

# GNWT Health and Social Services Community Client Feedback

K'óta Ráidí hé Dene Ts'érágodí gá ʔeghálayedáike

## ʔedjhtl'é hé dene dahukedeɣike ts'é godá

October 2004

In October 2004, Client Feedback Forms were placed in community health centres and social services offices across the NWT.

2004 xat'á Júhdá h̄jnéné gota k'óta ʔeyi judeni ráidí k'é hé judeni dene ts'érágodí godahk'é ʔedjhtl'é k'é darudike sórawodíe r̄yákewa

### Number of Forms Returned:

▶ NWT-wide	512
▶ Sahtu Region	63
▶ Colville Lake	3
▶ Deline	27
▶ Fort Good Hope	9
▶ Tulita	6
▶ Norman Wells	18

### ʔedjhtl'é dáréht'e kugharáh̄ya:

▶ Júhdá h̄jnéné lah̄t'e	512
▶ Sahtú gowina k'óta ʔareyóné	63
▶ K'áhbam̄j Túé	3
▶ Déline	27
▶ Rádeɣl̄j K'óé	9
▶ Tulít'a	6
▶ Łegóh̄l̄ni	18

The responses you provided were greatly appreciated. We will continue to ask for your feedback to help us provide the best possible services with existing resources.

For a more detailed report on NWT-wide results, refer to the website: [www.hlthss.gov.nt.ca](http://www.hlthss.gov.nt.ca) or contact the Communications Unit at (867) 920-8927.

ʔeyi ʔedjhtl'é raxeghárarala gh̄ s̄úre máh̄s̄i ts'eniw̄e. Wáyi raxehé ʔeghálats'eyeda gh̄ dáyerahw̄e gh̄ ʔeká ʔaraxódah̄d̄i níde ʔer̄i raxegha wela hé wáyi dene gha gonez̄o ʔeghálats'eyúda goka ʔats'ut'j.

Wáyi Júhdá h̄jnéné hogháré dáts'ed̄eyj̄d̄i gh̄ kodewiyáts'eniw̄e níde dúle ʔeyi sasóné béhé ʔets'edét'é hé [www.hlthss.gov.nt.ca](http://www.hlthss.gov.nt.ca) k'e bjka gáts'eyeda dódi níde (867) 920-8927 ts'é dúle ʔets'edéhsa.

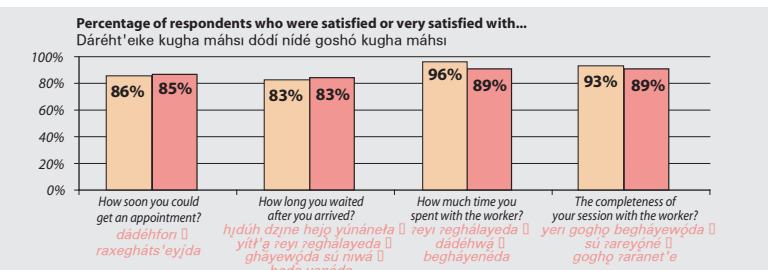


## Report to Communities in the Sahtu Region Sahtu gowina k'óta ts'é gogh̄ godá

■ Sahtu HSSA Results/Sahtú gowina dágod̄eyj̄d̄i  
■ NWT-wide/Júhdá h̄jnéné gowina dágod̄eyj̄d̄i

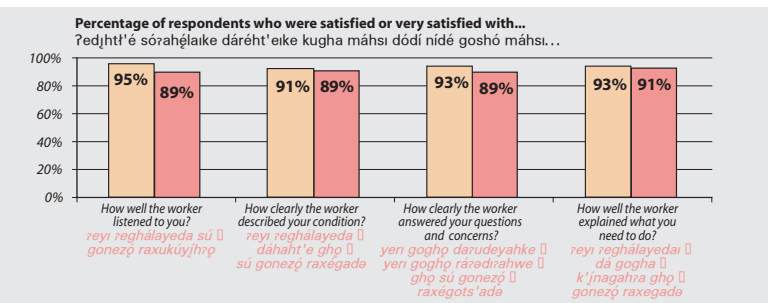
### Satisfaction with Timeliness:

Sú fori dene ts'érágodí:



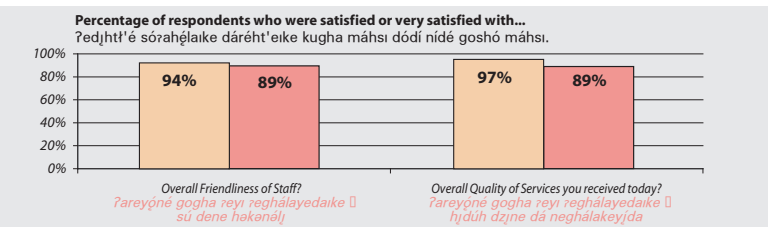
### Satisfaction with Communication:

T'áhs̄j gogh̄ dene hégokede gh̄ s̄ú máh̄s̄j guniw̄e:



### Overall Satisfaction with Quality and Friendliness:

Dene h̄kənól̄j hé s̄ú gonez̄o dene gh̄álakeyeda gogh̄ ʔareyóné gogha s̄ú máh̄s̄i ts'eniw̄e:



### What you LIKE about health and social services:

ʔeyi ráidí hé dene ts'érádi gá ʔeghálayedáike got'j̄néke ʔer̄i kehé negha kenez̄o

- ▶ Friendly Staff
- ▶ ʔeghálayedáike dene h̄kənól̄j
- ▶ Helpful
- ▶ Dene ts'éráked̄in̄i
- ▶ Knowledgeable, Competent staff
- ▶ ʔeghálayedáike t'áhs̄j kokenihsh̄o hé deʔeghálayedáike gha dúle k̄l̄j

### How you think we can IMPROVE health and social services:

ʔeyi ráidí hé dene ts'érádi gá ʔeghálayedáike got'j̄néke ʔer̄i kehé dúle ʔgots'éh̄ʔóné gonez̄o ʔaragokel̄e

- ▶ Need more staff and services
- ▶ wáyi gots'éh̄ʔóné dene ʔeghálayedáike hé gots'éh̄ʔóné dene gha ʔeghálakeyúda
- ▶ Keep the same nurses
- ▶ ʔeyi k'óta ráidí hé ʔeghálayedáike ʔeh̄d̄in̄i ʔehdaragokawe wól̄e
- ▶ Get better equipment and facilities
- ▶ Judeni ʔeghálakeyedan̄i gots'é ʔer̄i hé ʔeghálakeyedan̄i gots'éh̄ʔóné gonewóz̄o gha ʔakút'j̄