

# 2021 COVID-19 Vaccine Clinic Experience Survey Results



**Background:** Durham Region Health Department conducted an online survey of Durham Region residents vaccinated for COVID-19 at a Health Department or Lakeridge Health clinic between April and October 2021. The results provide a snapshot of the client experience at that time.

## How was the clinic experience?

16,516 people completed the survey



- **Very satisfied with their overall clinic experience.**



- Satisfied with safety measures at the clinic.
- Found the clinic location easy to get to and received the help they needed.
- Reported clinic set-up made it easy to know where to go.



- Reported wait time was about what they expected or shorter.
- Found it was easy to book their appointment.



- Reported clinic wait time and travel time to be 20 minutes or less.

8,020 respondents provided open-ended comments about their experience.

- 98% of the comments were positive or complimentary.
- 560 comments contained constructive feedback.

## Who completed the survey?



Aged 50+



Female



Live in Oshawa, Clarington and Whitby

### Mix of employment status



Retired

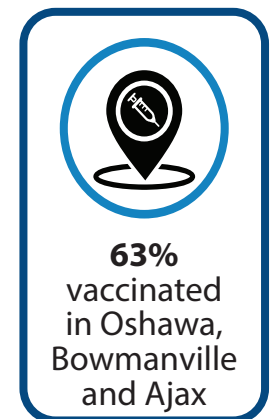
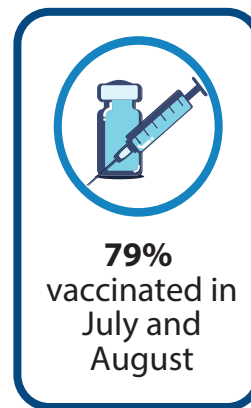
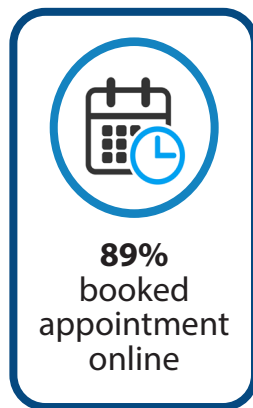
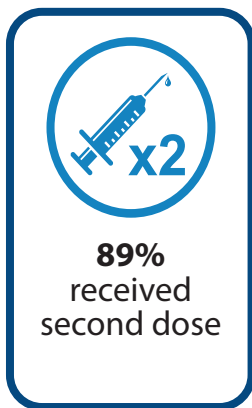
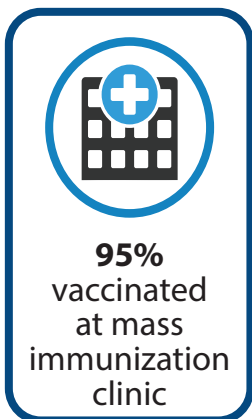


Worked in the community



Worked from home

## How were survey respondents vaccinated?



## How did we use the survey results?

The Health Department and Lakeridge Health worked to improve the clinic experience throughout operations, engaging in continuous quality improvement. Specific client feedback from this survey was shared with program staff early in the analysis to help with these improvements.



Durham Health Connection Line  
905-668-2020 or 1-800-841-2729  
[durham.ca/covidvaccines](https://durham.ca/covidvaccines)

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

