

Your Voice Matters

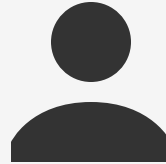
What we heard from North Battleford

People in North West 6 pointed to numerous positive aspects of the care that is provided in the area and reported on many positive interactions with their care providers.



"I really appreciate [name of doctor] and thank you for your service."

"Free [care]."



"My family doctor was able to get me into a specialist within a reasonable amount of time [...]"

29% always
29% more often than not
Were the things that matter to you respected?

41% always
35% to some extent
Were you involved as much as you wanted to be in decisions about your care?

35% always
24% to some extent
Did you and your care providers work together to plan your care?

100% Said that they have access to immunization / public health when they need it.

"I had a specialist explain my health and show a sheet with the medications and we planned to get her what ones to try in what order."

"[I am grateful for my] physiotherapist, she is personable, fun, professional and motivates me."

Responses included = 17
Responses collected August to November 2023

Positive Experiences



What are we doing to help?

🌱 Patient and Family Partners are invited to sit in on out-of-scope interviews.

🌱 Working to ensure there are enough Patient and Family Partners trained in our local area to meet demand, as this is expected to increase in the coming months / years.

🌱 Working with the SHA concern handling unit to understand concerns and address them promptly. Concerns are dealt with by the manager and solutions are reviewed by director.