

Demographics

 **32,517**
Active and rostered patients

 **27**
family physicians

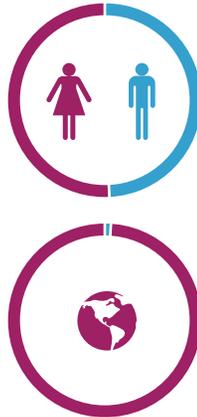
 **26**
allied health staff

50.9%
female

49.1%
male

>99%
English speaking

<1%
other languages spoken



Health System Utilization

5.39%
of patients went outside the
WWLHIN for emergency
department care



13.96%
of patients went outside
the WWLHIN for acute
care



Based on 2015/16 data from the Waterloo Wellington LHIN's sub-regional data analysis for Centre Wellington.

Social Determinants of Health

Measure	Wellington County	WWLHIN
Percentage of patients who identify as Aboriginal	1.6%	1.4%
Unemployment rate	5.1%	6.7%
Percentage who are immigrants	10.6%	20.5%
Percentage with post-secondary education	55.8%	62.0%
Percentage living below low-income cutoff	9.2%	11.5%
Percentage of households in need of major repair	6.3%	5.3%

Based on data from the Waterloo Wellington LHIN's sub-regional data analysis for Wellington county.

Rates of Chronic Conditions

Condition	Wellington County	WWLHIN
Rate of mental health visits	7.9	8.6
Rate of diabetes	7.7	9.0
Rate of asthma	12.5	12.6
Rate of high blood pressure	18.7	19.2
Rate of Chronic Obstructive Pulmonary Disease (COPD)	9.5	8.5

Based on 2016 data from the Ministry of Health and Long-Term Care's Health Analytics Branch.

What Our Patients Tell Us

Based on data from the UGFHT's patient experience survey collected between April 1, 2016 and March 31, 2017.

89.1%

felt their health care
provider took their
concerns seriously

96.3%

were satisfied or very
satisfied with the quality
of care they received

87.2%

felt comfortable talking to
their doctor or nurse
practitioner about
personal problems related
to their health condition

91.23%

felt they were often or
always as involved as they
wanted to be in decisions
about their care and
treatment

89.3%

felt they were able to say
what was most important
to them during their
appointment

89.8%

felt their provider was
good or very good at
listening to their concerns