

*County of Moore*  
*Department of Health*  
*705 Pinehurst Avenue • P.O. Box 279*  
*Carthage, North Carolina 28327*

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**2016 MCHD Community Opinion Survey**

The Moore County Health Department conducted a community opinion survey from August 22<sup>nd</sup> – September 27<sup>th</sup>, 2016 regarding services provided at the Health Department and the Department's hours of operation. **A total of 205 responses were received.**

The survey was conducted;

- At the Health Department
- Online through Survey Monkey
- At the Moore County Senior Enrichment Center
- At the Moore County Social Services Office
- At meetings attended by Health Educators

**Results**

- **76%** of the respondents were female
- **62%** were 46 yrs. old and above; **30%** 31-45 yrs. of age
- **63%** of respondents had been to the Health Department previously
- **30%** did not know the location of the Health Department
- Respondents were asked to list the services they would be interested in having the Health Department provide; (all in list mentioned more than once)
  - **Child Health**
  - **Adult Day Care**
  - **Parenting classes**
  - **Mental Health services**
  - **Primary Care**
- **77%** of respondents said the Health Department hours meet their needs.
  - Extended evening hours were mentioned most often as why the hours with Saturday hours coming in a close second
- **74%** felt the Health Department was a good source for health education; **26%** either had no opinion or didn't think so

***"To Protect and Promote Health through Prevention and Control of Disease and Injury."***  
**<http://www.moorecountync.gov/health/>**

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- 15% of respondents had visited either of the Health Departments Facebook or Twitter page
- Where the respondents get their information regarding events in the community:
  - **52%** - Internet
  - **48%** - Newspaper
  - **41%** - E-mail
  - **39%** - Social networking sites, such as Facebook and Twitter
  - **20%** - Radio
  - **10%** - Text message
  - **8%** - Television

**ADDITIONAL COMMENTS REGARDING PROGRAMS AND SERVICES**

- I haven't been at the health department in many years, but I am glad that it is there to provide services for those who need it.
- Discounts for senior citizens. \$70 for a tetanus shot for a person on Medicare is very expensive.
- They are a great source for information and assistance to those in need
- Why does The Pilot not put Health Dept. news & information on the front page of their web site or print newspapers?
- This survey might be useful to those that are in need of these services of lower income if they had access to this survey
- Not sure you could do something about privacy; space wise; entry, exit, confidentiality, workers
- I expect the staff to be friendly and respectful which makes the Health Department a resource more likely to be utilized.
- Thanks for doing a great job
- The staff at the health department are unprofessional and do not abide by HIPPA standards. I'm very displeased with the services that the health department offers.
- I think maybe as I mentioned before, come to country stores for basic checks, for seniors especially, that can't afford to go to doctor
- When I was much younger this place helped me.
- Employees should be more discreet and confidential.
- Coordination of services for those with dementia and their caregivers

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