

Surveys Received: January 2014-March 2014

Department	Number
Clinic	1
Clinic (Spanish)	0
Clinic Extended Hours	0
Clinic Extended Hours (Spanish)	0
WIC	12
WIC Spanish	0
Diabetes	5
Outreach	3
Outreach (Spanish)	0
MESH	17
MESH Spanish	0
Env. Health - Food & Lodging	14
Env. Health - Onsite Wastewater	24
Health Department Services	0
Family Planning	0
Family Planning- Spanish	0
Total	76

Updated: 4/1/14

Clinic January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite		1	0%	100%
Staff Neat in Appearance	1		100%	0%
Seen at Appt. Time	1		100%	0%
If not, were you notified			0%	100%
Staff spend enough time with you	1		100%	0%
Staff speak understandably	1		100%	0%
Staff meet needs & expectations		1	0%	100%
Recommend clinic to others			0%	100%
Hours of operation meet your needs	1		100%	0%
New reg. decrease wait at check in			0%	0%

What changes would you suggest?

1. Charts to be read before calling and been ruled to the clinic.

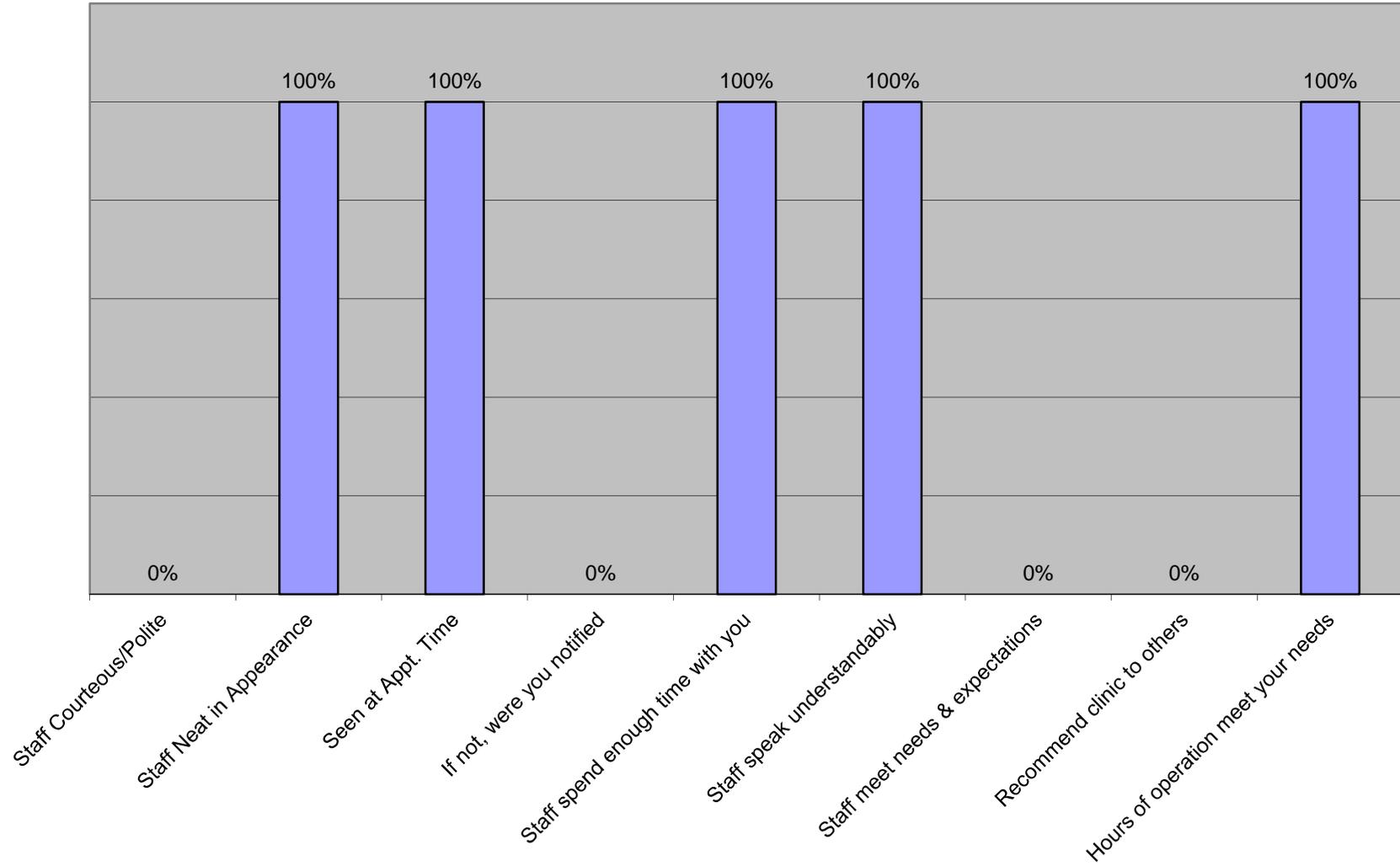
Other Comments

1. Most of the RN's are hateful!!

Surveys Received: 1

Updated: 4/1/2014

Clinic January 2014-March 2014



Clinic Spanish January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Seen at Appt. Time			0%	
If not, were you notified			0%	
Staff spend enough time with you			0%	
Staff speak understandably			0%	
Staff meet needs & expectations			0%	
Recommend clinic to others			0%	
Hours of operation meet your needs			0%	

What changes would you suggest?

Other Comments

Surveys Received:

Updated: 4/1/2014

Clinic Spanish January 2014-March 2014

0%	0%	0%	0%	0%	0%	0%	0%	0%
Staff Courteous/Polite	Staff Neat in Appearance	Seen at Appt. Time	If not, were you notified	Staff spend enough time with you	Staff speak understandably	Staff meet needs & expectations	Recommend clinic to others	Hours of operation meet your needs

Extended Hours Clinic January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Seen at Appt. Time			0%	
If not, were you notified			0%	
Staff spend enough time with you			0%	
Staff speak understandably			0%	
Staff meet needs & expectations			0%	
Recommend clinic to others			0%	
Hours of operation meet your needs			0%	

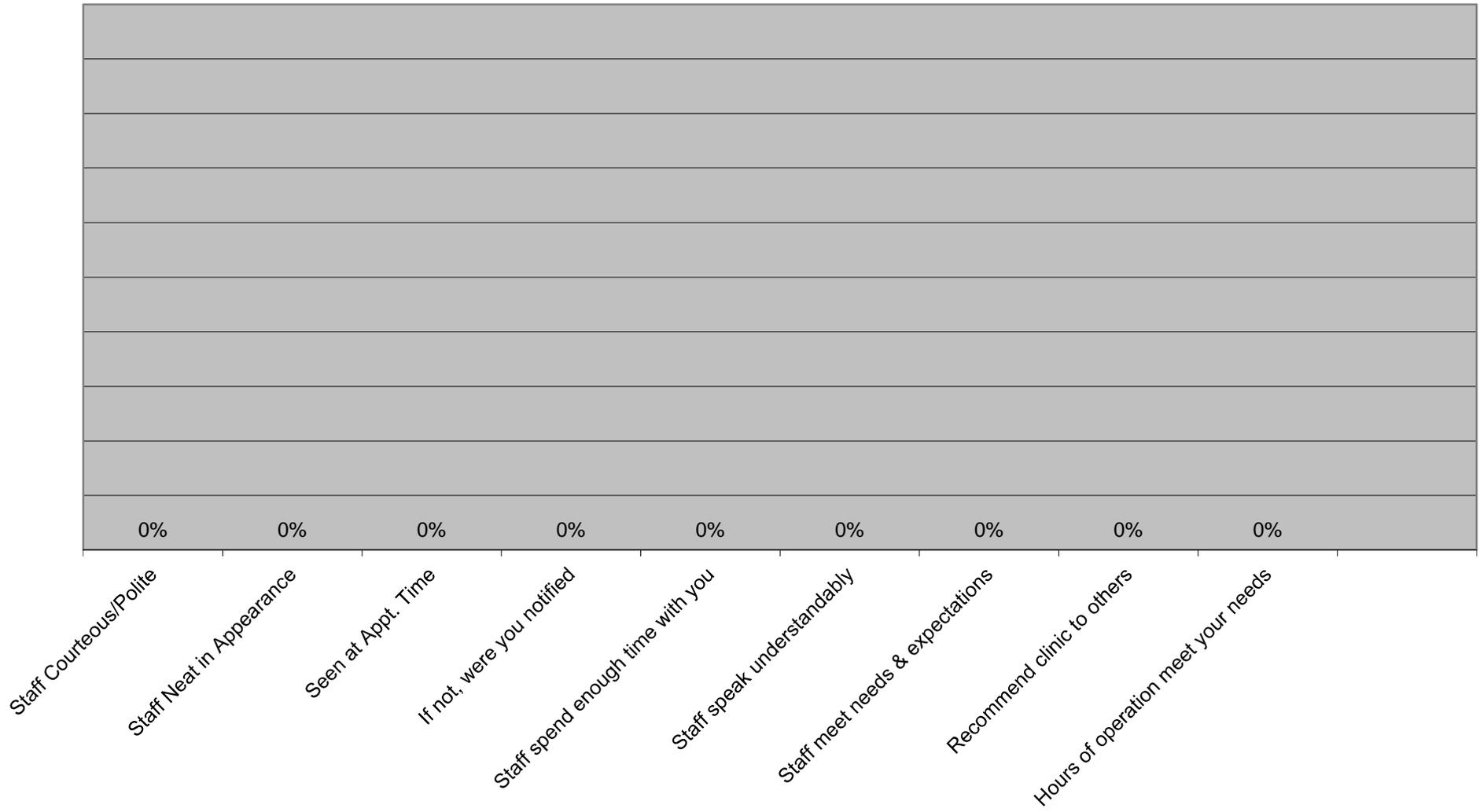
What changes would you suggest?

Other Comments

Surveys Received: 0

Updated: 4/1/2014

Extended Hours Clinic January 2014-March 2014



Extended Hours Spanish January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Seen at Appt. Time			0%	
If not, were you notified			0%	
Staff spend enough time with you			0%	
Staff speak understandably			0%	
Staff meet needs & expectations			0%	
Recommend clinic to others			0%	
Hours of operation meet your needs			0%	

What changes would you suggest?

Other Comments

Surveys Received: 0

Updated: 4/1/2014

Extended Hours Clinic January 2014-March 2014

0%	0%	0%	0%	0%	0%	0%	0%	0%
Staff Courteous/Polite	Staff Neat in Appearance	Seen at Appt. Time	If not, were you notified	Staff spend enough time with you	Staff speak understandably	Staff meet needs & expectations	Recommend clinic to others	Hours of operation meet your needs

Diabetes January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite	5	0	100%	0%
Staff Neat in Appearance	5	0	100%	0%
Seen at Appt. Time	5	0	100%	0%
If not, were you notified	0	0	0%	
Staff spend enough time with you	5	0	100%	0%
Staff speak understandably	5	0	100%	0%
Staff meet needs & expectations	5	0	100%	0%
Recommend clinic to others	5	0	100%	0%
Hours of operation meet your needs	5	0	100%	0%

What changes would you suggest?

1. Class on recipes and cooking.

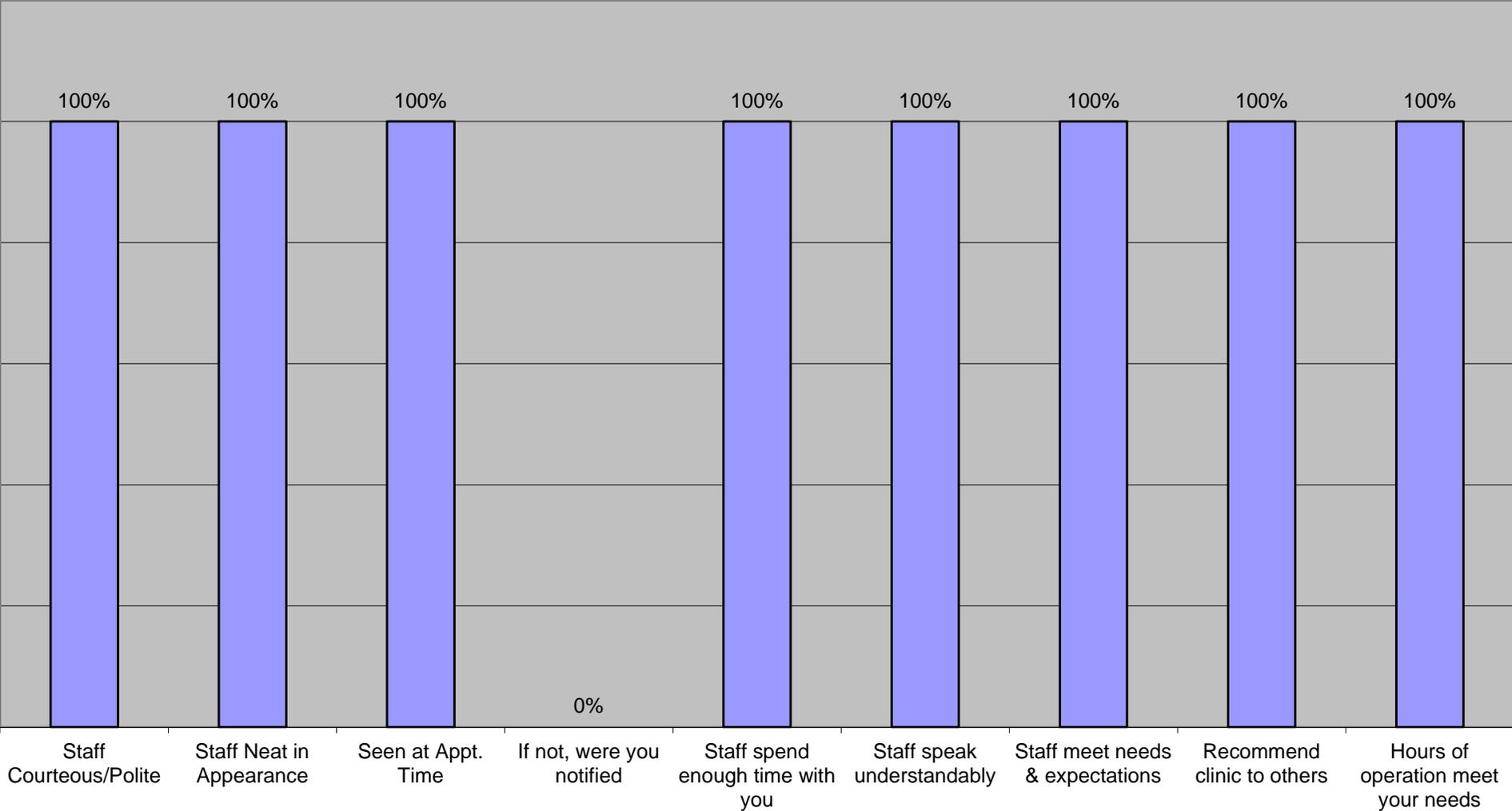
Other Comments

1. Thanks for teaching me to eat better.
2. Diabetes nutrition should be part of every diabetic treatment. It has helped me get control.

Surveys Received: 5

Updated: 4/1/2014

Diabetes January 2014-March 2014



WIC January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite	12	0	100%	0%
Staff Neat in Appearance	12	0	100%	0%
Seen at Appt. Time	12	0	100%	0%
If not, were you notified			0%	0%
Staff spend enough time with you	12	0	100%	0%
Staff speak understandably	12	0	100%	0%
Staff meet needs & expectations	12	0	100%	0%
Recommend clinic to others	12	0	100%	0%
Hours of operation meet your needs	12	0	100%	0%

What changes would you suggest?

1. I wish you could make an appointment for another day instead of having to call on that day.
2. None. Ms. Deb and Debbie the nutritionist with long hair and Ms. Tammy are wonderful.
3. The nutritionist Ms. Mayberry could have been a little better personality, not so judgemental.

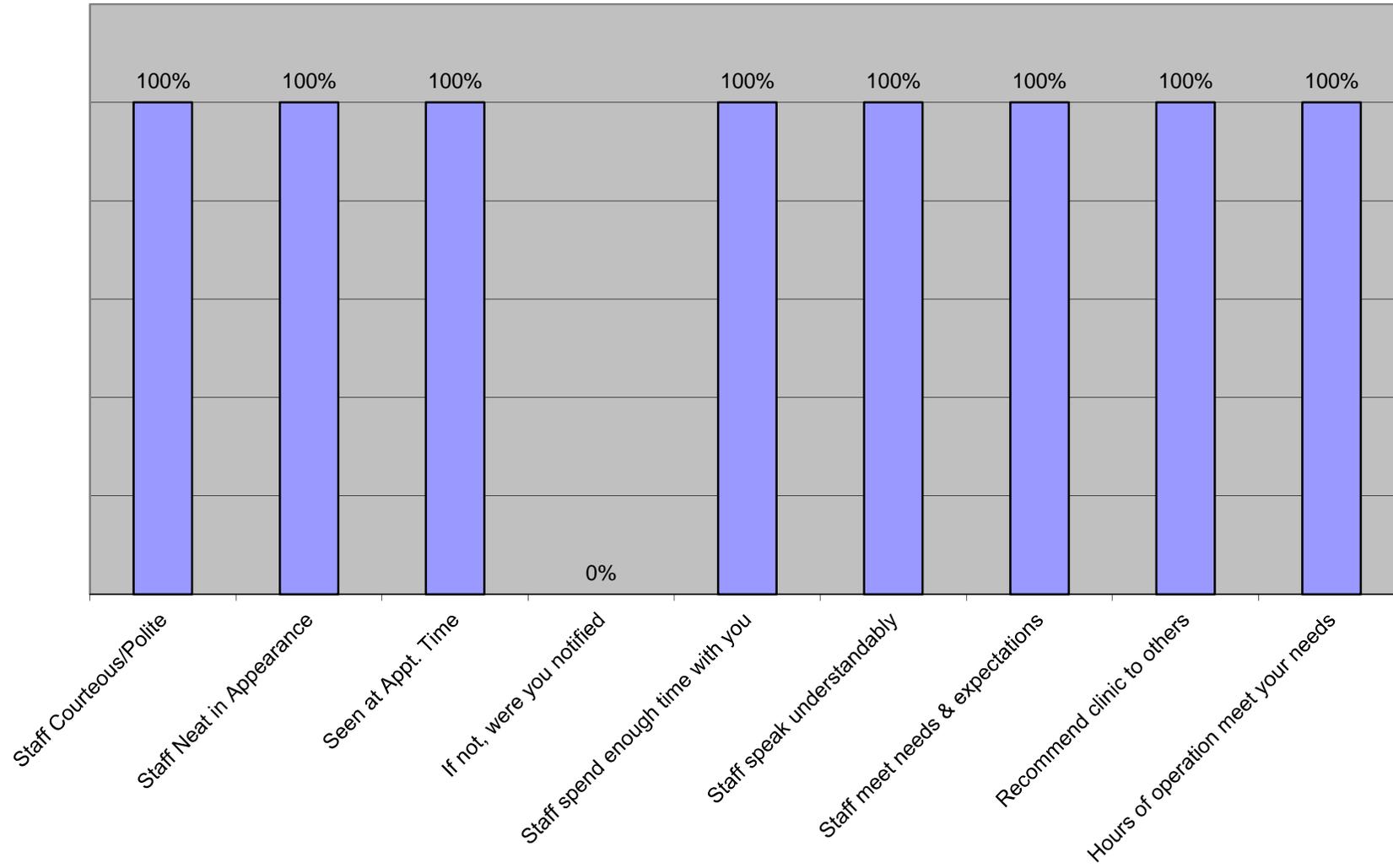
Other Comments:

1. Very informative.
2. WIC staff is outstanding! Good Experience
3. All staff have been very friendly at each appointment. I feel I get more attention here than at my child's actual doctor's office.
4. The entire staff that works with WIC clients should be commended for their great service. Every appointment I have had over almost 2 years has been wonderful! Thanks.
5. Everyone is so nice and helpful! Tracy Cothorn is wonderful at what she does!
6. I enjoy the many recipes my nutritionist shares. The workers are very very kind.
7. We really liked Debbie Pierce. She treated us well and was great explaining things.

Surveys Received : 12

Updated: 4/1/2014

WIC January 2014-March 2014



WIC Spanish January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite		0	0%	0%
Staff Neat in Appearance		0	0%	0%
Seen at Appt. Time		0	0%	0%
If not, were you notified			0%	0%
Staff spend enough time with you		0	0%	0%
Staff speak understandably		0	0%	0%
Staff meet needs & expectations		0	0%	0%
Recommend clinic to others		0	0%	0%
Hours of operation meet your needs		0	0%	0%

What changes would you suggest?

Other Comments:

Surveys Received: 0

Updated: 4/1/2014

WIC Spanish January 2014-March 2014

0%	0%	0%	0%	0%	0%	0%	0%	0%
Staff Courteous/Polite	Staff Neat in Appearance	Seen at Appt. Time	If not, were you notified	Staff spend enough time with you	Staff speak understandably	Staff meet needs & expectations	Recommend clinic to others	Hours of operation meet your needs

Outreach Survey January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite	3	0	100%	0%
Staff Neat in Appearance	3	0	100%	0%
Staff at Scheduled Time	3	0	100%	0%
Staff Spend enough time	3	0	100%	0%
Speak in words you understood	3	0	100%	0%
Services meet needs & expectations	3	0	100%	0%
Recommend outreach services to others	3	0	100%	0%
Hours of operation meet needs	3	0	100%	0%

What changes would you suggest to improve

1. None.
2. Nothing, everything was great.

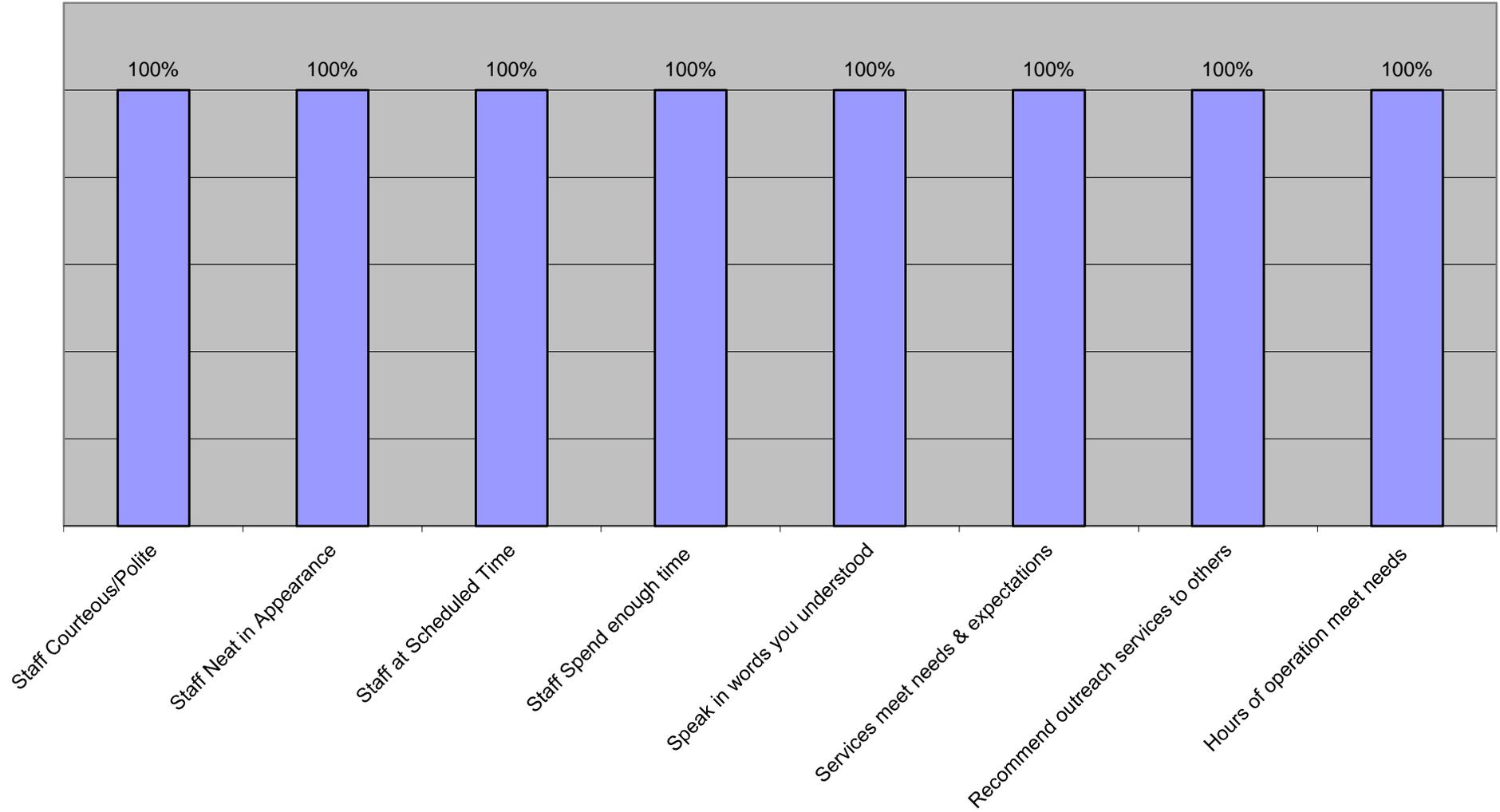
Other Comments

1. Thank you for the services you provide.

Surveys received: 3

Updated: 4/1/2014

Outreach January 2014-March 2014



Outreach Spanish January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Staff at Scheduled Time			0%	
Staff Spend enough time			0%	
Speak in words you understood			0%	
Services meet needs & expectations			0%	
Recommend outreach services to others			0%	
Hours of operation meet needs			0%	

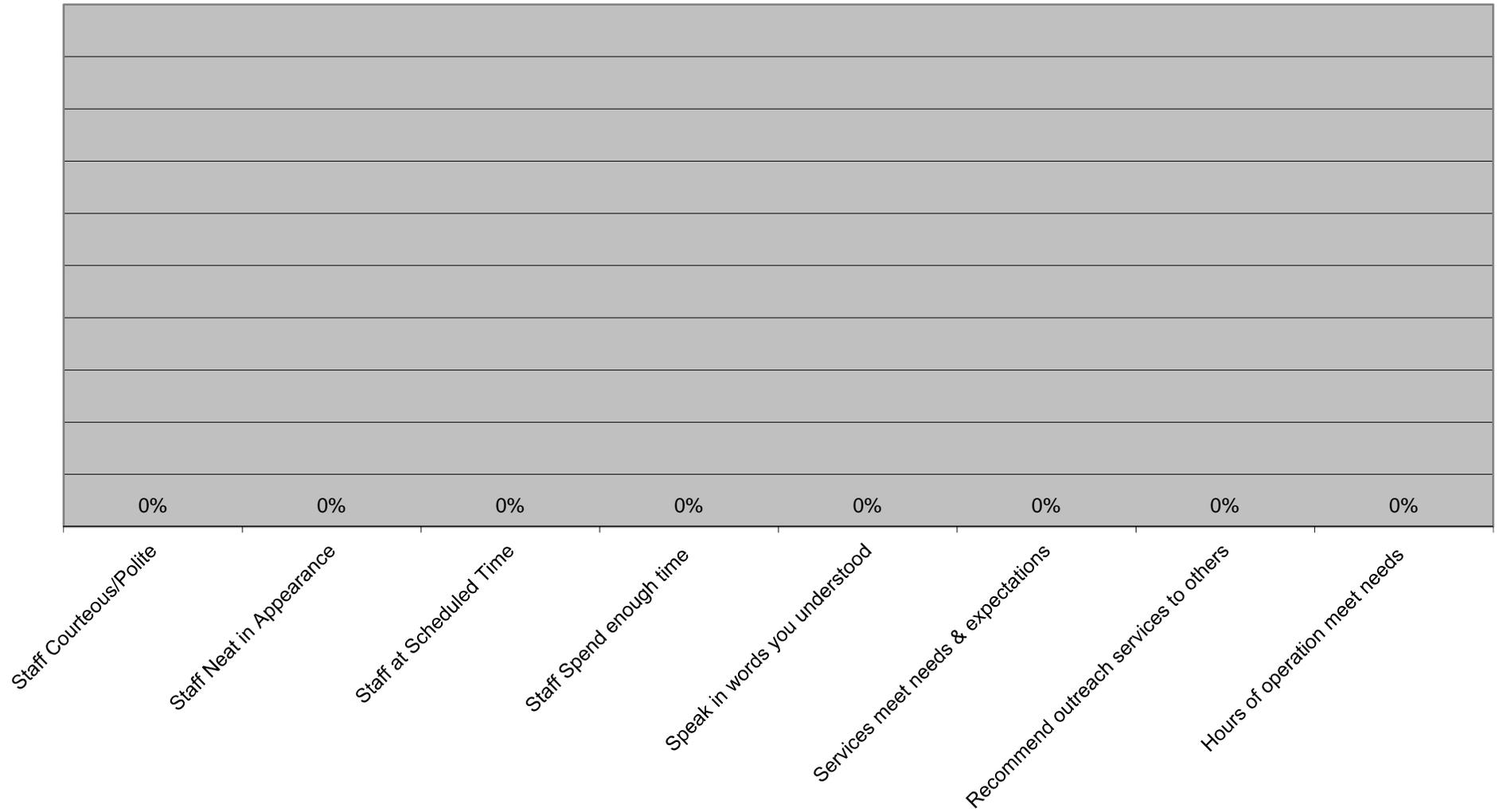
What changes would you suggest to improve

Other comments

Surveys received: 0

Updated: 4/1/2014

Outreach Spanish January 2014-March 2014



MESH January 2014-March 2014

	yes	no	yes	no
Staff Courteous/Polite	17		100%	0%
Staff Neat in Appearance	17		100%	0%
Arrive at Scheduled time	17		100%	0%
Staff spend enough time with you	17		100%	0%
Staff speak understandably	17		100%	0%
Staff meet needs & expectations	17		100%	0%
Recommend clinic to others	17		100%	0%
Services beneficial	17		100%	0%
Hours of operation meet needs	17		100%	0%

What changes would you suggest?

1. None, good the way ya'll are!

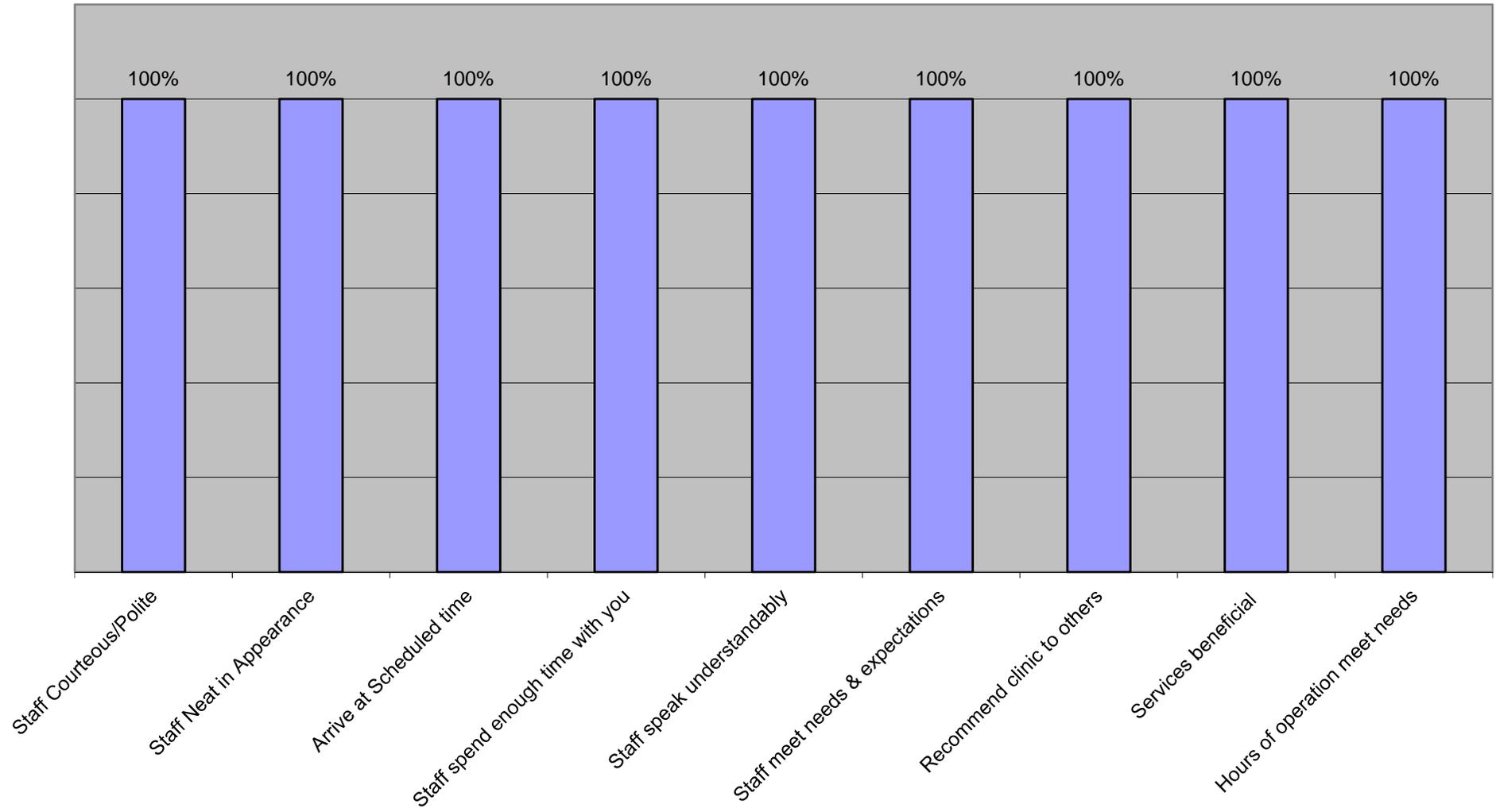
Other Comments

1. You guys are wonderful.
2. Ya'll are great!!!

Surveys Received: 17

Updated: 4/1/2014

MESH January 2014-March 2014



Survey - Environmental Health (Food & Lodging) January 2014-March 2014

	yes	no	yes	no
Courteous/Polite	14	0	100%	0%
Neat in Appearance	14	0	100%	0%
Staff speak understandably	14	0	100%	0%
Staff spend enough time educating	14	0	100%	0%
Hours of operation meet needs	14	0	100%	0%

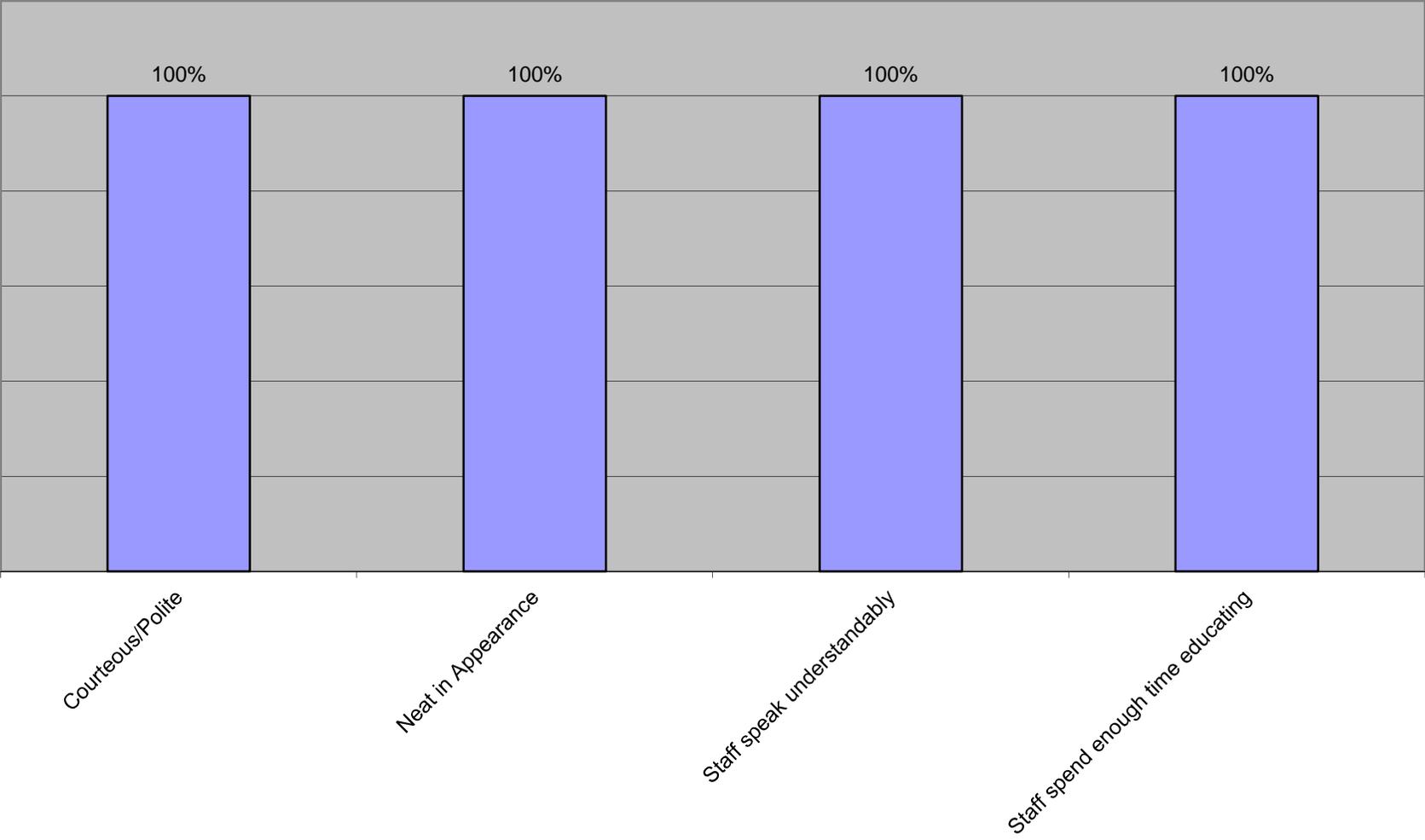
Other Comments

1. Very professional and good advice/instruction.
2. Great education.
3. Tommy made me happy, happy, happy.
4. Barrett did a very good job.
5. Thomas does an awesome job explaining any questions we had.
6. Tom was very courteous and knowledge, answered all my questions.
7. Well pleased with Chad Gambill
8. Great job!!!
9. Chad was very pleasant to talk with. Very helpful and willing to answer my questions. Has a wonderful personality. Thanks Chad!

Surveys Received: 14

Updated: 4/1/2014

**Environmental Health Food & Lodging
January 2014-March 2014**



Environmental Health (On-Site Wastewater) January 2014-March 2014

	yes	no	yes	no
Courteous/Polite	24		100%	0%
Neat in Appearance	24		100%	0%
Staff Arrive on Time	24		100%	0%
Notified if needed to be late	24		100%	0%
Sufficient Time Educating	24		100%	0%
Hours of operation meet needs	24		100%	0%

What could be improved

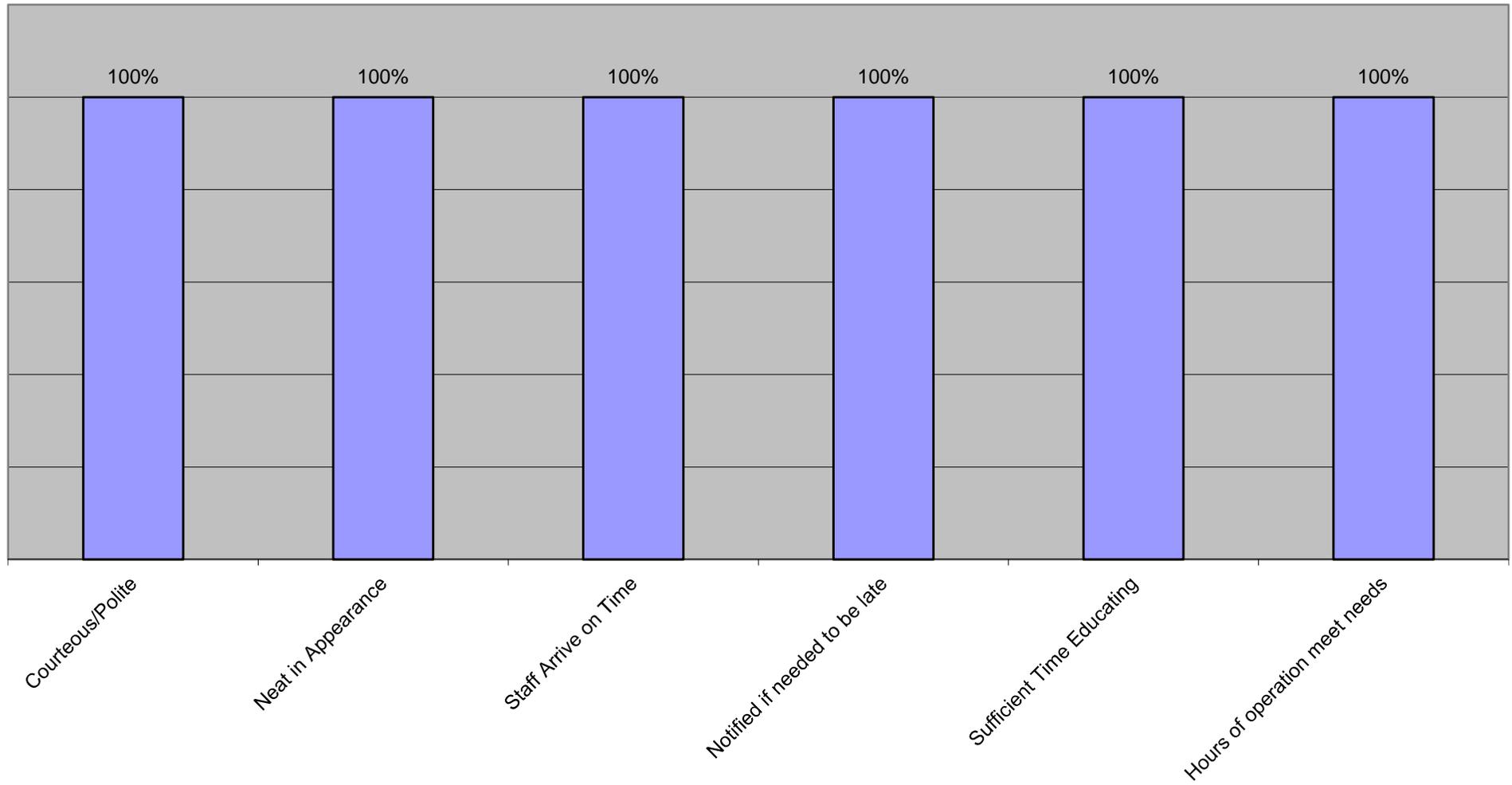
1. None, very respectful and prompt!
2. Great people you have an excellent department.
3. We received wonderul service from both Matt and Samatha. Thank you so much.
4. Perhaps set up a website that is interactive.
5. Thanks for being so great to us, thanks again.
6. Everything went well for us!
7. Great team.
8. Very helpful and professional.
9. All went well. Everyone was very nice and helpful.
10. Very polite, thank you.
11. Staff very courteous and polite.
12. Excellent service, thank you.

Other Comments

Surveys Received: 24

Updated: 4/1/2014

**Environmental Health On Site Waste Water
January 2014-March 2014**



Health Department Services January 2014-March 2014

	yes	no	yes	no
Familiar with Services Provided			0%	
Services Provided Sufficient to meet needs			0%	
Ever Received Services from HD			0%	
Hours of operation meet needs			0%	

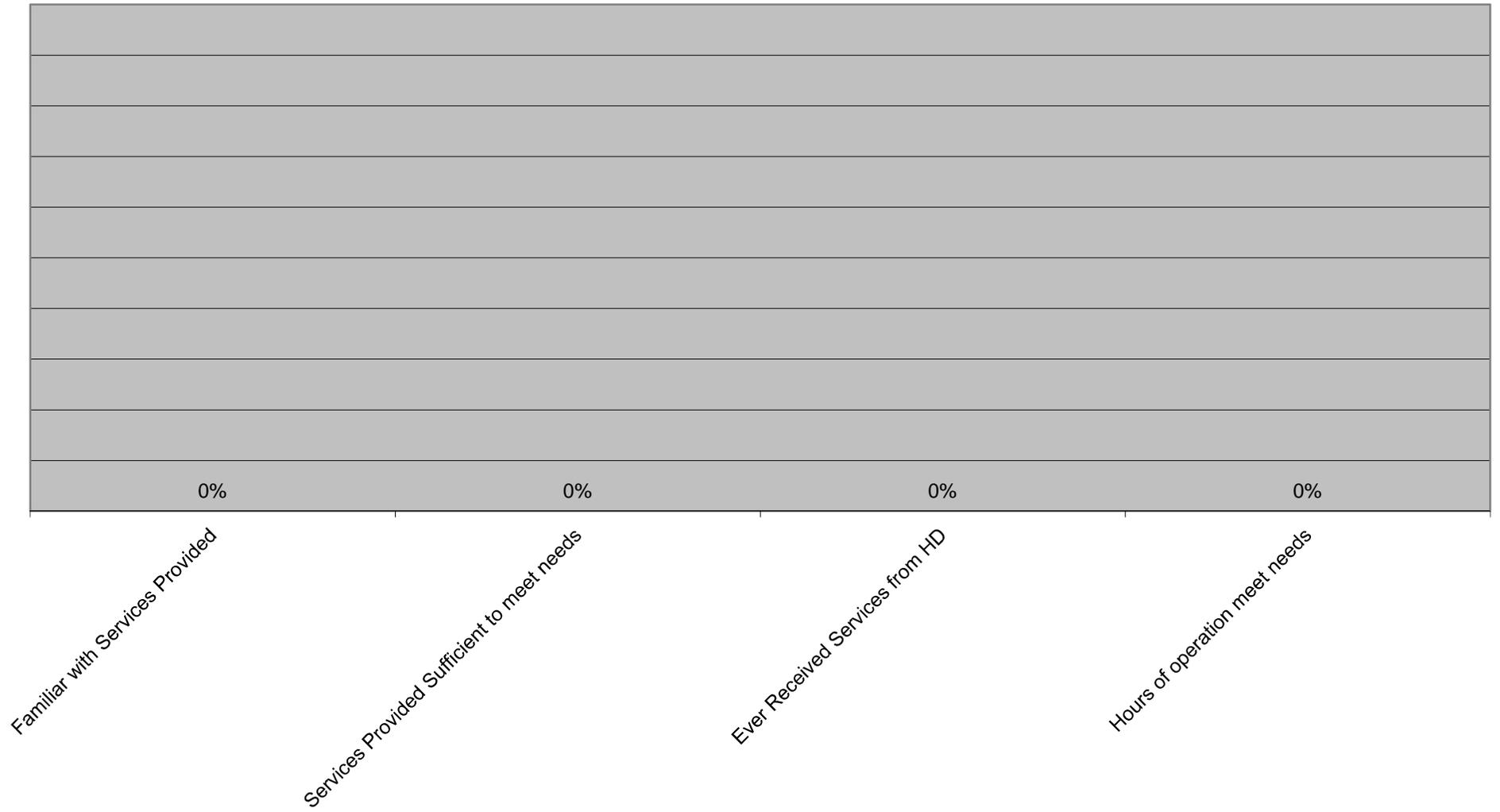
Suggestions for improvement

Other Comments

Surveys Received:

Updated: 4/1/2014

HD Services January 2014-March 2014



Family Planning Clinic January 2014-March 2014

		Actual	Percentage
1A. How did you hear about us:	Billboard		
35 women answered this question	Website		
	Word of Mouth		
	Radio		
	Facebook		
	*Other		

1B. How long here for Family Planning?		Actual	Percentage
	Less than 1 yr **		
	1-2 yrs		
	3-4 yrs		
	5-6 yrs		
	6+ yrs		

	yes	no	yes	no
2. Comfortable to ask questions				
3. Recommend our clinic				
4. Hours of operation meet your needs				

Age: (43 women listed their age)	10-14	15-19	20-29	30-35	40+
actual					
percentage					

What changes would you suggest?

Comments:

Surveys Received:

Updated: 4/1/2014

Family Planning Clinic (Spanish) January 2014-March 2014

		Actual	Percentage
1A. How did you hear about us:	Billboard		
	Website		
	Word of Mouth		
	Radio		
	Facebook		
	*Other		

1B. How long here for Family Planning?		Actual	Percentage
Less than 2 yrs			
1-2 yrs			
3-4 yrs			
5-6 yrs			
6+ yrs			

	yes	no	yes	no
2. Comfortable to ask questions				
3. Recommend our clinic				
4. Hours of operation meet your needs				

Age:	10-14	15-19	20-29	30-33	40+
actual					
percentage					

What changes would you suggest?

Comments:

Surveys Received:

Updated: 4/1/2014