

## Healthcare In Our Community

### Introduction

**The Ontario government is building a connected healthcare system centred around patients, families and caregivers. These changes will strengthen local services, making it easier for patients to access the care they need when they need it and transition between providers.**

**Thirteen healthcare organizations that cover a broad scope of services have partnered to form the North Western Toronto Ontario Health Team. We would like your feedback to help us co-design the programs and services we should provide for patients.**

**Please take a few minutes to complete this survey and inform the future of healthcare in our community. Your responses will be anonymous and confidential.**

**For more information on the North Western Toronto Ontario Health Team, follow us @NWTorontoOHT on Twitter.**

1. Do you have a regular family doctor or healthcare practitioner that you can access for most of your healthcare needs?

- Yes
- No
- Don't know/ no response

2. What are the biggest challenges you face when trying to access healthcare services? (Check all that apply)

- Can't take time off work
- Difficulty accessing specialists
- Difficulty getting a family doctor appointment when I need it
- Don't have a regular family doctor or healthcare practitioner that I can access
- Don't have caregiver support
- Financial challenges (e.g., unable to pay costs not covered by OHIP, no OHIP coverage)
- I don't feel comfortable sharing information with a health professional
- I don't understand the information
- Need additional support because of disabilities (e.g., wheelchair, vision, hearing)
- Need translation/interpreter
- Negative experiences (e.g., not friendly)
- Not sure what programs and services are available to me
- Parking is difficult or expensive
- Services aren't in my language
- Service is too far away
- The system is confusing
- Too busy
- Transportation problems
- Wait times
- When I call to book an appointment, phones are busy and I'm not able to leave messages
- Don't know/ no response
- Other (please specify)

3. How could healthcare providers help you find the care you or your loved one need? (Check all that apply)

- Flexible appointment times/ extended hours (e.g., on the weekends and after hours)
- Provide access to my health information online
- Someone available 24/7 to talk to about my healthcare needs and help me access care
- Telehealth services (healthcare through the phone)
- Tell me which agencies I can go to in my neighborhood for additional support
- Translation services
- Video call with a healthcare professional
- Website with information about everything covered by the Ontario Health Team
- Don't know/ no response
- Other (please specify)

4. What would improve your experience as a patient? (Check all that apply)

- Ask me how I prefer to receive information
- Come to my community and talk to me about ways to improve my health
- Help me get to my appointments
- Healthcare professionals that are culturally sensitive
- Improve customer service
- Make it easier to find healthcare options
- Provide online appointment scheduling
- Shorten wait times
- Telehealth services
- Translation services
- Video call with a healthcare professional
- Visit me at home
- Don't know/no response
- Other (please specify)

5. Which of the following best describes how you would like to be contacted by a healthcare provider to give feedback? (Check all that apply)

- Email
- Focus group
- In-person conversation
- Online survey
- Paper survey
- Patient or family advisory group
- Social media
- Telephone call
- Telephone interview
- Telephone survey
- Webinar
- Don't know/ no response
- Other (please specify)

6. What is the language you prefer or feel most comfortable communicating in?

- Cantonese
- English
- Farsi
- French
- Italian
- Mandarin
- Spanish
- Tagalog
- Don't know/ no response
- Other (please specify)

7. Which of the following responses describes your age? Please check one.

- 0-14 years
- 15-24 years
- 25-54 years
- 55-64 years
- 65-74 years
- 75 years +
- Don't know/no response

8. Please enter the first 3 digits of your postal code:

9. If you would like to receive updates about the North Western Toronto Ontario Health Team please enter your email address here:

Thank you.