



Media Release

For Immediate Release

February 8, 2017

South East Grey Community Health Centre achieves highest patient satisfaction rating in South West LHIN for the fourth year in a row.

The South East Grey Community Health Centre (SEGCHC) is pleased to announce that they have achieved a patient satisfaction rating of 98.5% the highest of any Community Health Centre in the South West Local Health Integration Network (SW LHIN).

There are five Community Health Centres in the SW LHIN. They are located in Markdale, London, Woodstock, St. Thomas and West Elgin. Each year a patient satisfaction survey is undertaken to capture patient feedback with regards to quality of care, access etc. CHCs are mandated to undertake a survey by their funders, the SW LHIN.

The surveys are designed to focus on three fundamental areas:

1. Access to Care – how long it takes to get an appointment when required
2. Improved Health and Wellbeing – impact of the care on the patient's wellbeing
3. Opportunities for the Patient to be involved in their own care

All CHCs use the same survey and the results are tabulated independently. For a copy of the complete report, please go to the SEGCHC website at: <https://www.segchc.ca/>

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