

# BRIGHT LIGHTS AWARDS

**Nomination: It takes a team: collaboration inside and out**

**St Michaels Academic FHT**

**Measuring and improving the patient experience: A collaborative approach**



We conducted a multisite patient experience survey at 14 academic primary care teaching practices (13 Family Health Teams and one Family Health Organization) with the aim of understanding, prioritizing, and improving patient experience during and following the COVID-19 pandemic. Five iterations of the survey have been carried out between May 2020 and May 2022 which have collected over 42,000 responses. The results have provided invaluable insights to meet the evolving needs of patients during the pandemic and have provided a foundation for the creation of a continuing professional development opportunity (Share & Learn sessions) for clinicians and their teams.