

Surveys Received: July 2014-September 2014

Department	Number
Clinic	12
Clinic (Spanish)	5
Clinic Extended Hours	0
Clinic Extended Hours (Spanish)	0
WIC	12
WIC Spanish	2
Diabetes	23
Outreach	7
Outreach (Spanish)	0
MESH	1
MESH Spanish	0
Env. Health - Food & Lodging	5
Env. Health - Onsite Wastewater	39
Health Department Services	9
Family Planning	1
Family Planning- Spanish	0
Total	116

Updated: 10/14/14

Clinic July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	12	0	100%	0%
Staff Neat in Appearance	12	0	100%	0%
Seen at Appt. Time	11	1	92%	8%
If not, were you notified	0	1	0%	100%
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. See people on time, not an hour later!
2. None
3. Don't have to change
4. Speed up the process please!
5. Nothing, I love Dee at WIC.
6. Nothing - Great Job

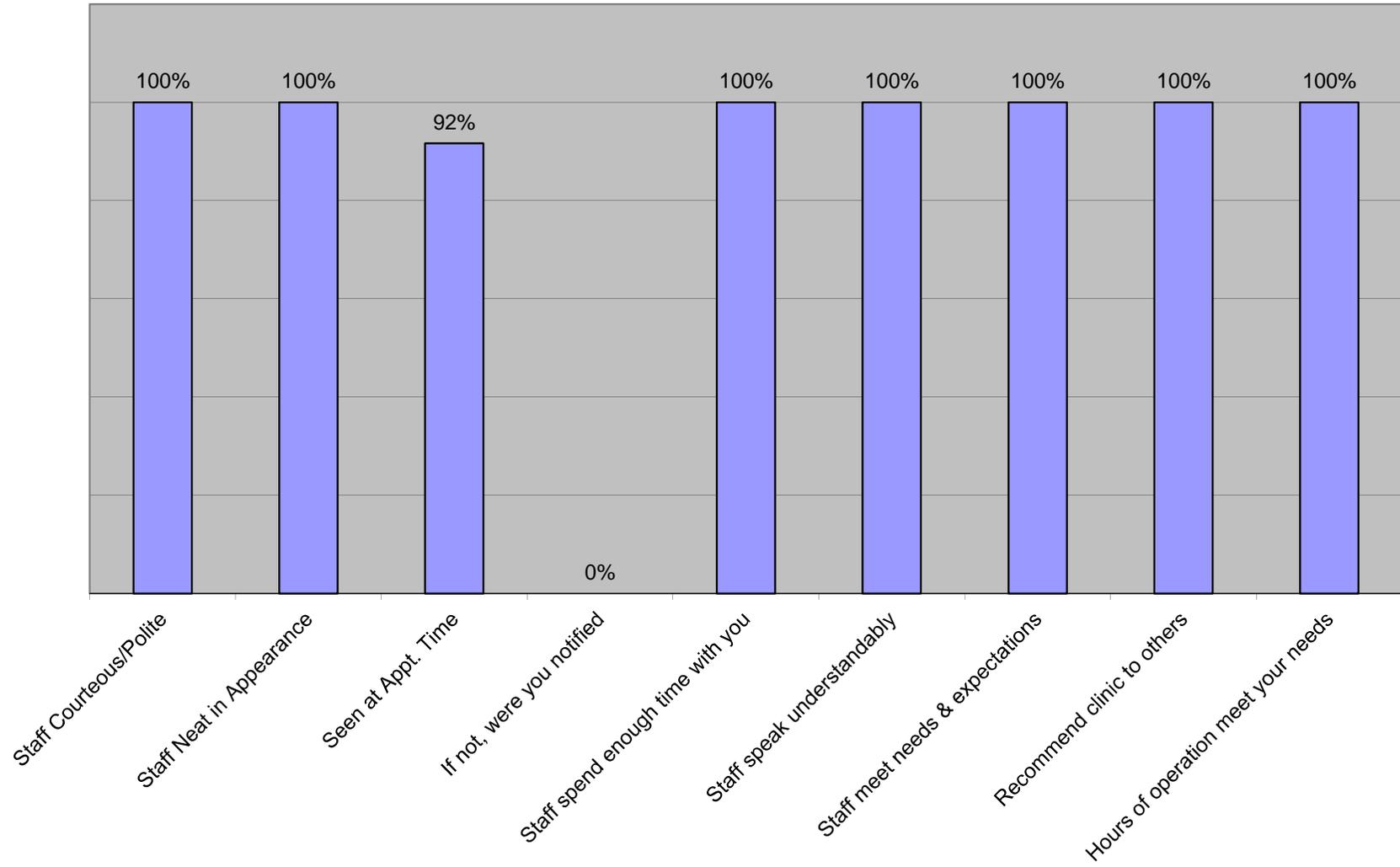
Other Comments

1. Thank you
2. I think my favorite to work with is Dee. She makes me feel like she cares because she does!

Surveys Received: 12

Updated: 10/14/14

Clinic July 2014-September 2014



Clinic Spanish July 2014-September 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%
Staff spend enough time with you	4	1	80%	20%
Staff speak understandably	4	1	80%	20%
Staff meet needs & expectations	5	0	100%	0%
Recommend clinic to others	4	1	80%	20%
Hours of operation meet your needs	4	1	80%	20%

What changes would you suggest?

1. Need more doctors
2. Nothing
3. Close later on Monday & Tuesday so I can pick kids up after school

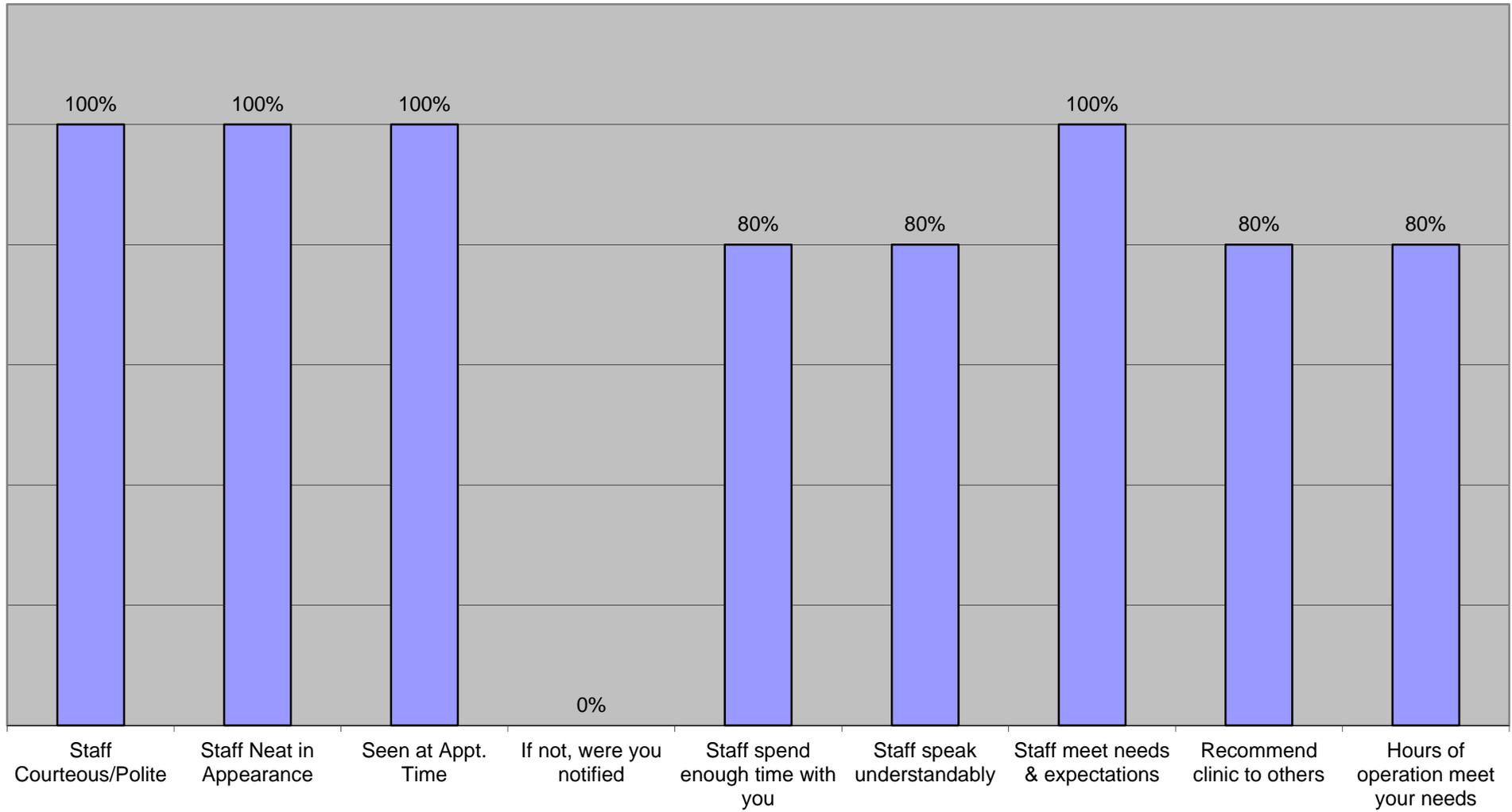
Other Comments

1. It was good

Surveys Received: 5

Updated: 10/14/14

Clinic Spanish July 2014 - September 2014



Extended Hours Clinic July 2014-September 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%	

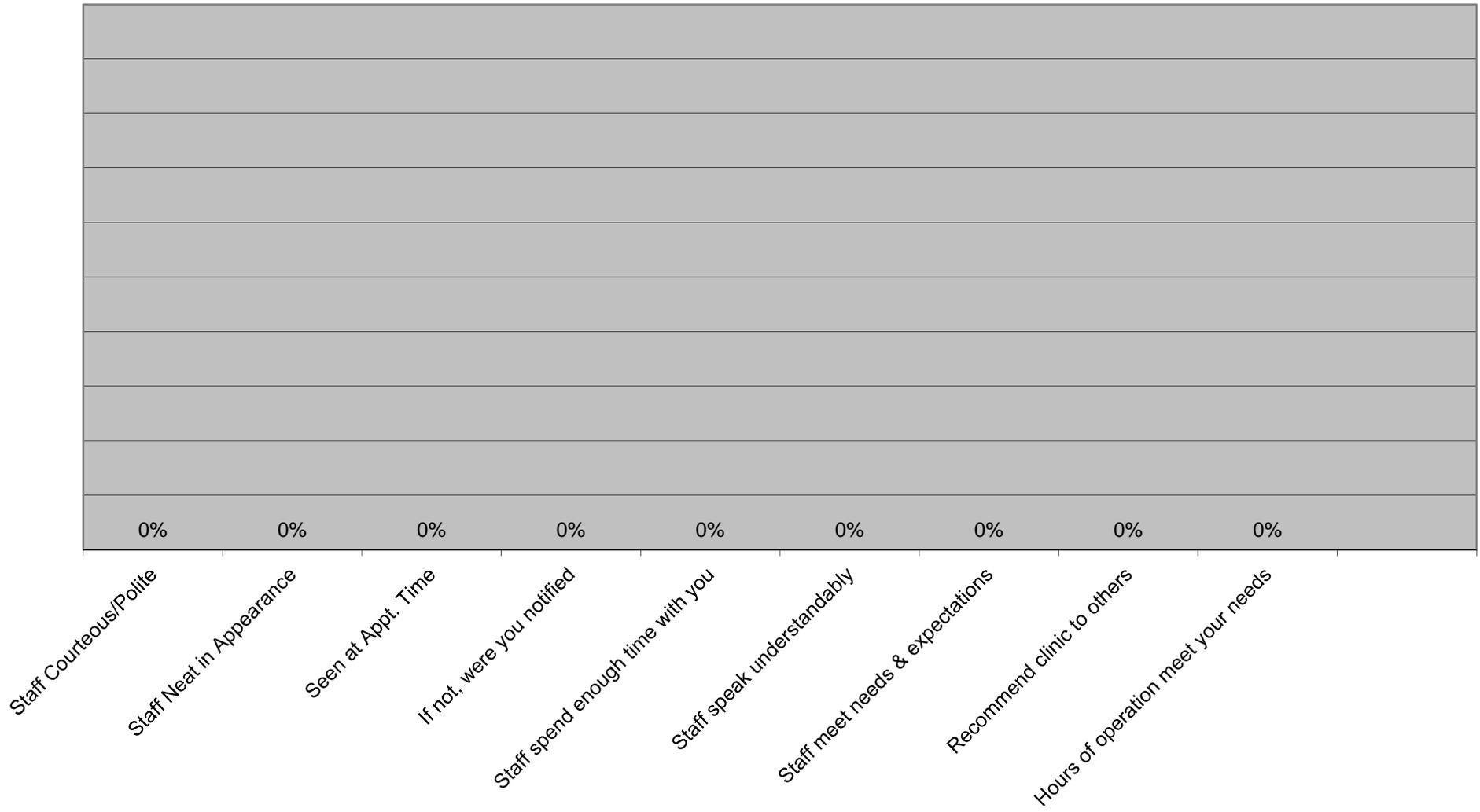
What changes would you suggest?

Other Comments

Surveys Received: 0

Updated: 10/15/2014

Extended Hours Clinic July 2014-September 2014



Extended Hours Spanish July 2014-September 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: 10/15/2014

Extended Hours Clinic July 2014-September 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 July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	23	0	100%	0%
Staff Neat in Appearance	23	0	100%	0%
Seen at Appt. Time	22	1	96%	4%
If not, were you notified	1	0	100%	
Staff spend enough time with you	22	0	100%	0%
Staff speak understandably	23	0	100%	0%
Staff meet needs & expectations	23	0	100%	0%
Recommend clinic to others	23	0	100%	0%
Services were beneficial	8	0	100%	0%
Hours of operation meet your needs	23	0	100%	0%

What changes would you suggest?

1. N/A
2. Not sure
3. None
4. None
5. N/A
6. None
7. Girls are great. Very much info, and very personable
8. Have earlier times for classes - 4-6 is too late for me.
9. Maggie is very knowledgable & intuitive, has greatly helped me manage my diabetes. I'm glad that ALL your staff are here.

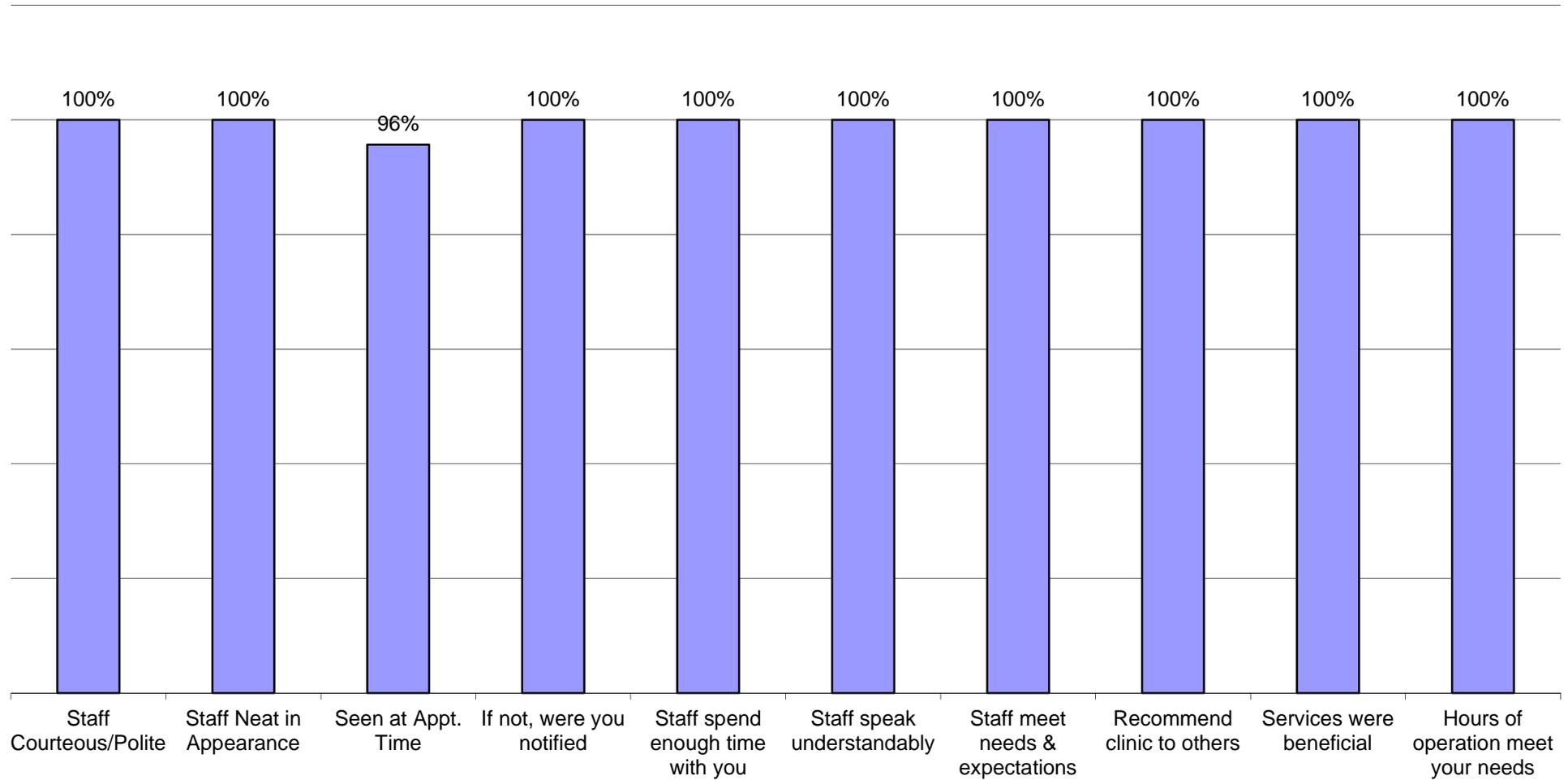
Other Comments

1. Everyone is always bery helpful & courteous. Very knowledgable.
2. I'll starve when this is over.
3. The staff is friendly and cooperated with me very much. They made me feel like family!
4. N/A
5. Good presentation
6. Leah is very good, very helpful!
7. Very informative
8. Leah was excellent and I learned a lot about the carbs.
9. I learned more in one day than I have in 10 years of being diabetic.
10. Need several meetings
11. Definitely would recommend your services to others.

Surveys Received: 23

Updated: 10/14/2014

Diabetes July 2014-September 2014



WIC July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	12	0	100%	0%
Staff Neat in Appearance	12	0	100%	0%
Seen at Appt. Time	11	1	92%	8%
If not, were you notified	1	0	100%	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. Would not make any changes
2. More staff.
3. None!
4. Not a thing, you guys are doing great, but you guys need more interpreters.
5. You do well every time and give the best services that I've had
6. Nothing - they were very good. Tommy really helped me a lot.
7. None
8. Nothing

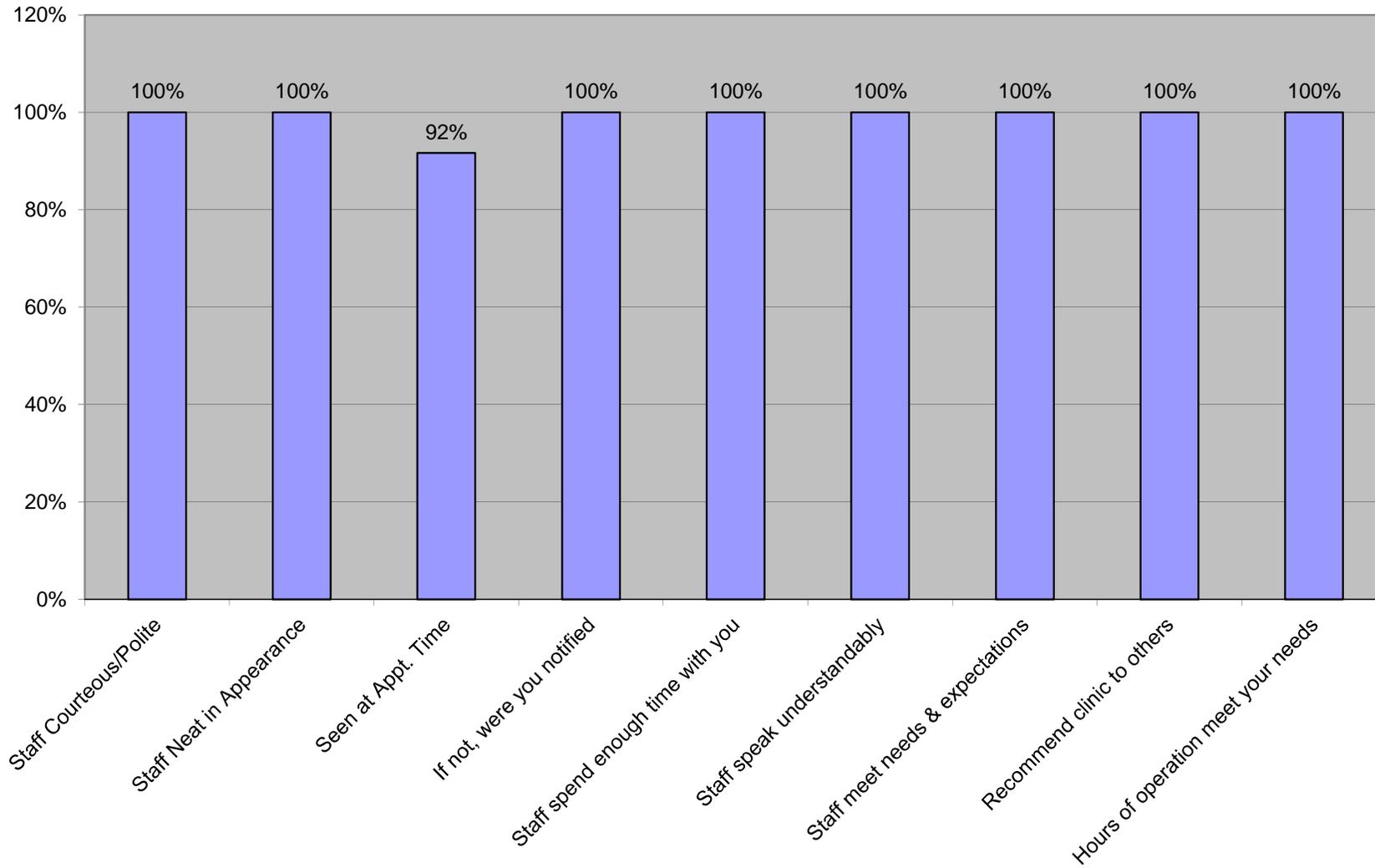
Other Comments:

1. Great Staff. Thank You.
2. Debbie Pierce, Grace Ann, and Dee are awesome!
3. The staff in the WIC office are always very kind and helpful. My questions are always answered quickly
4. Awesome workers! Very nice, helpful, and fast! Thank You!
5. The worker Dee in the WIC department is always a pleasure to see.
6. Have a good day and God bless y'all, and don't work too hard
7. They are very quick, on top of things.
8. I enjoy my visits, everyone is nice and helpful.

Surveys Received : 12

Updated: 10/14/2014

WIC July 2014-September 2014



WIC Spanish July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	2	0	100%	0%
Staff Neat in Appearance	2	0	100%	0%
Seen at Appt. Time	2	0	100%	0%
If not, were you notified			0%	0%
Staff spend enough time with you	2	0	100%	0%
Staff speak understandably	2	0	100%	0%
Staff meet needs & expectations	1	1	50%	50%
Recommend clinic to others	2	0	100%	0%
Hours of operation meet your needs	2	0	100%	0%

What changes would you suggest?

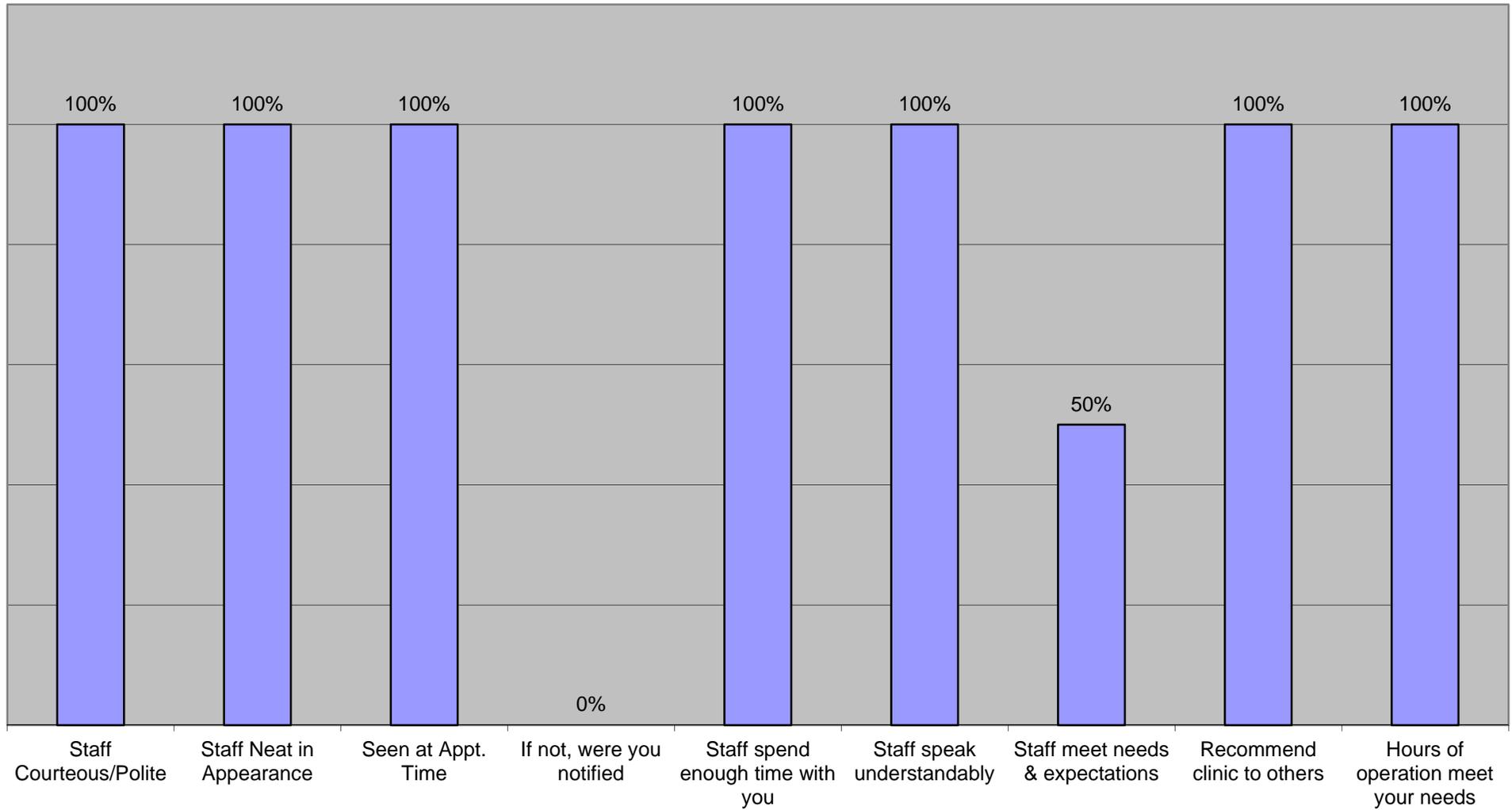
1. Nothing, the staff are amazing and very helpful.

Other Comments:

Surveys Received: 2

Updated: 10/14/2014

WIC Spanish July 2014-September 2014



Outreach Survey July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	7	0	100%	0%
Staff Neat in Appearance	7	0	100%	0%
Staff at Scheduled Time	7	0	100%	0%
Staff Spend enough time	7	0	100%	0%
Speak in words you understood	7	0	100%	0%
Services meet needs & expectations	7	0	100%	0%
Recommend outreach services to others	7	0	100%	0%
Hours of operation meet needs	7	0	100%	0%

What changes would you suggest to improve

1. None.
2. None.
3. Nothing.
4. Cold waiting room!!

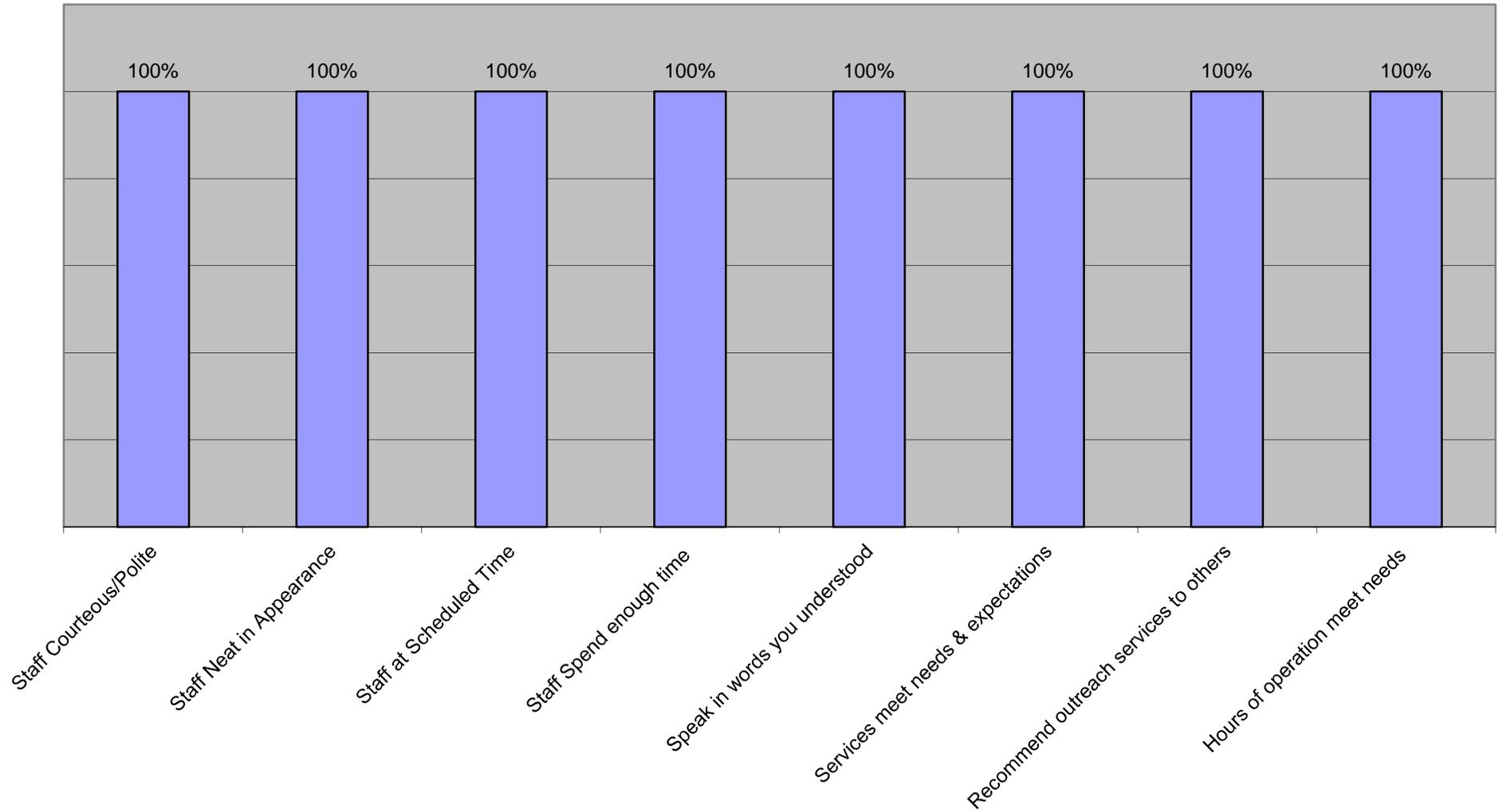
Other Comments

1. N/A
2. The new family planning staff is awesome!
3. Vicki Golds is very respectful, courteous, and kind!

Surveys received: 7

Updated: 10/14/2014

Outreach July 2014-September 2014



Outreach Spanish July 2014-September 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%	

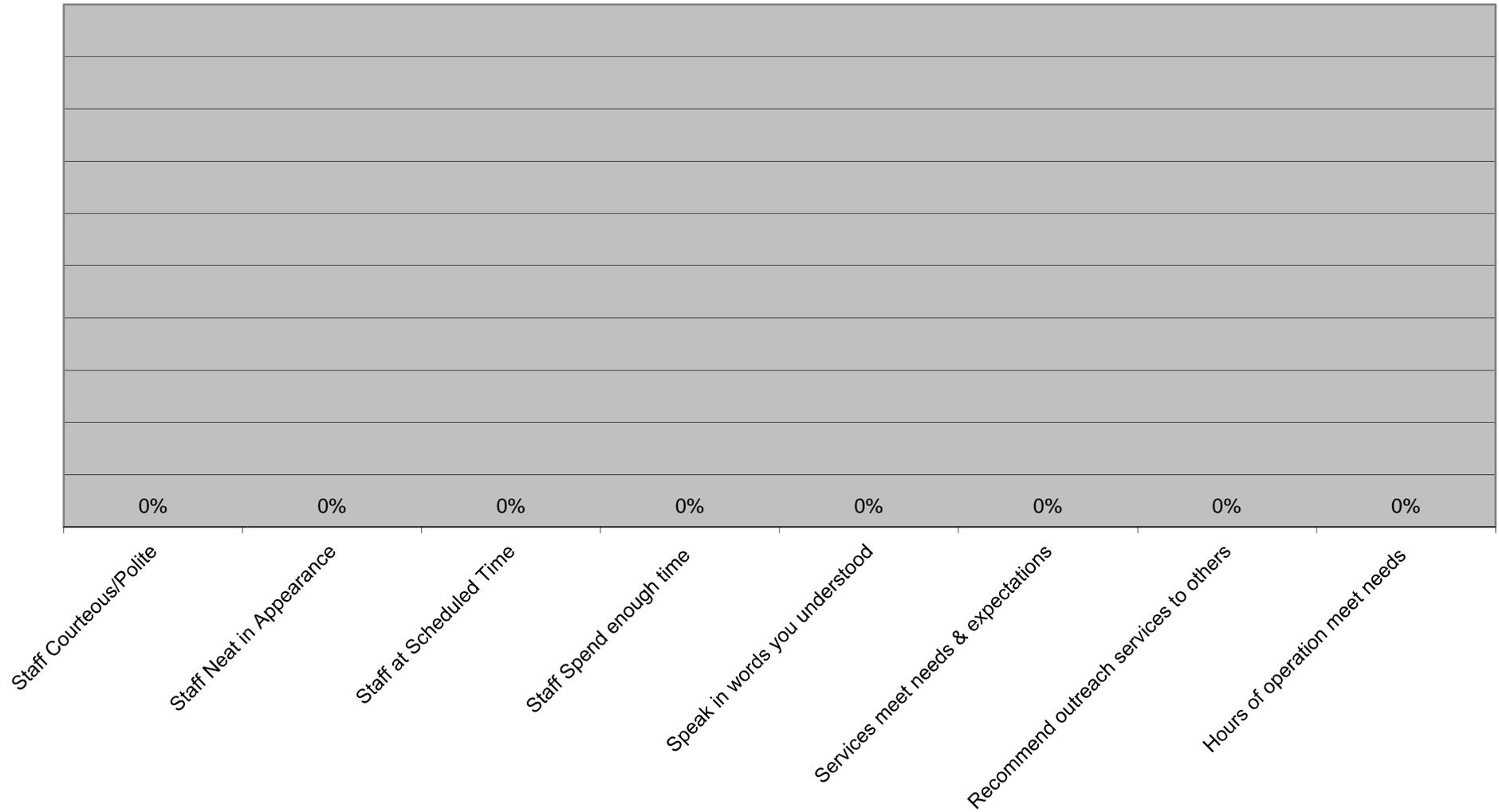
What changes would you suggest to improve

Other comments

Surveys received: 0

Updated: 10/15/2014

Outreach Spanish July 2014-September 2014



MESH July 2014-September 2014

	yes	no	yes	no
Staff Courteous/Polite	1	0	100%	0%
Staff Neat in Appearance	1	0	100%	0%
Arrive at Scheduled time	1	0	100%	0%
Staff spend enough time with you	1	0	100%	0%
Staff speak understandably	1	0	100%	0%
Staff meet needs & expectations	1	0	100%	0%
Recommend clinic to others	1	0	100%	0%
Services beneficial	1	0	100%	0%
Hours of operation meet needs	1	0	100%	0%

What changes would you suggest?

1. Nothing, you guys are great the way you are!

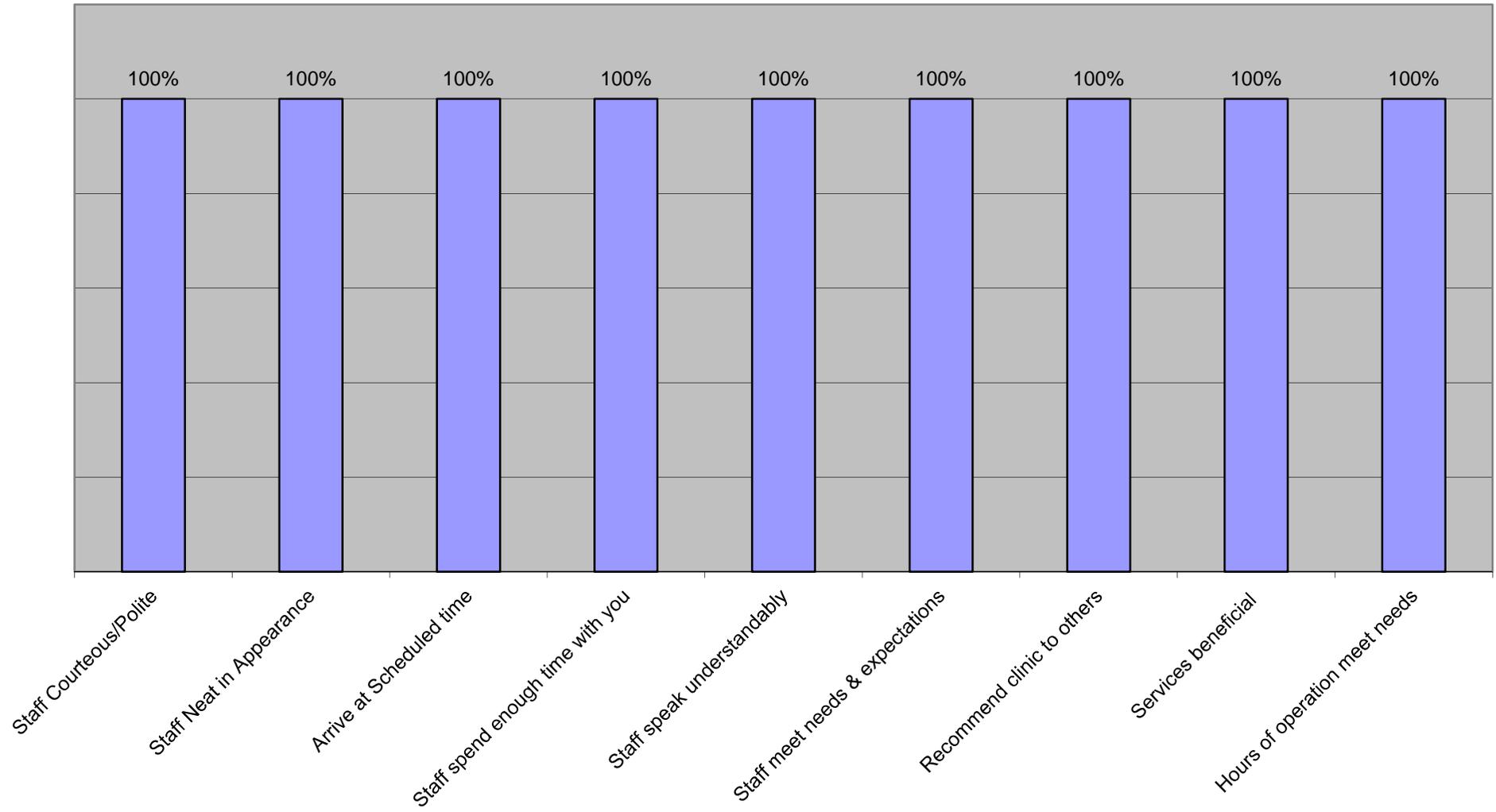
Other Comments

1. I love the van

Surveys Received: 1

Updated: 10/14/2014

MESH July 2014-September 2014



Survey - Environmental Health (Food & Lodging) July 2014-September 2014

	yes	no	yes	no
Courteous/Polite	5	0	100%	0%
Neat in Appearance	5	0	100%	0%
Staff speak understandably	5	0	100%	0%
Staff spend enough time educating	5	0	100%	0%
Hours of operation meet needs	5	0	100%	0%

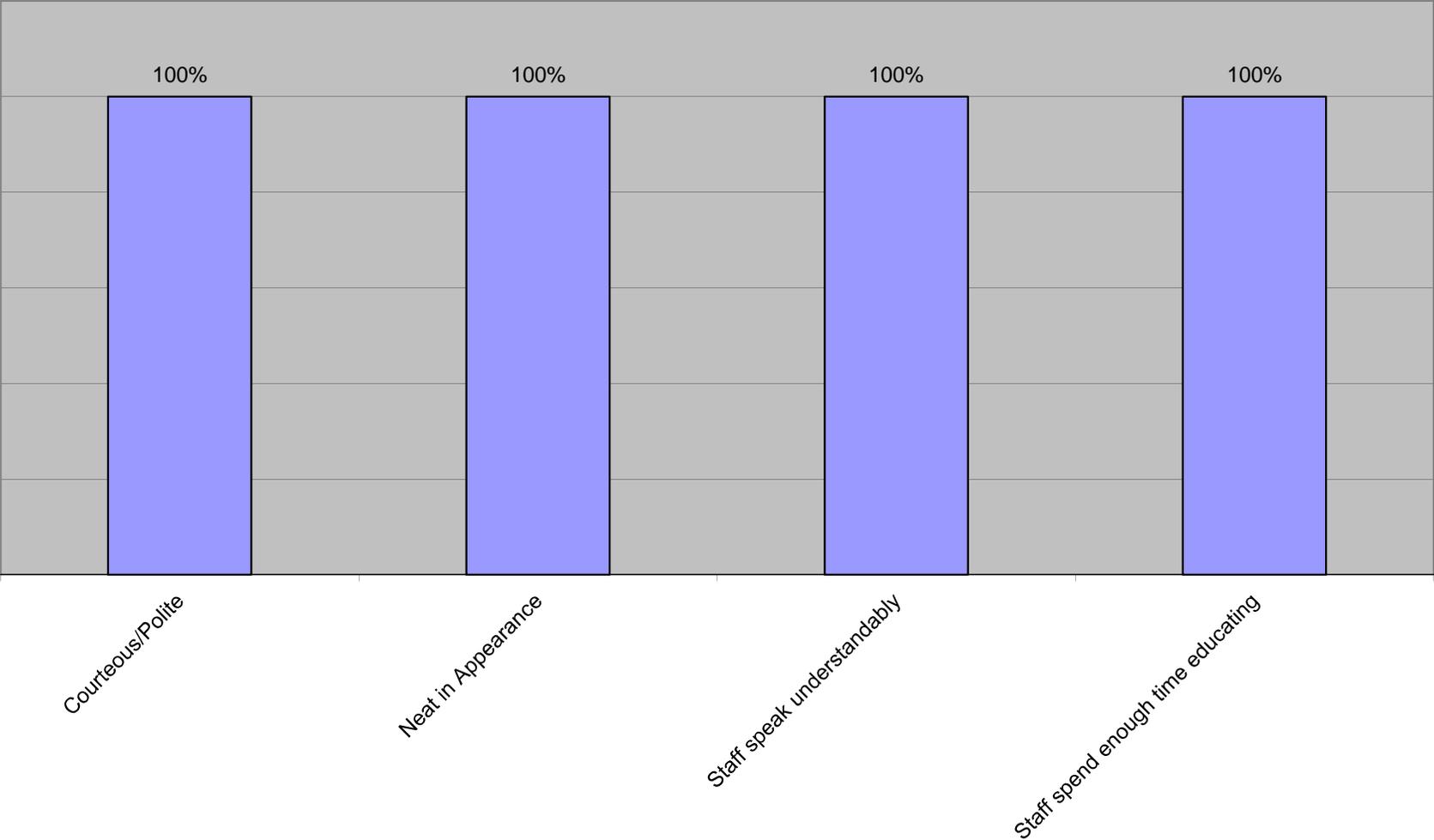
Other Comments

1. Enjoyed our time with Barrett
2. It is a pleasure to work with Barrett! Thank you.

Surveys Received: 5

Updated: 10/14/2014

**Environmental Health Food & Lodging
April 2014-June 2014**



Environmental Health (On-Site Wastewater) April 2014-June 2014

	yes	no	yes	no
Courteous/Polite	38	0	100%	0%
Neat in Appearance	39	0	100%	0%
Staff Arrive on Time	39	0	100%	0%
Notified if needed to be late			0%	0%
Sufficient Time Educating	39	0	100%	0%
Hours of operation meet needs	37	0	100%	0%

What could be improved

1. None
2. Don't change a thing.
3. None
4. Good job
5. Everything was great.
6. Don't understand why this inspection was needed to turn power on at a house.
7. None
8. Great service always!!!
9. None - staff was great, ran smoothly
8. Every person I dealt with could not have been more helpful. Excellent customer service.
9. None.
10. N/A
11. Everything was great!

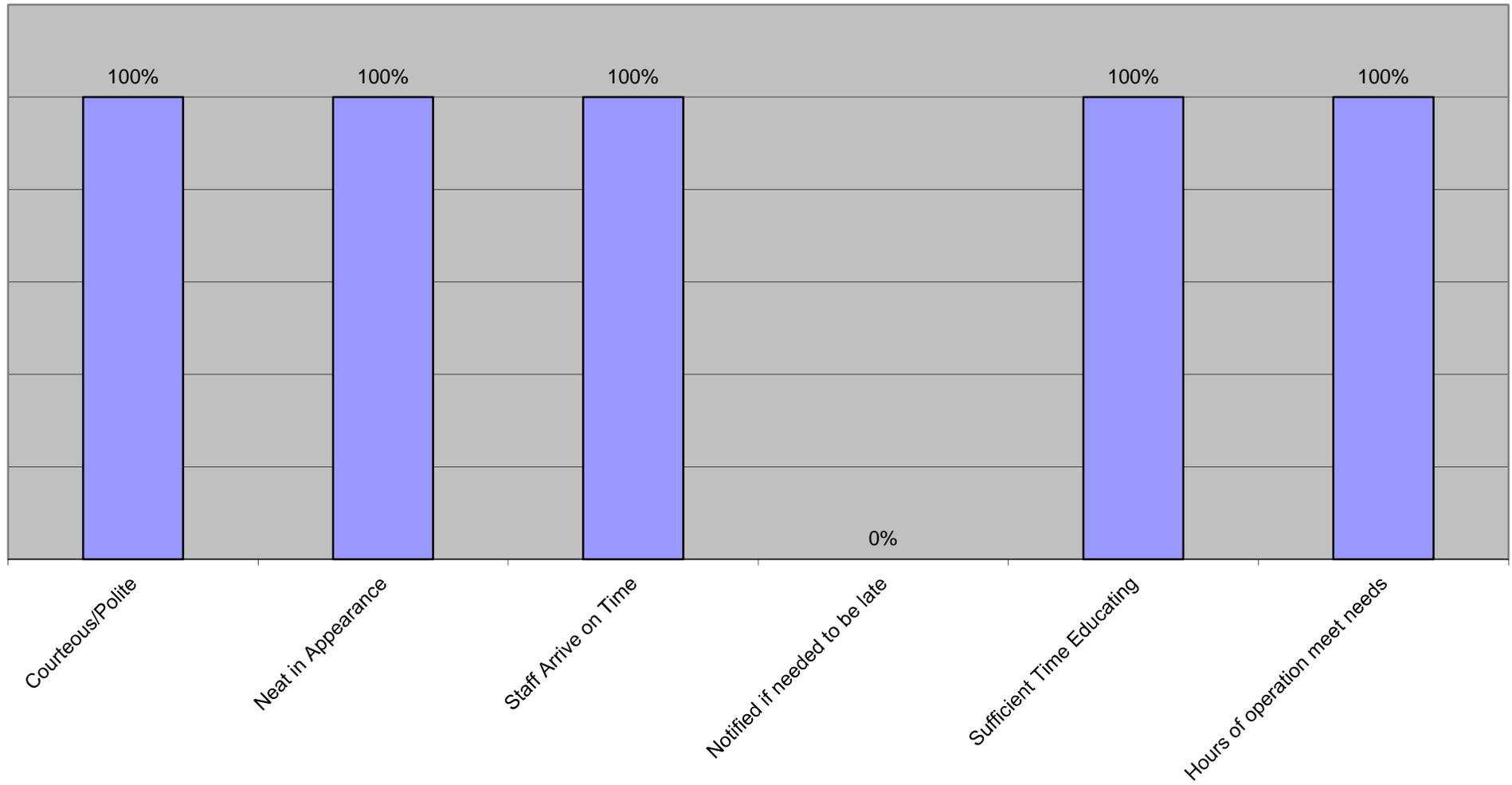
Other Comments

1. Very good
2. Very pleased
3. Great work!
4. Office staff and Mark were fantastic to work with. Thanks to all
5. It was all GREAT, especially Samantha!
6. Enjoyable experience!!
7. Very nice!
8. Just wonderful. Very helpful.
9. The service was above & beyond
10. It was a great experience
11. Samantha and Mark were great!
12. Great Job, Thanks!
13. Matt was as nice and helpful as could be, the lady in the office also
14. Great!
15. Samantha and Mark were both so kind and helpful!

Surveys Received: 39

Updated: 10/14/2014

**Environmental Health On Site Waste Water
July 2014-September 2014**



Health Department Services July 2014-September 2014

	yes	no	yes	no
Familiar with Services Provided	6	3	67%	33%
Services Provided Sufficient to meet needs	7	2	78%	22%
Ever Received Services from HD	7	2	78%	22%
Hours of operation meet needs	6	3	67%	33%

Suggestions for improvement

1. How do people who have to work all week (or not get paid) ave access to services. Possible half-day Saturday hours may be helpful, even if once or twice a month.
2. Better providers and more hours
3. None.

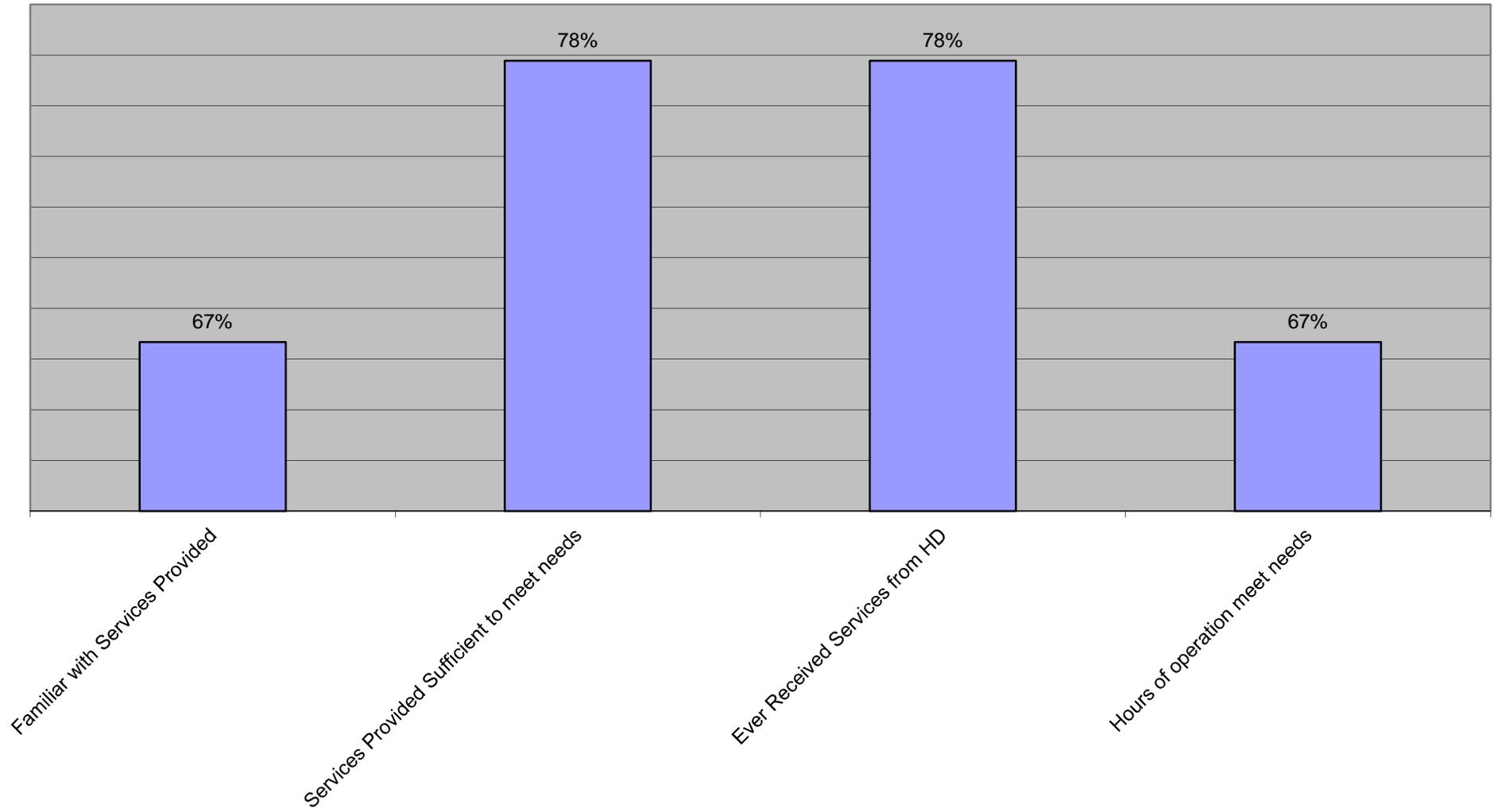
Other Comments

1. There are probably enough servives available, but how do you get the word out in the community? I've lived in other communities and the health departments are regularly involved in community functions. There are billboards with information for immunizations and WIC services, with contact information. I don't see this in Wilkes County. I have not used any services at Wilkes County, though I do check the webpage for news and I have used services at other health departments over the years.
2. I think our country should do more for it's people.
3. I have used the Health Department Services in times past when I was unemployeed and felt very greatful for the serives I received. Everyone was vey nice.

Surveys Received: 9

Updated: 10/15/2014

HD Services April 2014-June 2014



Family Planning Clinic April 2014-September 2014

1a. How long here for Family Planning?		Actual	Percentage
	Less than 1 yr **	16	70%
	1-2 yrs	5	22%
	3-4 yrs	1	4%
	5-6 yrs	0	0%
	6+ yrs	1	4%

1b. How did you hear about us?	Billboard		Radio	
	Website	2	Facebook	
	Word of Mouth	12	Other	4

	yes	no	yes	no
2. Comfortable to ask questions	40	1	97%	3%
3. Recommend our clinic	38	3	93%	7%
4. Hours of operation meet your needs	41	0	100%	0%

Age: (43 women listed their age)	10-14	15-19	20-29	30-39	40+
actual	2	16	14	8	1
percentage	5%	39%	34%	19%	3%

What changes would you suggest?

1. None.
2. None.
3. None.
4. None.
5. Nothing.
6. None.
7. Take more paps per day.
8. None.
9. None, great friendly service. Very friendly and caring nurses. Made me feel comfortable and relaxed.
10. None.
11. The people are extremely nice.
12. Everything was great. Very helpful and accomidating. Thank you.
13. The people are so great!
14. Thank you so much. I felt comfortable
15. Very friendly staff made me feel very comfortable.
16. I have to say the doctor I saw as well as the nurse were extremely nice and non-judgemental. Which means a lot with the medical history I have. Thanks again.

Comments:

Surveys Received: 41

Updated: 10/15/2014

Family Planning Clinic (Spanish) April 2014-September 2014

1. How long here for Family Planning?		Actual	Percentage
	Less than 1yrs	3	50%
	1-2 yrs	0	0%
	3-4 yrs	0	0%
	5-6 yrs	2	33%
	6+ yrs	1	17%

1b. How did you hear about us?				
	Billboard	0	Radio	0
	Website	0	Facebook	0
	Word of Mouth	3	Other	3

	yes	no	yes	no
2. Comfortable to ask questions	11	1	92%	8%
3. Recommend our clinic	12	0	100%	0%
4. Hours of operation meet your needs	12		100%	0%

Age:	10-14	15-19	20-29	30-39	40+
actual	0	2	5	3	1
percentage	0%	19%	45%	27%	9

What changes would you suggest?

1. All is good. Thank you.
2. All is well. Thanks
3. Thanks for your time and smiles
4. Be a little more rapid in the consultation
5. All is good.
6. I felt very good and comfortable here

Surveys Received: 12

Updated: 10/15/2014