



Your Experience Matters: Improving Public Health Together!

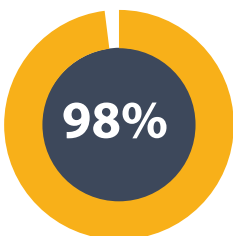
We value your experience. Since 2022, Durham Region Health Department has collected feedback through our client experience survey to help us understand how to better meet your needs. Your feedback supports our ongoing commitment to transparency, accountability, and delivering high-quality care and services.

These results provide a snapshot of the client experience between 2022 and 2024. Satisfaction is the percent who rated their experience as “Excellent”, “Very Good”, or “Good”.

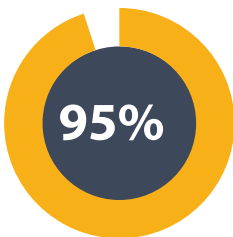
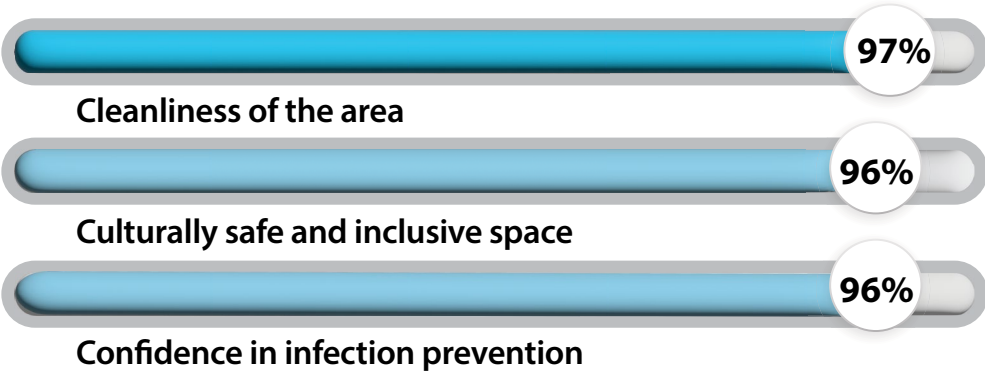


- **68%** of respondents rated their overall experience as “**Excellent**”
- **14%** rated it as “**Very Good**”
- **9%** “**Good**”

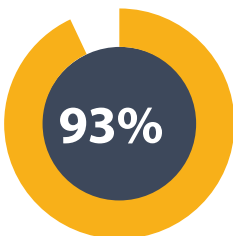
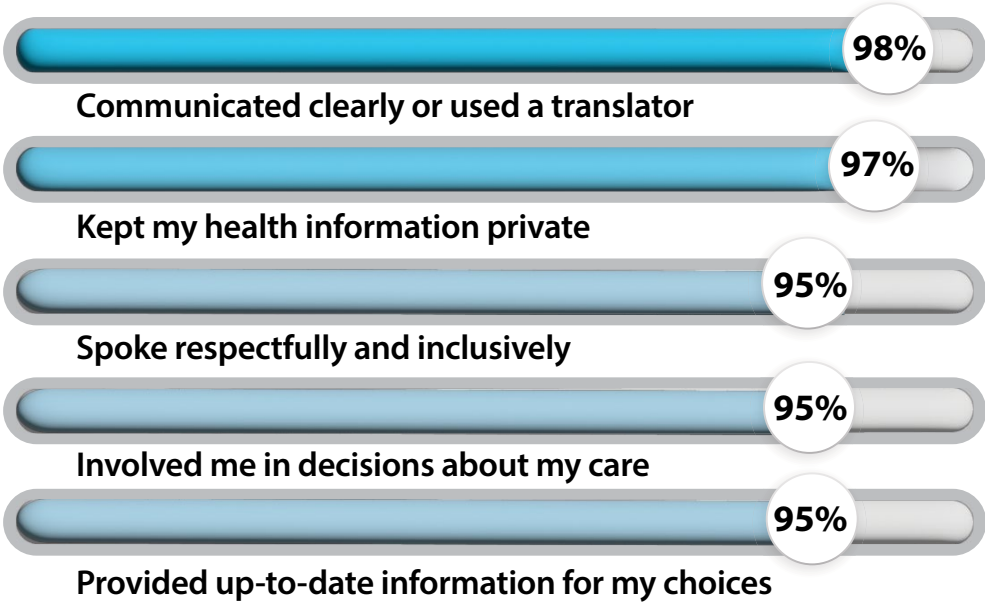
Clients are very likely to recommend our services with an average score of 8.9 / 10.



were satisfied with the **Physical Environment**



were satisfied with the **Interaction with Service Providers**



were satisfied with **Service Delivery**



Suggestions from client for improvement

- Enhancing accessibility and convenience: Simplify online registration and offer more appointment slots.
- Increasing staffing and resources.
- Improving communication: “Use more media and social channels to reach people.”



Durham Health Connection Line
905-668-2020 or 1-800-841-2729

durham.ca/health

Dial 311 (within regional limits)

If you require this information in an accessible format, contact 1-800-841-2729.

For more information visit: [Your Experience Matters!](#)



May 2025