	2
TOTAL		36

### Q16 Do you understand the STD treatment given to you?

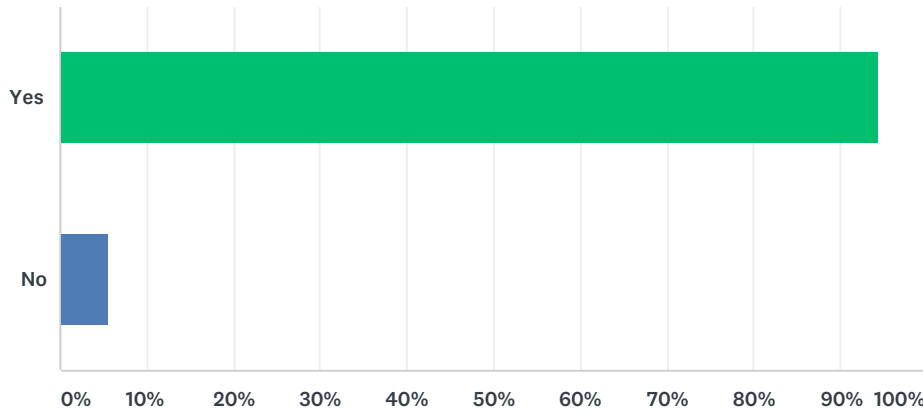
Answered: 30 Skipped: 154



ANSWER CHOICES	RESPONSES	
Yes	96.67%	29
No	3.33%	1
TOTAL		30

### Q17 Do you understand how to better protect yourself from HIV and other sexually transmitted infections?

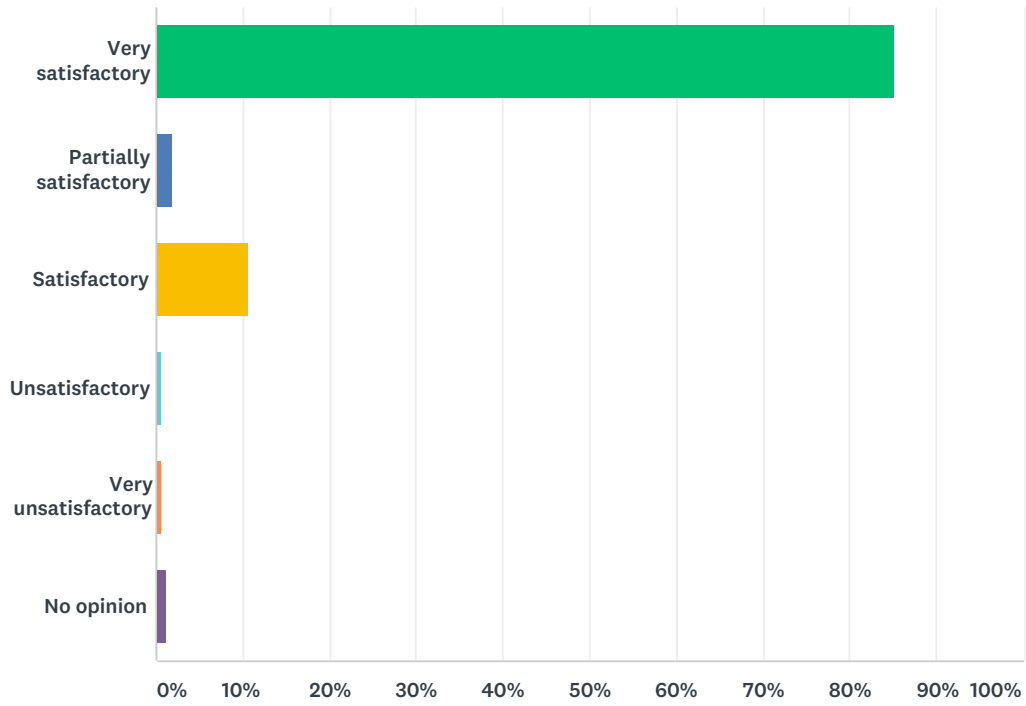
Answered: 35 Skipped: 149



ANSWER CHOICES	RESPONSES	
Yes	94.29%	33
No	5.71%	2
TOTAL		35

### Q18 How satisfactory was your visit?

Answered: 168 Skipped: 16

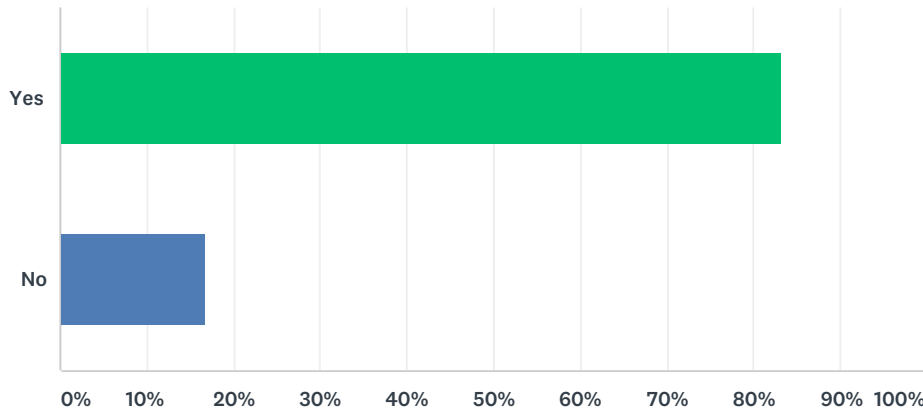


ANSWER CHOICES	RESPONSES	
Very satisfactory	85.12%	143
Partially satisfactory	1.79%	3
Satisfactory	10.71%	18
Unsatisfactory	0.60%	1
Very unsatisfactory	0.60%	1
No opinion	1.19%	2
<b>TOTAL</b>		<b>168</b>



### Q19 Do you feel that the care provided was culturally sensitive?

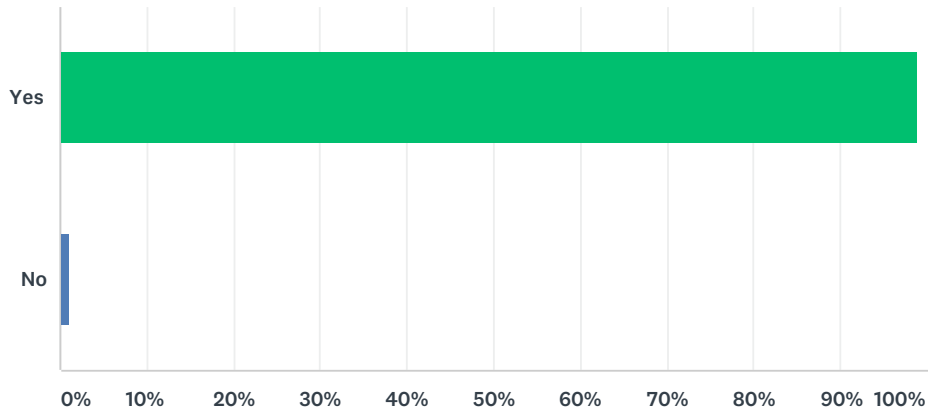
Answered: 150 Skipped: 34



ANSWER CHOICES	RESPONSES	
Yes	83.33%	125
No	16.67%	25
TOTAL		150

## Q20 Would you recommend this health department to your family or friends?

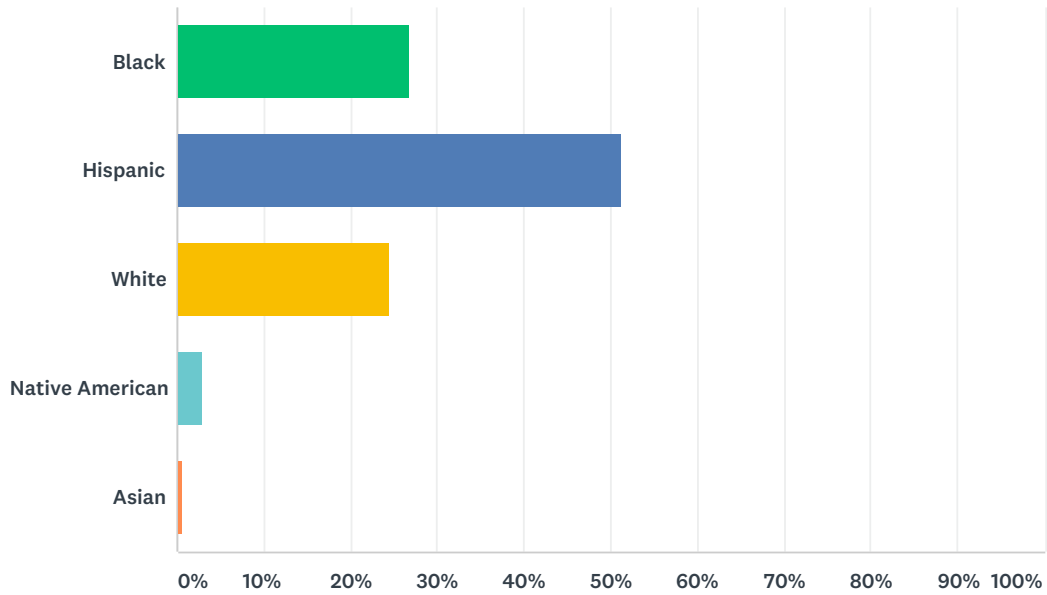
Answered: 178 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	98.88%	176
No	1.12%	2
TOTAL		178

## Q21 Which of the following best describes your ethnic background?

Answered: 172 Skipped: 12

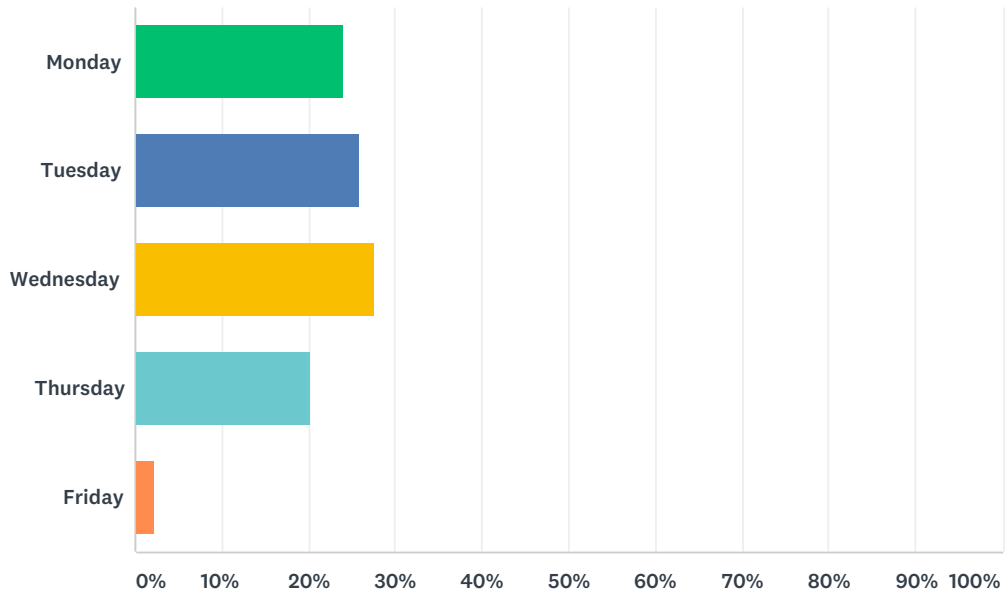


ANSWER CHOICES	RESPONSES	
Black	26.74%	46
Hispanic	51.16%	88
White	24.42%	42
Native American	2.91%	5
Asian	0.58%	1
Total Respondents: 172		

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q22 Please check the day of your visit

Answered: 178 Skipped: 6



ANSWER CHOICES	RESPONSES	
Monday	24.16%	43
Tuesday	25.84%	46
Wednesday	27.53%	49
Thursday	20.22%	36
Friday	2.25%	4
<b>TOTAL</b>		<b>178</b>

## Q23 What could have made your visit better/How can we improve our services?

Answered: 69 Skipped: 115

#	RESPONSES	DATE
1	Everything is fine.	8/8/2018 10:49 AM
2	Everything seems good to me.	8/2/2018 3:53 PM
3	The services are good , they are doing a great job.	8/2/2018 3:50 PM
4	If the wait time was shorter.	8/2/2018 3:46 PM
5	Everything is good.	8/2/2018 3:44 PM
6	Everything seems good to me	8/2/2018 3:43 PM
7	I believe the services were excellent.	8/2/2018 3:30 PM
8	Coloring books for kids if there is a long wait time.	8/2/2018 3:27 PM
9	It is good	8/2/2018 3:21 PM
10	Could not have been better	8/2/2018 3:20 PM
11	Actually, everything is great, the services are wonderful	8/2/2018 3:18 PM
12	Everything is excellent	8/2/2018 3:17 PM
13	Nothing everything was great	8/2/2018 3:12 PM
14	More Spanish Interpreters	8/2/2018 3:03 PM
15	I was treated very good.	8/2/2018 2:59 PM
16	It's great , doing a great job.	8/2/2018 2:54 PM
17	Everything was great	8/2/2018 2:44 PM
18	Wait time	8/2/2018 2:40 PM
19	Waiting time and information provided about other services could be improved.	8/2/2018 2:38 PM
20	Nothing it's great	8/2/2018 2:35 PM
21	Nothing just right	8/2/2018 2:33 PM
22	Everything was great	8/2/2018 2:30 PM
23	Everything is good.	8/2/2018 2:14 PM
24	No comment , the attention that I get is very good	8/2/2018 2:11 PM
25	Everything was very good.	8/2/2018 2:09 PM
26	Everything is good	8/2/2018 2:06 PM
27	Everything was good	8/2/2018 2:04 PM
28	Everything was very good, thank you	8/2/2018 2:01 PM
29	Everything was excellent	8/2/2018 1:59 PM
30	Shorter waiting time	8/2/2018 1:44 PM
31	Services are fine as they are	8/2/2018 1:38 PM
32	Nothing, everything went well and I was also treated well.	8/2/2018 1:29 PM
33	The service today was great. So far no improvement needed.	8/2/2018 1:27 PM
34	Nothing, everything is fine the way that it is.	8/2/2018 1:21 PM

35	Everything is good	8/2/2018 1:19 PM
36	During my visit in this place , everything has been very good. No improvement needed.	8/2/2018 1:12 PM
37	Everything is good . There is nothing to improve	8/2/2018 1:08 PM
38	Less of a wait time	8/2/2018 1:03 PM
39	I was a walk-in and had to be worked in but everything here makes me feel comfortable	8/2/2018 1:00 PM
40	Waiting time is the only thing I would say needs to be improved.	8/2/2018 12:48 PM
41	Service was great	8/2/2018 12:45 PM
42	Everything is good	8/2/2018 11:35 AM
43	Do not announce names fully aloud in the lobby first names are acceptable	8/2/2018 11:29 AM
44	Everything was quick and no time wasted.	8/2/2018 11:24 AM
45	For me to be seen a little bit faster, my appointment was at 9:45 and I was called to the room at 10:45	8/2/2018 11:20 AM
46	Everything is good	8/2/2018 11:16 AM
47	Everything was good.	8/2/2018 11:15 AM
48	Not waiting over an hour in waiting room to be called	8/2/2018 11:13 AM
49	Nothing	8/2/2018 11:11 AM
50	Everything is good	8/2/2018 11:10 AM
51	Everything was great	8/2/2018 11:04 AM
52	Services are excellent	8/2/2018 11:02 AM
53	Excellent	8/2/2018 10:52 AM
54	Everything is very good	8/2/2018 10:47 AM
55	Everything was good	8/2/2018 10:43 AM
56	Everything was great.	8/2/2018 10:37 AM
57	Bottled Water or refreshments provided in waiting room	8/2/2018 10:31 AM
58	Everything was good.	8/2/2018 10:26 AM
59	No improvement needed!	8/2/2018 10:24 AM
60	Service was good	8/2/2018 10:22 AM
61	It was good today , but most times I have an appointment there is a long wait time before called back.	8/2/2018 10:16 AM
62	Great experience.	8/2/2018 10:03 AM
63	Everything was great. No improvement for now.	8/2/2018 10:00 AM
64	Nothing because you guys have excellent services.	8/2/2018 9:37 AM
65	Nothing	8/2/2018 9:35 AM
66	Waiting time in lobby , my appointment at 3:15pm, did not get seen until 4:04pm.	8/2/2018 9:28 AM
67	Nothing it was great	8/2/2018 9:22 AM
68	If I had an actual appointment . But I was told I could walk-in Wednesday since the earliest appointment available would be 8/3/18 and I work that day.	8/2/2018 9:04 AM
69	WIC does walk-ins when you are in need, especially when your breastfeeding and having complications with providing milk for my child.	8/2/2018 8:55 AM

## Q24 Comments

Answered: 32 Skipped: 152

#	RESPONSES	DATE
1	Very satisfied with the attention of all the staff in the clinic.	8/8/2018 10:53 AM
2	Thank you.	8/8/2018 10:49 AM
3	Thank you	8/2/2018 3:39 PM
4	The wait time has improved since starting over 5 years ago as well as quality of care.	8/2/2018 3:27 PM
5	No comments so far.	8/2/2018 3:21 PM
6	Thank you for your help!	8/2/2018 3:04 PM
7	More games for kids	8/2/2018 3:03 PM
8	I always have excellent services when coming. Also, always seen in a timely manner. I always get my questions answered throughly	8/2/2018 2:56 PM
9	people are very friendly	8/2/2018 2:36 PM
10	very good service	8/2/2018 2:33 PM
11	Very good experience, Thank you	8/2/2018 1:51 PM
12	Mrs. Spell was amazing all the questions I asked she answered quickly and clearly without hesitation.	8/2/2018 1:42 PM
13	Every staff member is kind and respectful	8/2/2018 1:21 PM
14	What I have to say is that I am very thankful for the attention I receive. Thank you.	8/2/2018 1:12 PM
15	Staff is wonderful	8/2/2018 1:00 PM
16	Waiting time is terrible.	8/2/2018 12:48 PM
17	Thanks to the personnel. Every time I come they take good care of me this is why I like coming here.	8/2/2018 11:35 AM
18	Thanks	8/2/2018 11:29 AM
19	Great privacy and service	8/2/2018 11:26 AM
20	I really like this place more than others around the area.	8/2/2018 11:24 AM
21	Everything else was good	8/2/2018 11:20 AM
22	Best clinic I have been to. Me and my husband are always satisfied on how we are treated and our questions are answered.	8/2/2018 11:08 AM
23	Everything was good	8/2/2018 11:02 AM
24	Thank you for your attention.	8/2/2018 10:43 AM
25	You were great, Have a blessed day	8/2/2018 10:29 AM
26	Very respectful.	8/2/2018 10:20 AM
27	I have always felt very good coming here, thank you.	8/2/2018 9:49 AM
28	When my daughter was killed in an accident, WIC officials thoughtfully contacted me to reschedule an appointment I had completely forgotten. I deeply appreciated their compassion and thoughtfulness.	8/2/2018 9:41 AM
29	No comments	8/2/2018 9:37 AM
30	Need better time management	8/2/2018 9:28 AM
31	Fast	8/2/2018 9:22 AM

