

Edgecombe County Health Department
Public Input Survey Results
September 2011

The Edgecombe County Health Department collected data in-house, online, and out in the community September 5-19, 2011, regarding the public's input about services provided at the health department. 98 surveys were collected, of which, 83 surveys were completed. Below is a summary of the results:

- Question 1 – *“The Edgecombe County Health Department is open from 8:00am-5:00pm. How do you feel about the hours of operations?”*
 - 71.1% said the hours are just right
 - 2.4% said the health department should be open earlier than 8:00am
 - 4.8% said the health department should close later than 5:00pm
 - 20.5% said there should be extended hours (after 5:00pm) at least one day a week
 - Comments:
 - People should work different days and hours so it would be more convenient

- Question 2 – *“How often do you visit or utilize services provided at the Edgecombe County Health Department (this includes services/clinics such as child health, dental, adult health, maternity, family planning, environmental health, health education)?”*
 - 50.6% said at least once a year
 - 15.7% said at least every other year, or two years
 - 12% said I have not used the Edgecombe County Health Department in over 3 or more years
 - 21.7% said I have never used the Edgecombe County Health Department

- Question 3 – *“When answering the question above, if you checked that you have not used the Edgecombe County Health Department in 3 or more years, or that you have never used the health department, please tell us why by selecting from the answers below (you may check more than one answer).”*
 - 57.8% said I have not used the health department because I have another doctor
 - 13.3% said I have used the health department before, but I was not happy about the services I received
 - 2.2% said I have not heard good things about the health department
 - 28.9% Other
 - Comments:
 - I have used the health department before, but got a job with health benefits and got with a regular doctor.
 - Time
 - Just moved to the Edgecombe County area
 - First-Timer
 - I am from out of state and just moved in with my grandparents from Maryland
 - I'm not from the Tarboro area and don't get sick
 - No need
 - I live in Nash County
 - I've never heard anything about it
 - Haven't been in a while since last checkup years ago that's the reason
 - I have used the health department, but I go to the clinic.

- Great hospitality
- Question 4 – *“What are some things that would make you more likely to visit the Edgecombe County Health Department?”*
 - 26.3% said extended hours
 - 53.9% said receiving more information about what all the health department offers
 - 19.7% said there is nothing that would make me more likely to visit
 - Comments:
 - Need lecture on Herpes
 - Daily count of county STD/HIV rate
 - The health department is fine just the way it is
 - Testing for cancer and more doctors
 - You are doing a great job; very visible in the community.
 - Eye care services
 - I go regularly
 - Faster service
 - Keeping the scheduled time set on time, not making patients wait longer than 15 minutes
 - I only visit for TB skin test
- Question 5 – *“Would you be willing to help the Edgecombe County Health Department find ways to spread the word about the services that we offer, or to improve our services? If yes, please type your name and your phone number.”*
 - 18 responses; 65 skipped the question

