

**How Are We Doing?**  
**Client Satisfaction Survey Results**  
**July 2009 – June 2010**

Pitt County Health Department offers clients ongoing opportunities to provide feedback about the services received. Our Business Office and our WIC Nutrition Program distributes surveys to clients one week out of every month and requests clients to complete the survey and place it in one of two locked boxes located in either the Business Office or the Main Client Waiting Area. Blank surveys are also located on top of the locked box (podium) in the Waiting Area. Clients are welcome to complete a survey at any time. Surveys are collected monthly and the final results are made available each July.

<p><b>Number of Surveys Collected</b>  <b>Between July 2009 – June 2010 = 1,218</b></p> <p><b>Services Received by Client Who Completed Surveys:</b></p> <p>Birth control = 35%  Maternity = 20%  Multiple Services = 15%  Immunizations = 05%  Communicable Disease = 05%  Other (not specified) = 09%  Pregnancy Test = 06%  Maternity Care Coordination = 02%  WIC / Nutrition = 01%  Child Health = 01%  Child Service Coordination = &lt; 01%  Home Visit = 01%  Classes = &lt;01%</p> <p><b>Sex of Respondents:</b></p> <p>Female = 92%  Male = 03%  No Answer = 05%</p>	<p><b>Age Range of Respondents:</b></p> <p>12-19 years = 18%  20-20 years = 55%  30-39 years = 15%  40-49 years = 04%  50-59 years = 01%  60+ years = 01%  No Answer = 06%</p> <p><b>How Clients Heard About Services:</b></p> <p>Friends = 61%  Newspaper = &lt; 01%  TV = &lt;01%  Radio &lt;01%  Other = 34%  No Answer = 04%</p> <p><b>If Services Met Clients' Needs:</b></p> <p>Yes = 93%  No = 01 %  No Answer = 06%</p>	<p><b>Length of Visit:</b></p> <p>Less Than 1 Hour = 15%  1-2 Hours = 52%  2-3 Hours = 25%  3-4 Hours = 07%  No Answer = 01%</p> <p><b>Satisfaction With Staff:</b></p> <p>Friendly = 98%  Not Friendly = &lt;01%  No Answer = 02%</p> <p><b>Service Satisfaction:</b></p> <p>Very Satisfied = 63%  Satisfied = 35%  Not Satisfied = 01%  No Answer = 01%</p> <p><b>Would Clients Recommend Pitt County Health Department to Others?</b></p> <p>Yes = 98%  No = 01%  No Answer = 01%</p>
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**Pitt County Health Department  
Client Survey Results  
How Are Our Hours of Operation?**

Throughout December 2010, Pitt County Health Department clients were asked to provide feedback regarding the agency's hours of operation. The surveys were completed by 158 clients who answered the following question and were given the opportunity to provide comments:

**1) Please let us know how you feel about the hours we are open:**

We are open from 7:45 am – 5:00 pm on Monday, Wednesday, Thursday, and Friday. We are also open on Tuesdays from 7:45 am – 5:30 pm.

**Check one:**

99 % responded: These hours are good for me to receive services.

1% responded: These hours are NOT good for me to receive services.

**2) If these hours are not good for you, please list reasons why and provide examples of other hours that you would prefer to receive services from the Health Department:**

**Client Comments:**

- Hours are good. I have time to send my child to school.
- Oh, very good.
- Yes, the hours are fine.
- I have to get family members to bring my child because I work M-F @ 10:30am – 6:30pm.
- Mon-Thurs at 5:30.
- Because I am in school all week, Saturday would be good even if open till 12:00. Thanks!

**Survey Summary: Ninety-nine percent (99%) of the clients responded that the agency hours are good for receiving services. Only one percent (1%) of the clients stated that the hours are not good to receive services. Clients who receive services from the Health Department's Environmental Health Division were also given the opportunity to complete surveys; however, no Environmental Health clients responded.**

**Management and supervisory staff discussed the results of this survey and determined that since ninety-nine percent (99%) responded in favor of the current hours, no changes to the agency's hours of operation are currently needed.**

**Thank you to those who participated in this service. Your input is very valuable to us.**

**Pitt County Health Department  
Teen Survey Results Summary  
Fall 2010**

**Purpose of Survey:** Throughout the fall of 2010, Pitt County Health Department (PCHD) surveyed 814 teens to collect feedback regarding the teens' knowledge of PCHD services, their use of services and their opinions regarding the services they think PCHD should provide.

**Survey Distribution:** Surveys were administered to teens at Greenville Mall, Boys and Girls Club (Greenville and Winterville), Pitt County Schools (Rose, Ayden Grifton, DH Conley, Wellcome Middle, Farmville Central and South Central), Sheppard Memorial Library, East Branch Library, Winterville Library, and through kwiksurveys.com linked through Facebook.

**Age / Sex of Respondents:** The average age of respondents was 16. Sixty-nine percent (69%) were females and thirty-one (31%) were males.

**Use of PCHD Services:** Only thirteen percent (13%) responded that they had ever received services from PCHD and four percent (4%) reported that they currently receive PCHD services.

**Services Teens Think Should Be Offered by PCHD:** The survey provided suggestions of possible services and instructed teens to select the services they thought PCHD should offer. Stress Management (98%), Nutrition / Eating Disorders (93%), Health Physicals (92%), Tobacco/Substance Abuse Counseling (90%), STD Treatment (90%), Birth Control (90%), HIV/STD Testing (85%), Relationship Counseling (80%) and Life Skills Counseling (75%) were all selected as services teens think PCHD should offer. Seventy-one (71%) responded that they would visit the health department for the services they listed. The majority of the twenty-nine percent (29%), who responded that they would not visit PCHD for these services, stated so because they do not know where PCHD is located, or what PCHD is or because they have their own doctor.

**Best Days / Times to Receive Services:** The majority (seventy-one percent--71%) stated that any day would be good to receive services. Thirty-three percent (33%) responded that afternoons (between 3:00pm – 5:00pm) would be the best time to receive services while thirty-one percent (31%) shared that any time of day would good. Only twenty-one percent (21%) stated that the best time would be after 5:00 pm.

**Transportation to Receive Services:** Transportation does not appear to be a barrier to obtain services from PCHD as ninety-three (93%) responded that they would either drive or ride with someone (parent, friend or relative) to receive services.

**Comments / Suggestions from Teens:** Respondents stated that they would utilize services if they knew they were offered and many shared that they would prefer that teen health services be offered at their schools.

**PCHD Management Response to Survey Findings:** The results of the Teen Survey were discussed at the March 2011 Supervisors' meeting. Supervisors agreed that PCHD services should be promoted more among teens. Since the majority of teens stated that any day of the week was good to receive services, and any time of day (especially during the hours of 3:30 pm – 5:00 pm), there is currently no data to support the need for a night (after 5:00 pm) clinic and no need for a Saturday clinic. It was suggested that the survey be administered again at a later date to compare the two outcomes before proceeding further with possible provision of services offsite for teens (such as at their school).