

CLIENT EXPERIENCE SURVEY REPORT

2025-2026

An annual report to learn and understand the experiences of patients accessing our primary care services.



WHAT WE LEARNED

The findings indicate that satisfaction, accessibility, equity, client safety, and patient-centeredness remain strong overall. Patient qualitative feedback supports these results and highlights areas for improvement. Access Alliance is committed to maintaining current practices to uphold the quality of our programs and services, while also addressing the feedback received to drive continuous improvements.

REPORT OVERVIEW

Introduction

Learning from clients about their experiences is crucial for assessing the quality of Access Alliance's programs. Client feedback guides program improvements, ensuring they meet expectations and needs. Access Alliance collects client experience data for three purposes: 1) Accountability, 2) Quality Improvement, and 3) Evidence-Informed Practice. This report presents findings from the Client Experience Survey (2025-2026) based on data collected from patients using our Primary Care Services (MD/NP) in-person and virtually between November 2025 and February 2026.

Data Collection



408 surveys included for analysis



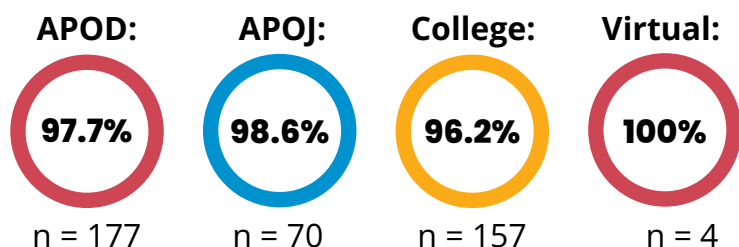
51.0% completed virtually (phone or email); n = 208



49.0% completed in-person; n = 200

CLIENT SATISFACTION & SUGGESTIONS

Satisfaction by Site



97.3% of clients reported high satisfaction; n = 348



97.8% of clients recommend Access Alliance to friends/family; n = 396

Suggestions from Clients



Improved service, responsive management, phone support, scheduling and call backs.



Expanding services, access, and staffing with specialized care, financial support, and more staff.



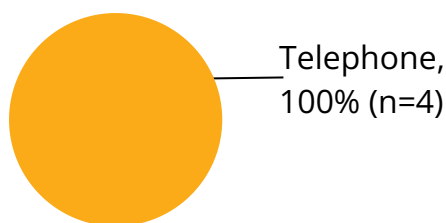
Reducing wait times with flexible scheduling.



Enhancing language accessibility by providing translated materials and multilingual staff.

CLIENT EXPERIENCES WITH VIRTUAL VISITS

Mode of Virtual Care Visit (N=4)



75%

of clients would use virtual care again or have no preference for virtual versus in-person (n=3)

Benefits and Issues Experienced



Time and money saved (n=3)



No time off work, elder/ childcare (n=2)



I was able to avoid transportation or parking issues (n=3)



Feel safer (n=1)



Connect with provider sooner (n=1)



Confidentiality or Privacy concerns (n=1)



Difficult to explain virtually (n=2)

CLIENT EQUITY, SAFETY, AND PATIENT-CENTEREDNESS

Client Equity



98.0%

always feel comfortable and welcome; (n=400)



93.4%

feel like their culture is respected; (n=381)



91.2%

feel their religious/spiritual beliefs are respected; (n=372)



94.6%

feel their health and wellbeing has improved; (n=386)



91.1%

see a positive impact on their community; (n=375)

Client Safety



94.1%

trust that information is confidential; (n=384)



81.4%

know how to make complaints/suggestion; (n=332)

Patient-Centeredness



82.8%

had the opportunity to ask questions; (n=338)



87.5%

felt involved in decisions about their care; (n=357)



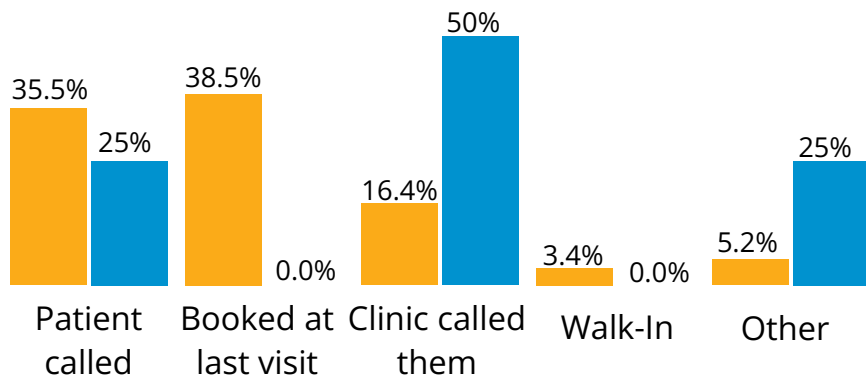
89.2%

felt that the MD/NP spent enough time; (n=364)

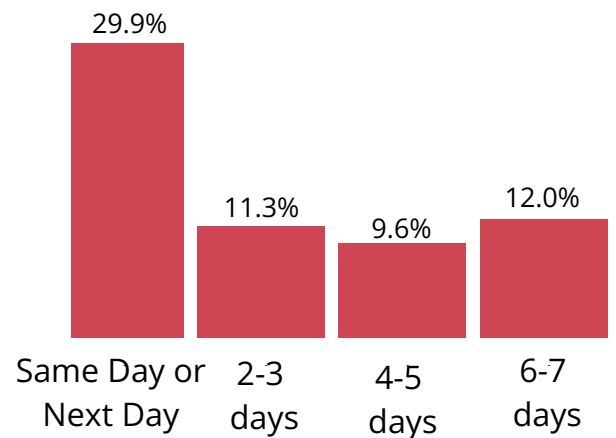
ACCESSIBILITY OF APPOINTMENTS

Appointment Booking Method

● In-person; n = 404 ● Virtual; n = 4

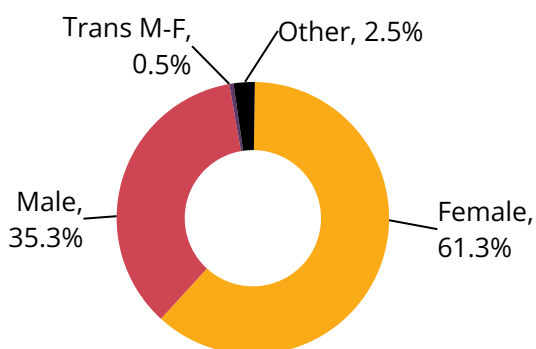


Timeliness (n = 256)

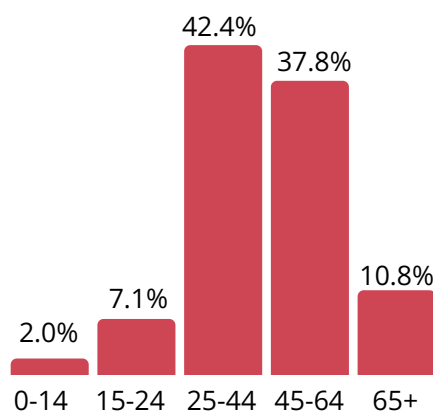


RESPONDENT DEMOGRAPHICS

Gender (N = 408)



Age (N = 408)



Site (N = 408)

