



*Survey Results & Feedback Session!*

2014/2015

# NINE CIRCLES CLIENT SURVEY

**Survey & Presentation Prepared by:**

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# SURVEY DISTRIBUTION

Available from:  
November 25<sup>th</sup>,  
2014 – February  
9<sup>th</sup>, 2015

**ninecircles**  
COMMUNITY HEALTH CENTRE  
CLIENT SURVEY

Nine Circles wants to know how well we're serving our clients. Please take a few minutes to tell us about your experience at Nine Circles. It'll take about 5 – 10 minutes to complete. Your answers are anonymous and confidential; please don't put your name on the survey.

All surveys will go to the Nine Circles Research & Evaluation Coordinator who will prepare a summary of the results. The summary will be made available for clients and staff to help make Nine Circles better.

**NINE CIRCLES SERVICES**

1. What services do you use at Nine Circles? (check all that apply)

☐ HIV Medical Care  
☐ Primary Medical Care  
☐ STI Testing Services  
☐ Client Advocate (Bev)  
☐ Social Worker (Marie)  
☐ Counsellor (Rosa, Sandra)  
☐ Outreach Worker (Shannon, Sharon, Roger, Yves)  
☐ Occupational Therapist (Dawn)  
☐ Dietitian (Sarah)  
☐ Pharmacist (Shanna)  
☐ Health Educator (Anastasia, Jodie)  
☐ Aboriginal Cultural Support (Peetanaooc)  
☐ Food Bank  
☐ PHA Fund  
☐ Groups (e.g. Coffee Talk, Living Well, Cooking Group, Gathering Time)  
☐ Other (please specify): \_\_\_\_\_

2. I met with the staff I needed to

☐ Strongly agree  
☐ Agree  
☐ Neutral  
☐ Disagree  
☐ Strongly disagree  
☐ Doesn't apply to me

3. I got what I needed (e.g. information, supplies, washroom access, telephone use)

☐ Strongly agree  
☐ Agree  
☐ Neutral  
☐ Disagree  
☐ Strongly disagree  
☐ Doesn't apply to me

4. I felt safe being at Nine Circles

☐ Strongly agree  
☐ Agree  
☐ Neutral  
☐ Disagree  
☐ Strongly disagree

5. I felt comfortable asking questions

☐ Strongly agree  
☐ Agree  
☐ Neutral  
☐ Disagree  
☐ Strongly disagree  
☐ Doesn't apply to me

6. How satisfied are you with today's visit?

☐ Very satisfied  
☐ Satisfied  
☐ Neutral  
☐ Unsatisfied  
☐ Very unsatisfied

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## 15. How do you like to find about Nine Circles events and workshops?

(check all that apply):

- ☒ Posters/handouts at Nine Circles
- ☐ Nine Circles Calendar (paper version)
- ☐ Nine Circles Calendar (online version)
- ☐ Nine Circles staff
- ☐ Other Nine Circles clients
- ☐ Nine Circles website
- ☒ Nine Circles Facebook page
- ☐ Nine Circles Twitter account
- ☒ Nine Circles "Activity Schedule" (posted by the main reception water cooler)
- ☐ Nine Circles emails me
- ☐ At another organization
- ☐ Other way (please specify): \_\_\_\_\_

## How could people fill out the survey?

### On paper:

- At the Nine Circles Annual Client Holiday Lunch (off-site)
- At Nine Circles:
  - Available in exam rooms/provider offices
  - Available in common & reception areas
  - Promoted by Health Care Reception during food bank days
  - A Survey Drop-in day (with helpers available)

### Online:

- The Nine Circles website:
  - The Nine Circles Community Engagement Coordinator further promoted the survey via: the Nine Circles e-newsletters, Facebook page, and Twitter account

# THEME & AUDIENCE

Access, Convenience & Ideas

**Anyone accessing services** at Nine Circles, including those who attended for:

- Medical care and STI services
- Social support services
- Dietitian
- Pharmacist
- Mental health services
- Food bank (HSC and Nine Circles clients)
- Workshops
- Drop-in time/groups
- Picking up supplies/resources
- Using the computer or phone

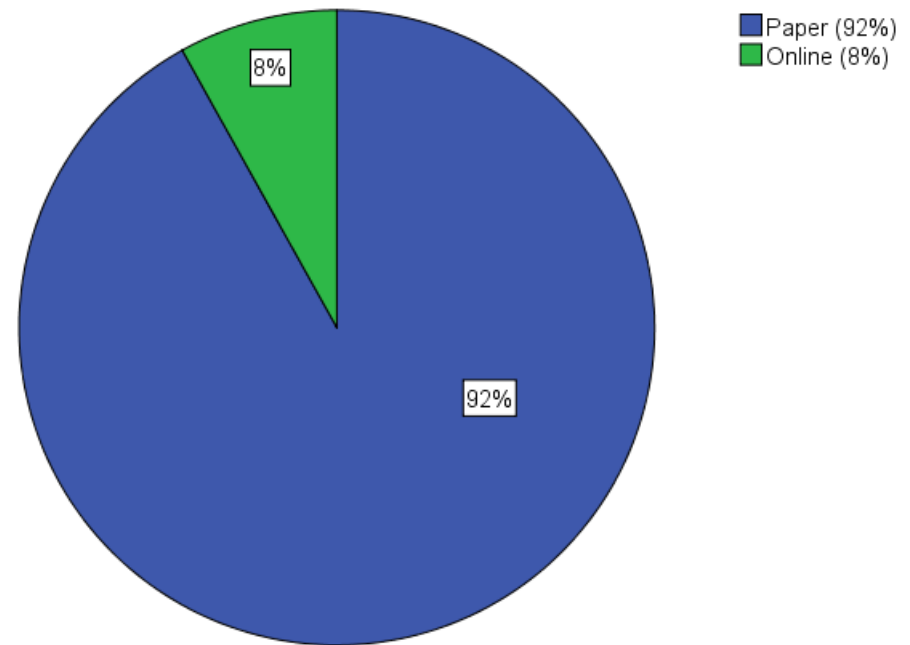
***Who could fill out the survey?***

Note: coffee and sandwiches were offered at the Survey Drop-In event, and candy canes were handed out to clients who filled out the survey at the Holiday Lunch, otherwise no other incentive was offered for completing the survey

# DEMOGRAPHICS

- **136** surveys were filled out:
  - **125 (92%)** on **paper**
  - **11 (8%)** **online**

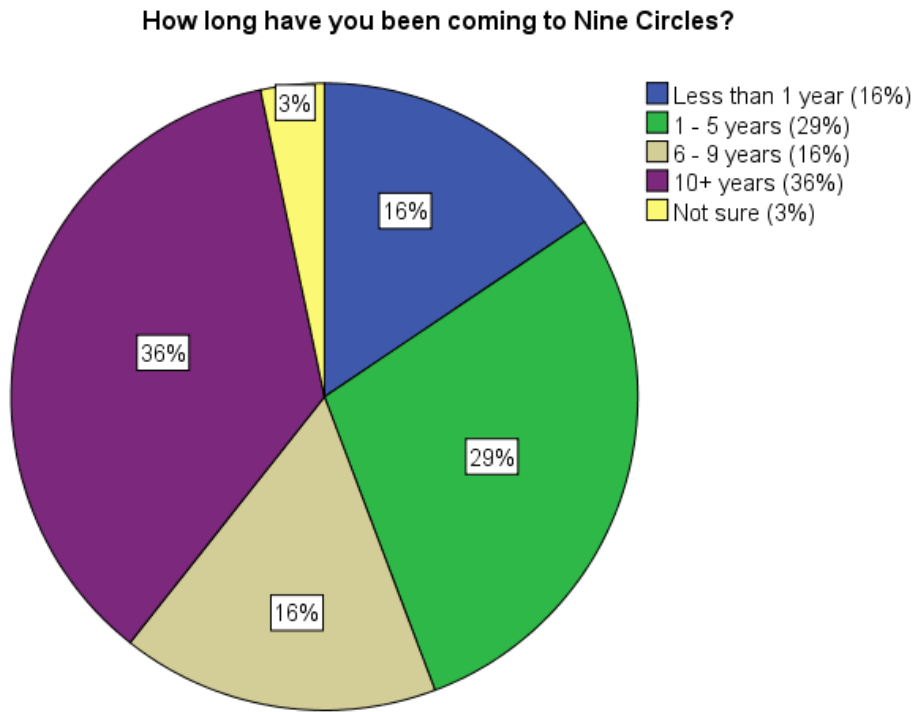
Was the survey filled out on paper or online?



**Who filled out the survey?**

# DEMOGRAPHICS

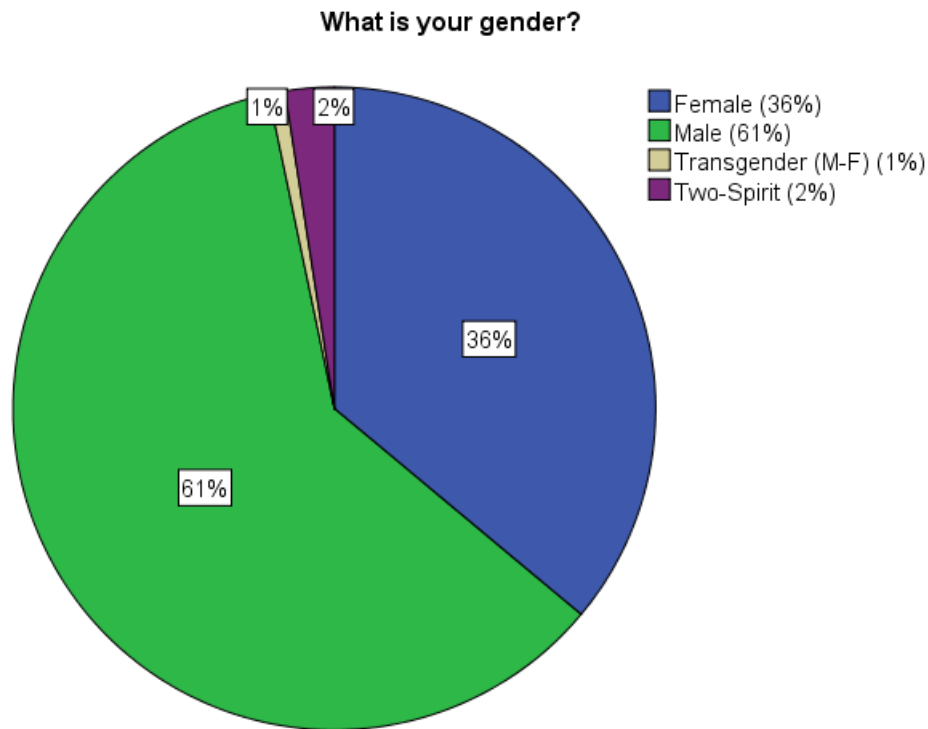
- The majority (**36%**) of respondents have been coming to Nine Circles for **10+ years**



*Who filled out the survey?*

# DEMOGRAPHICS

- The majority (**61%**) of respondents identified as **male**

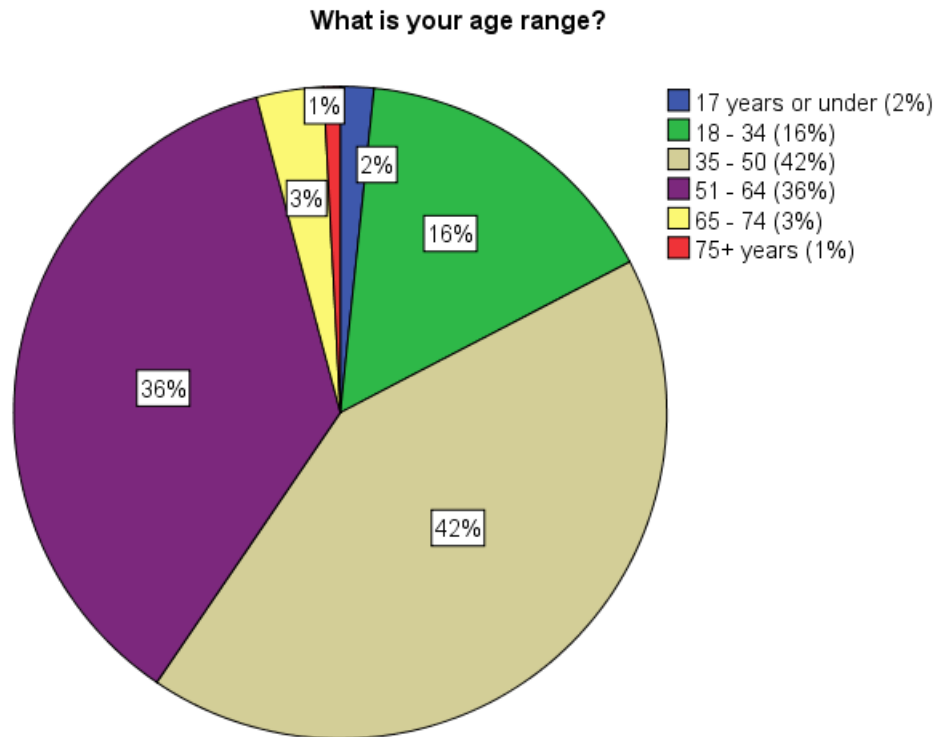


*Who filled out the survey?* 



# DEMOGRAPHICS

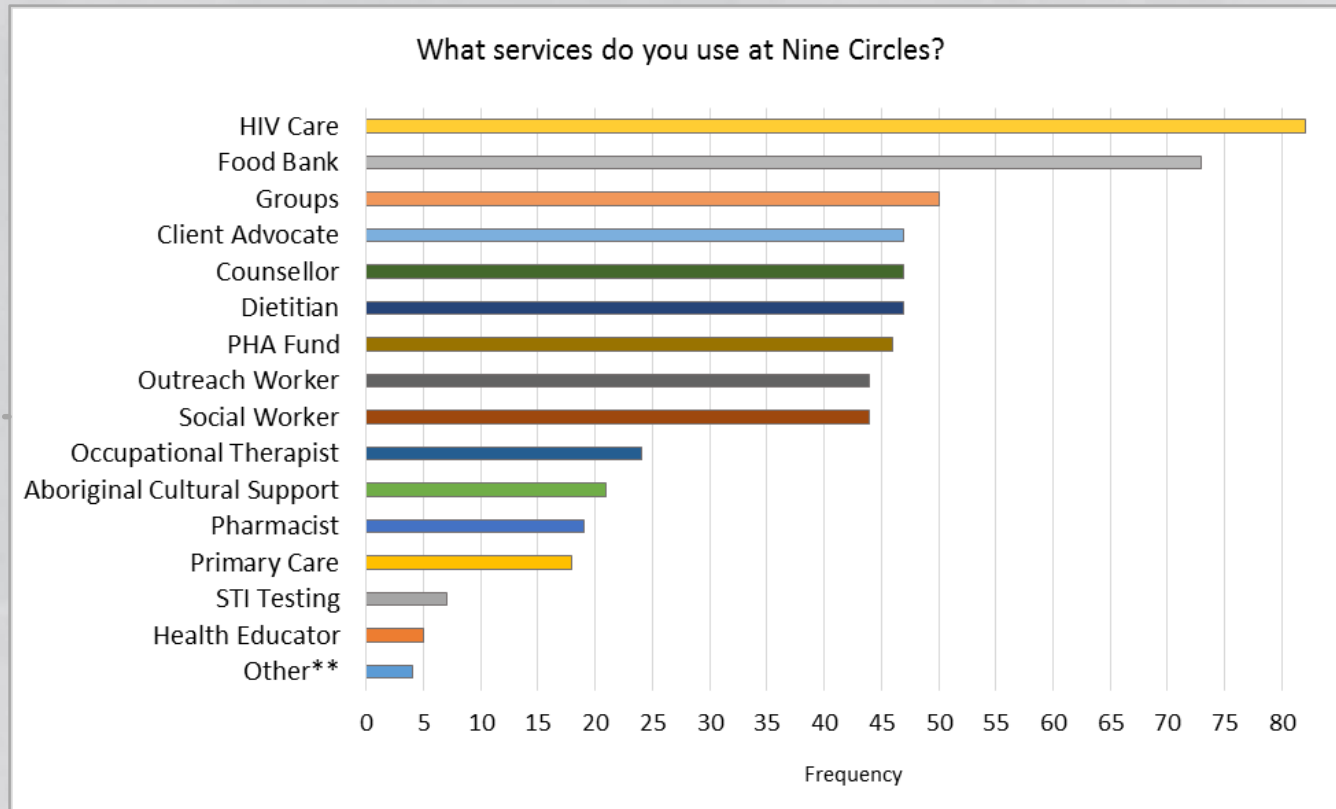
- Most (42%) respondents were between 35 – 50 years of age



*Who filled out the survey?* 

# NINE CIRCLES SERVICES

- The most commonly used service was HIV medical care; sixty percent (60%) of those who filled out the survey receive HIV medical care at Nine Circles



\*\*Other included: using the Gathering Place, volunteering, and only receiving the e-newsletter and email updates

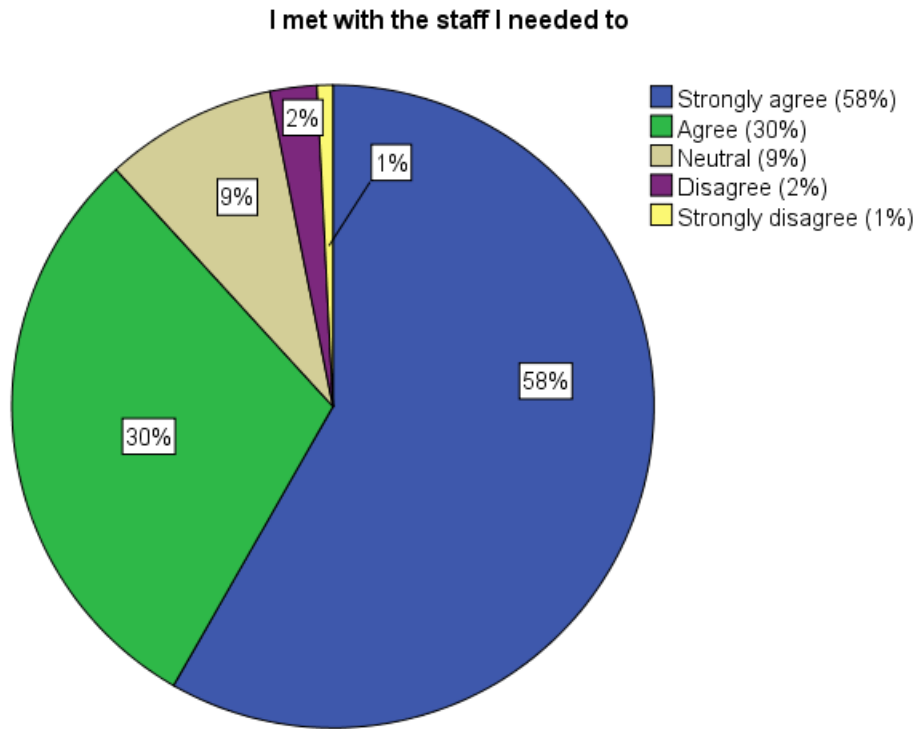
***What services do you use at Nine Circles?***

Note: several respondents indicated they utilize multiple services at Nine Circles



# TODAY'S VISIT

- **88%** “agree” or “strongly agree” they met with the staff they needed to

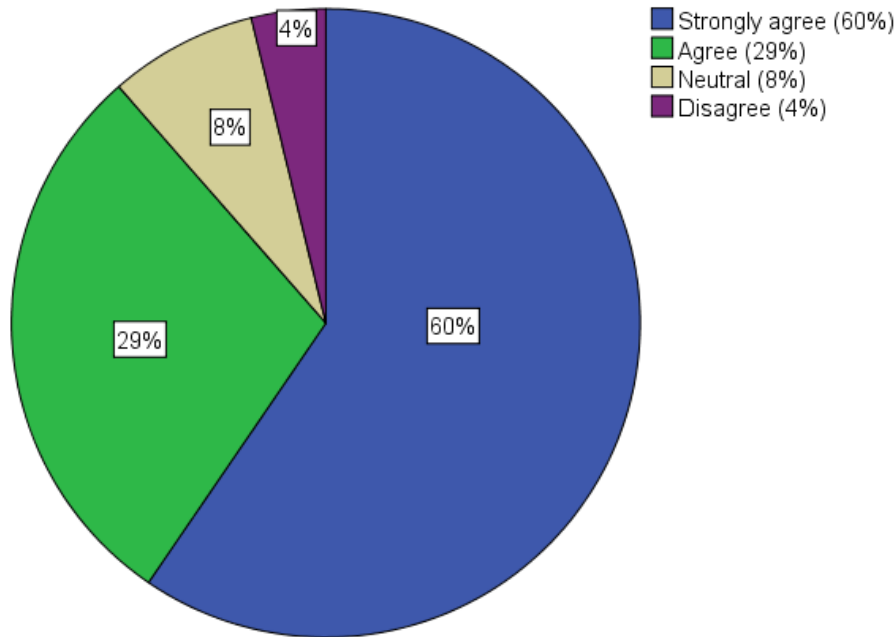


*Tell us about your experience*

# TODAY'S VISIT

- **89%** “agree” or “strongly agree” they **got what they needed** (e.g. information, supplies, washroom access, telephone use)

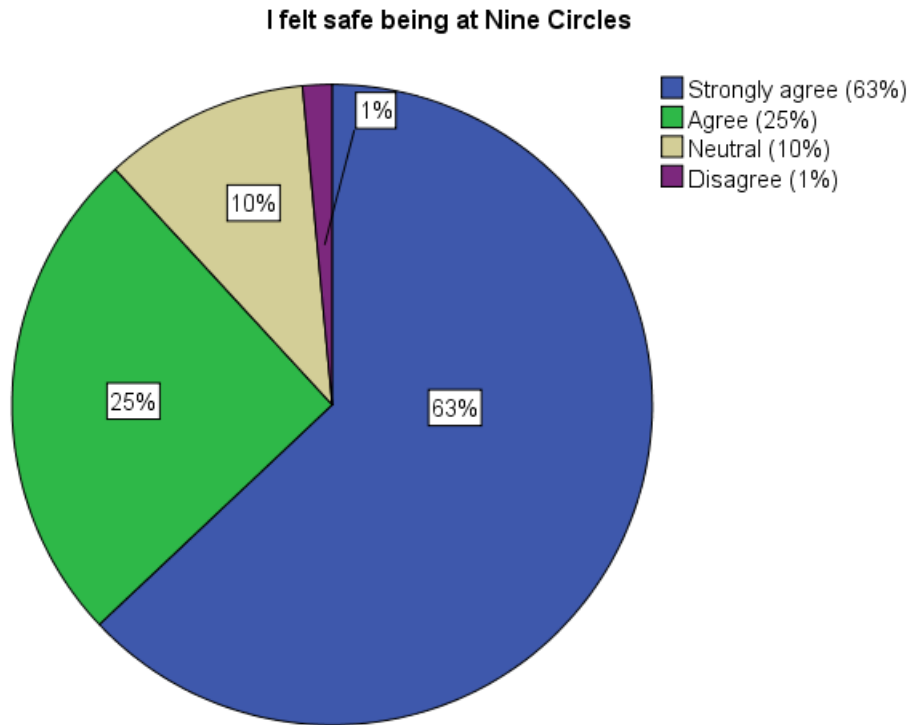
I got what I needed (e.g. information, supplies, washroom access, telephone use)



*Tell us about your experience*

# TODAY'S VISIT

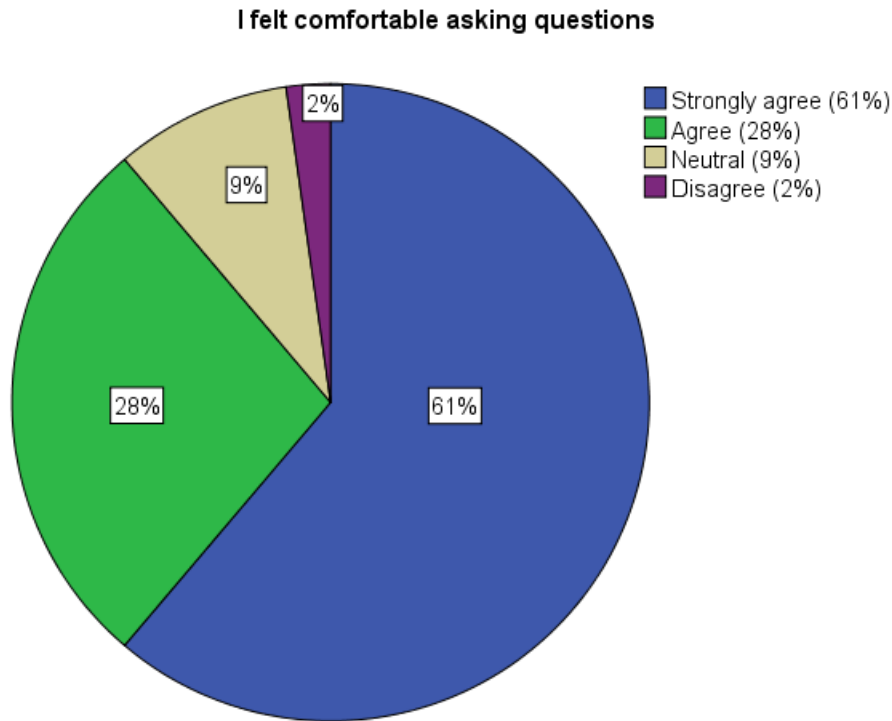
- **88% “agree” or “strongly agree” they felt safe being at Nine Circles**



*Tell us about your experience* 

# TODAY'S VISIT

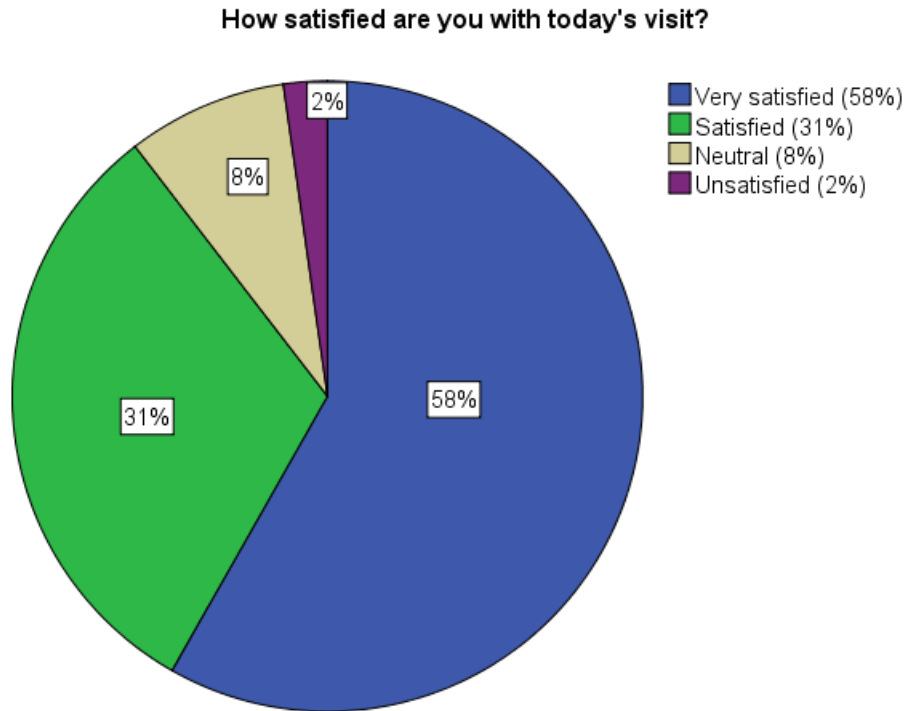
- **89%** “agree” or “strongly agree” they **felt comfortable asking questions**



*Tell us about your experience*

# TODAY'S VISIT

- **89%** indicate they're "satisfied" or "very satisfied" with **today's visit**

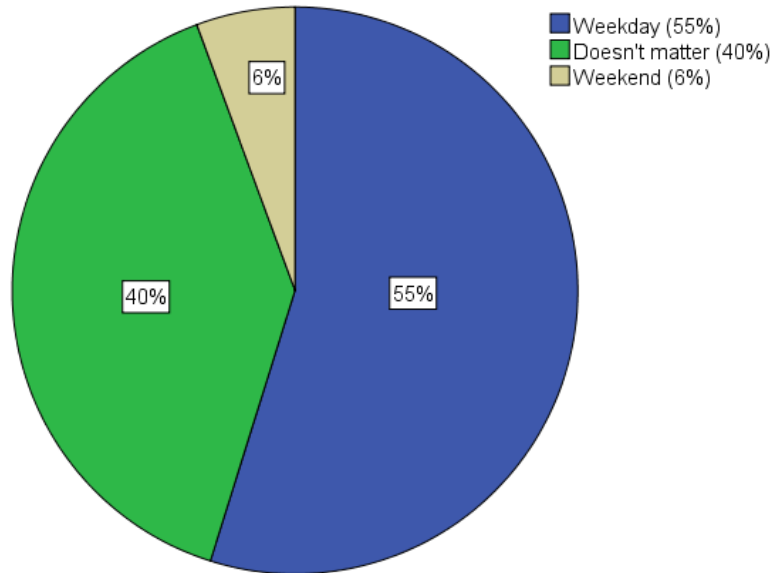


*Tell us about your experience* 

# HOURS OF OPERATION

*Preferred day  
& time*

When is it most convenient for you to visit Nine Circles?



## WEEKDAY OR WEEKEND?:

- Most (**55%**) indicated that a **weekday** is most convenient for them

## TIME OF DAY:

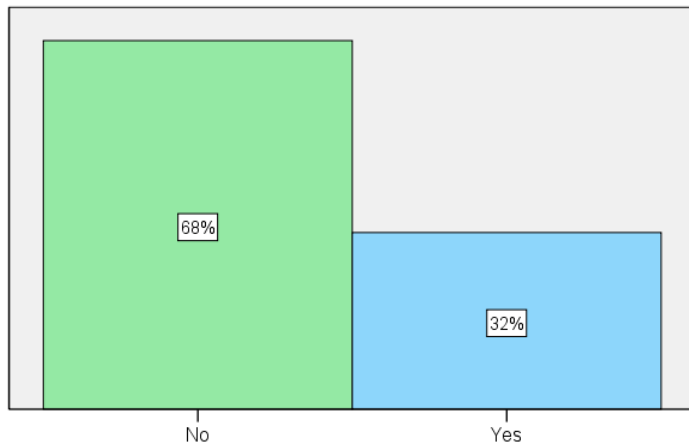
- The most common answer was “afternoon” (**31%** of answers to this question)
- When we look at individual’s answers to preferred day along with their preferred time, **weekday mornings** emerge as most convenient (**19%** of those who provided a preferred day and a preferred time of day chose weekday mornings)

1. **Afternoon** (1 p.m. until 5 p.m.) = **31%**
2. **Morning** (9 a.m. until 12 noon) = **26%**
3. **Doesn't matter** = **17%**
4. **Evening** (5 p.m. until 8 p.m.) = **9%**
5. **Early morning** (before 9 a.m.) = **7%**
6. **Lunchtime** (12 noon until 1 p.m.) = **7%**
7. **Late evening** (after 8 p.m.) = **4%**

Note: several respondents chose more than one time as most convenient

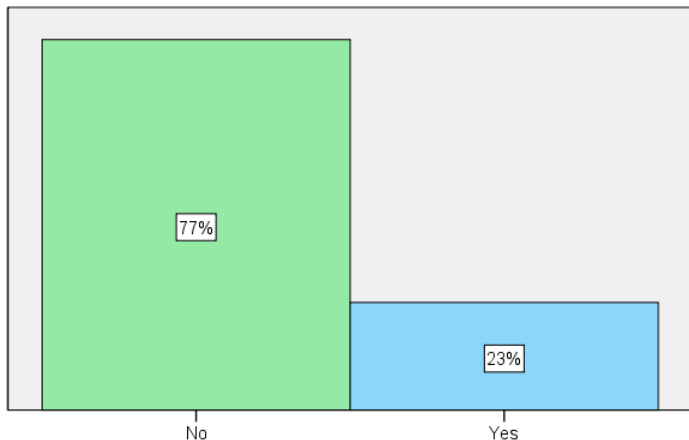
# STAFF AVAILABILITY

In the past 6 months, was there a time when you couldn't get in to see a doctor or nurse at Nine Circles?



- Most (**68%**) indicated there hadn't been a time when they couldn't see a clinician

In the past 6 months, was there a time when you couldn't get in to see other staff at Nine Circles?



- Most (**77%**) indicated there hadn't been a time when they couldn't see other staff

*Getting in to see staff at Nine Circles*



# STAFF AVAILABILITY

*What did you do instead?* 

- Of those who indicated there had been a time (in the past 6 months) when they couldn't get in to see a provider at Nine Circles, below are examples of what they did instead:

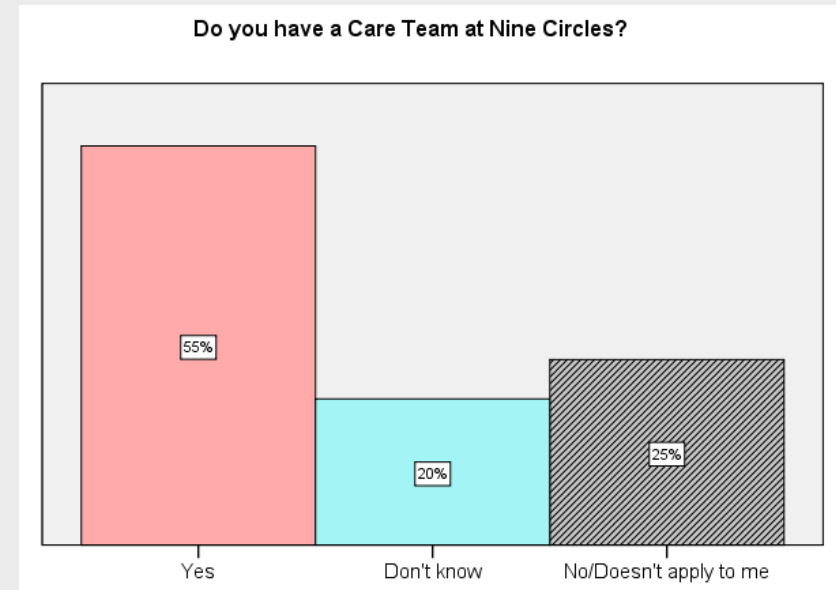
#1	Waited
#2	Made/rescheduled appointment
	Went to external provider/organization
#3	Just left/went home
	Over-the-counter remedies/rested at home
#4	Walk-in clinic
#5	Came back later/another day
#6	Consumed alcohol
	Got help from friends
	Talked to a different Nine Circles provider
	Hospital

Note: several answers appeared the same amount of times (tied)

Note: The answers to "What did you do instead?" for the doctor/nurse and the other staff questions were combined as the answers were similar across the two questions

# CARE TEAMS AT NINE CIRCLES

- » Eighty percent (**80%**) knew whether or not they have a **Care Team at Nine Circles**:
- » Fifty-five percent (**55%**) have a **Care Team**.
- » Twenty-five percent (**25%**) don't have a **Care Team**.
- » Twenty percent (**20%**) are unsure if they have a **Care Team** assigned to them.



*Do you have a Care Team at Nine Circles?*

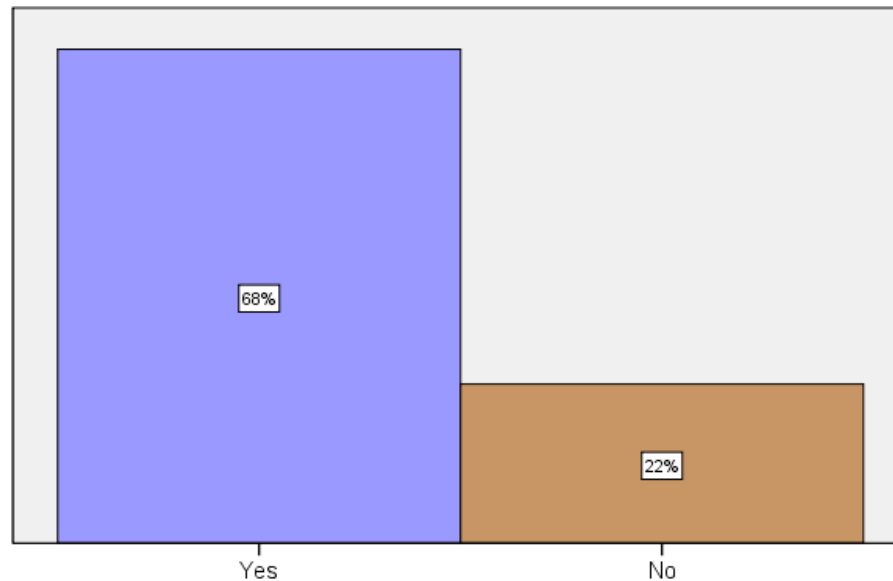
Note: clients who would not be assigned a Care Team are: HSC, STI, and Allied Care clients

# EVENTS & WORKSHOPS AT NINE CIRCLES

## *Finding out about events and workshops*

- Most (**68%**) indicated they get enough information about Nine Circles events and workshops

Do you get enough information about Nine Circles events and workshops?



# EVENTS & WORKSHOPS AT NINE CIRCLES

## *Finding out about events and workshops*

- How clients prefer to find out about events and workshops is listed below:

#1	Posters/handouts at Nine Circles
	Nine Circles Calendar (paper version)
#2	Nine Circles staff
#3	Other Nine Circles clients
#4	Nine Circles Calendar (online version)
#5	Nine Circles daily "Activity Schedule" board
#6	Nine Circles website
#7	Nine Circles emails me
#8	Nine Circles Facebook page
#9	Other** way
#10	At another organization
#11	Nine Circles Twitter account

\*\*Other included: mail, at Nine Circles groups, at food bank, friends/word of mouth, online, and the Nine Circles newsletter

Note: posters/handouts and Nine Circles Calendar (paper version) tied for most preferred method

Note: several respondents chose multiple ways they('d) like to hear about Nine Circles events and workshops

# YOUR OPINION

What are we doing well at Nine Circles? 

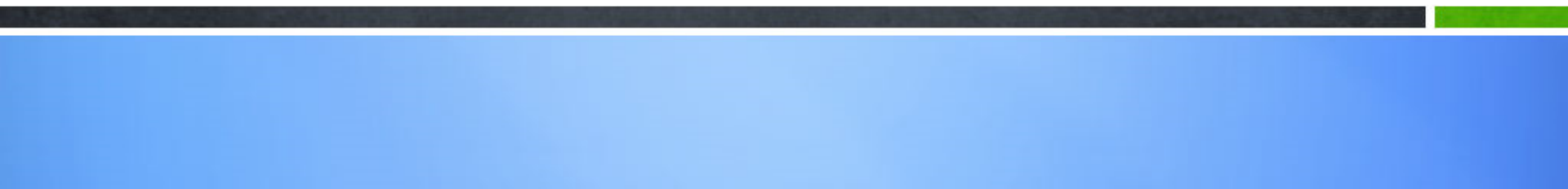
## SUPPORT

- Helping one another
- Connecting with others
- *“Regaining my self-respect”*

## PHYSICAL ENVIRONMENT

- Clean
- Accessible

## COMMUNICATION

- Information is provided (health info, STI prevention, test results, services available, upcoming workshops)
  - Newsletter
  - Communicate well with clients
- 

# YOUR OPINION

What are we doing well at Nine Circles? 

## HOLISTIC & CLIENT-CENTRED

- Listening
  - Advocacy
  - Follow-ups/check-ins with clients (e.g. return calls when required)
  - Team approach
  - Client/staff relationships
  - Accommodate client needs
- 
- *“You listen to what I have to say, then I feel that 9 circles tries to help me back!!”*
    - *“Being good to me, getting me through hard times”*
    - *“Addressing, physical, mental and emotional issues”*
  - *“I think this is a good approach – I like the whole person approach”*

# YOUR OPINION

What are we doing well at Nine Circles? 

## RESPECTFUL & SAFE ENVIRONMENT

- Respect
- Confidentiality
- Welcoming
- Friendly
- Trans-inclusive
- Courteous
- Helpful
- Informative
- Caring
- Good attitude
- Getting an appointment/staying on schedule
- Staff are accessible and approachable
- Empathetic
- Understanding
- Patient
- Considerate
- *“General atmosphere is congenial and relaxed”*



# YOUR OPINION

What are we doing well at Nine Circles? 

## QUALITY CARE & STAFF

- High standards
  - Professional
  - Qualified
  - Knowledgeable
  - Hard-working
  - Do their jobs fully, and well
  - Quality one-on-one time with providers
  - Answer questions
  - Transparency/honesty
- 
- *“Docs and staff are best in the city”*

# YOUR OPINION

*What are we doing well at Nine Circles?*

## PROGRAMS & SERVICES

- Programs and services were mentioned individually (e.g. medical care, counselling, food bank, groups, social media, outreach), as well as a favourable overall experience – *“The doctors, nurses, reception and people who take blood are excellent!”*

## NINE CIRCLES

- Public relations
- Promotion
- Community involvement

# YOUR OPINION

What could we do better at Nine Circles? 

## HOURS OF OPERATION & APPOINTMENTS

- Open more often/later
- More staff
- Weekend activities
- More/longer appointments
- More/longer groups and workshops
- Providers staying on time with appointments
- Hold staff meetings in the evening (instead of blocking off provider time)
- Let clients make their own appointments instead of booking for them
- *“More evening events like social events or courses for people working”*

# YOUR OPINION

What could we do better at Nine Circles? 

## PHYSICAL ENVIRONMENT

- TV in the reception area is too noisy
- Expand to include a larger drop-in facility

## ANNOUNCEMENTS & PROMOTING SERVICES

- Large demonstration board in open area to advertise events
  - Post/print calendar for next month's activities as early as possible
  - Announce conferences
- 
- *"Have a weekly sign up program/meeting about what's going on for the month and give us chances to sign up to the different programs for a more clearer understanding of the groups"*

# YOUR OPINION

*What could we do better at Nine Circles?*

## PROGRAMMING/SERVICES/SUPPLIES

- Spiritual groups
- More workshops & events
- More peer activities
- Art classes/projects
- Bingo
- Movies
- Programming specifically for transgender individuals
- Childcare (so clients can attend programming)
- Supply better condoms (e.g. unlubricated)
- More Aboriginal support, groups/events, and smudging
- Teaching clients about two-spirit individuals

# YOUR OPINION

What could we do better at Nine Circles? 

## PROGRAMMING/SERVICES/SUPPLIES

- Employment readiness training and help with job searches
  - Clothing and hygiene products
  - Opportunities to socialize
  - Adapted fitness sessions for clients
  - Alternative health therapies
- 
- *“A skills development group for Aboriginal people living with HIV and/or HCV”*
  - *“Have more programs with certificates for positive people (i.e. food handlers)”*
  - *“More outings to see more inside and outside of Winnipeg (winter time day outside planning)”*

# YOUR OPINION

What could we do better at Nine Circles? 

## STAFF Demeanour

- Staff can seem cold and preoccupied at times
  - Staff 'talk down' to clients sometimes
  - Issues are sometimes dismissed ("it's all stress")
- 
- *"A little more listening to client's needs"*

## SAFE SPACES

- Difficult to relate to some staff members
  - Provide male counsellors
- 
- *"I do feel that women are under-represented in HIV programs"*



# YOUR OPINION

*What could we do better at Nine Circles?*

## CONFIDENTIALITY

- Be more private with client information when there are others in the vicinity
- Discourage gossip

## CLIENT OPINIONS/FEEDBACK

- Talk with clients for any suggestions

## PHA FUND

- Better help with PHA funds
- Find out about PHA fund applications sooner (within 2 weeks)

## REFRESHMENTS

- Have coffee for clients spending time here
- Better refreshments

# YOUR OPINION

What could we do better at Nine Circles? 

## TRANSPORTATION

- More help with transportation
- More funds for transportation

## CONSISTENT INFORMATION

- *“Having consistent info with CATIE. There are times when I’ve visited Nine Circles and called CATIE and their info vastly differed, like testing times, risks, and information on different races and risk”*

## VOLUNTEERS

- *“More volunteer positions. Have a volunteer appreciation night”*

Note: Nine Circles shows appreciation for volunteers in several ways, including: an annual event/outing, gift card draws, etc.



# YOUR OPINION

*What other issues should Nine Circles work on?*

## **NUTRITION & FITNESS**

- More convenient food banks
- More food programs/food benefits (for PHAs and non-PHAs)
- Access to Boost/Ensure
- Help getting vitamins and supplements (e.g. calcium, vitamin D)
- Providing government assisted gym memberships for HIV+ people

## **COMPUTER ACCESS**

- *“Getting more computers to the community”*

## **ILLNESS & EMERGENCIES**

- Home visits if clients are very ill or bedridden
- Having doctor with hospital rights

- *“More help as in where to go when I'm sick and weak”*

# YOUR OPINION

*What other issues should Nine Circles work on?*

## COMMUNICATION & RELATIONSHIPS

- *“Healthier communication and boundaries. Teach us how to communication/cope with sensitivity”*

## OFF-SITE SERVICES

- *“Provide rural services. Branch in Dauphin would be beneficial. There is little or nothing for those of us in rural MB”*
- *“Mobile testing, especially for rural and northern communities”*

## LONG-TERM PHAs

- Input from long-term survivors/older PHAs

# YOUR OPINION

*What other issues should Nine Circles work on?* 

## LEGAL HELP/ADVICE

- Help with common legal problems

## GROUP FEEDBACK SESSIONS



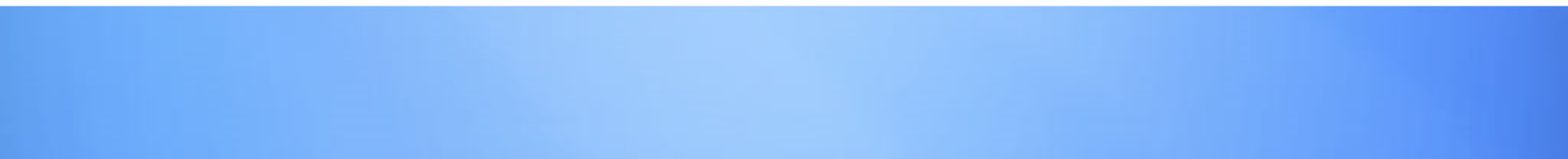
- *“Maybe group meetings can better provide issues as in brainstorming (thoughts)”*

## TRANSGENDER ISSUES

## PROMOTE SAFER SEX

## ENCOURAGE TESTING

## MEDICATIONS

- Better access to medications
  - HPV vaccine for males
- 
- 
- 

# YOUR OPINION

*What other issues should Nine Circles work on?*

HOUSING ISSUES

ACCESS TO EDUCATION

HUMAN RIGHTS

YOUTH & HIV

ABORIGINAL WOMEN & HIV

SAFETY IN THE COMMUNITY

- *“Have Outreach Workers at homeless shelters, [people living with] HIV/AIDS are being abused by others (not staff)”*


# YOUR OPINION

Additional comments

- *“I think you guys are doing a great job!”*
- *“Being very kind and supportive to our delicate life we are living. Thank you”*
- *“I have only recently been diagnosed with HIV and I want to do more for nine circles (advocate). I have only been in touch recently, and not yet know the whole staff, etc.”*
- *“I love everyone at nine circles, they share the love. Thanks”*
- *“Care team = this is very important for all”*

# YOUR OPINION

*Additional comments*

- 
- *“You guys have helped me a great deal”*
  - *“We would like to say thank you for your care and support”*
  - *“I'm happy just the way you are. Just keep having a caring heart”*
  - *“Just wanted to say you guys are great. This is the one place I can feel comfortable and not be judged. Keep up the good work! :)”*



# THANK YOU!

Thank you for your  
interest in the 2014/2015  
Nine Circles Client  
Survey!



Thank you to clients, staff, and  
volunteer assistants for helping  
make the survey a success

A summary of the results and today's feedback session will  
also be available online at: **[ninecircles.ca](http://ninecircles.ca)**

## Client Survey Results Presentation & Feedback Session – Wednesday March 25, 2015:

**Ten (10)** clients attended the results presentation and provided the feedback/suggestions:

- Promote the next client survey more
- Have help with online survey available
- Are the survey recommendations acted on?
- Drop off surveys into the community (have volunteers to do this)
- Form and utilize a client advisory board to review and tailor the next survey
- How much are youth using Nine Circles? Survey needed, they need to be heard, there are gaps
- Targeting Youth (under age of 25). What is the incentive for them? What is the language that will make them engage?
- Go into the community to give sessions to Youth (Note: Nine Circles has done sessions at RaY and Urban Eagle)



**Client Survey Results Presentation & Feedback Session – Wednesday March 25, 2015**  
**(continued):**

- Go to where the Youth are (Note: Nine Circles has set up twice at Portage Place mall)
- Go talk to the kids at Gordon Bell (e.g. utilize Teen Talk services)
- Increase Nine Circles Twitter feed activity (young people use Twitter more than Facebook)
- Need more feedback from long-term PHA's
- More education is needed for youth on reserves; target community centres and schools on reserves
- Confidentiality needed to feel safe; there is gossip between clients
- Stigma is still attached to HIV/AIDS. What can we do to combat this in community?
- Please do not ignore the problem of gossip, when people see clients and then go back into the community and say that they saw them and they must be HIV positive because they were at Nine Circles



**Client Survey Results Presentation & Feedback Session – Wednesday March 25, 2015**  
**(continued):**

- Living wills need to be actually done, not just talked about in group sessions
- Who is doing the prevention work? Who is doing what in prevention work? Find this out and see where the gaps are and coordinate between the organizations
- More Aboriginal cultural-based group sessions wanted
- Group sessions with own belief systems, meeting clients where they are at – do not push other people's beliefs
- Transgender issues need to be addressed more
- The Cultural room is not accessible to 595 Prevention Team clients (Note: a manager explained that these clients can indeed book the room)
- Seniors and sex group information sessions wanted/suggested
- Living Well with HIV for seniors group information sessions wanted/suggested

***Thank You!***

