

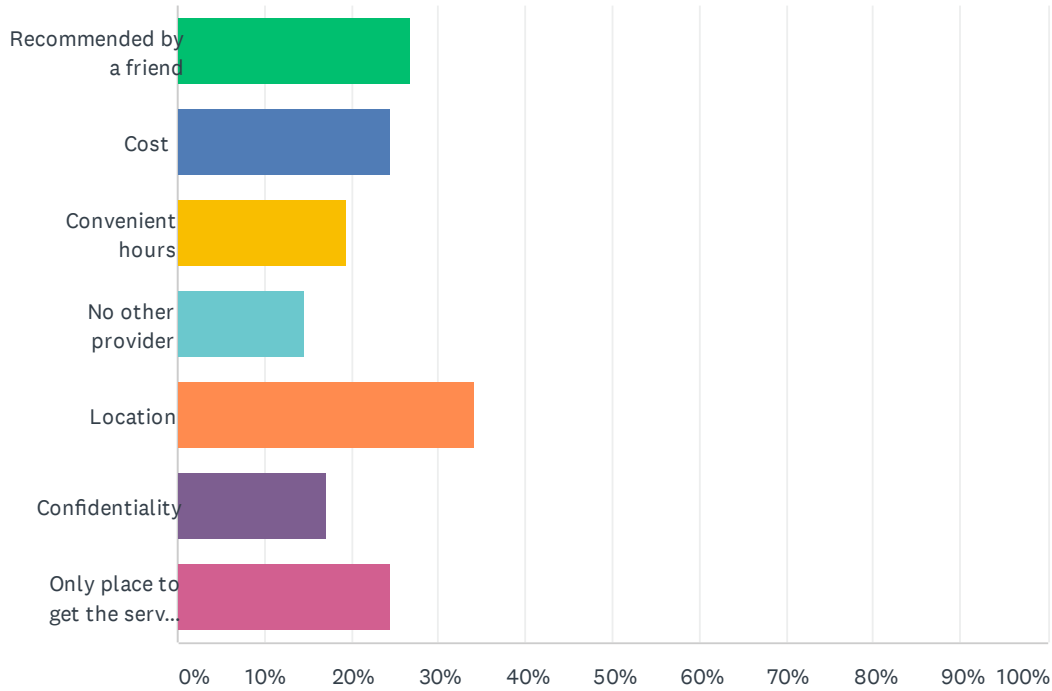
Q1 OFFICE USE ONLY: Clinic:

Answered: 3 Skipped: 45

#	RESPONSES	DATE
1	Diabetes	10/14/2020 12:08 PM
2	Diabetes	10/14/2020 10:38 AM
3	Diabetes	10/14/2020 10:36 AM

Q2 Why did you come to the health department? (Please check all that apply)

Answered: 41 Skipped: 7

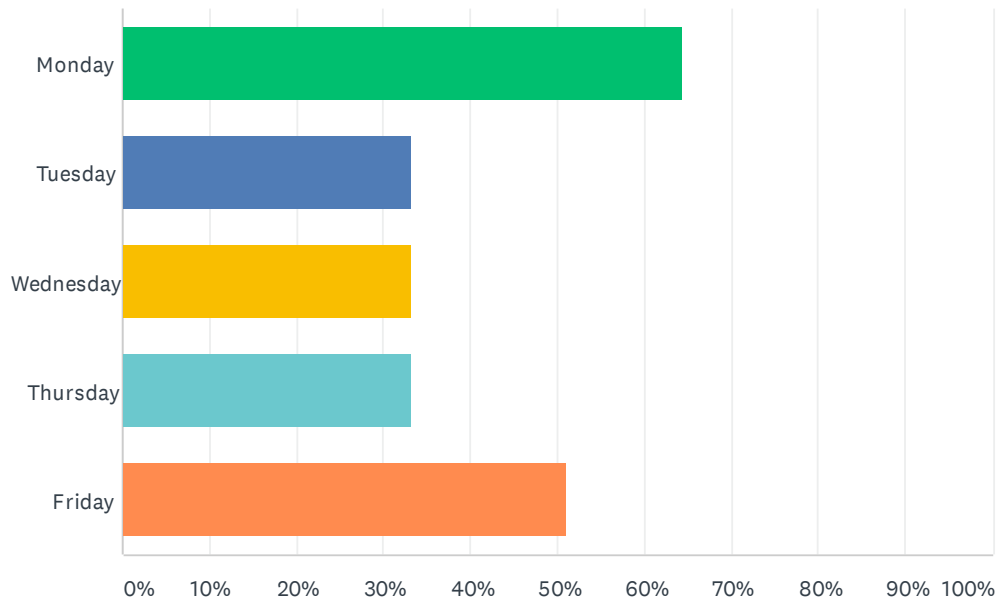


ANSWER CHOICES	RESPONSES	
Recommended by a friend	26.83%	11
Cost	24.39%	10
Convenient hours	19.51%	8
No other provider	14.63%	6
Location	34.15%	14
Confidentiality	17.07%	7
Only place to get the service needed (ex. WIC)	24.39%	10
Total Respondents: 41		

#	OTHER (PLEASE SPECIFY)	DATE
1	The closest to my house	10/14/2020 1:57 PM
2	The hospital sent my information here.	10/14/2020 1:50 PM
3	Because I come frequently	10/14/2020 1:48 PM
4	to get check for chlymidia	10/14/2020 11:55 AM
5	breast examine & pap smear	10/14/2020 10:44 AM
6	Screenings	10/14/2020 10:40 AM

Q3 What is the best day for you to come to the Health Department? (Check all that apply)

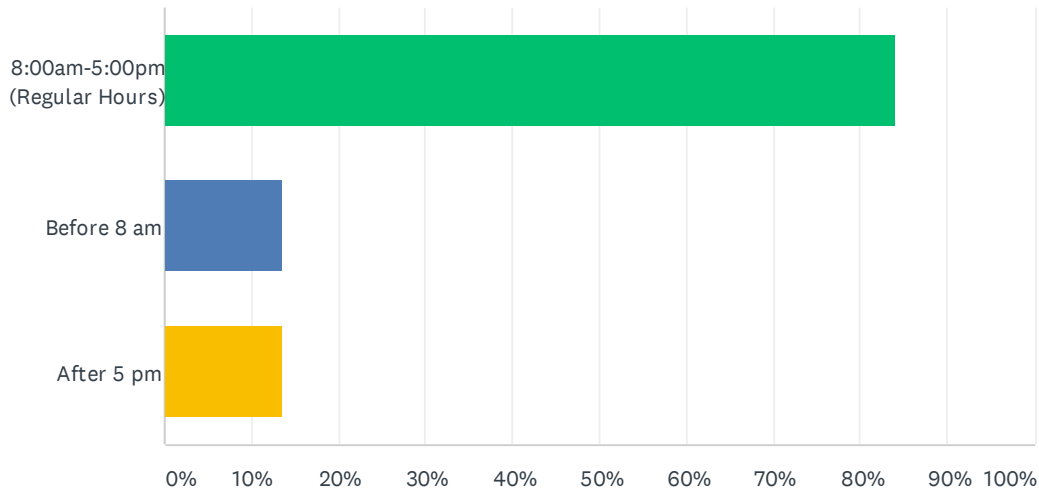
Answered: 45 Skipped: 3



ANSWER CHOICES	RESPONSES
Monday	64.44% 29
Tuesday	33.33% 15
Wednesday	33.33% 15
Thursday	33.33% 15
Friday	51.11% 23
Total Respondents: 45	

Q4 What hours are most convenient for you?

Answered: 44 Skipped: 4

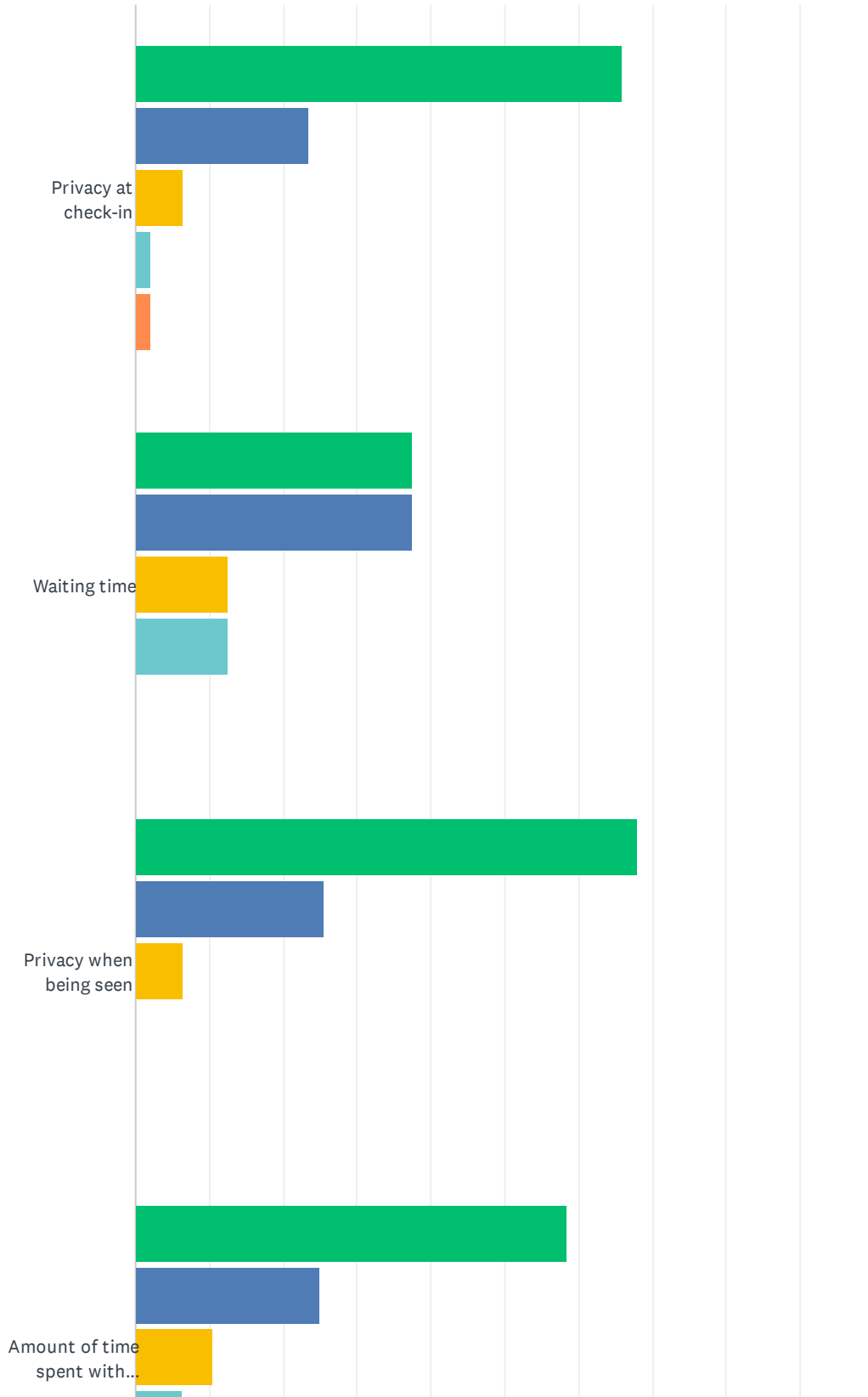


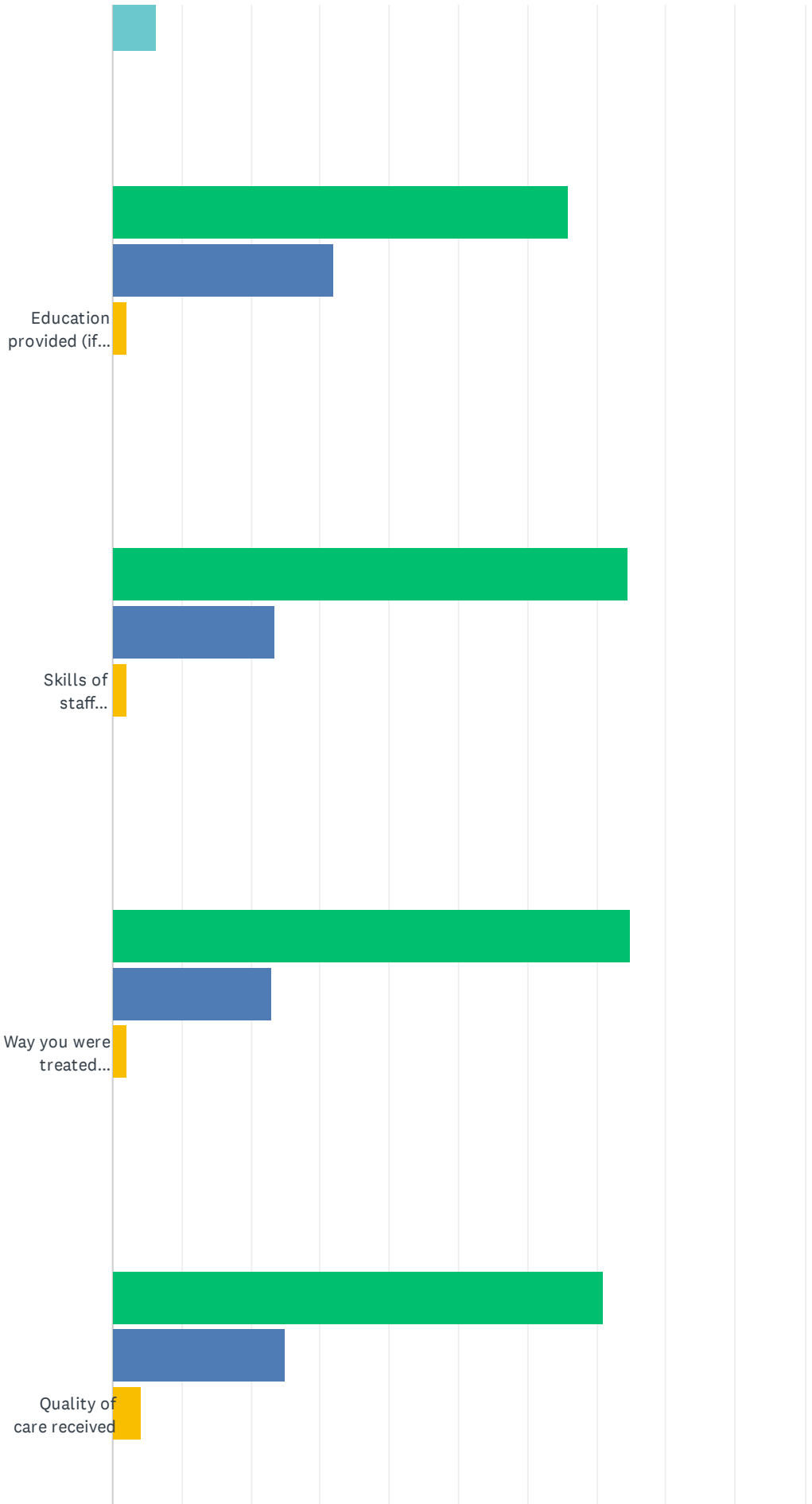
ANSWER CHOICES	RESPONSES	
8:00am-5:00pm (Regular Hours)	84.09%	37
Before 8 am	13.64%	6
After 5 pm	13.64%	6
Total Respondents: 44		

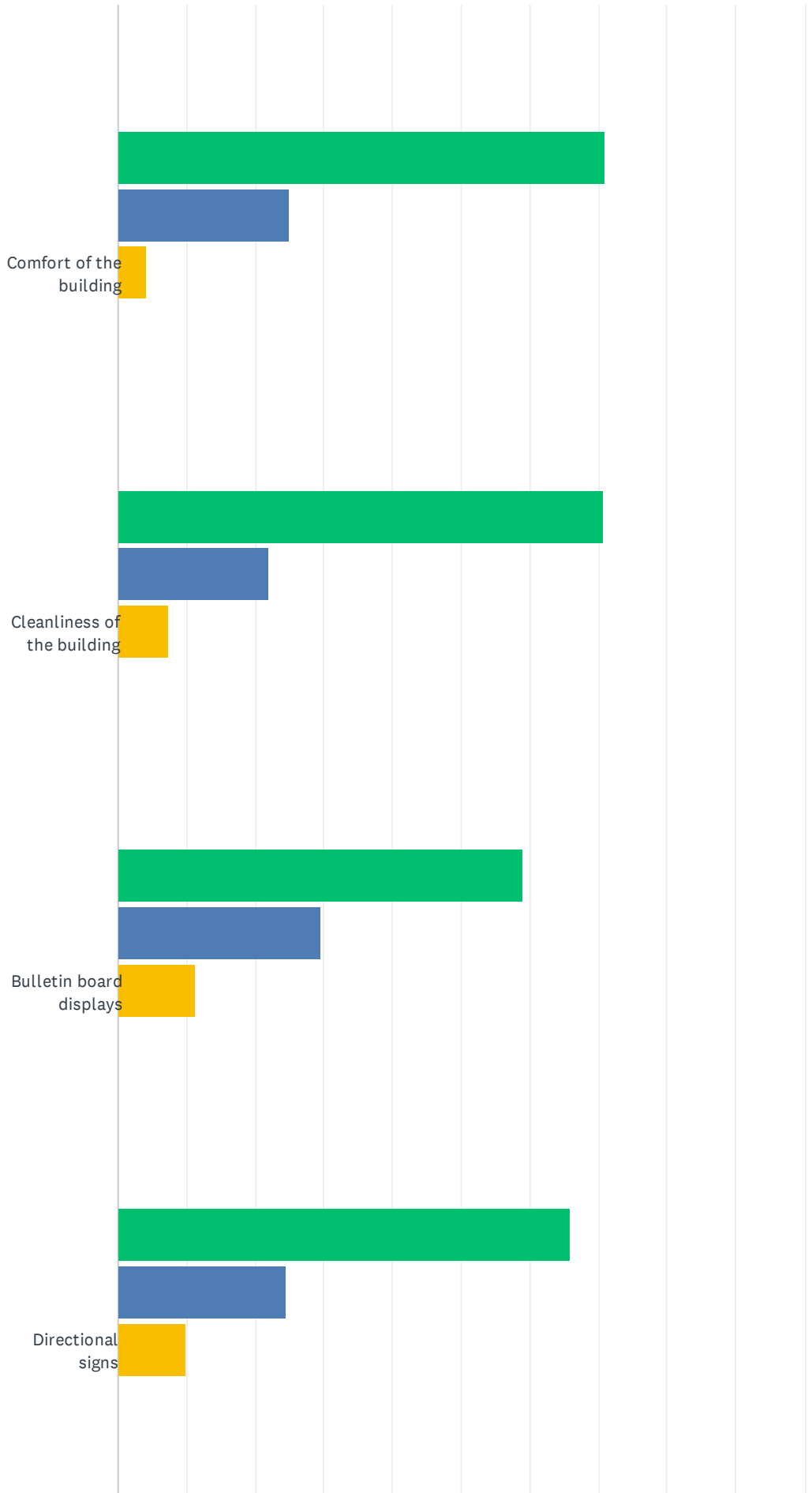
#	IF BEFORE 8:00 AM OR AFTER 5:00 PM, WHAT TIME?	DATE
1	Whichever	10/14/2020 1:57 PM
2	11-3	10/14/2020 1:48 PM
3	2:30 pm	10/14/2020 1:40 PM
4	2:00 pm	10/14/2020 12:07 PM
5	6:00 pm	10/14/2020 11:53 AM
6	7:30 am	10/14/2020 11:51 AM
7	6 AM	10/14/2020 10:39 AM
8	after 1:00	10/14/2020 10:34 AM
9	9:00 am	10/14/2020 10:29 AM

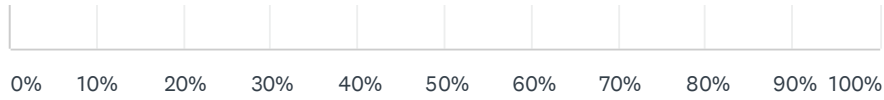
Q5 How would you rate the following services? (Check one answer for each)

Answered: 48 Skipped: 0









■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Poor

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
Privacy at check-in	65.96% 31	23.40% 11	6.38% 3	2.13% 1	2.13% 1	47
Waiting time	37.50% 18	37.50% 18	12.50% 6	12.50% 6	0.00% 0	48
Privacy when being seen	68.09% 32	25.53% 12	6.38% 3	0.00% 0	0.00% 0	47
Amount of time spent with staff during visit	58.33% 28	25.00% 12	10.42% 5	6.25% 3	0.00% 0	48
Education provided (if applicable)	65.96% 31	31.91% 15	2.13% 1	0.00% 0	0.00% 0	47
Skills of staff (thorough, knowledgeable, etc)	74.47% 35	23.40% 11	2.13% 1	0.00% 0	0.00% 0	47
Way you were treated (respectfully, friendly, etc)	75.00% 36	22.92% 11	2.08% 1	0.00% 0	0.00% 0	48
Quality of care received	70.83% 34	25.00% 12	4.17% 2	0.00% 0	0.00% 0	48
Comfort of the building	70.83% 34	25.00% 12	4.17% 2	0.00% 0	0.00% 0	48
Cleanliness of the building	70.73% 29	21.95% 9	7.32% 3	0.00% 0	0.00% 0	41
Bulletin board displays	59.09% 26	29.55% 13	11.36% 5	0.00% 0	0.00% 0	44
Directional signs	65.85% 27	24.39% 10	9.76% 4	0.00% 0	0.00% 0	41

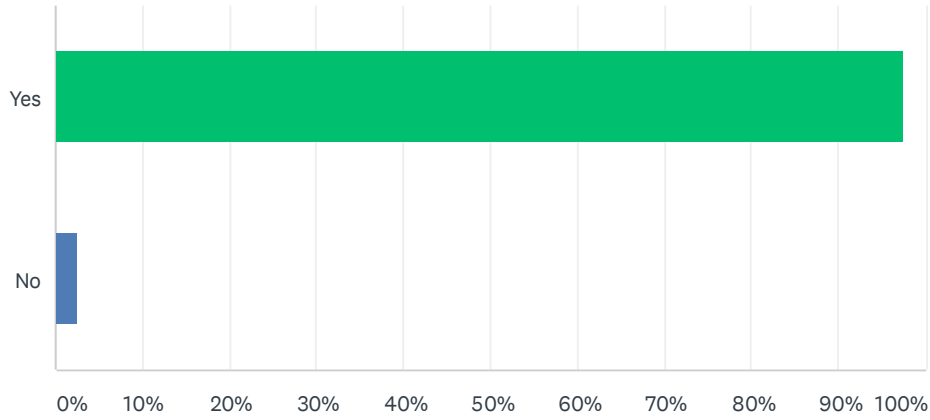
Q6 Please explain your ratings:

Answered: 17 Skipped: 31

#	RESPONSES	DATE
1	To me it's excellent care/attention.	10/14/2020 2:03 PM
2	A good place for medical attention (care)	10/14/2020 2:01 PM
3	Very good attention (care)	10/14/2020 1:59 PM
4	Excellent	10/14/2020 1:57 PM
5	Excellent	10/14/2020 1:55 PM
6	Everything is excellent. Thank you.	10/14/2020 1:50 PM
7	Excellent	10/14/2020 1:49 PM
8	100%	10/14/2020 1:48 PM
9	Very good	10/14/2020 1:40 PM
10	Excellent = 100%	10/14/2020 11:58 AM
11	Really good	10/14/2020 11:55 AM
12	The wait time in the lobby can be better	10/14/2020 11:51 AM
13	Good doctor just needs more privacy at check-in	10/14/2020 10:57 AM
14	I got in & out in a decent time frame	10/14/2020 10:56 AM
15	10	10/14/2020 10:54 AM
16	They were very good, the nurse I had was excellent.	10/14/2020 10:52 AM
17	Everything was organized and respectful.	10/14/2020 10:41 AM

Q7 I had a scheduled appointment for today?

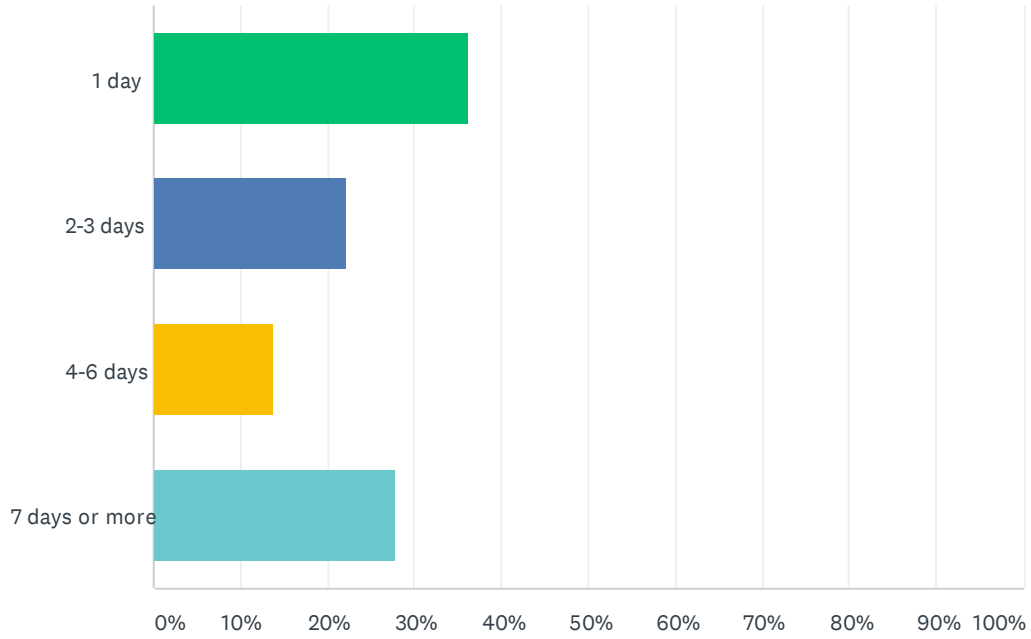
Answered: 41 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	97.56%	40
No	2.44%	1
TOTAL		41

Q8 If by appointment, did you get your appointment within:

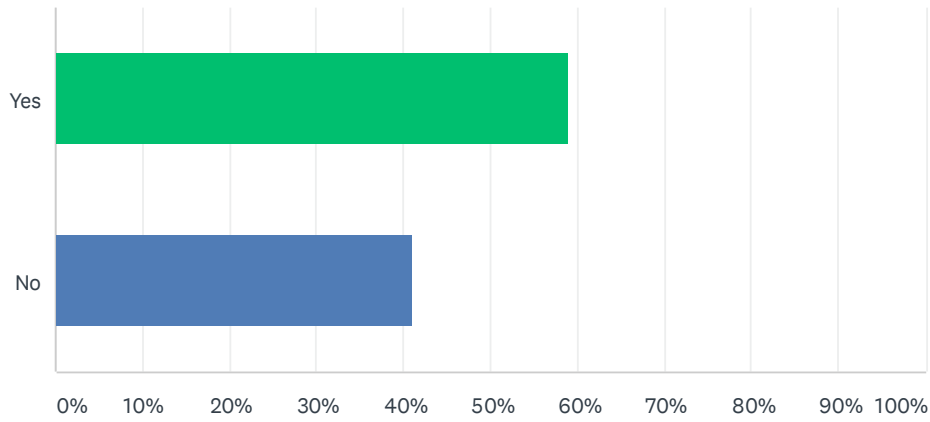
Answered: 36 Skipped: 12



ANSWER CHOICES	RESPONSES	
1 day	36.11%	13
2-3 days	22.22%	8
4-6 days	13.89%	5
7 days or more	27.78%	10
TOTAL		36

Q9 Were you offered an appointment within 1-2 days?

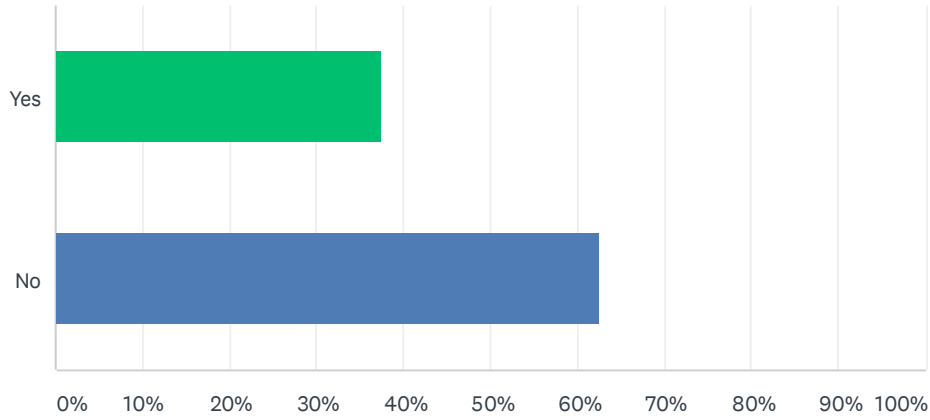
Answered: 39 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	58.97% 23
No	41.03% 16
TOTAL	39

Q10 Did you request a specific appointment date?

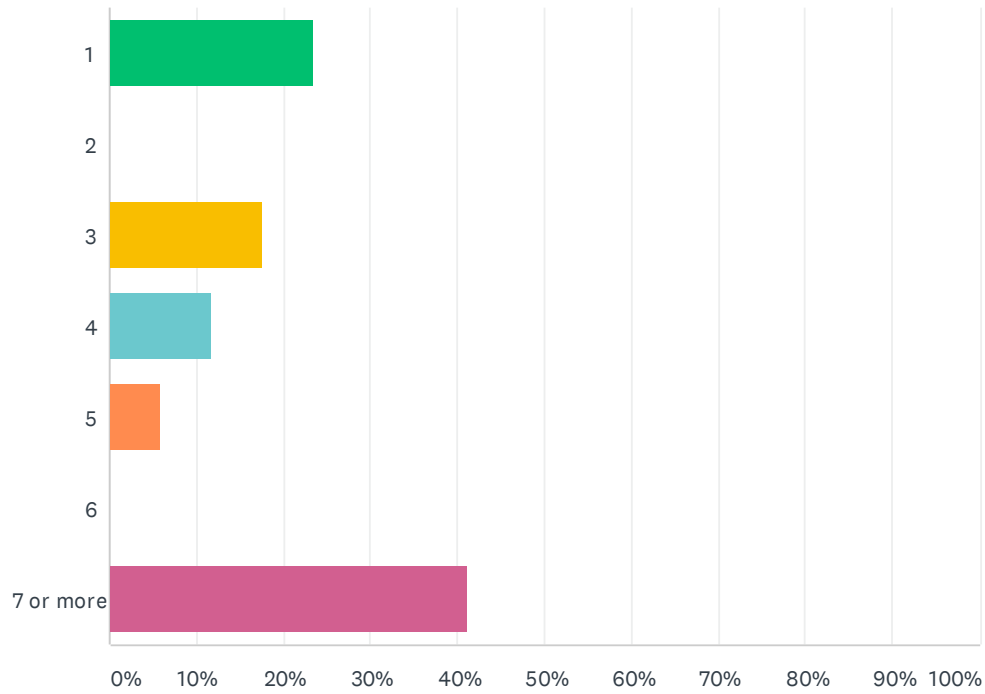
Answered: 40 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	37.50%	15
No	62.50%	25
TOTAL		40

Q11 If yes, within how many days of your request was your appointment?

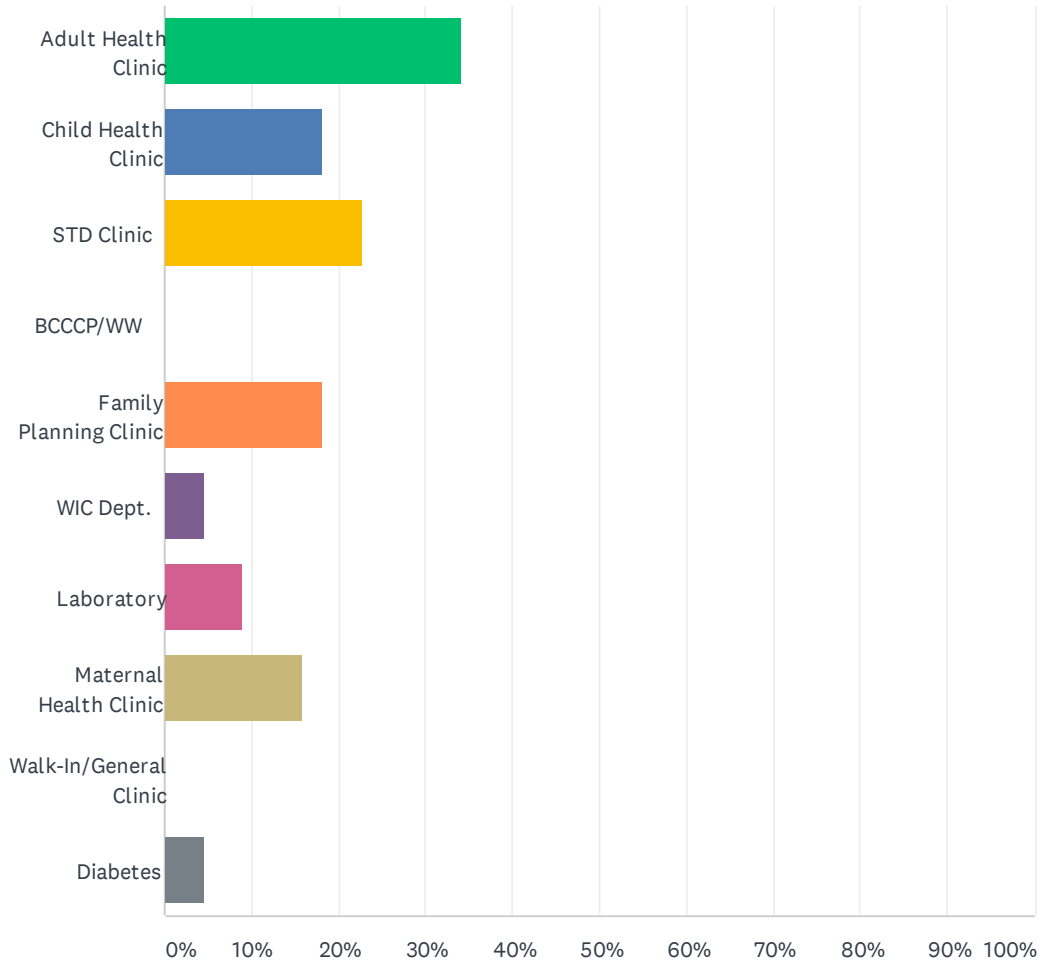
Answered: 17 Skipped: 31



ANSWER CHOICES	RESPONSES	
1	23.53%	4
2	0.00%	0
3	17.65%	3
4	11.76%	2
5	5.88%	1
6	0.00%	0
7 or more	41.18%	7
TOTAL		17

Q12 I was seen in the following areas today (Check all that apply)

Answered: 44 Skipped: 4

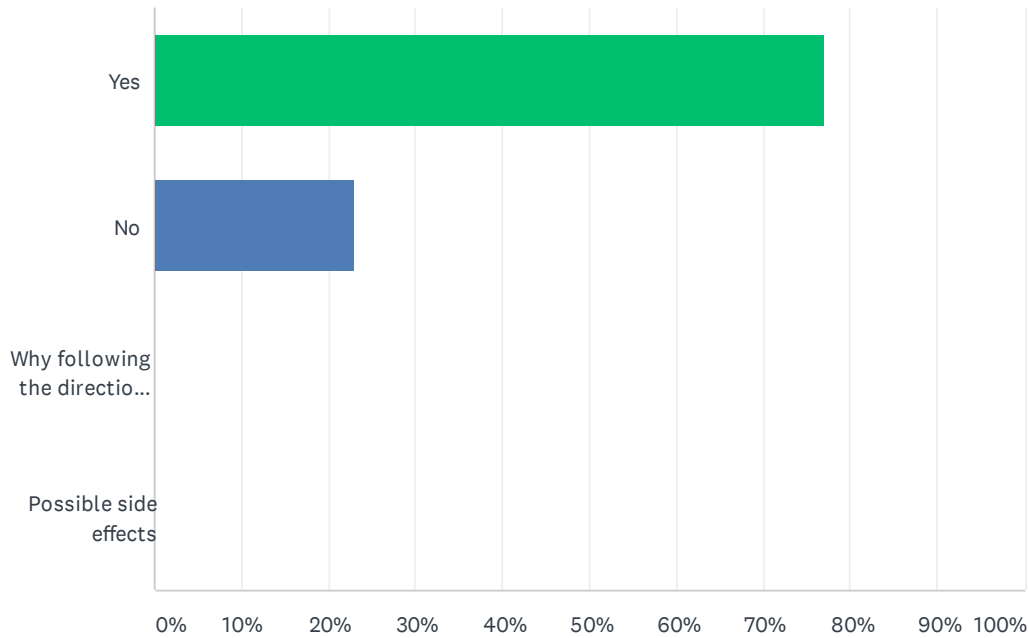


ANSWER CHOICES	RESPONSES	
Adult Health Clinic	34.09%	15
Child Health Clinic	18.18%	8
STD Clinic	22.73%	10
BCCCP/WW	0.00%	0
Family Planning Clinic	18.18%	8
WIC Dept.	4.55%	2
Laboratory	9.09%	4
Maternal Health Clinic	15.91%	7
Walk-In/General Clinic	0.00%	0
Diabetes	4.55%	2
Total Respondents: 44		

#	OTHER (PLEASE SPECIFY)	DATE
1	Immunizations	10/14/2020 2:00 PM

Q13 If seen in the Family Planning clinic today, do you understand how your chosen method of birth control WORKS TO PREVENT PREGNANCY?

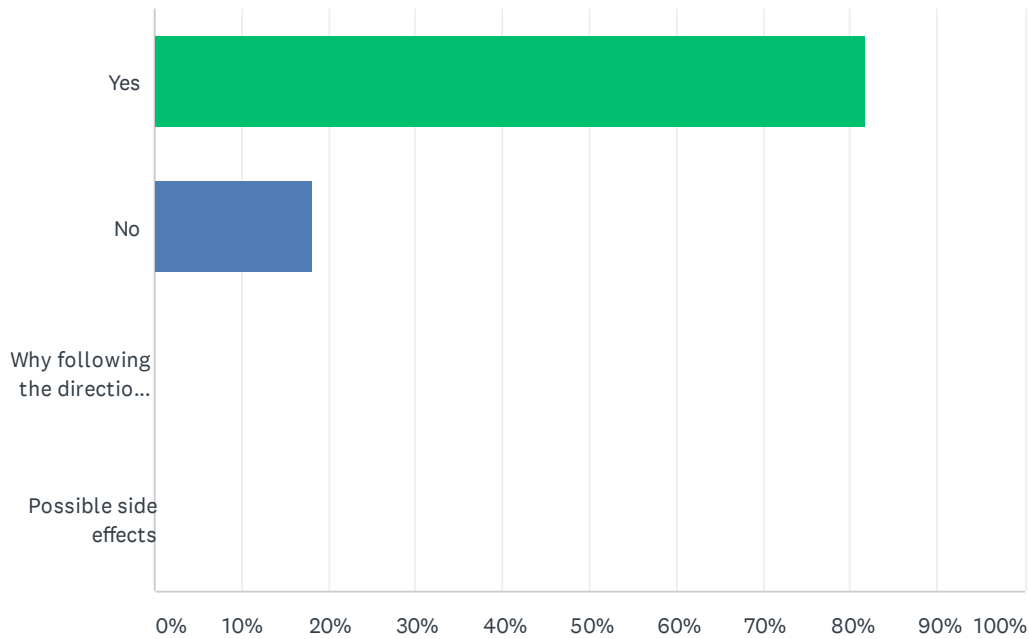
Answered: 13 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	76.92%	10
No	23.08%	3
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 13		

Q14 If seen in the Family Planning clinic today, do you understand WHY FOLLOWING THE DIRECTIONS ARE IMPORTANT?

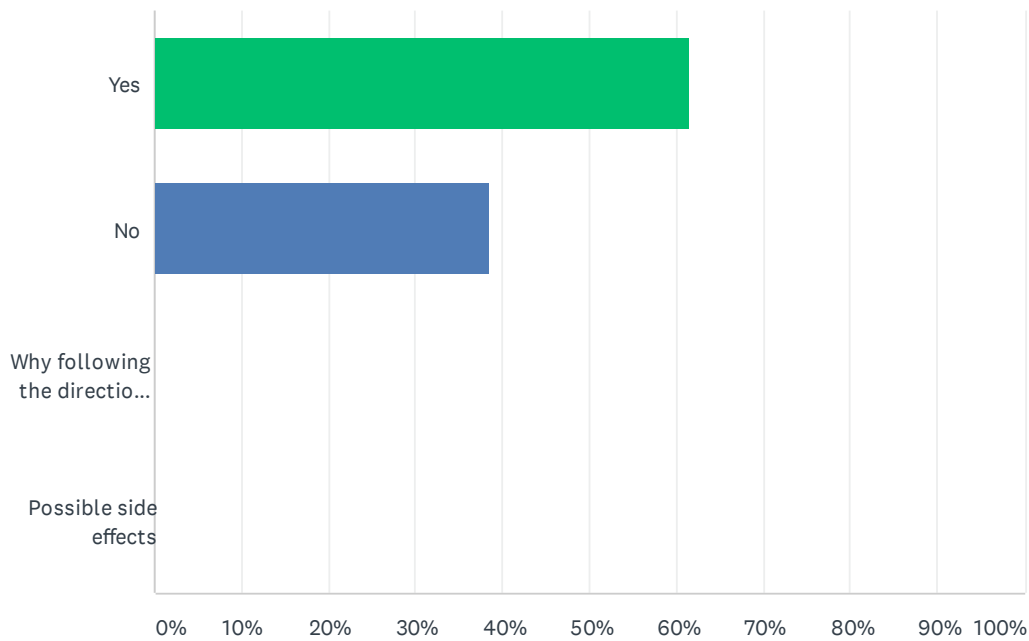
Answered: 11 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	81.82%	9
No	18.18%	2
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 11		

Q15 If seen in the Family Planning clinic today, do you understand POSSIBLE SIDE EFFECTS?

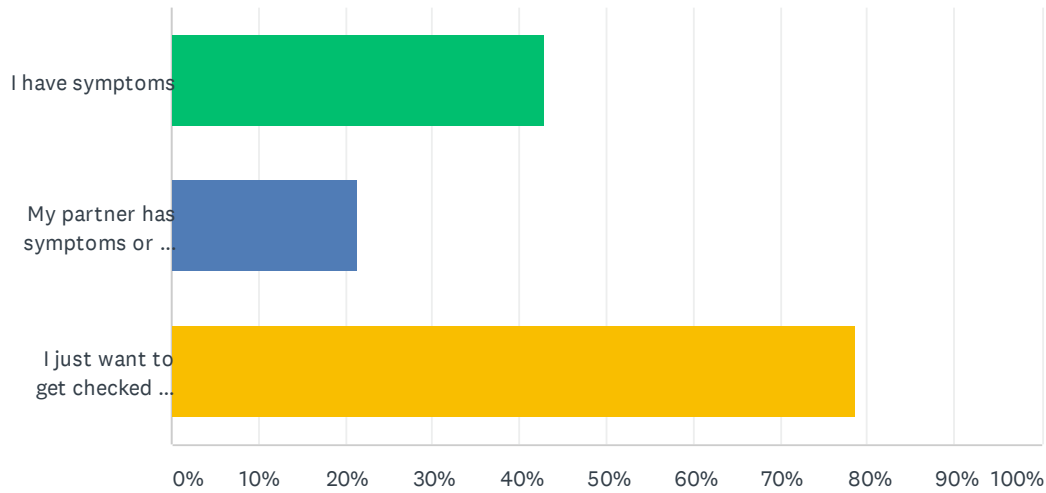
Answered: 13 Skipped: 35



ANSWER CHOICES	RESPONSES	
Yes	61.54%	8
No	38.46%	5
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 13		

Q16 If seen in STD clinic today, what was the reason?

Answered: 14 Skipped: 34

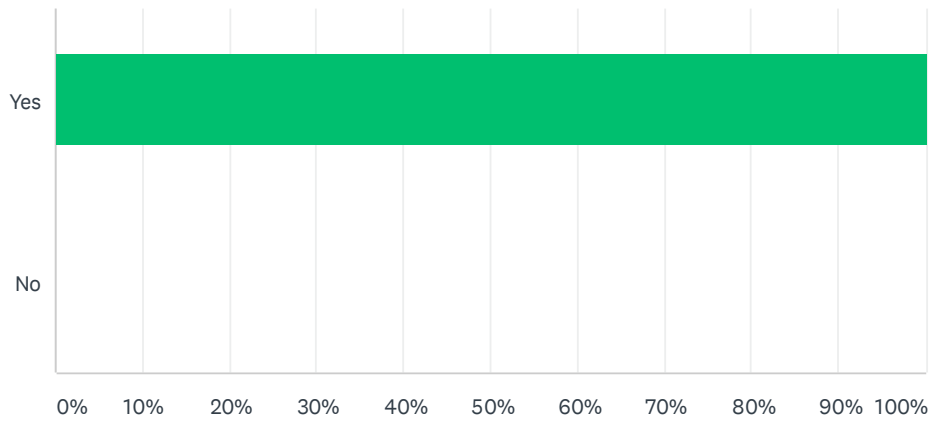


ANSWER CHOICES	RESPONSES
I have symptoms	42.86% 6
My partner has symptoms or an infection	21.43% 3
I just want to get checked for infection	78.57% 11
Total Respondents: 14	

#	OTHER (PLEASE SPECIFY)	DATE
1	No	10/14/2020 10:31 AM

Q17 Do you understand the explanation about your STD problem or STD diagnosis?

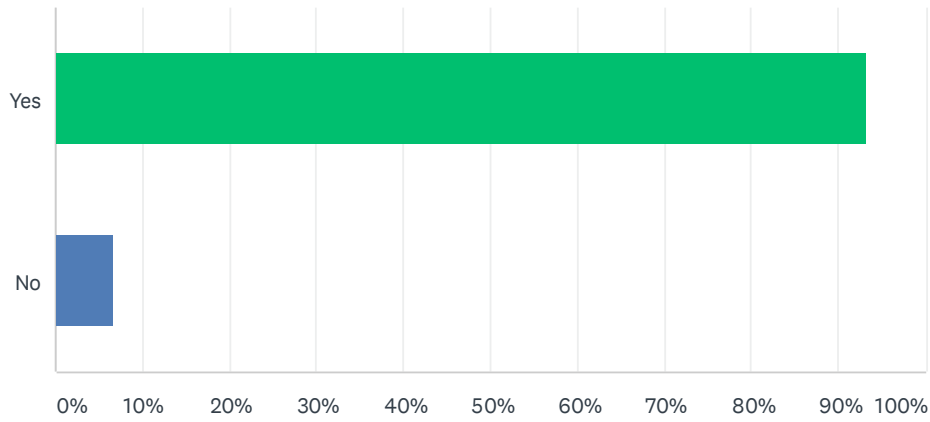
Answered: 15 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	100.00%	15
No	0.00%	0
TOTAL		15

Q18 Do you understand the STD treatment given to you?

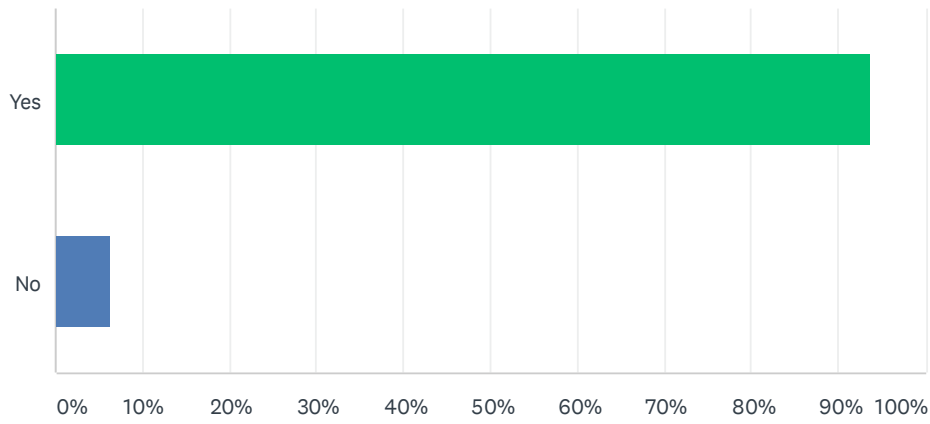
Answered: 15 Skipped: 33



ANSWER CHOICES	RESPONSES	
Yes	93.33%	14
No	6.67%	1
TOTAL		15

Q19 Do you understand how to better protect yourself from HIV and other sexually transmitted infections?

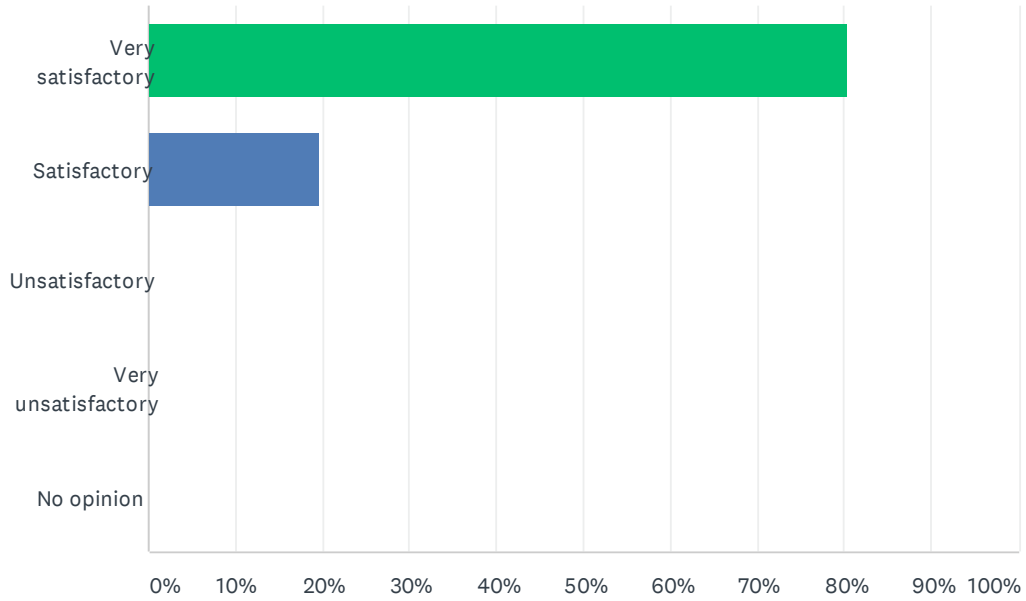
Answered: 16 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	93.75%	15
No	6.25%	1
TOTAL		16

Q20 How satisfactory was your visit?

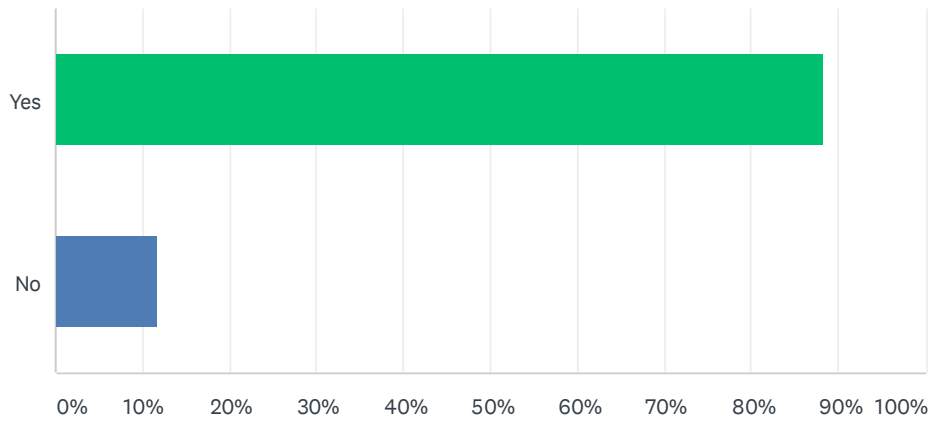
Answered: 46 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very satisfactory	80.43%	37
Satisfactory	19.57%	9
Unsatisfactory	0.00%	0
Very unsatisfactory	0.00%	0
No opinion	0.00%	0
TOTAL		46

Q21 Do you feel that the care provided was sensitive to your culture (behaviors, beliefs, values)?

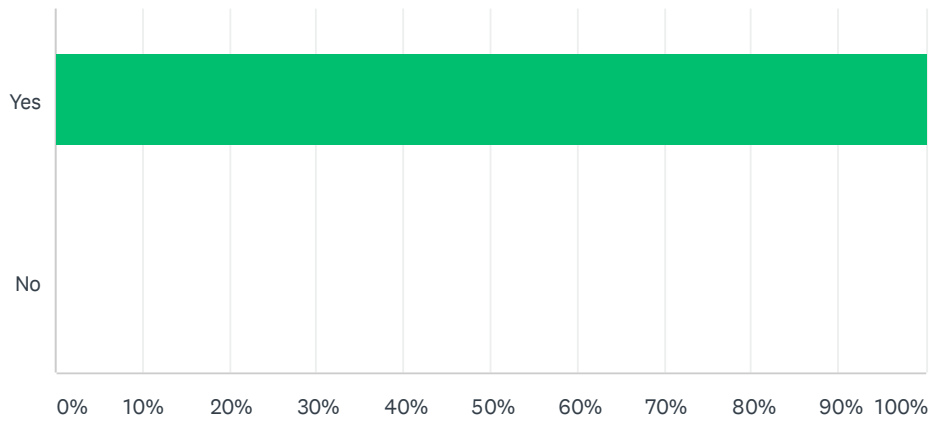
Answered: 43 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	88.37%	38
No	11.63%	5
TOTAL		43

Q22 Would you recommend this health department to your family or friends?

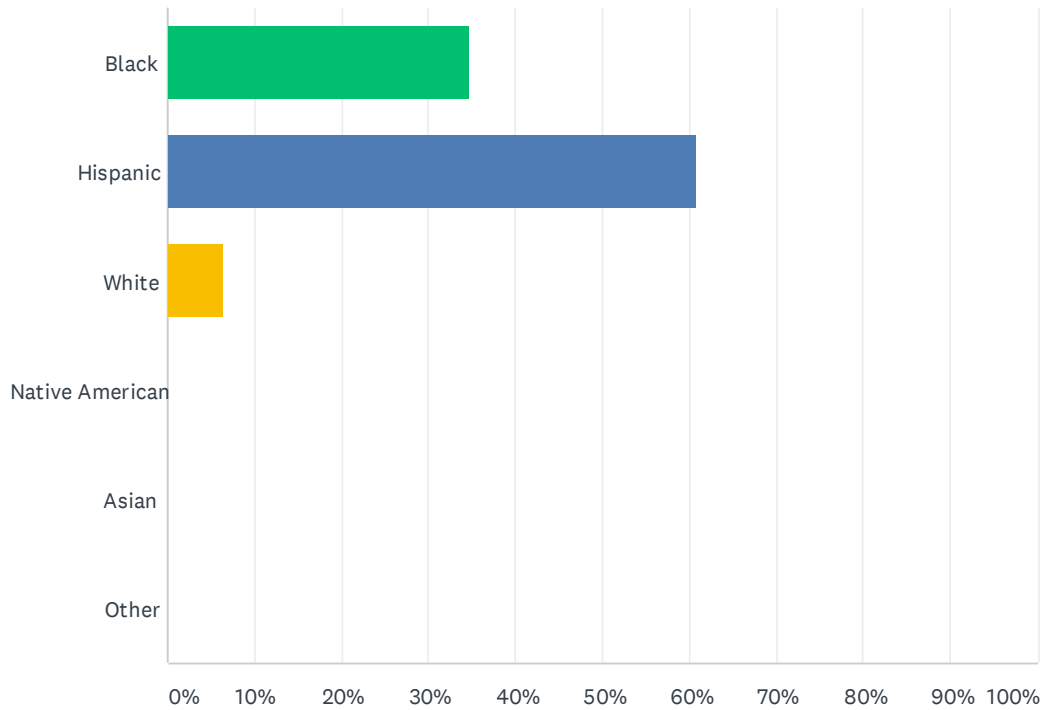
Answered: 46 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	100.00%	46
No	0.00%	0
TOTAL		46

Q23 Which of the following best describes your ethnic background?

Answered: 46 Skipped: 2

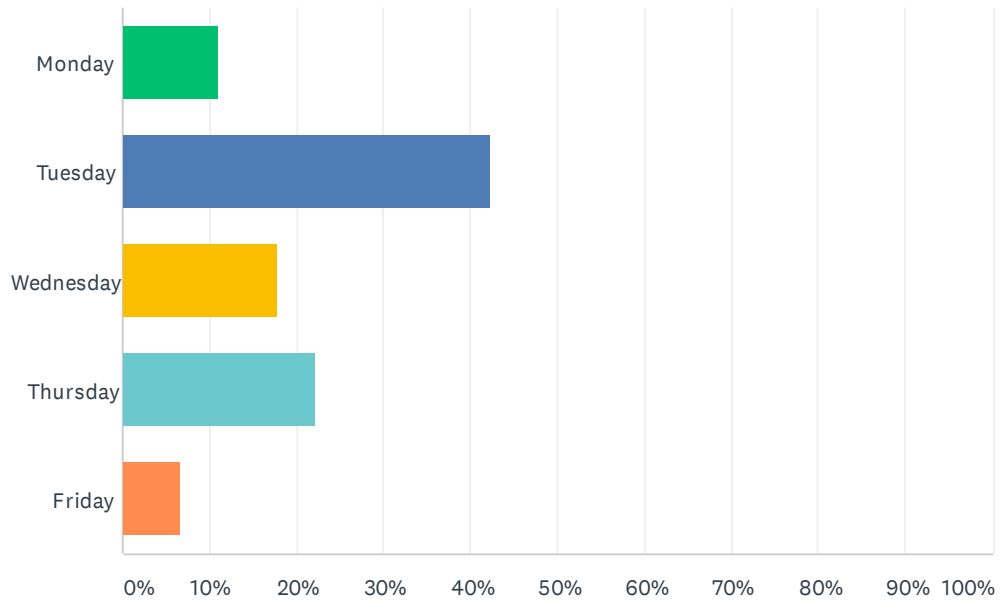


ANSWER CHOICES	RESPONSES
Black	34.78% 16
Hispanic	60.87% 28
White	6.52% 3
Native American	0.00% 0
Asian	0.00% 0
Other	0.00% 0
Total Respondents: 46	

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

Q24 Please check the day of your visit

Answered: 45 Skipped: 3



ANSWER CHOICES	RESPONSES	
Monday	11.11%	5
Tuesday	42.22%	19
Wednesday	17.78%	8
Thursday	22.22%	10
Friday	6.67%	3
TOTAL		45

Q25 What could have made your visit better/How can we improve our services?

Answered: 20 Skipped: 28

#	RESPONSES	DATE
1	I would like it if they would see me at my appointment time. Sometimes they take too long to see/attend to me.	10/14/2020 2:06 PM
2	I cannot ask for anything more. Everything is excellent.	10/14/2020 2:05 PM
3	Everything is excellent	10/14/2020 2:02 PM
4	Afternoon hours would be better because of work	10/14/2020 2:00 PM
5	Too cold	10/14/2020 1:56 PM
6	Nothing, everything is good.	10/14/2020 1:54 PM
7	Everything good.	10/14/2020 1:51 PM
8	Everything went very well.	10/14/2020 1:38 PM
9	Everything is very good. Excellent	10/14/2020 12:00 PM
10	Nothing, everything was good, everybody was very nice...	10/14/2020 11:55 AM
11	N/A	10/14/2020 11:53 AM
12	Just don't have no one waiting 30 minutes or longer sitting in the waiting area	10/14/2020 11:52 AM
13	Less waiting time but I was late so that could be the reason I had to wait.	10/14/2020 10:58 AM
14	Everything was excellent	10/14/2020 10:55 AM
15	I have no complaints	10/14/2020 10:53 AM
16	everything is good	10/14/2020 10:52 AM
17	Everything went well	10/14/2020 10:46 AM
18	N/A Everything was good	10/14/2020 10:42 AM
19	Keep up the good work!	10/14/2020 10:38 AM
20	Yes	10/14/2020 10:31 AM

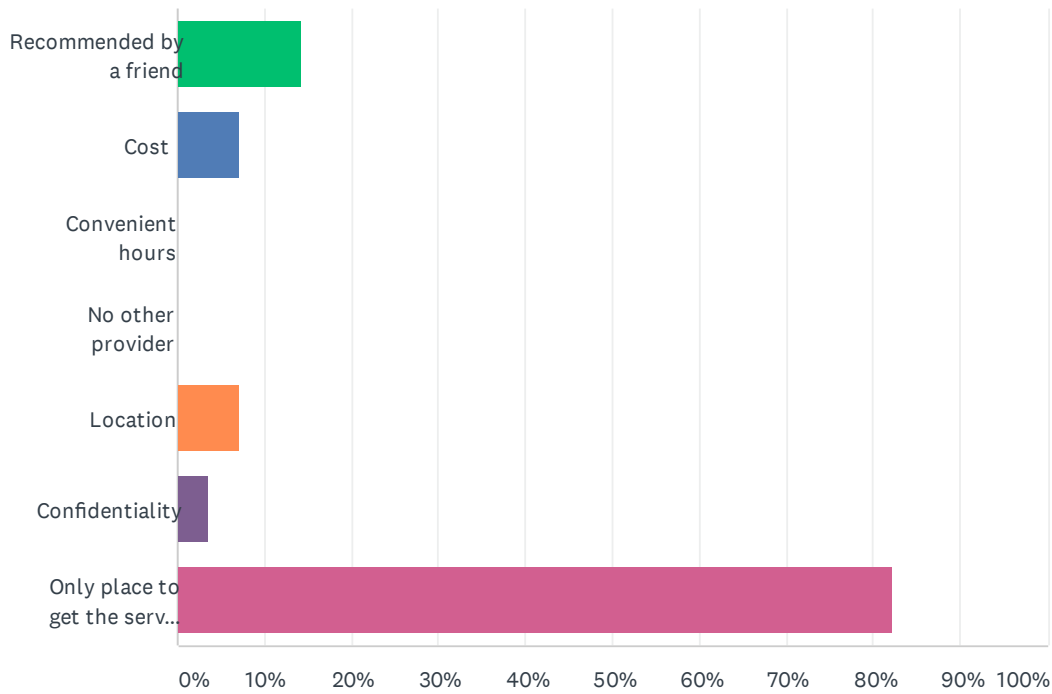
Q26 Comments

Answered: 12 Skipped: 36

#	RESPONSES	DATE
1	Everything is good only it takes too long for them to see me.	10/14/2020 2:06 PM
2	God bless every single one of you and continue to give understanding and knowledge so that you all can continue to be good people.	10/14/2020 2:05 PM
3	None	10/14/2020 2:02 PM
4	Very thankful with the staff that attended/cared for me.	10/14/2020 2:00 PM
5	Everything was good to me. Thank you.	10/14/2020 1:58 PM
6	Thank you to the personnel of this clinic for their attention.	10/14/2020 1:51 PM
7	N/A	10/14/2020 11:53 AM
8	Great service, once I got undressed the doctor was walking in :)	10/14/2020 11:52 AM
9	Keep up the Great Job :)	10/14/2020 10:55 AM
10	Shout out to the nurse, she was very nice. I think she needs a raise.	10/14/2020 10:53 AM
11	The nurse and assistant was very helpful, and didn't make me feel uncomfortable @ all	10/14/2020 10:50 AM
12	N/A	10/14/2020 10:42 AM

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

Answered: 28 Skipped: 1

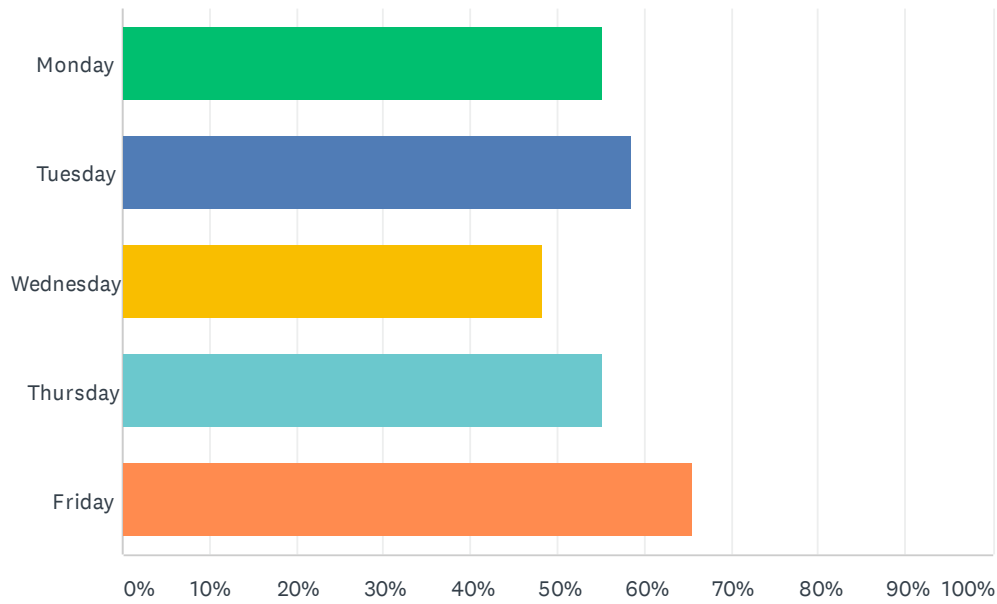


ANSWER CHOICES	RESPONSES
Recommended by a friend	14.29% 4
Cost	7.14% 2
Convenient hours	0.00% 0
No other provider	0.00% 0
Location	7.14% 2
Confidentiality	3.57% 1
Only place to get the service needed (ex. WIC)	82.14% 23
Total Respondents: 28	

#	OTHER (PLEASE SPECIFY)	DATE
1	Recommended by a nurse	10/6/2020 11:21 AM

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

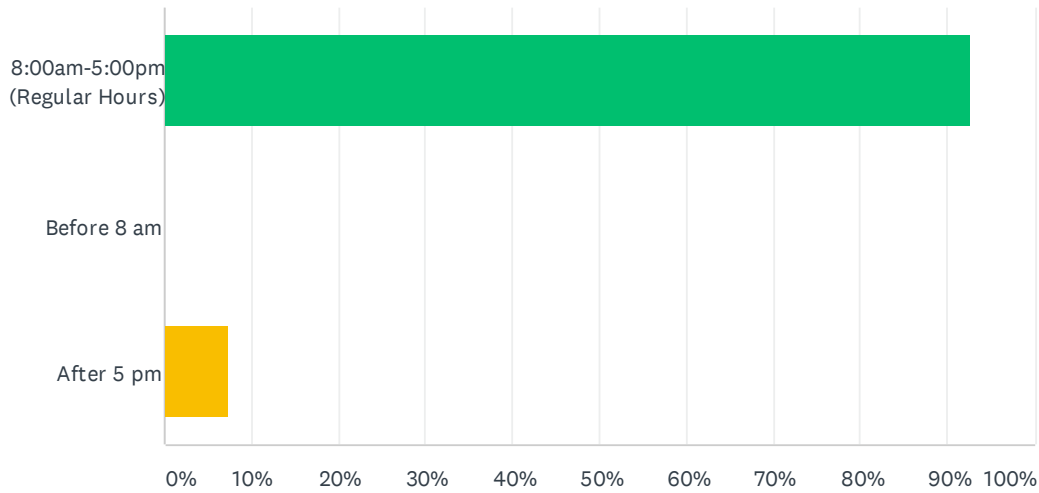
Answered: 29 Skipped: 0



ANSWER CHOICES	RESPONSES
Monday	55.17% 16
Tuesday	58.62% 17
Wednesday	48.28% 14
Thursday	55.17% 16
Friday	65.52% 19
Total Respondents: 29	

Q3 What hours are most convenient for you?

Answered: 27 Skipped: 2

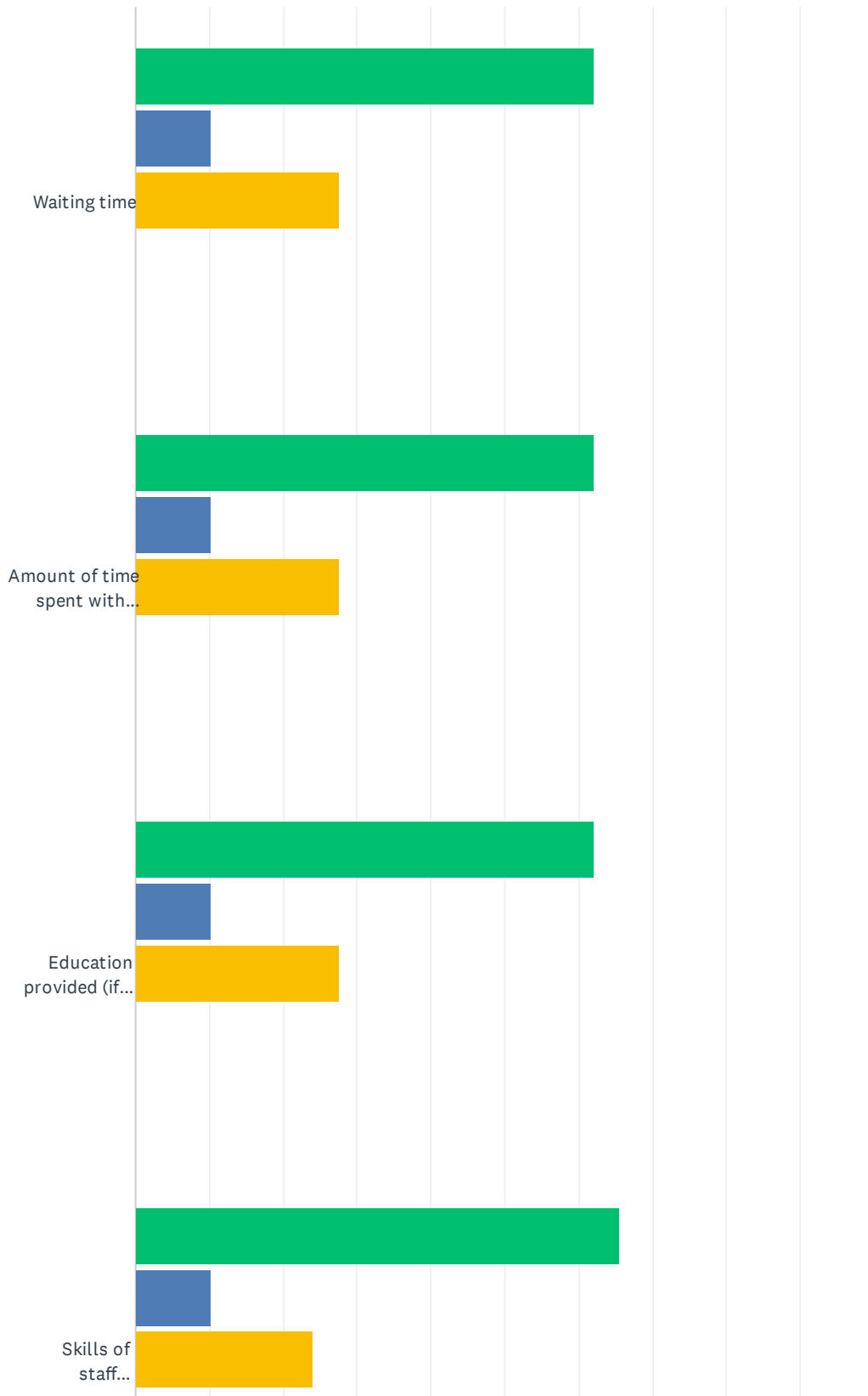


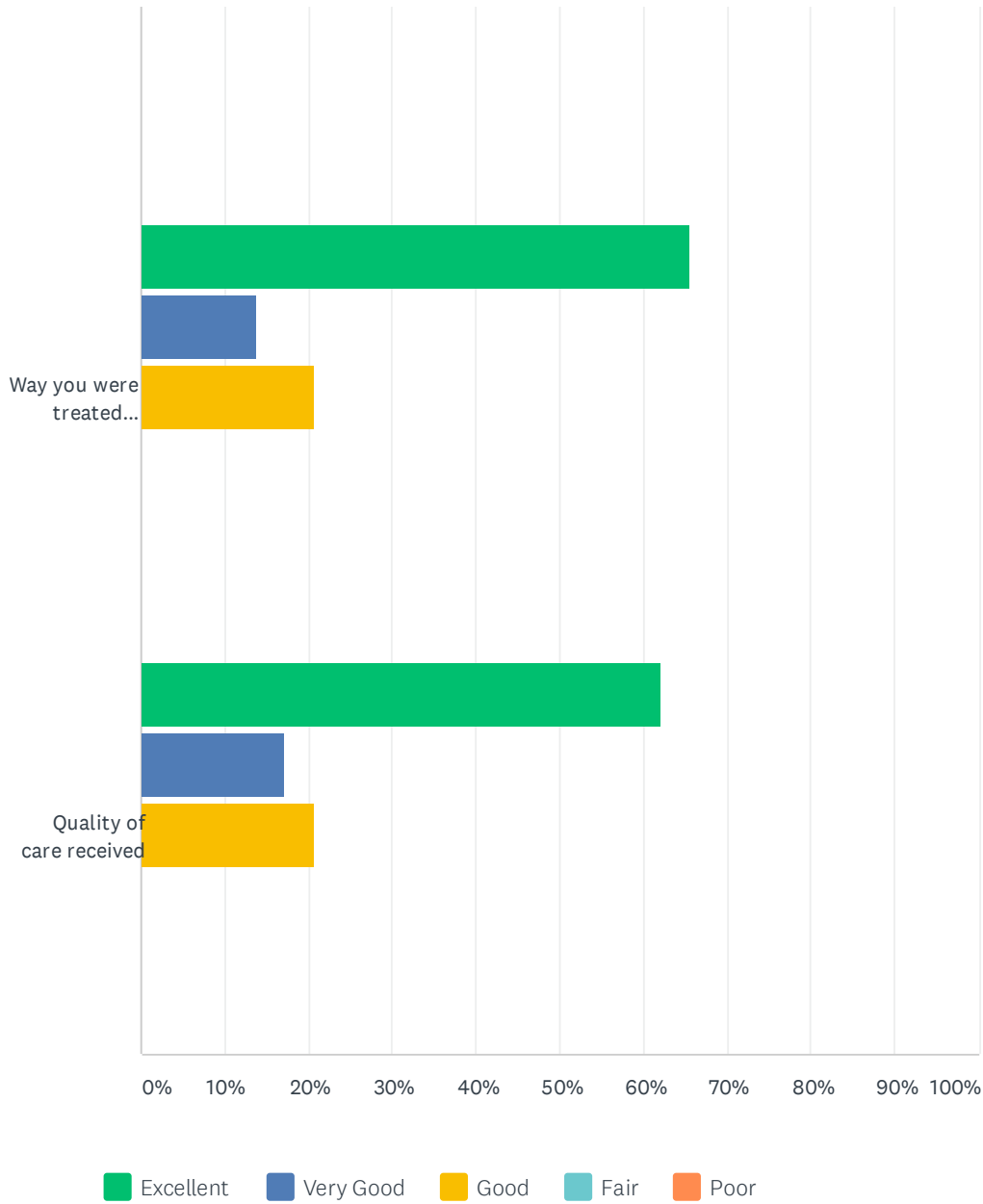
ANSWER CHOICES	RESPONSES
8:00am-5:00pm (Regular Hours)	92.59% 25
Before 8 am	0.00% 0
After 5 pm	7.41% 2
Total Respondents: 27	

#	IF BEFORE 8:00 AM OR AFTER 5:00 PM, WHAT TIME?	DATE
1	2:00 PM	10/6/2020 11:31 AM
2	3:00 PM	10/6/2020 11:30 AM
3	5:30 or 6:00 pm	10/6/2020 11:27 AM
4	Anytime before noon	10/6/2020 11:20 AM
5	11:00 AM	10/6/2020 11:19 AM

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

Answered: 29 Skipped: 0





	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
Waiting time	62.07% 18	10.34% 3	27.59% 8	0.00% 0	0.00% 0	29
Amount of time spent with staff during visit	62.07% 18	10.34% 3	27.59% 8	0.00% 0	0.00% 0	29
Education provided (if applicable)	62.07% 18	10.34% 3	27.59% 8	0.00% 0	0.00% 0	29
Skills of staff (thorough, knowledgeable, etc)	65.52% 19	10.34% 3	24.14% 7	0.00% 0	0.00% 0	29
Way you were treated (respectfully, friendly, etc)	65.52% 19	13.79% 4	20.69% 6	0.00% 0	0.00% 0	29
Quality of care received	62.07% 18	17.24% 5	20.69% 6	0.00% 0	0.00% 0	29

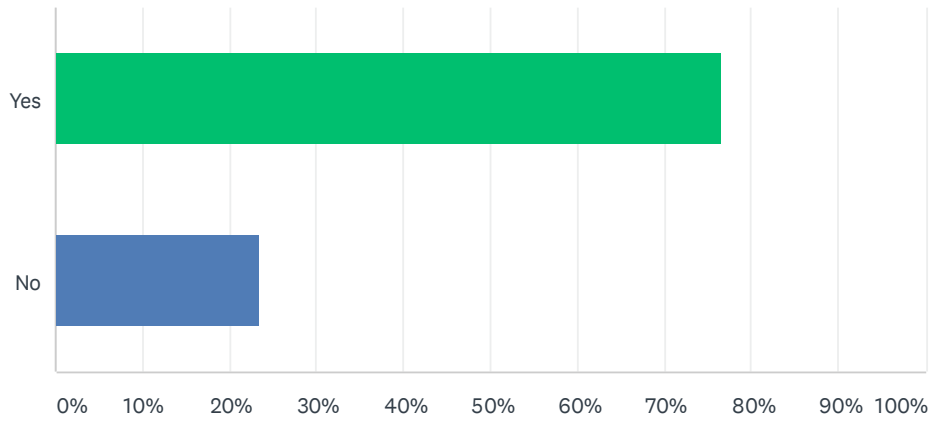
Q5 Please explain your ratings:

Answered: 13 Skipped: 16

#	RESPONSES	DATE
1	Most of the time staff is easy to understand & get along with.	10/14/2020 10:25 AM
2	No comment	10/6/2020 11:29 AM
3	No comment	10/6/2020 11:27 AM
4	Glad visits are done over the phone due to the pandemic	10/6/2020 11:24 AM
5	Everyone is always helpful	10/6/2020 11:23 AM
6	Everything was good	10/6/2020 11:22 AM
7	WIC service always quick	10/6/2020 11:22 AM
8	No comment	10/6/2020 11:21 AM
9	Always very helpful	10/6/2020 11:21 AM
10	People in WIC office always helpful	10/6/2020 11:20 AM
11	No answer	10/6/2020 11:19 AM
12	Nice and give good service	10/6/2020 11:19 AM
13	They are wonderful people	9/2/2020 10:51 AM

Q6 I had a scheduled appointment for today?

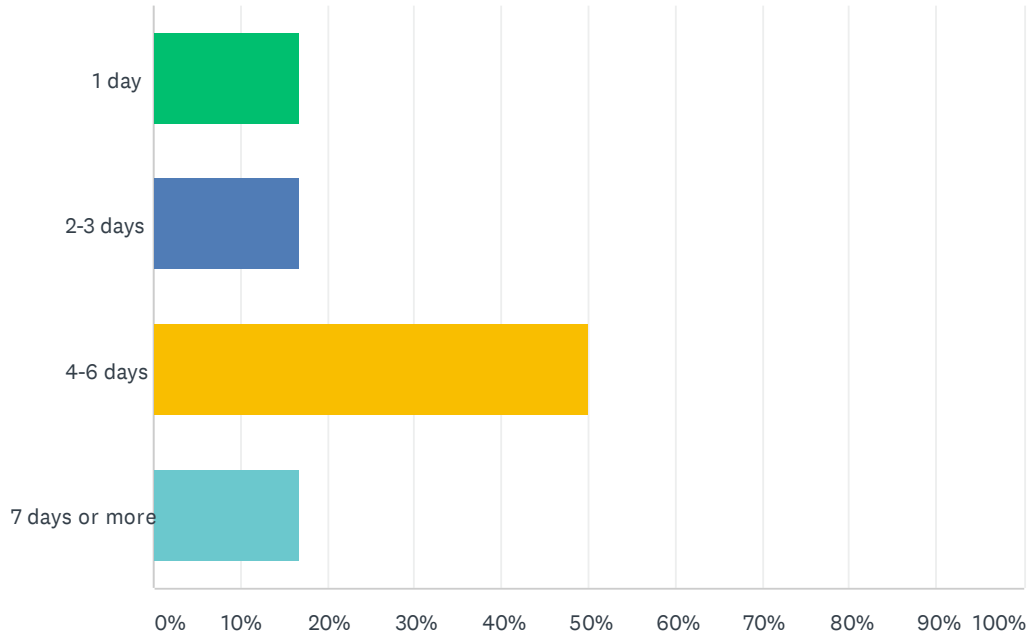
Answered: 17 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	76.47%	13
No	23.53%	4
TOTAL		17

Q7 If by appointment, did you get your appointment within:

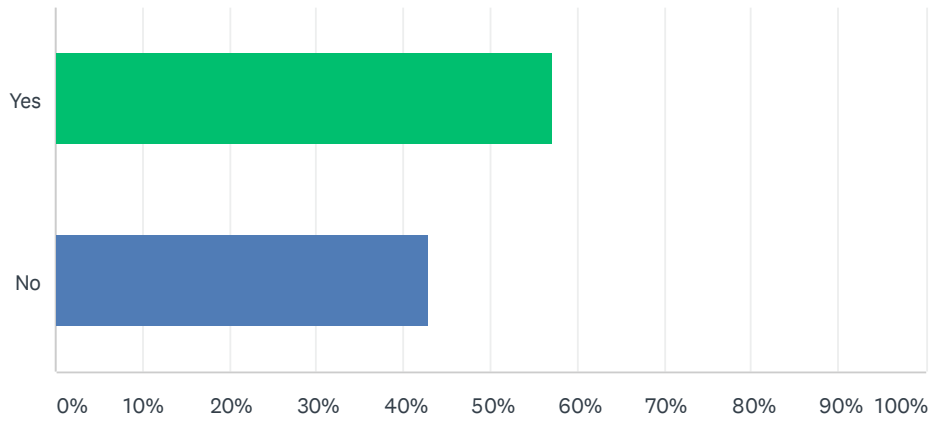
Answered: 6 Skipped: 23



ANSWER CHOICES	RESPONSES
1 day	16.67% 1
2-3 days	16.67% 1
4-6 days	50.00% 3
7 days or more	16.67% 1
TOTAL	6

Q8 Were you offered an appointment within 1-2 days?

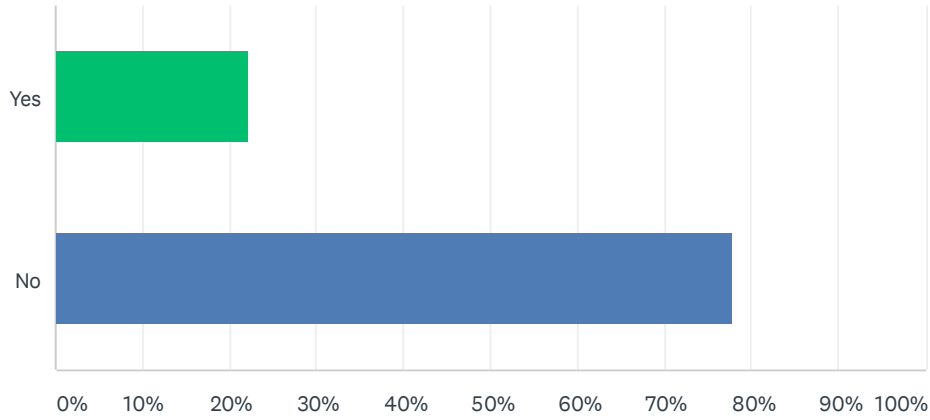
Answered: 7 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	57.14%	4
No	42.86%	3
TOTAL		7

Q9 Did you request a specific appointment date?

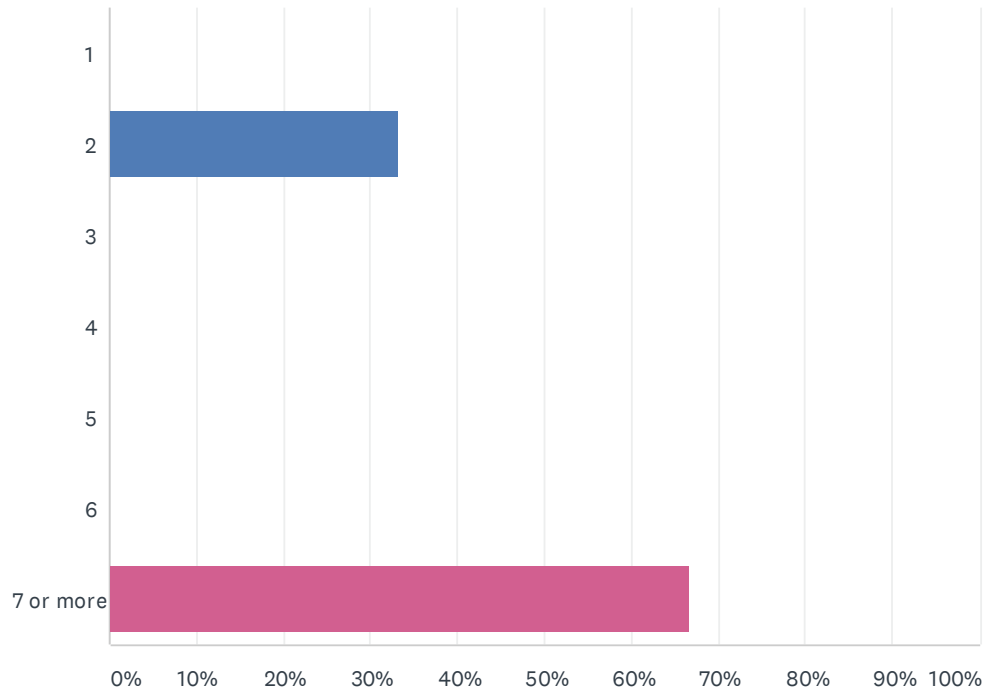
Answered: 9 Skipped: 20



ANSWER CHOICES	RESPONSES
Yes	22.22% 2
No	77.78% 7
TOTAL	9

Q10 If yes, within how many days of your request was your appointment?

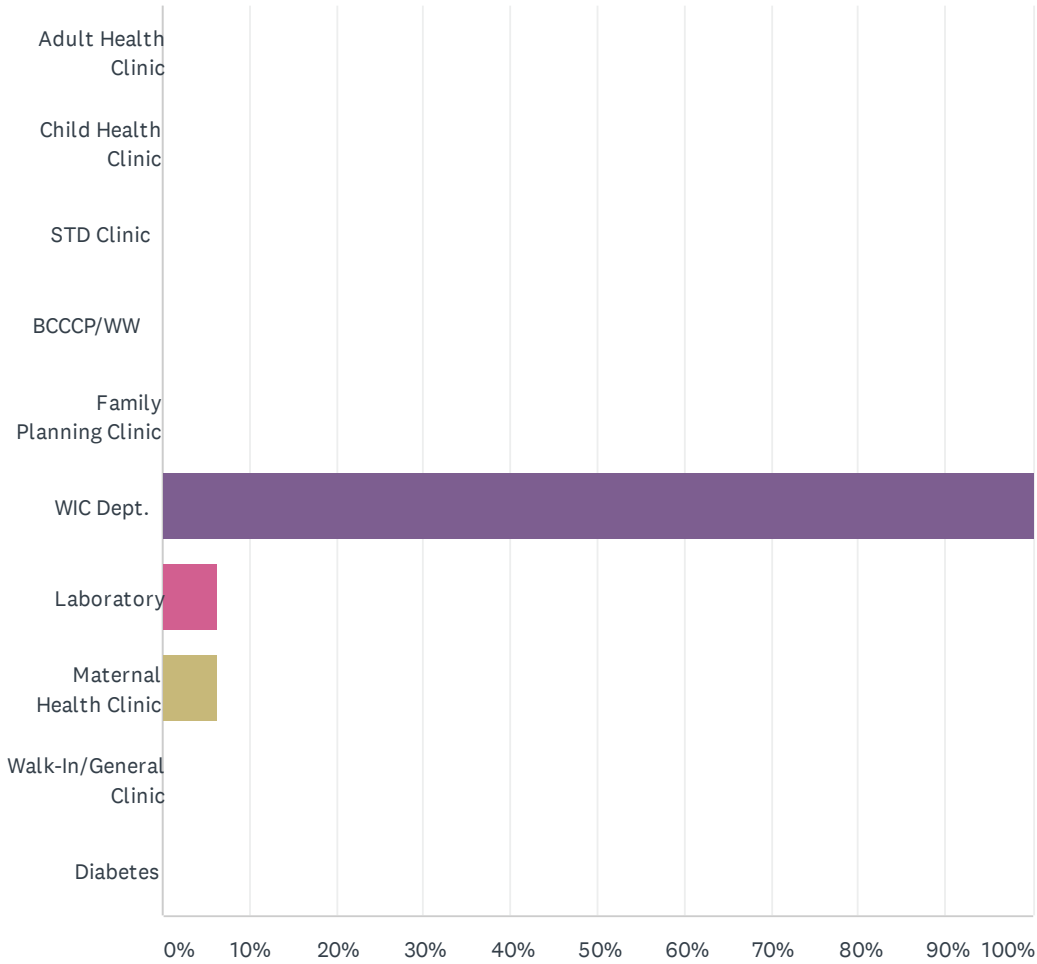
Answered: 3 Skipped: 26



ANSWER CHOICES	RESPONSES
1	0.00% 0
2	33.33% 1
3	0.00% 0
4	0.00% 0
5	0.00% 0
6	0.00% 0
7 or more	66.67% 2
TOTAL	3

Q11 I was seen in the following areas today (Check all that apply)

Answered: 16 Skipped: 13

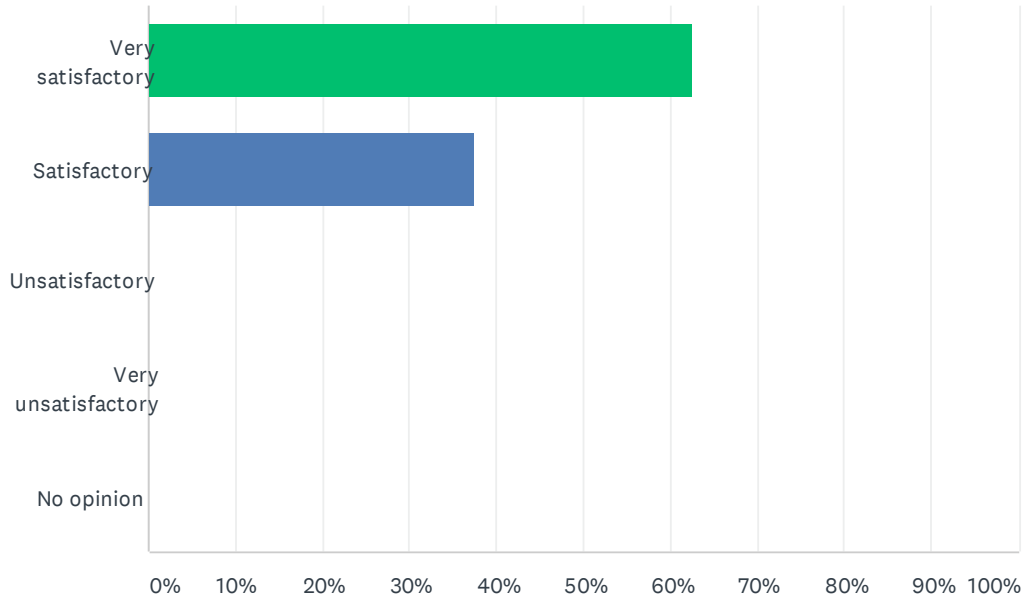


ANSWER CHOICES	RESPONSES
Adult Health Clinic	0.00% 0
Child Health Clinic	0.00% 0
STD Clinic	0.00% 0
BCCCP/WW	0.00% 0
Family Planning Clinic	0.00% 0
WIC Dept.	100.00% 16
Laboratory	6.25% 1
Maternal Health Clinic	6.25% 1
Walk-In/General Clinic	0.00% 0
Diabetes	0.00% 0
Total Respondents: 16	

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

Q12 How satisfactory was your visit?

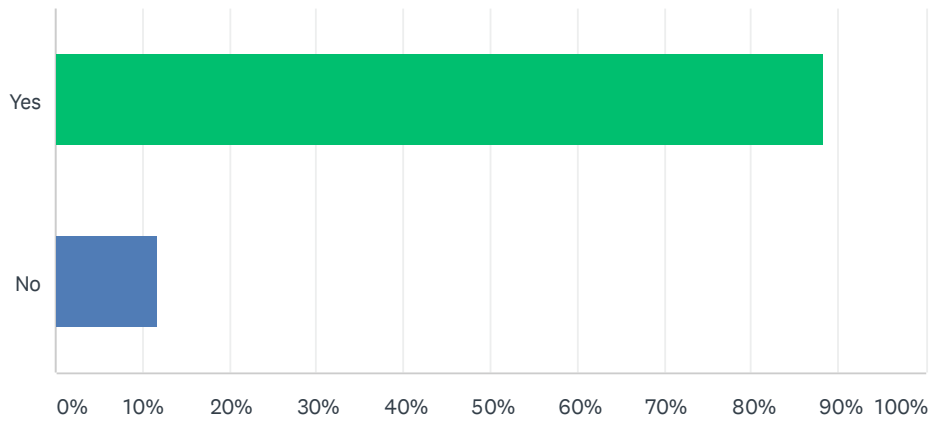
Answered: 16 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very satisfactory	62.50%	10
Satisfactory	37.50%	6
Unsatisfactory	0.00%	0
Very unsatisfactory	0.00%	0
No opinion	0.00%	0
TOTAL		16

Q13 Do you feel that the care provided was sensitive to your culture (behaviors, beliefs, values)?

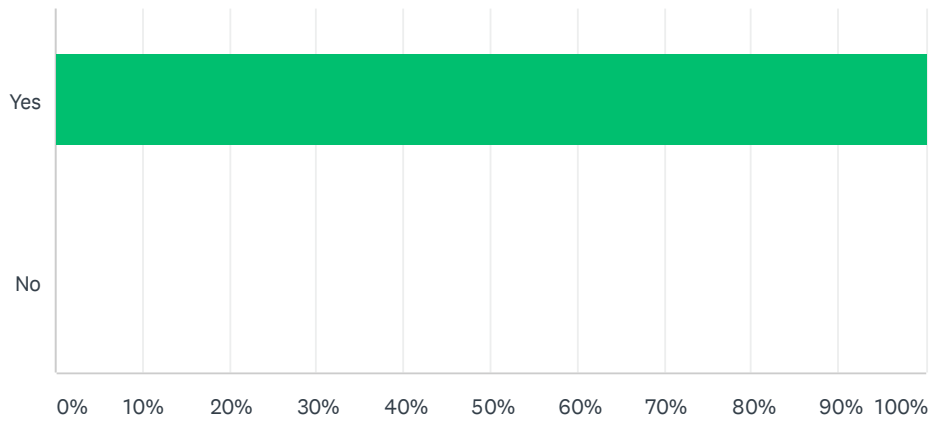
Answered: 17 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	88.24%	15
No	11.76%	2
TOTAL		17

Q14 Would you recommend this health department to your family or friends?

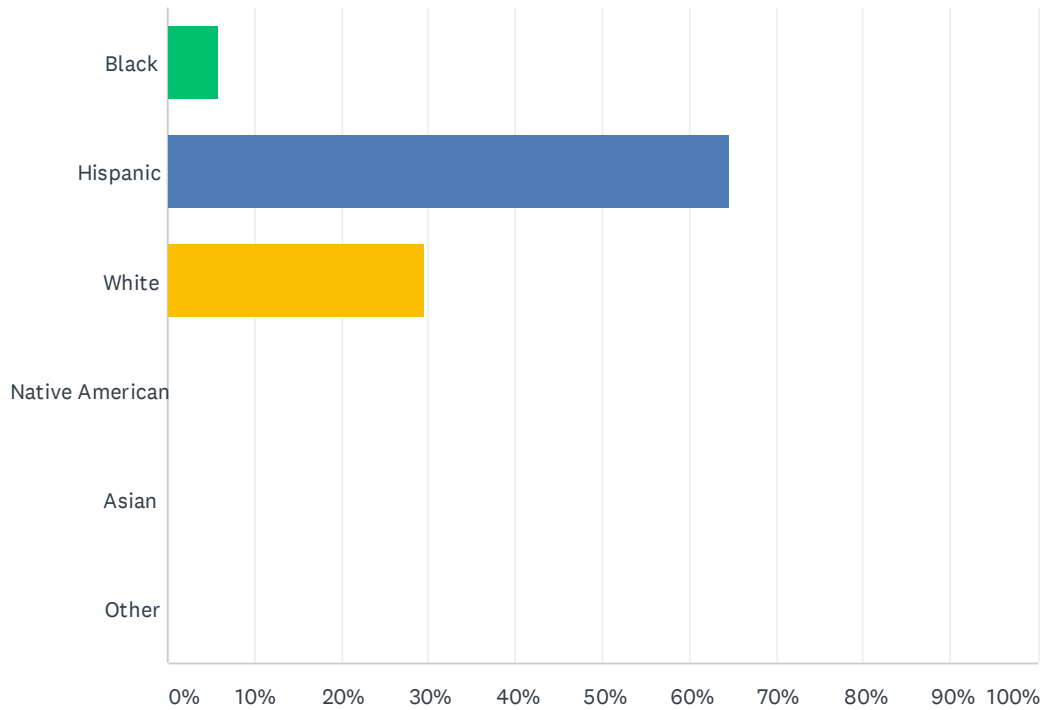
Answered: 17 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	100.00%	17
No	0.00%	0
TOTAL		17

Q15 Which of the following best describes your ethnic background?

Answered: 17 Skipped: 12

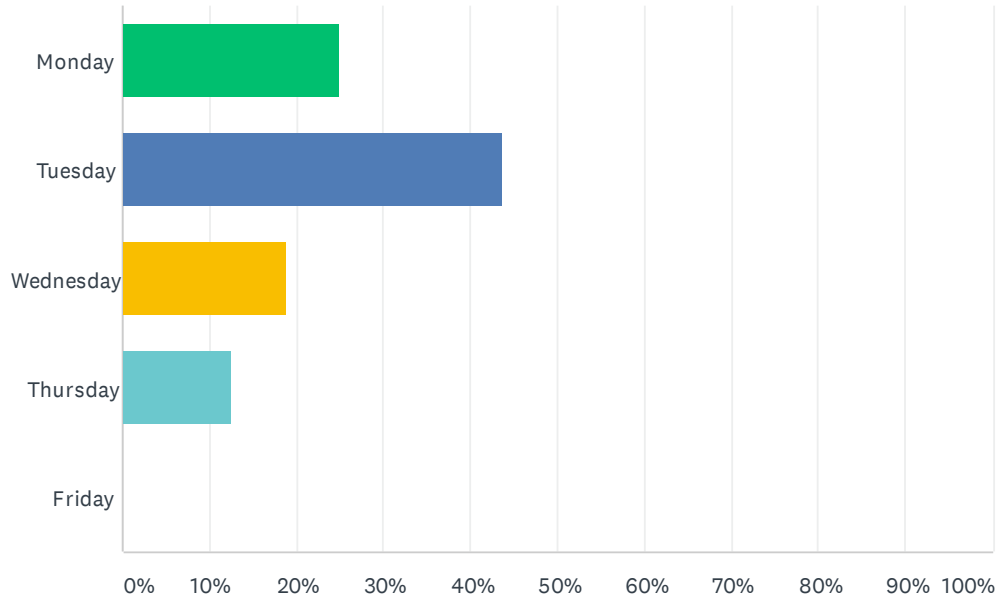


ANSWER CHOICES	RESPONSES
Black	5.88% 1
Hispanic	64.71% 11
White	29.41% 5
Native American	0.00% 0
Asian	0.00% 0
Other	0.00% 0
Total Respondents: 17	

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

Q16 Please check the day of your visit

Answered: 16 Skipped: 13



ANSWER CHOICES	RESPONSES	
Monday	25.00%	4
Tuesday	43.75%	7
Wednesday	18.75%	3
Thursday	12.50%	2
Friday	0.00%	0
TOTAL		16

Q17 What could have made your visit better/How can we improve our services?

Answered: 10 Skipped: 19

#	RESPONSES	DATE
1	Nothing, everything went very well even though I haven't been to Sampson County Health Department since February of 2020 for WIC due to COVID.	10/14/2020 10:26 AM
2	None	10/6/2020 11:36 AM
3	None	10/6/2020 11:31 AM
4	None	10/6/2020 11:30 AM
5	None	10/6/2020 11:29 AM
6	None	10/6/2020 11:27 AM
7	None	10/6/2020 11:27 AM
8	Everything always good	10/6/2020 11:26 AM
9	None	10/6/2020 11:25 AM
10	None	10/6/2020 11:24 AM

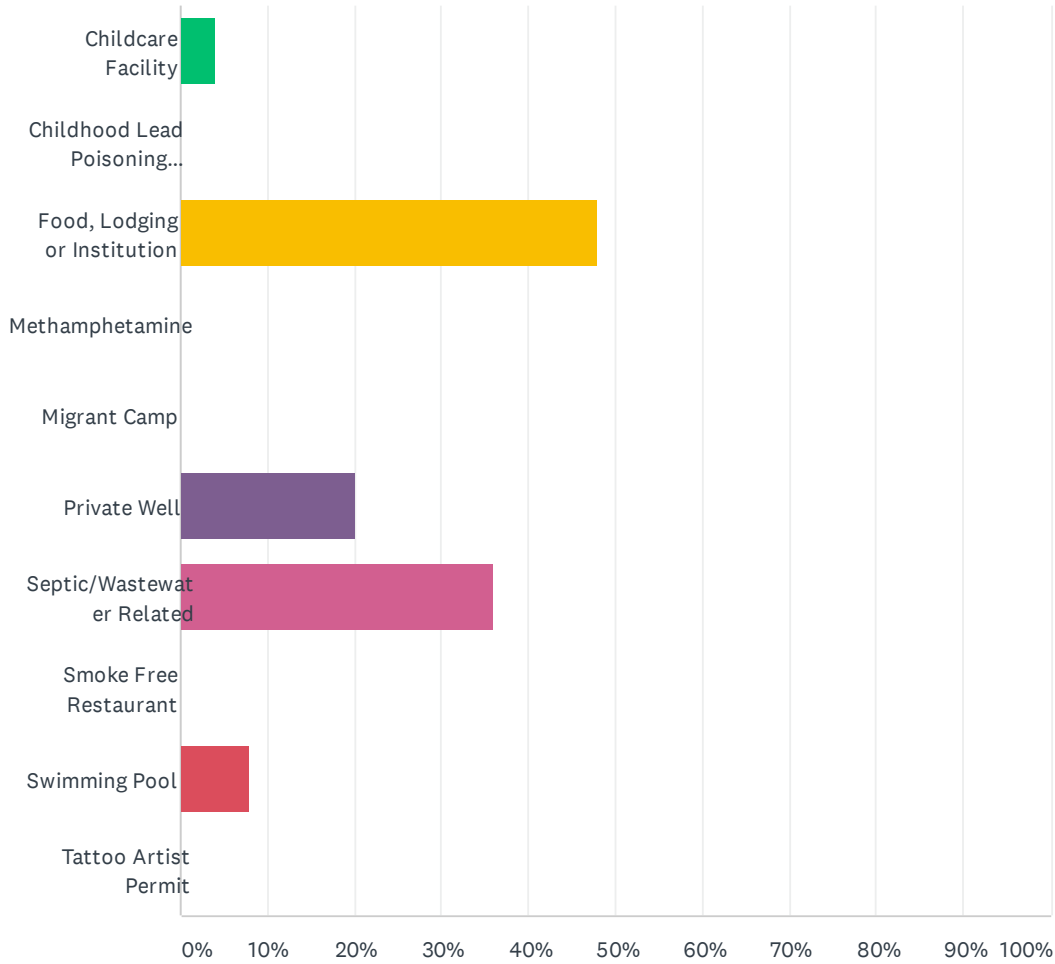
Q18 Comments

Answered: 8 Skipped: 21

#	RESPONSES	DATE
1	None	10/6/2020 11:36 AM
2	None	10/6/2020 11:31 AM
3	None	10/6/2020 11:30 AM
4	None	10/6/2020 11:29 AM
5	None	10/6/2020 11:27 AM
6	None	10/6/2020 11:27 AM
7	None	10/6/2020 11:25 AM
8	None	10/6/2020 11:24 AM

Q1 Type of Evaluation (Check All That Apply)

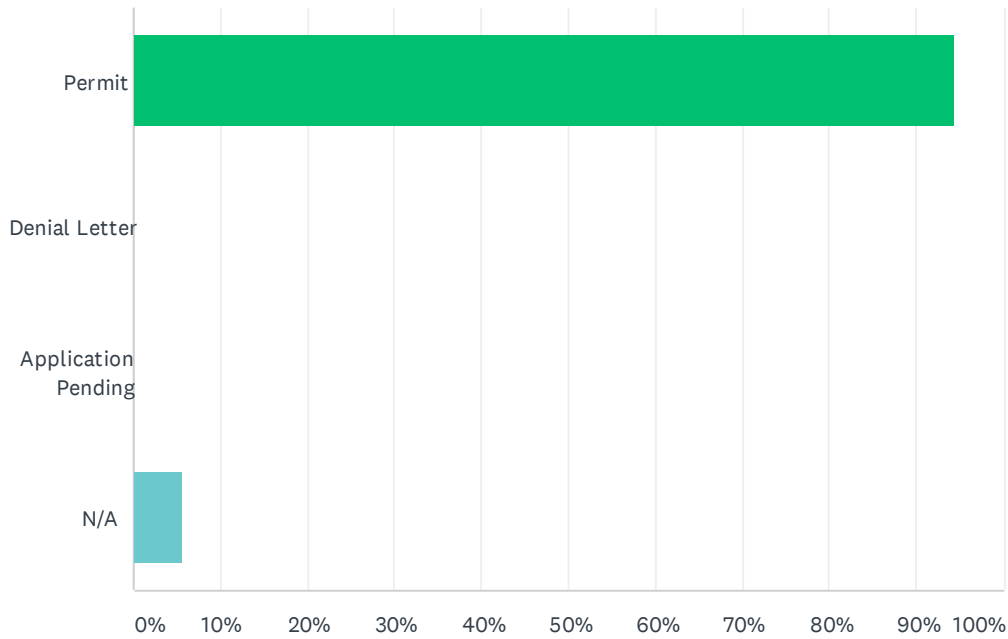
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Childcare Facility	4.00%	1
Childhood Lead Poisoning Prevention	0.00%	0
Food, Lodging or Institution	48.00%	12
Methamphetamine	0.00%	0
Migrant Camp	0.00%	0
Private Well	20.00%	5
Septic/Wastewater Related	36.00%	9
Smoke Free Restaurant	0.00%	0
Swimming Pool	8.00%	2
Tattoo Artist Permit	0.00%	0
Total Respondents: 25		

Q2 Did You Receive?

Answered: 18 Skipped: 8

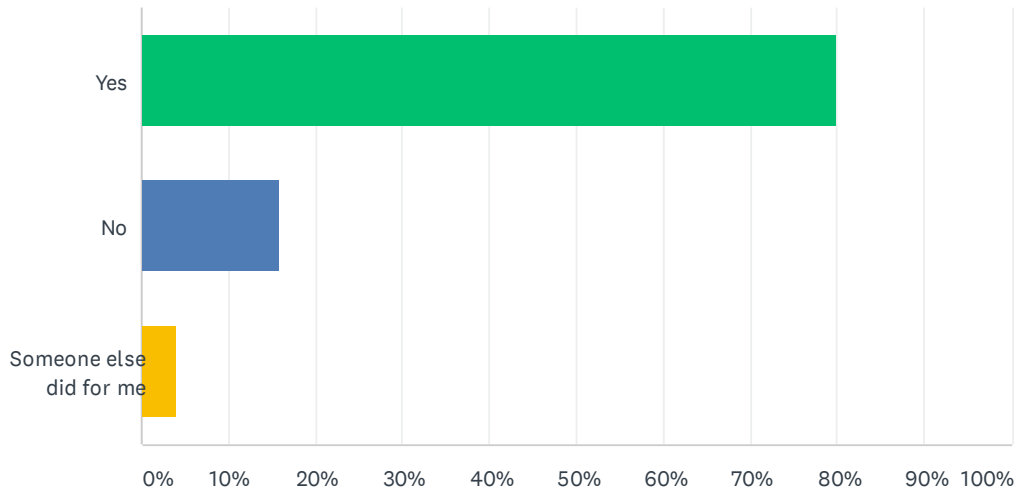


ANSWER CHOICES	RESPONSES
Permit	94.44% 17
Denial Letter	0.00% 0
Application Pending	0.00% 0
N/A	5.56% 1
TOTAL	18

#	OTHER (PLEASE SPECIFY)	DATE
1	Inspection	10/13/2020 3:42 PM
2	Inspection	10/13/2020 3:41 PM
3	Inspection	10/13/2020 3:40 PM
4	Inspection	10/13/2020 3:40 PM
5	Inspection	10/13/2020 3:39 PM
6	Inspection	10/13/2020 3:39 PM
7	Inspection	10/13/2020 3:38 PM
8	Inspection	10/13/2020 3:37 PM
9	Food Inspection Report	9/1/2020 8:49 AM

Q3 Did You Accompany the EH Staff Member During the Evaluation?

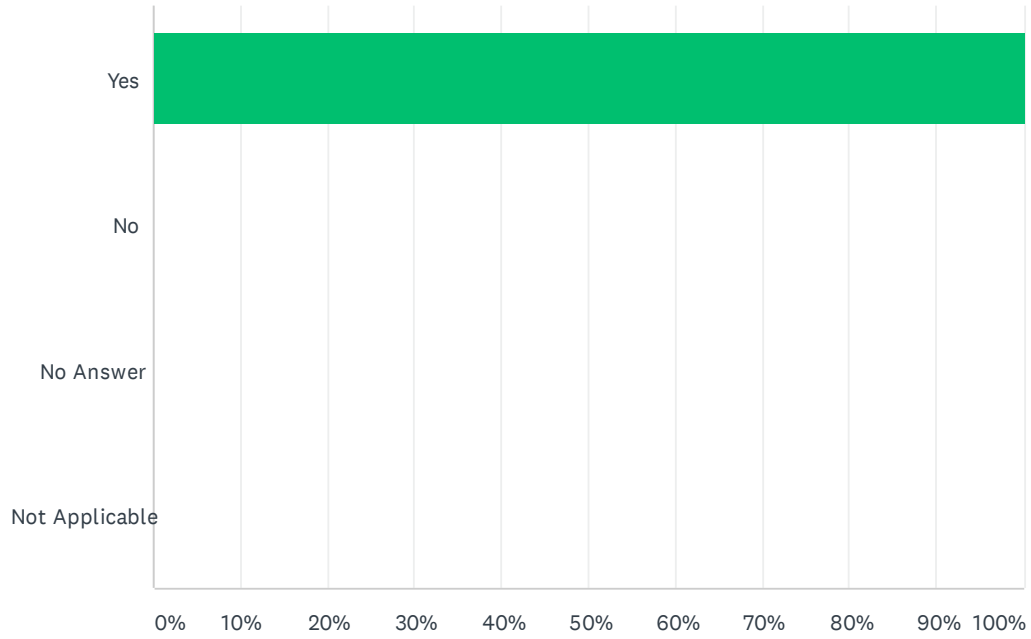
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	80.00% 20
No	16.00% 4
Someone else did for me	4.00% 1
TOTAL	25

Q4 Did the EH Office Staff Act in a Professional Manner?

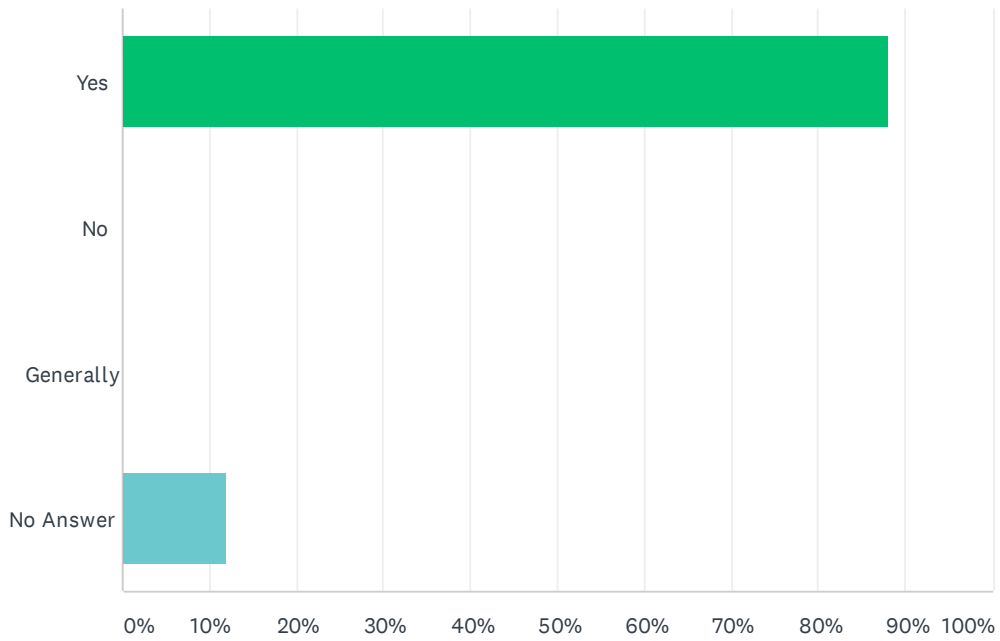
Answered: 24 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	100.00%	24
No	0.00%	0
No Answer	0.00%	0
Not Applicable	0.00%	0
TOTAL		24

Q5 Did the EH Staff Member Act in a Professional Manner During the Visit?

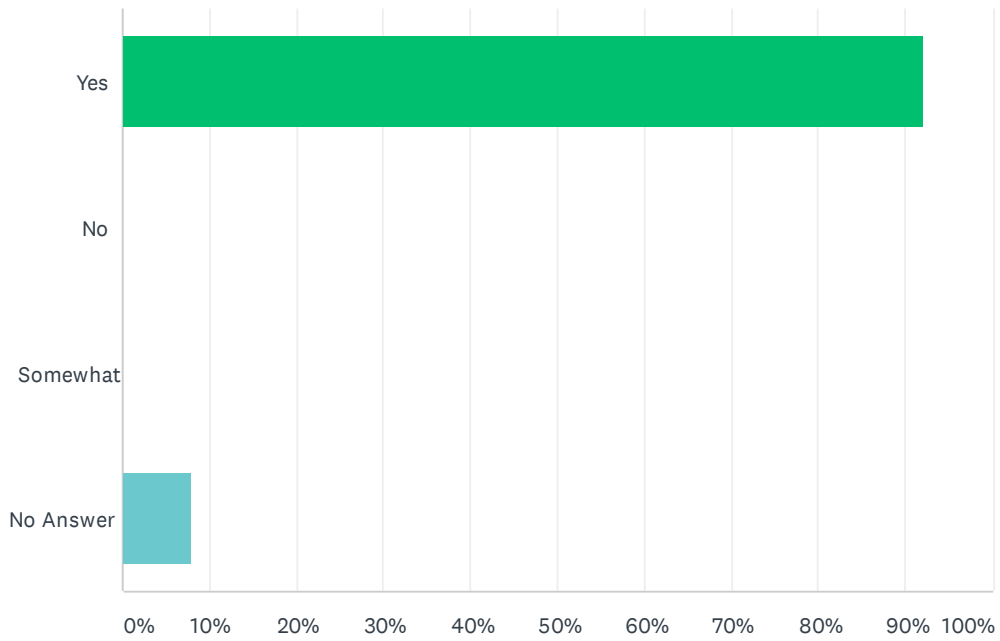
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	0.00%	0
Generally	0.00%	0
No Answer	12.00%	3
TOTAL		25

Q6 Did the EH Staff Member Seem Knowledgeable of Rules, Regulations and Procedures?

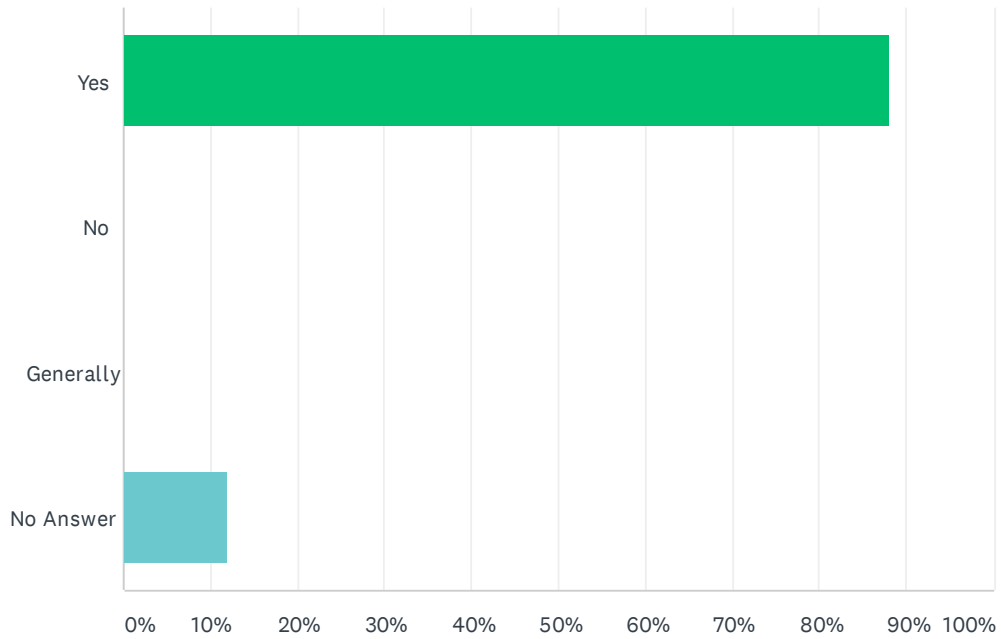
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	0.00%	0
Somewhat	0.00%	0
No Answer	8.00%	2
TOTAL		25

Q7 Was the EH Staff Member Polite and Courteous During the Visit?

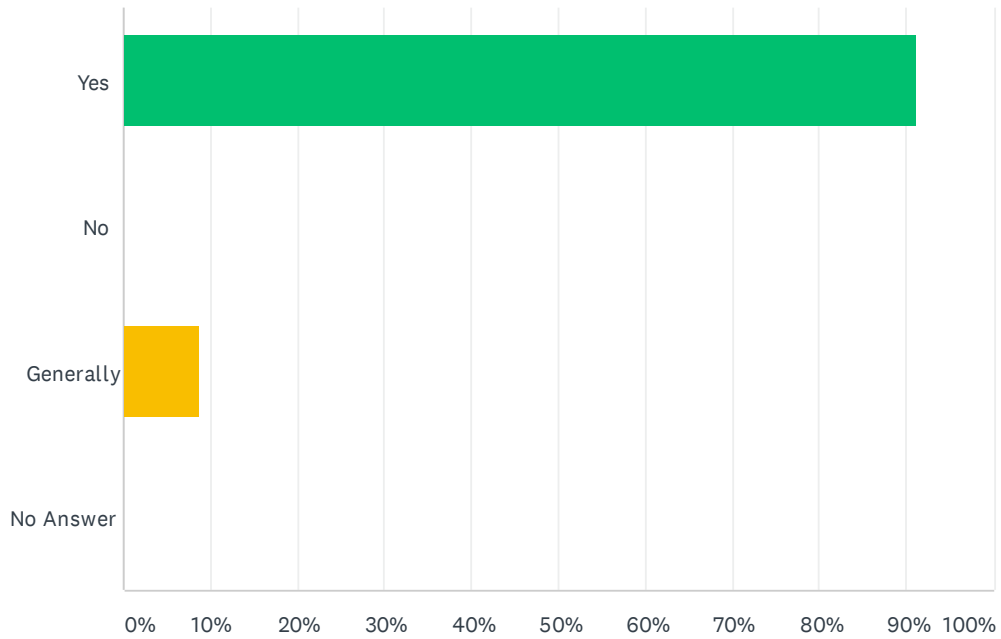
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	88.00%	22
No	0.00%	0
Generally	0.00%	0
No Answer	12.00%	3
TOTAL		25

Q8 Did the EH Staff Member Provide a Helpful Attitude?

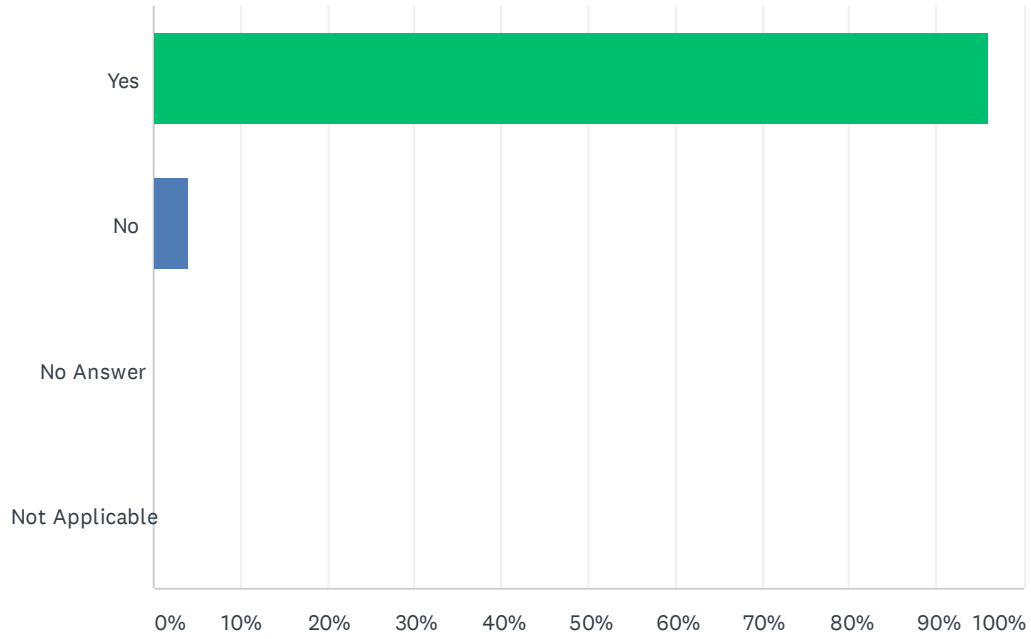
Answered: 23 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	91.30%	21
No	0.00%	0
Generally	8.70%	2
No Answer	0.00%	0
TOTAL		23

Q9 Was the Evaluation Reviewed and Explained to You?

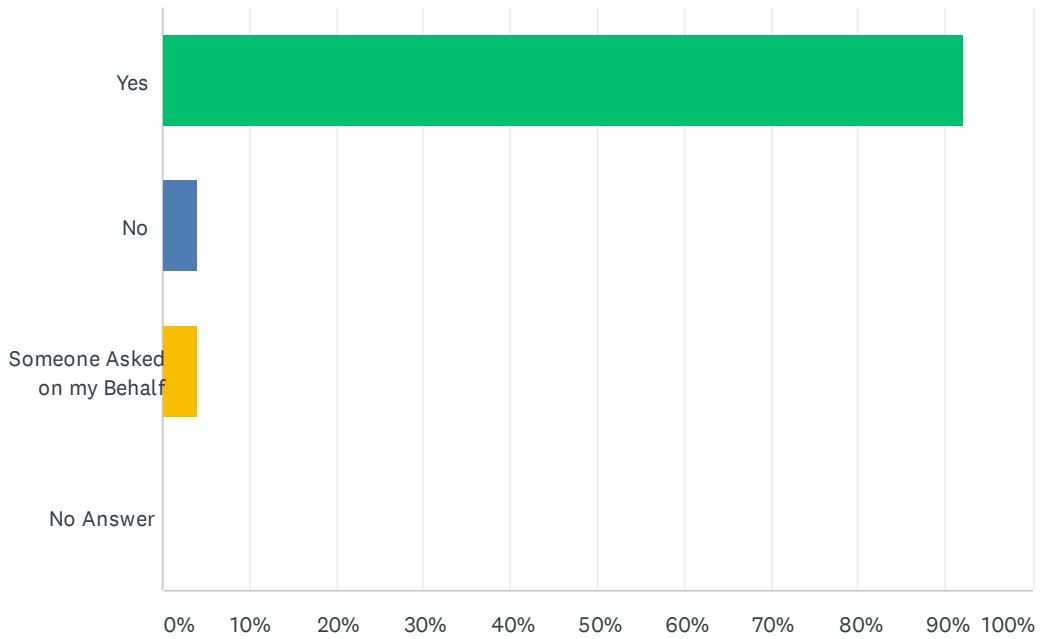
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	4.00%	1
No Answer	0.00%	0
Not Applicable	0.00%	0
TOTAL		25

Q10 Did You Have an Opportunity to Ask Questions?

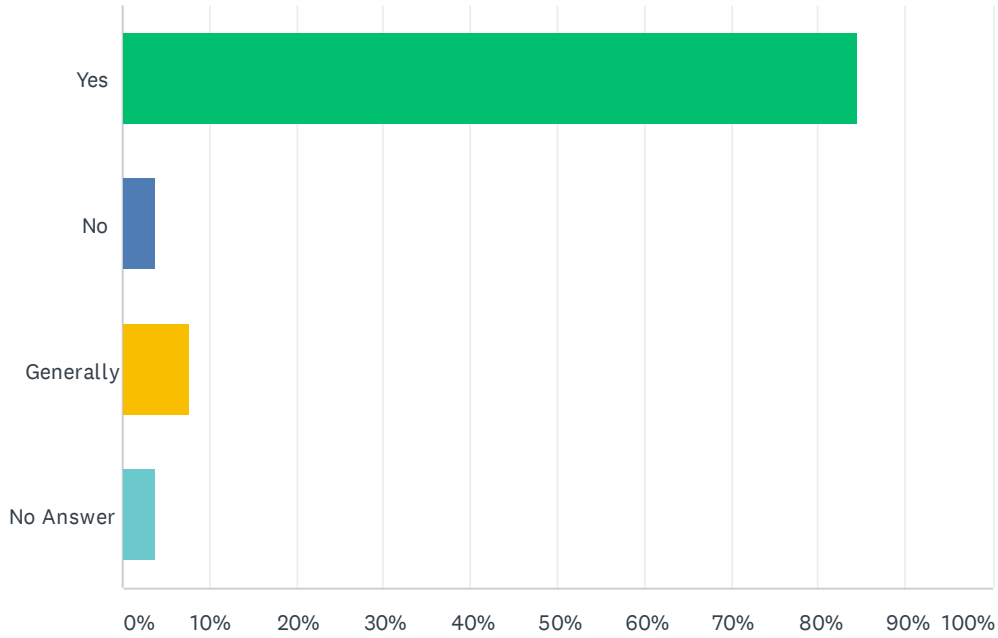
Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	92.00%	23
No	4.00%	1
Someone Asked on my Behalf	4.00%	1
No Answer	0.00%	0
TOTAL		25

Q11 Has the Environmental Health Staff Been Available to You When Needed by Phone or Visit?

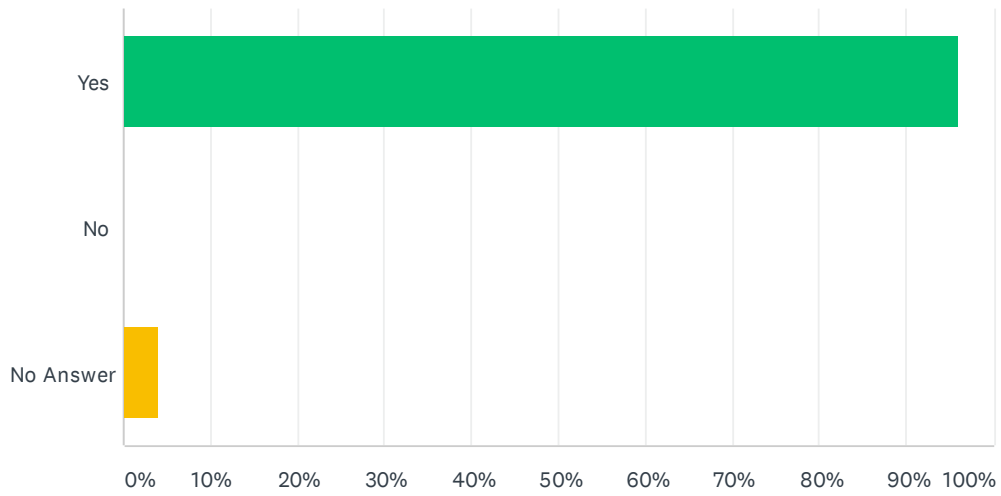
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84.62%	22
No	3.85%	1
Generally	7.69%	2
No Answer	3.85%	1
TOTAL		26

Q12 Were You Satisfied with the Service from the Environmental Health Staff?

Answered: 25 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	96.00%	24
No	0.00%	0
No Answer	4.00%	1
TOTAL		25

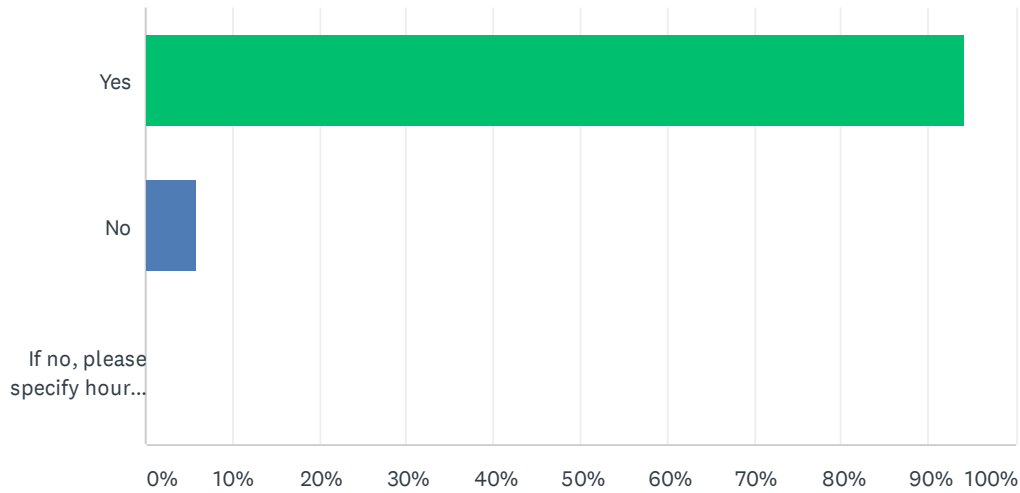
Q13 Comments

Answered: 11 Skipped: 15

#	RESPONSES	DATE
1	He is OUTSTANDING :)	10/13/2020 3:42 PM
2	#4.) Blank - Mr. ██████ did not the other 2 men did. #8.) Blank - Mr. ██████ did not! ██████ & the other man were very helpful! #9.) Yes - By ██████ & the other man. #12.) Blank - Only with Mr. ██████ & the other gentlemen! Mr. ██████ was not satisfactory!	10/6/2020 12:06 PM
3	I talked w/ ██████ several times. Met ██████, Mr. ██████, ██████. Everyone was very helpful.	10/6/2020 12:02 PM
4	No problems	10/6/2020 12:01 PM
5	I find several items to be of questionable or no value. I don't mind compliance, but not on steroids.	10/6/2020 11:59 AM
6	#5.) No Answer - Did not see the staff member #6.) No Answer - See previous response #7.) No Answer - See previous response #8.) Yes - Office Staff No answer - Did not see evaluator #10.) Did not see staff member #11.) Yes - Office Personnel Overall service from Office Staff was great. I had a few questions. I called and office staff answered. The evaluation was promptly provided within a two-week pd. Thank you! P.S. - The Office Staff was very courteous & professional.	10/6/2020 11:58 AM
7	████████ is always professional and knowledgeable.	10/6/2020 11:52 AM
8	No complaints at all! Things moved a little slower because of COVID-19 - China's fault. P.S. - I am hoping to have a new rock well within a few weeks!!	10/6/2020 11:51 AM
9	All of the staff were very friendly and helpful answering my many questions. Thank you for making this process simple for me!	10/6/2020 11:49 AM
10	Mr. ██████ was very helpful and was on time with visit.	10/6/2020 11:48 AM
11	good people to work with, thank you	8/31/2020 7:13 PM

Q1 Are the present operating hours of Monday-Friday, 8am to 5pm convenient for you to access the services of the Sampson County Health Department?

Answered: 17 Skipped: 1

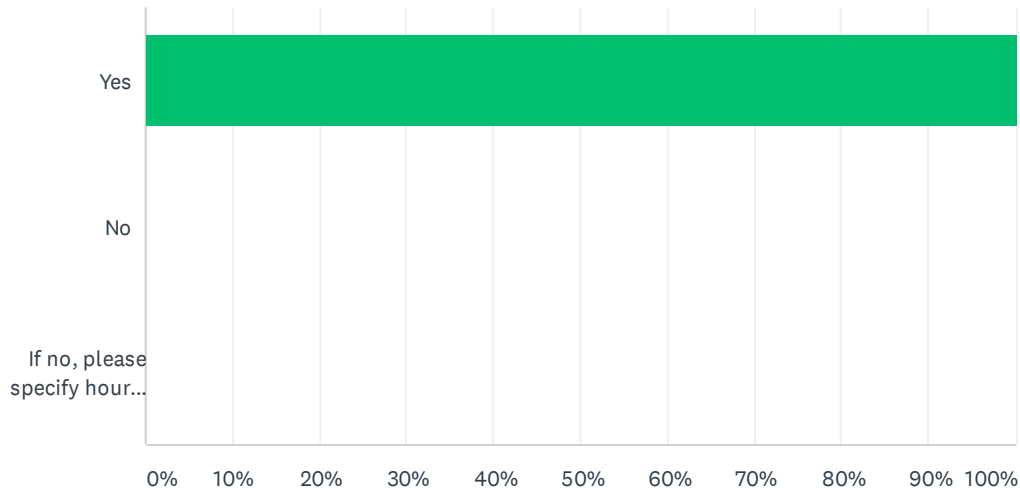


ANSWER CHOICES	RESPONSES
Yes	94.12% 16
No	5.88% 1
If no, please specify hours that would be more convenient.	0.00% 0
TOTAL	17

#	IF NO, PLEASE SPECIFY HOURS THAT WOULD BE MORE CONVENTIENT.	DATE
	There are no responses.	

Q2 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?

Answered: 17 Skipped: 1

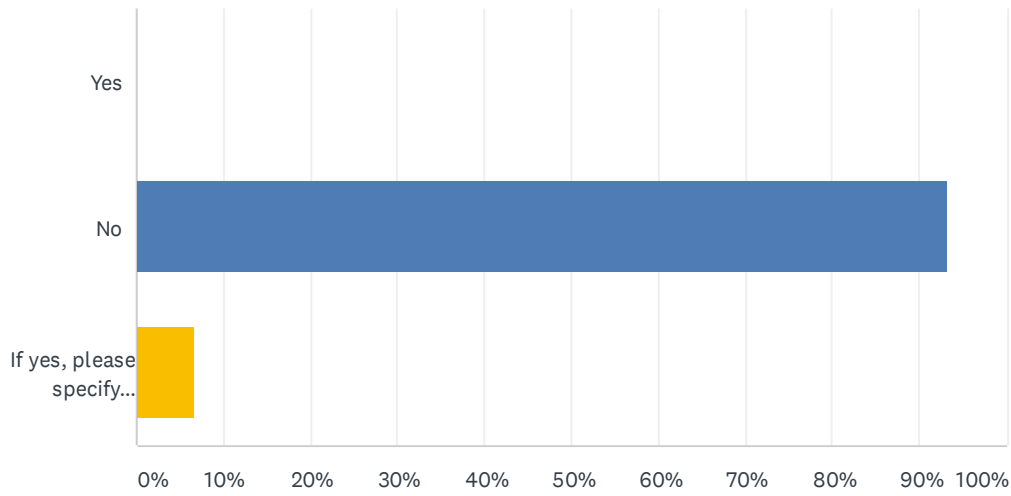


ANSWER CHOICES	RESPONSES
Yes	100.00% 17
No	0.00% 0
If no, please specify hours that would be more convenient.	0.00% 0
TOTAL	17

#	IF NO, PLEASE SPECIFY HOURS THAT WOULD BE MORE CONVENIENT.	DATE
	There are no responses.	

Q3 Are there other services you would like to see the health department provide?

Answered: 15 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	93.33% 14
If yes, please specify services you would like to see provided.	6.67% 1
TOTAL	15

#	IF YES, PLEASE SPECIFY SERVICES YOU WOULD LIKE TO SEE PROVIDED.	DATE
1	Zoom meetings	10/15/2020 1:23 PM

Q4 Other comments or suggestions.

Answered: 5 Skipped: 13

#	RESPONSES	DATE
1	raises for all employees, they do a great job	10/15/2020 1:25 PM
2	None	10/15/2020 1:24 PM
3	none	10/15/2020 1:24 PM
4	Get better condoms.	10/15/2020 1:24 PM
5	Environmental Health is staffed with heroes.	10/15/2020 1:23 PM