



## **Personal Information Bank (PIB) Details**

**Title:** Patient Satisfaction Surveys

**Location of Files:** Various areas within St. Joseph's Health Care London depending on what area the feedback pertains to and Quality Management and Clinical Decision Support.

**Description:** A survey sent to recent patients of St. Joseph's Health Care London that asks numerous types of questions related to patient care

**Legal Authority for PIB:** Public Hospitals Act R.S.O 1990, c. P.40.

**Types of Personal Information:** Thoughts and ideas regarding their care at St. Joseph's

**Uses:** To obtain feedback from patients re their care and how we may improve future care.

**Individuals in Bank:** Those who complete and return a patient satisfaction survey.

**Retention Period:** Six years