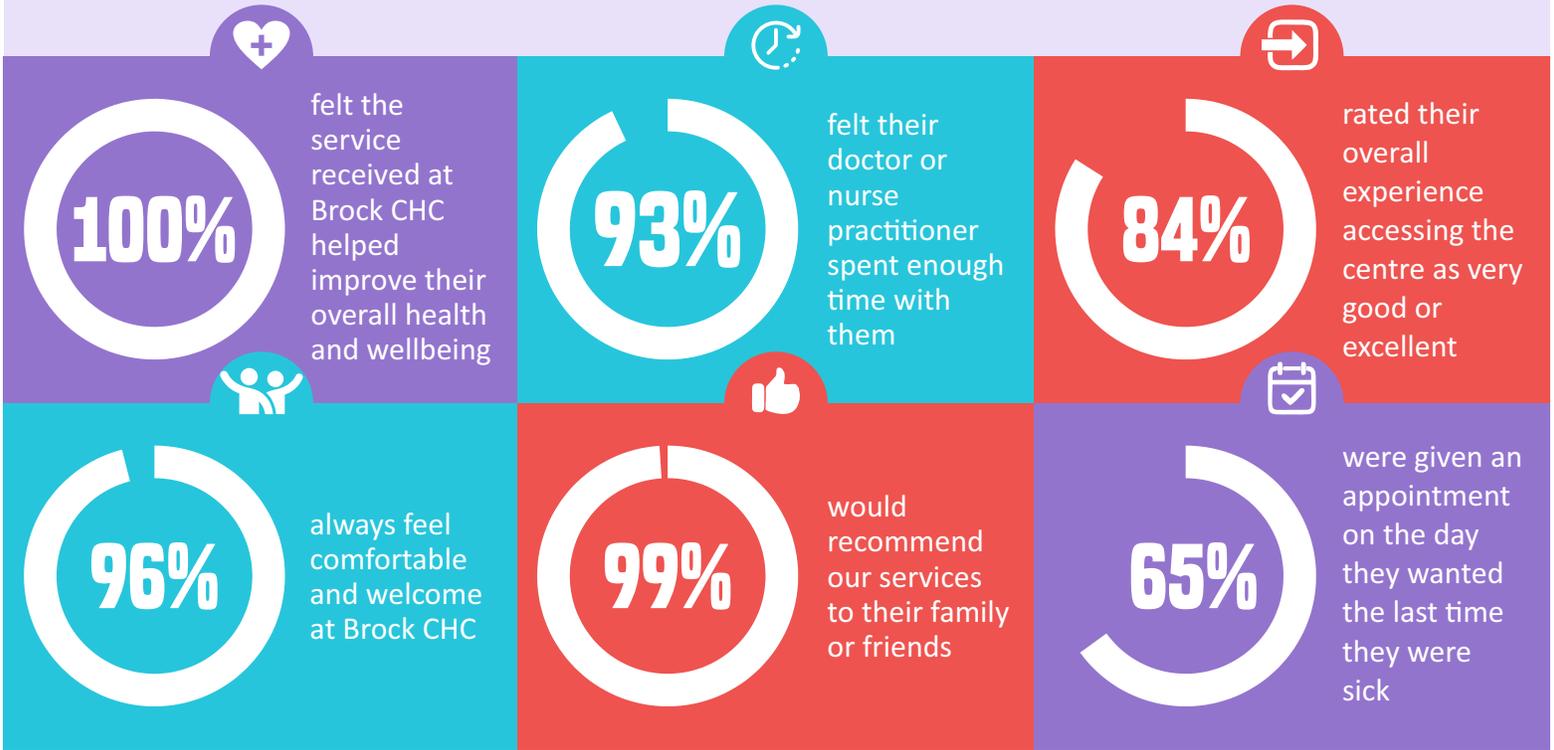


Brock Community Health Centre Primary Care Patient Experience 2025 Survey Results



“Genuine personal care. Knowledge of healthcare professionals is amazing.”

“They listen to your concerns and address your needs.”

“Excellent receptionists and nurse.”

“Rarely have to wait in facility for appt. Recommendations for other services provided.”

“Friendly and helpful. Very thorough. Not rushed.”

Most common areas for improvement that were identified:

- more available appointments for people who are ill *
- additional primary care providers/retention
- exterior access issues at Cannington location

* Patient access in a timely manner is a priority for Brock CHC's Quality Improvement Plan.

Based on feedback from 100 clients between December 1-31, 2025.

