

**County of Moore
Health Department
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2016 MCHD Customer Satisfaction Survey Results

The Moore County Health Department conducted a customer satisfaction survey from August 26th – September 26th 2016. A total of **244** responses were received. The results will be used to ensure that our clients receive the best service possible.

- **99%** of respondents said the Health Department facilities were easy to find.
- **100% of respondents said the Health Department facilities were clean.**
- **100% of respondents said the Health Department staff was helpful.**
- **99%** of respondents said their services were provided on time.
- **99%** of respondents said the hours meet their needs.
- **99.9%** of respondents said their privacy was respected

- On average, on a scale of 1 (“poor”) to 5 (“excellent”), customers rated:
 - their overall experience at **4.7**
 - their satisfaction with the service they received at **4.8**
 - the likelihood they would return for services at **4.8**
 - the likelihood they would recommend our services to family and friends a **4.8**

Other stats about the respondents

- ✓ **54% visited WIC**
- ✓ **34% visited Clinical Services**
- ✓ **12% visited other services we provide**

“To Protect and Promote Health through Prevention and Control of Disease and Injury.”

<http://www.moorecountync.gov/health/>

**Environmental Health
Telephone: 910-947-6283
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**WIC
Telephone: 910-947-3271
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