

**Surveys Received: October 2013-December 2013**

Department	Number
Clinic	35
Clinic (Spanish)	22
Clinic Extended Hours	0
Clinic Extended Hours (Spanish)	0
WIC	8
WIC Spanish	0
Diabetes	3
Outreach	0
Outreach (Spanish)	0
MESH	0
MESH Spanish	0
Env. Health - Food & Lodging	0
Env. Health - Onsite Wastewater	19
Health Department Services	0
Family Planning	0
Family Planning- Spanish	0
<b>Total</b>	<b>87</b>

	Mailed		Not Mailed	
	Actual #	Percentage	Actual #	Percentage
Clinic and WIC	14	22%	51	78%
Outreach Departments	0	0%	0	0%
Environmental Health	13	68%	6	32%

	On-line	In Person
Health Department Services	0	0

**Updated: 1/17/2017**

### Clinic October 2013-December 2013

	yes	no	yes	no
Staff Courteous/Polite	35	0	100%	0%
Staff Neat in Appearance	35	0	100%	0%
Seen at Appt. Time	29	6	83%	17%
If not, were you notified	1	5	100%	0%
Staff spend enough time with you	33	2	94%	6%
Staff speak understandably	33	2	94%	6%
Staff meet needs & expectations	34	1	97%	3%
Recommend clinic to others	34	1	97%	3%
Hours of operation meet your needs	34	1	97%	3%
New reg. decrease wait at check in	34	1	97%	3%

#### What changes would you suggest?

1. Extended hours, separate waiting for the sick, warmer rooms.
2. None.
3. Nothing.
4. I wish you were open a little later. It is hard for me to make it from work to the latest appts.
5. Drink and snack machines for the waiting area.
6. None.
7. I would help people more that have no money to pay.
8. Not any.
9. Nothing.
10. More A/C
11. Speak more clear, less wait time.

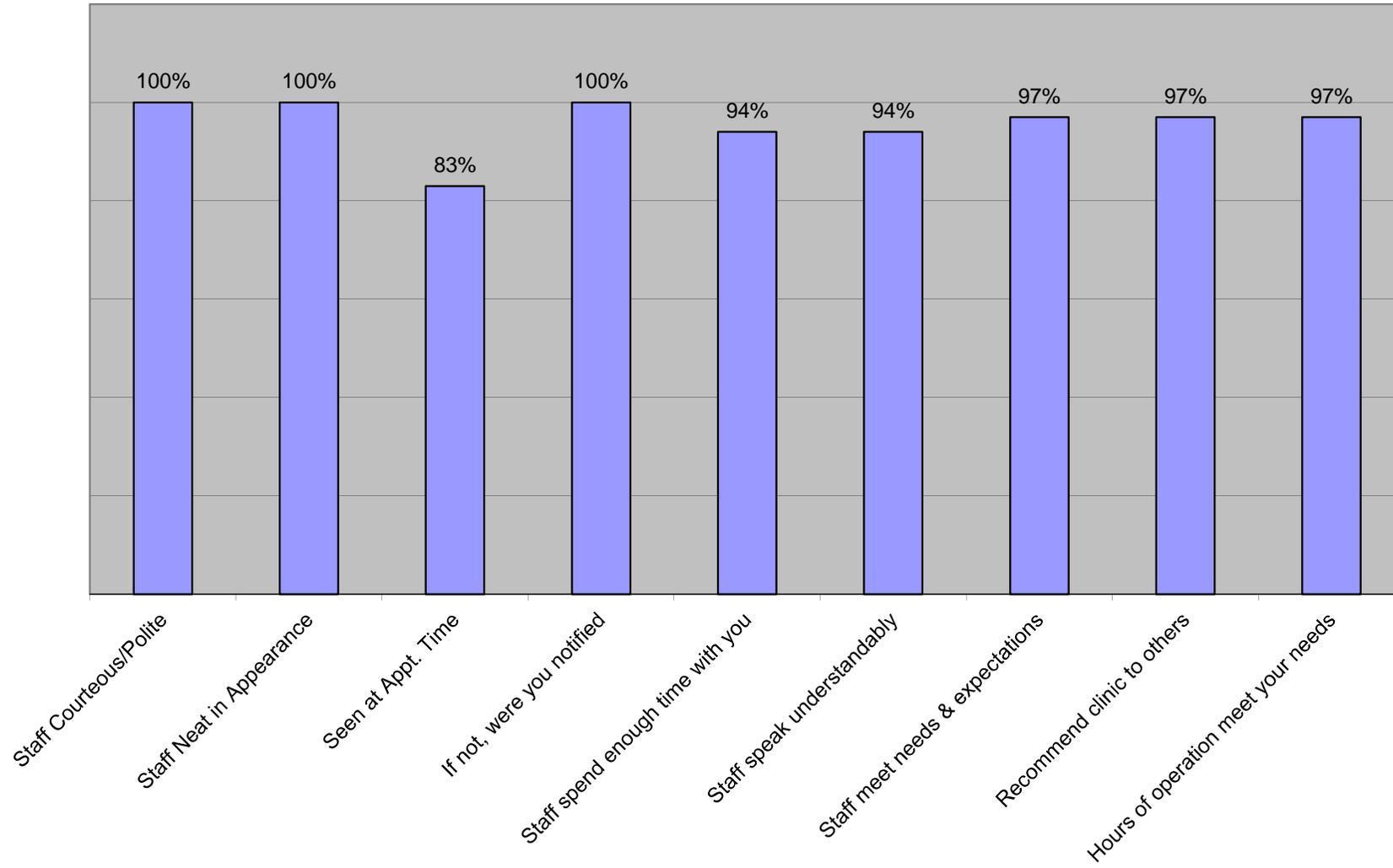
#### Other Comments

1. All the staff are great. Katherine Hinchler is awesome. Dr. Albert is always extremely through.
2. Thanks for working me in.
3. Very good staff.
4. Had a great visit.
5. You guys do a great job, I recommend you to my friends
6. N/A. Everyone is always wonderful
7. Everyone was extremely courteous.
8. Good and polite staff members.
9. I'm a truck driver and my hours are very messed up. You with me and that means a lot.
10. Dr. Albert the best doctor ever.
11. Keep with the good work.
12. Ya'll are great! Keep up the good work!

**Surveys Received: 35**

**Updated: 1/17/2014**

### Clinic October 2013-December 2013



**Clinic Spanish October 2013-December 2013**

	yes	no	yes	no
Staff Courteous/Polite	21	0	100%	0%
Staff Neat in Appearance	20	0	100%	0%
Seen at Appt. Time	18	3	86%	14%
If not, were you notified	21	0	100%	0%
Staff spend enough time with you	20	1	95%	5%
Staff speak understandably	19	1	90%	10%
Staff meet needs & expectations	21	0	100%	0%
Recommend clinic to others	20	1	95%	5%
Hours of operation meet your needs	17	0	100%	0%

**What changes would you suggest?**

1. I did not spend much time in the waiting room, either time.
2. Nothing, everything is good.

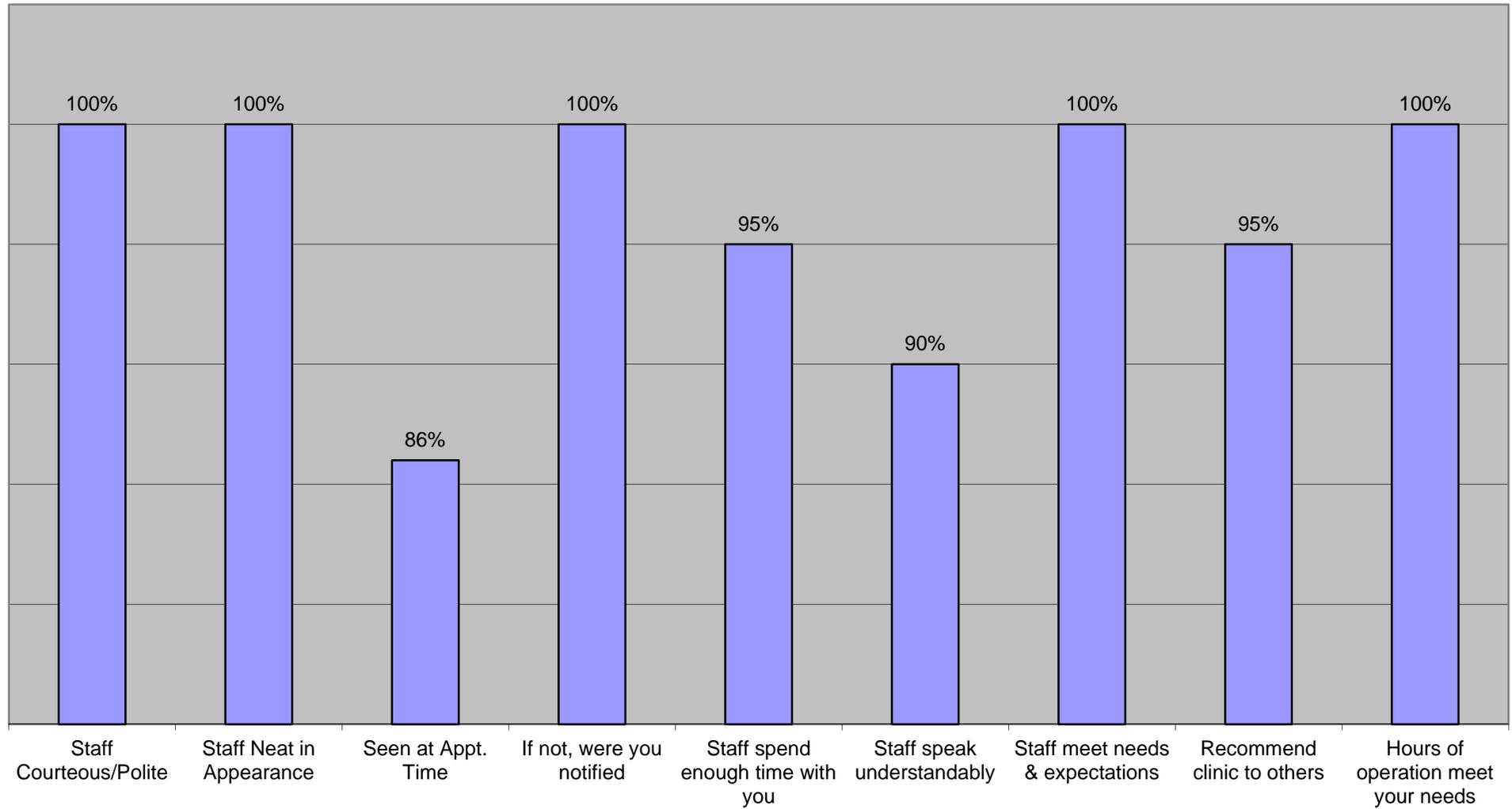
**Other Comments**

1. Nothing else.
2. Nothing
3. All the staff are friendly.

**Surveys Received: 22**

**Updated: 1/17/2014**

### Clinic Spanish October 2013-December2013



**Extended Hours Clinic October 2013-December 2013**

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

**What changes would you suggest?**

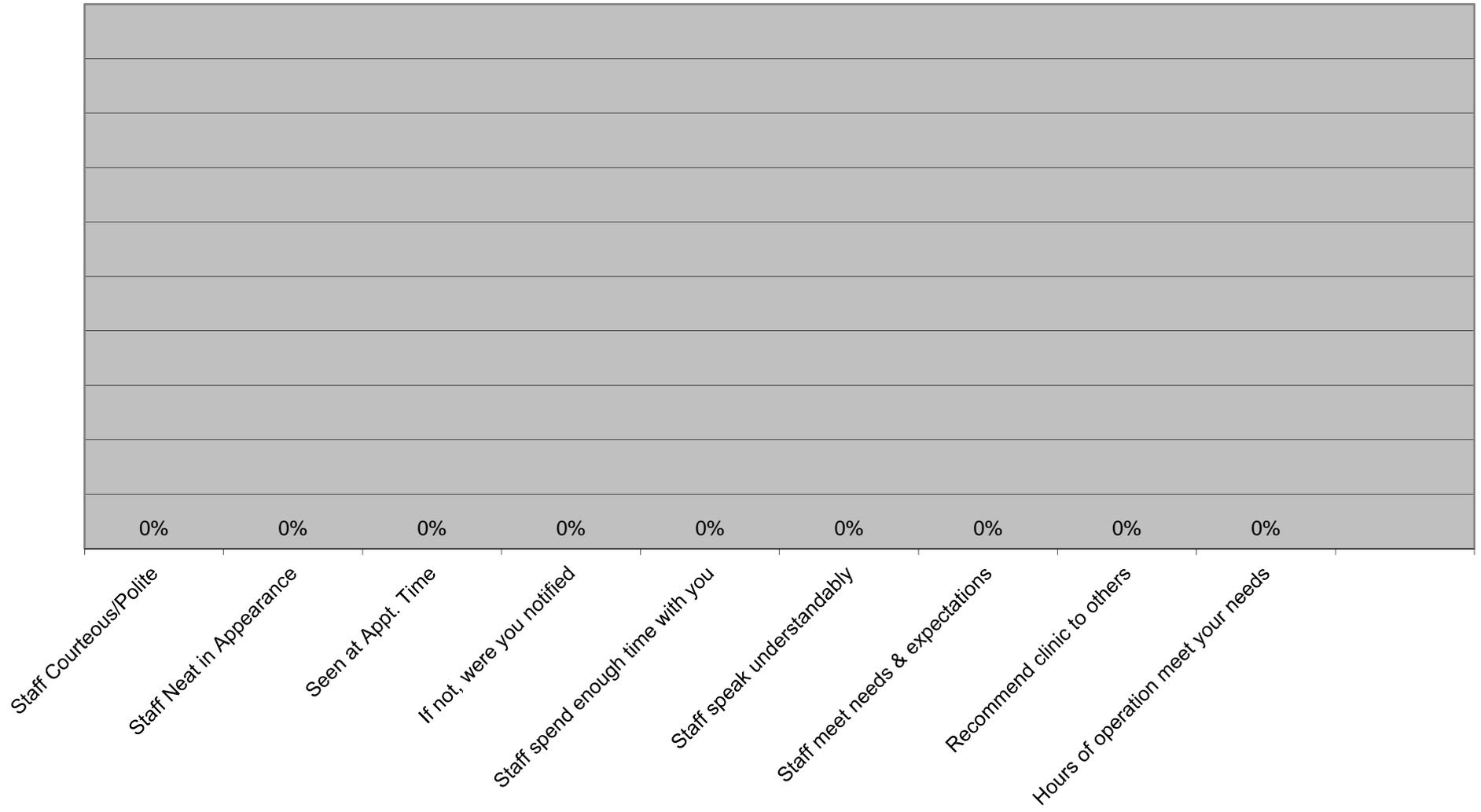
**Since our renovations were completed, does the new waiting area meet your needs?  
If not, what suggestions do you have for improvement?**

**Other Comments**

**Surveys Received: 0**

**Updated: 1/17/2014**

### Extended Hours Clinic October 2013-December 2013



**Extended Hours Spanish October 2013-December 2013**

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

**What changes would you suggest?**

**Since our renovations were completed, does the new waiting area meet your needs?  
If not, what suggestions do you have for improvement?**

**Other Comments**

**Surveys Received: 0**

**Updated: 1/17/2014**

### Extended Hours Clinic October 2013-December 2013

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 October 2013-December 2013**

	yes	no	yes	no
Staff Courteous/Polite	3	0	100%	0%
Staff Neat in Appearance	3	0	100%	0%
Seen at Appt. Time	3	0	100%	0%
If not, were you notified			100%	0%
Staff spend enough time with you	3	0	100%	0%
Staff speak understandably	3	0	100%	0%
Staff meet needs & expectations	3	0	100%	0%
Recommend clinic to others	3	0	100%	0%
Hours of operation meet your needs	3	0	100%	0%
Pt when program at HD?				
If so, new location more convenient?				
Does new office meet needs?				

**What changes would you suggest?**

1. We have been pleased with services provided.

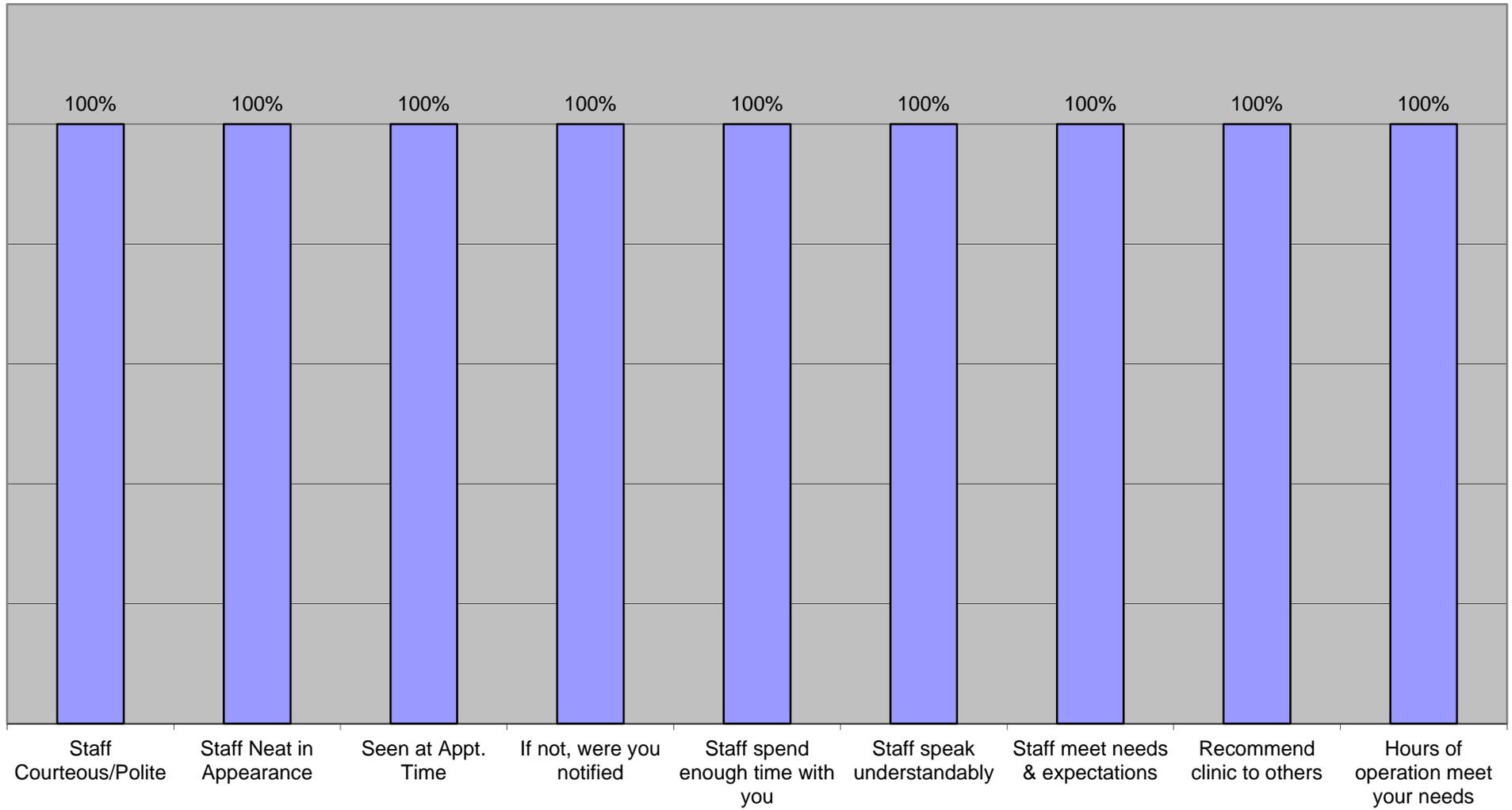
**Other Comments**

1. Jeri did a very good job.
2. Good info and good people. Thanks.
3. Jeri is patient and gracious as she answers our questions.

**Surveys Received: 3**

**Updated: 1/17/2014**

### Diabetes October 2013-December 2013



**WIC July 2013-September 2013**

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

**What changes would you suggest?**

1. The formula for infants needs to return to Enfamil.
2. I wouldn't make any changes. Everyone is so nice and professional
3. None, very polite. Courteous staff. Ms. Grace Ann very knowledgeable. Ms. Dee very organized and pleasant. Both Debbies are wonderful and supportive.
4. None.
5. None.

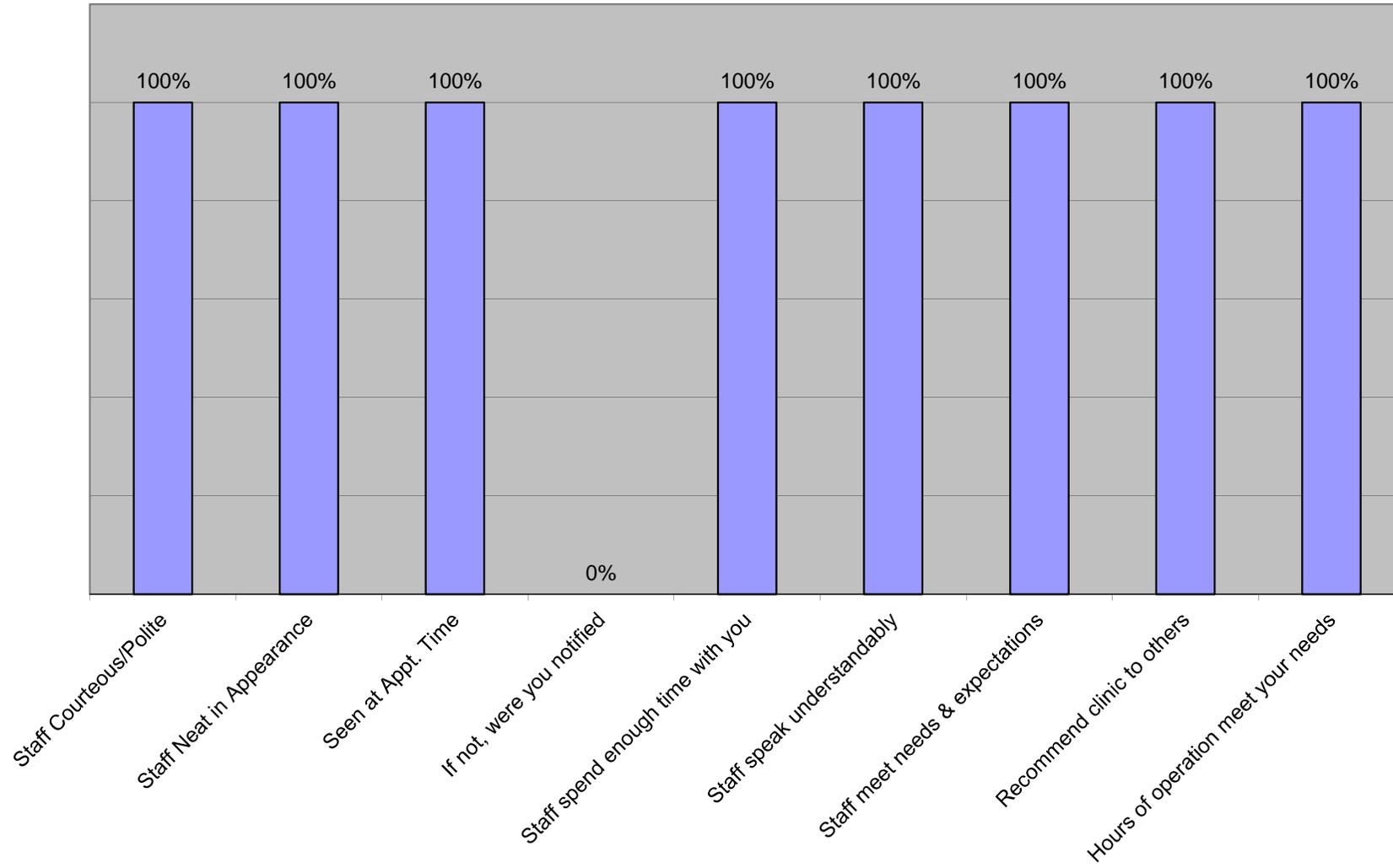
**Other Comments:**

1. Gerber formula does not break down well.
2. Love the sweet ladies.
3. Tammy and all the ladies deserve a raise.
4. This was my first visit. Was not aware I needed an appointment, regardless the staff was courteous and managed to fit me in.
5. Very nice people, easy to work with.

**Surveys Received : 8**

**Updated: 1/17/2014**

### WIC October 2013-December 2013



**WIC Spanish October 2013-December 2013**

	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%	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: 1/17/2014**

**WIC Spanish October 2013-December 2013**

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 July 2013-September 2013**

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

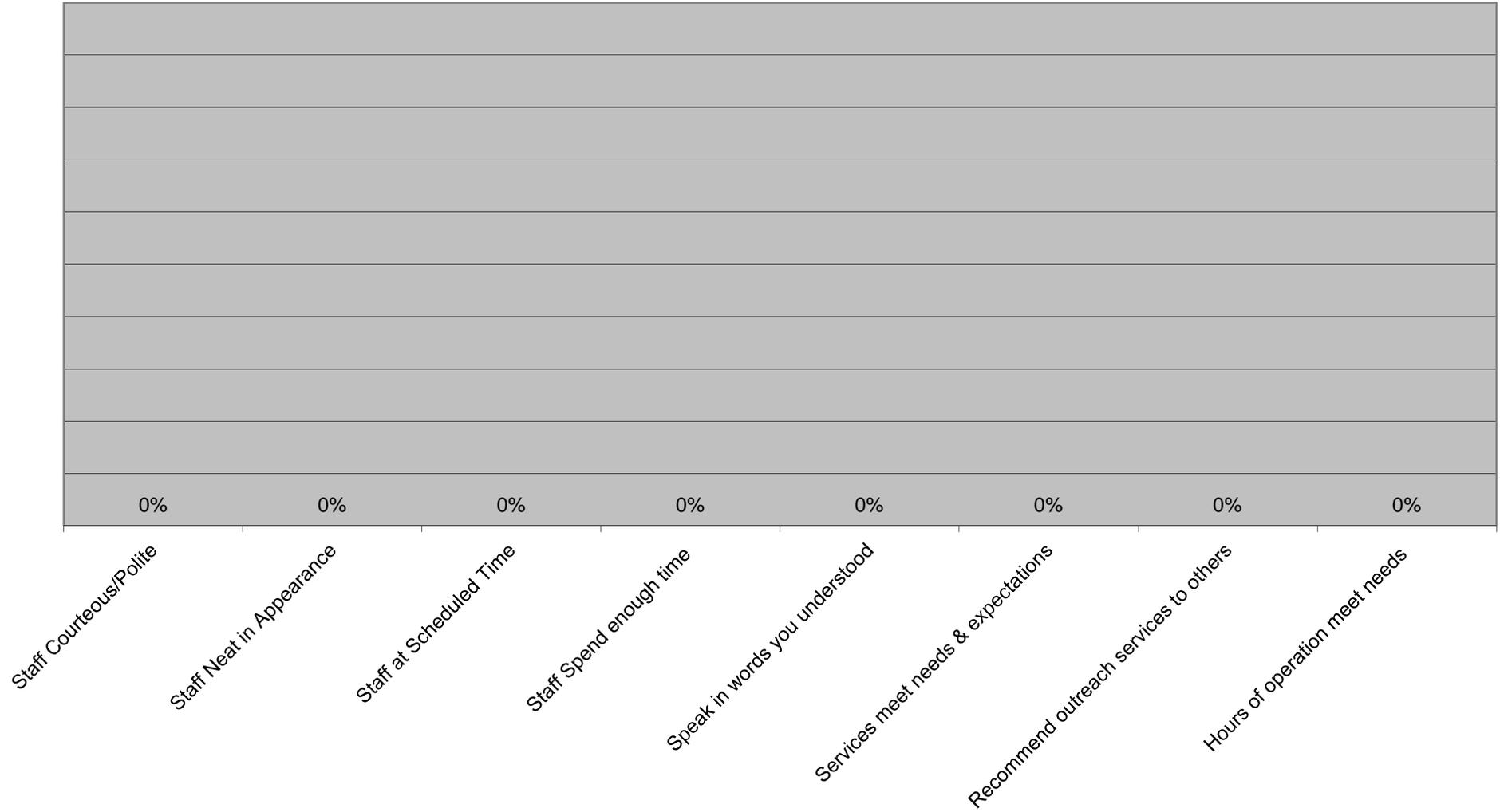
**What changes would you suggest to improve**

**Other Comments**

**Surveys received: 0**

**Updated: 1/17/2014**

### Outreach October 2013-December 2013



**Outreach Spanish October 2013-December 2013**

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

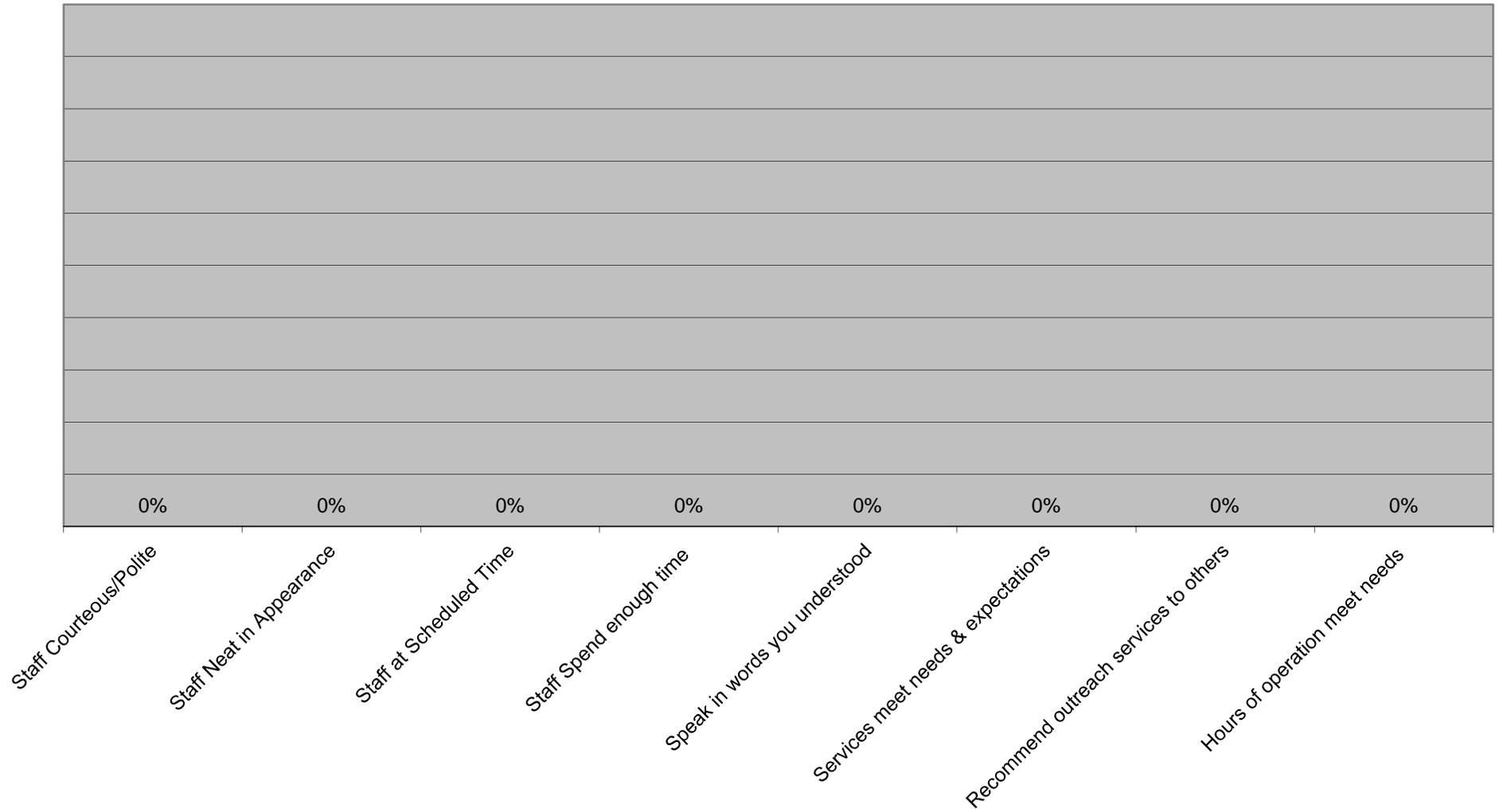
**What changes would you suggest to improve**

**Other comments**

**Surveys received: 0**

**Updated: 1/17/2014**

### Outreach Spanish October 2013-December 2013



**MESH October 2013-December 2013**

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

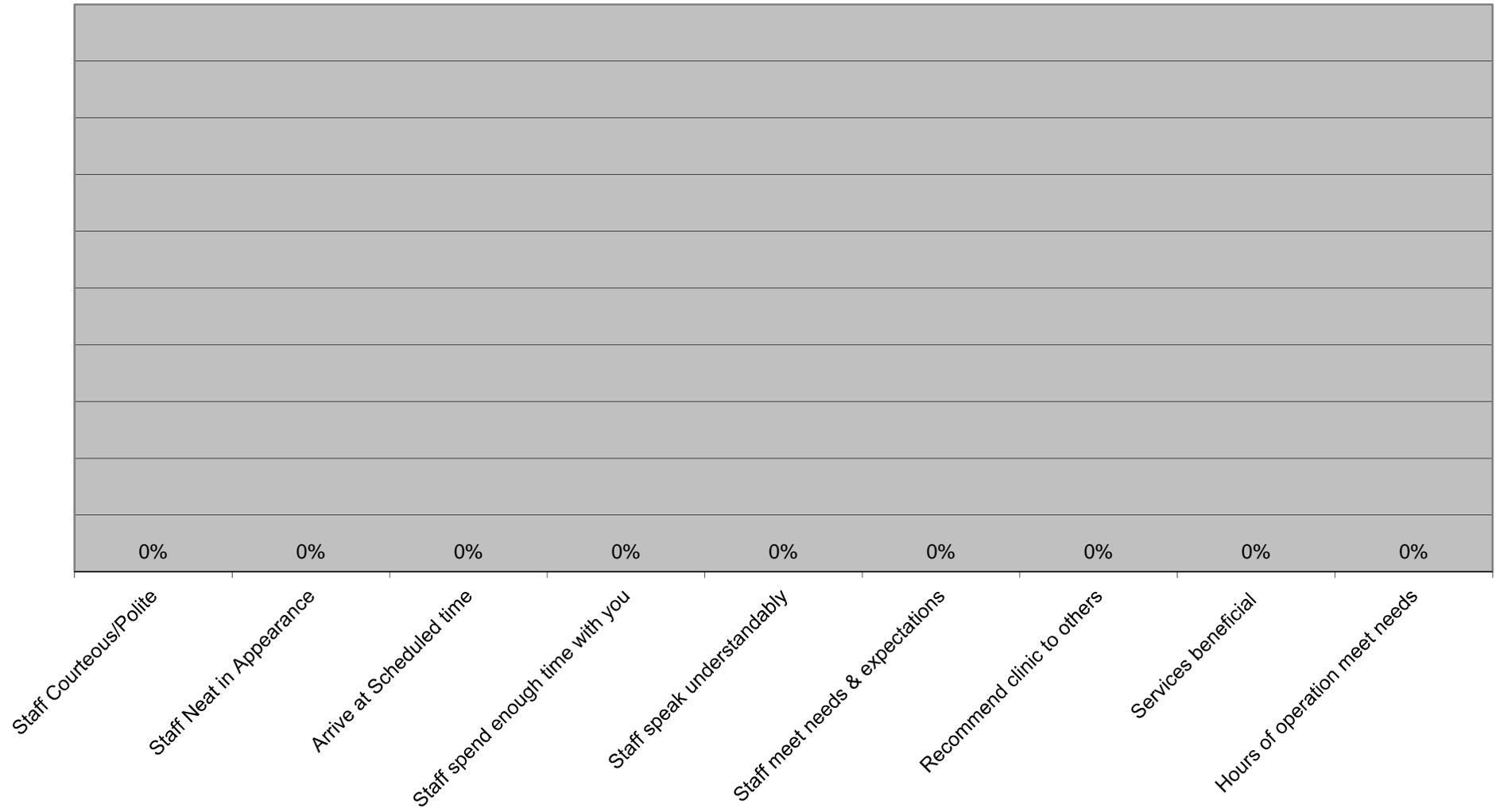
**What changes would you suggest?**

**Other Comments**

**Surveys Received: 0**

**Updated: 1/17/2014**

### MESH October 2013-December 2013



**Survey - Environmental Health (Food & Lodging) October 2013-December 2013**

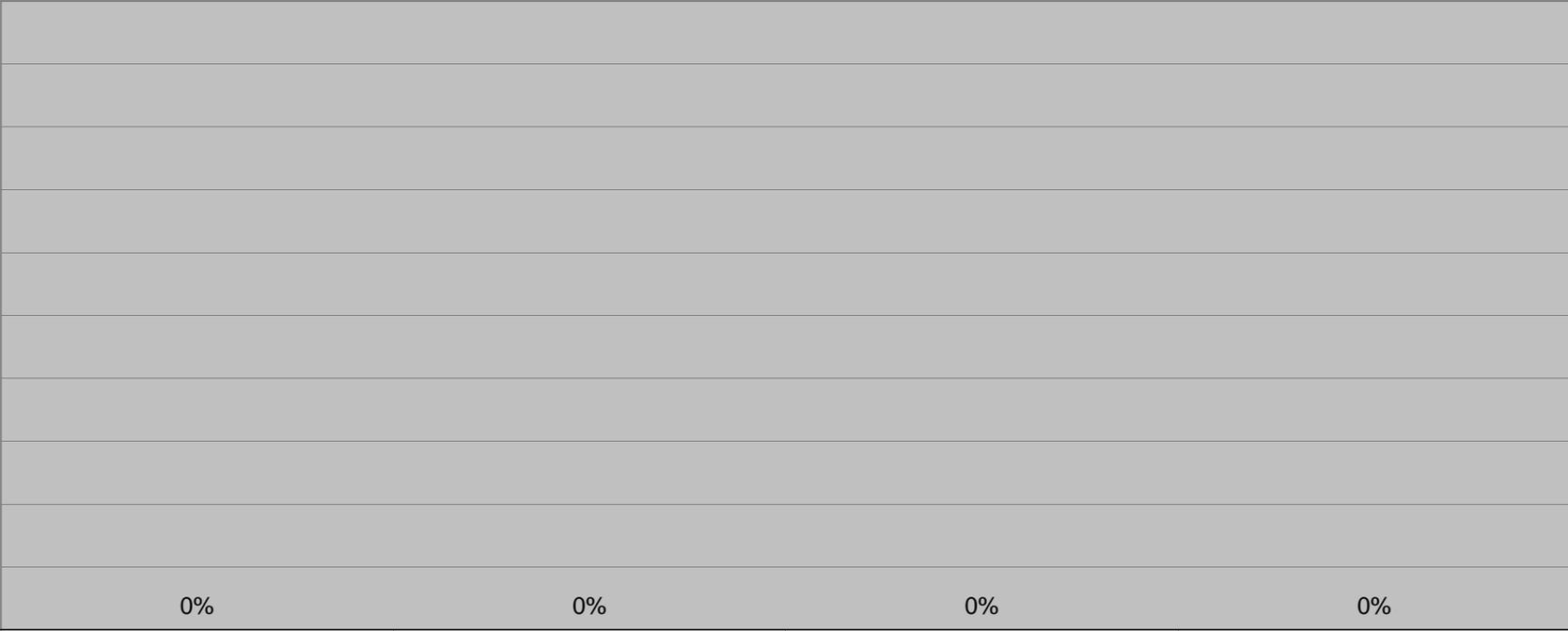
	yes	no	yes	no
Courteous/Polite	0	0	0%	0%
Neat in Appearance	0	0	0%	0%
Staff speak understandably	0	0	0%	0%
Staff spend enough time educating	0	0	0%	0%
Hours of operation meet needs	0	0	0%	0%

**Other Comments**

**Surveys Received:** 0

**Updated:** 1/17/2014

**Environmental Health Food & Lodging  
October 2013-December 2013**



*Courteous/Polite*

*Neat in Appearance*

*Staff speak understandably*

*Staff spend enough time educating*

## Environmental Health (On-Site Wastewater) October 2013-December 2013

	yes	no	yes	no
Courteous/Polite	19	0	100%	0%
Neat in Appearance	19	0	100%	0%
Staff Arrive on Time	19	0	100%	0%
Notified if needed to be late	19	0	100%	0%
Sufficient Time Educating	19	0	100%	0%
Hours of operation meet needs	18	1	95%	5%

### What could be improved

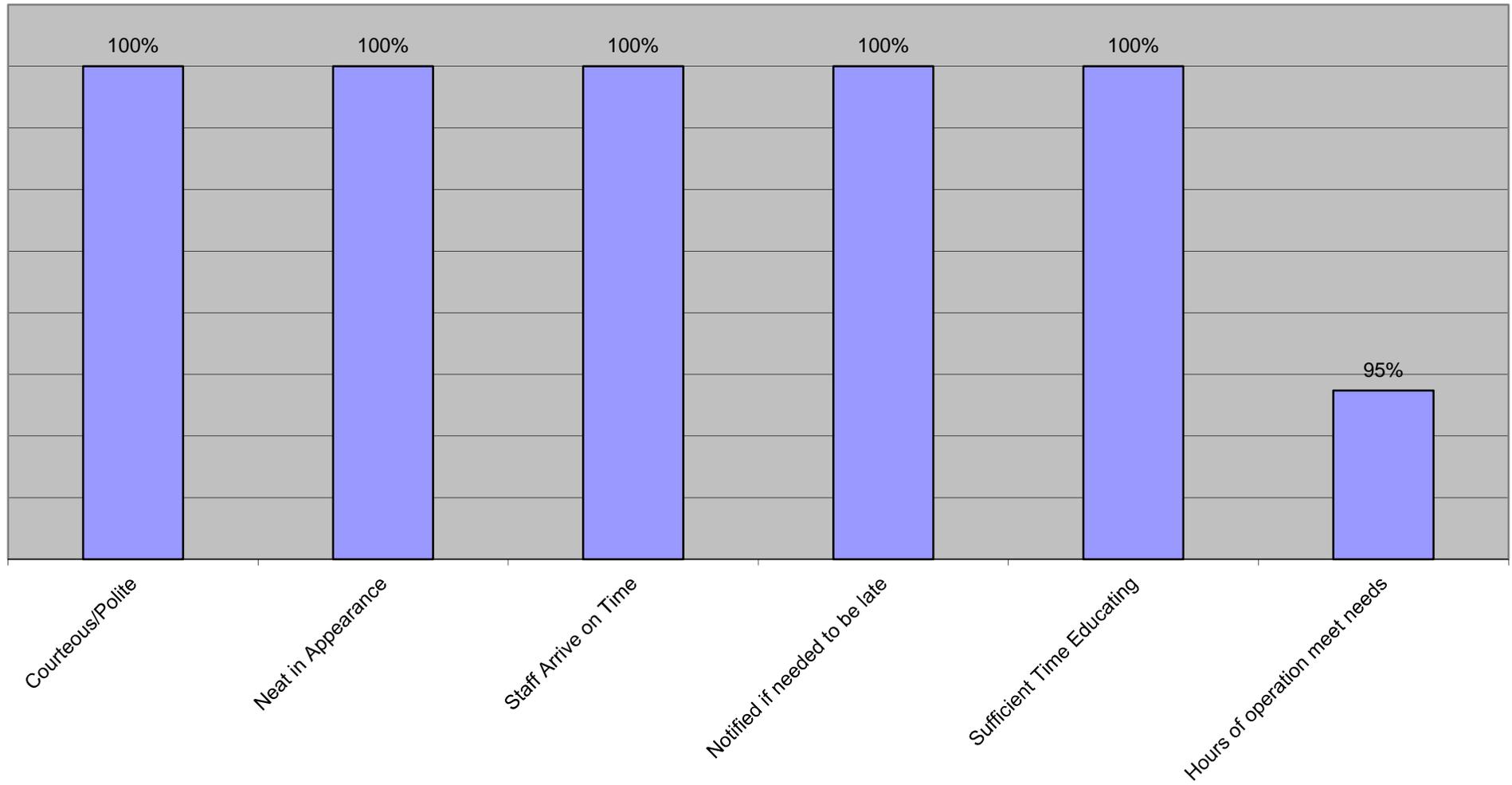
#### Other Comments

1. Sam went over and beyond and Matt really showed great customer service too.
2. Everything great. People are friendly and helpful. Thanks for everything.
3. Met my needs.
4. Sam is a great addition to your staff.
5. Sam is great.
6. Thank you.
7. Everyone is very helpful.
8. Thanks for your help. Samantha was extremely helpful.
9. Samantha was very nice and helpful.
10. Hours not conducive to a normal work schedule. Don't open until 8:30am and not open at lunch. There should be more than one person who can complete a task, so when one person is absent necessary work can be completed as needed.
11. Great job.
12. Samantha went way out of her way to be of help. She has a great attitude.
13. We think your staff done great. We had a fire and lost everything and we wanted to be in a new home before Christmas for our 3 kids. We just want to say thank you.
14. None, Sam is great.

**Surveys Received:** 19

**Updated:** 1/17/2014

**Environmental Health On Site Waste Water  
October 2013-December 2013**



### Health Department Services July 2013-September 2013

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

#### Suggestions for improvement

PLEASE come back to the Lowe's Main office on Curtis Bridge Road- Wilkesboro (Canteen).

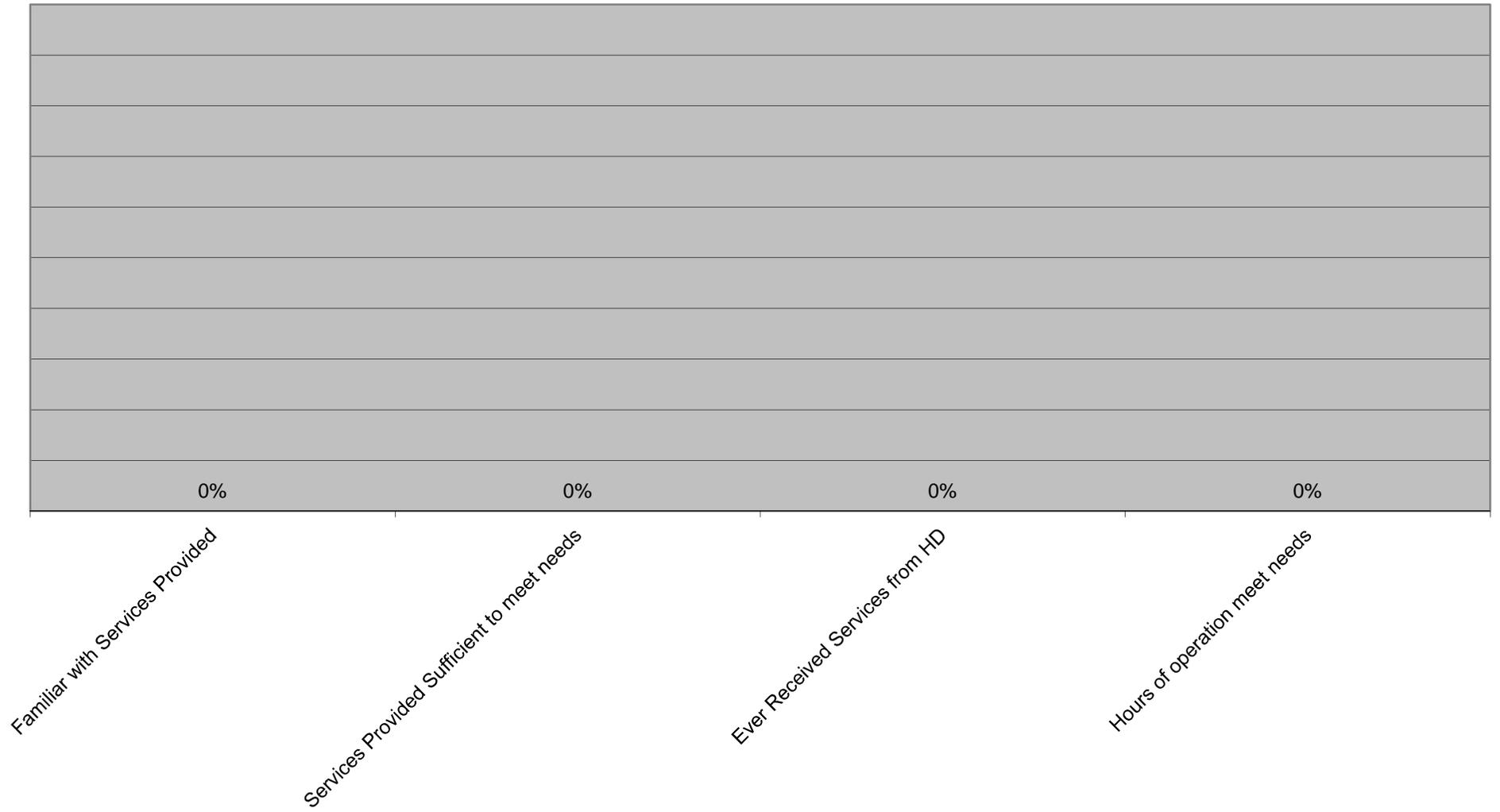
\*Some of the packaged items in the open air fridge are NOT dated and I know they are at least out one week. \*Most of the salad items are reused all week, several items this week are already browning on the edges, dry or withered. \*We complain on their online site, but nothing ever gets done. \*We are not allowed to have a trash can inside the cafeteria- food area during the lunch hour because they say people are stealing items. That causes an issue when I accidentally spill something and cannot wipe it up and throw it away. VERY unsanitary. PLEASE HELP US!

#### Other Comments

Surveys Received: 0

Updated: 1/17/2014

### HD Services October 2013-December 2013



**Family Planning Clinic-October 2013-December 2013**

		Actual	Percentage
1A. How did you hear about us:	Billboard	0	0%
	Website	0	0%
	Word of Mouth	0	0%
	Radio	0	0%
	Facebook	0	0%
	*Other	0	0%

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

	yes	no	yes	no
2. Comfortable to ask questions	0	0	0%	0%
3. Recommend our clinic	0	0	0%	0%
4. Hours of operation meet your needs	0	0	0%	0%

Age:	10-14	15-19	20-29	30+
actual	0	0	0	0
percentage	0%	0%	0%	0%

**What changes would you suggest?**

1. A new building
2. Very nice staff who seem more like people than medical clinic docs and nurses. Wonderful job.
3. Wonderful staff. Felt very taken care of.
4. Everyone is very nice and don't judge.
5. Thank you guys.
6. I felt very comfortable and it's a honest visit when you come here.
7. Fix the typo on your cards, other than that great service.
8. The nurse was awesome and so was the NP. Thanks for all your help.
9. The nurse was amazingly easy to talk to and she made me very comfortable to tell her everything.

**Comments:**

1. Nurse was very nice to me.

**Surveys Received:** 0

**Updated:** 1/17/2014

**Family Planning Clinic (Spanish) July 2013-September 2013**

		Actual	Percentage
1A. How did you hear about us:	Billboard	0	0%
	Website	0	0%
	Word of Mouth	1	100%
	Radio	0	0%
	Facebook	0	0%
	*Other	0	0%

**Family Planning Clinic Spanish April 2012-September 2012**

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

	yes	no	yes	no
2. Comfortable to ask questions	0	0	0%	0%
3. Recommend our clinic	0	0	0%	0%
4. Hours of operation meet your needs	0	0	0%	0%

Age:	10-14	15-19	20-29	30-33	40+
actual	0	0	0	0	0%
percentage	0%	0%	0%	0%	0%

**What changes would you suggest?**

**Comments:**

**Surveys Received: 0**

**Updated: 1/17/2014**