Thank you for visiting the Pinellas County Health Department for your health care needs today. Please help us improve our services by taking a moment to complete this brief survey.

1. Were you a patient getting services through the previous County Plan or “WellCare”?
   
   Yes   No

2. If yes, how would you rate our services?

   **Location for Eligibility Determination:**  Much Better   Better   About the same   Worse

   **Eligibility Determination process:**  Much Easier   Easier   About the same   Harder

   **Location of the Clinic:**  Much Better   Better   About the same   Worse

   **Getting to see the Doctor**  Much Easier   Easier   About the same   Harder

3. If this is your first time, please tell us what you think about the following:

   **Were we easy to get to?**  Yes   No

   **Was the Eligibility Determination process easy?**  Yes   No

   **Was it easy for you to get an appointment to see the doctor?**  Very Easy   Easy   Hard

4. Overall, how would you rate our services?

   Excellent   Good   Average   Fair   Poor

Thank you! Please give this survey to any of the staff or place it in the survey box located at the registration desk. If you would like to leave a more detailed comment, please feel free to complete one of our Customer Comment Cards located near the building exit.
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   **Eligibility Determination process:** Much Easier  Easier  About the same  Harder
   **Location of the Clinic:** Much Better  Better  About the same  Worse
   **Getting to see the Doctor**  Much Easier  Easier  About the same  Harder

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   **Was the Eligibility Determination process easy?** Yes  No
   **Was it easy for you to get an appointment to see the doctor?** Very Easy  Easy  Hard

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Summary of Results of Primary Care Survey

Survey Period: October 1, 2008 through November 14, 2008

Total number of surveys collected: 329

Approximately ½ (48%) of the clients surveyed were either previously or currently enrolled in the WellCare insurance plan administered by County Health and Human Services

Location of Eligibility

67% found location to be better
30% found location to be the same
3% found location to be worse

Eligibility Determination Process

67% found the process to be easier
29% found the process to be about the same
4% found the process to be harder

Location of the Clinic

67% found the location of the clinic to be better
32% found the location to be about the same
1% found the location of the clinic to be worse

Ease of getting to see the doctor

58% found it easier to get to see a doctor
33% found it to be about the same
9% found it more difficult to see the doctor

97% of clients felt the clinic was easy to get to and the eligibility process was easy.

94% of clients found it easy to get an appointment scheduled with a doctor.

91% of the clients rated our overall services as Excellent or Good.
Summary

A special client survey was given at all three primary care clinics for a period of 6 weeks to gather data on client perception of the process. Clients who were new to the system were asked to rate how they felt about the services while clients who and participated in the previous county program were asked to compare the services. Data indicated that approximately 70% of the clients felt that services were easier to access and less than 5% indicating they felt the system was more difficult to access. The primary care system offered through the Pinellas County Health Department received an overall satisfaction rating of 90.5%

Given the feedback we had received from the community and the fact that the new system eliminated many of the identified barriers, we expected the initial client feedback to be positive and our results were consistent with these expectations.

Overall Satisfaction

- Excellent
- Good
- Average
- Fair
- Poor