

Indigenous Patient Feedback Survey



Your voice matters. We invite you to complete this short survey to share your experience receiving care at the North Bay Regional Health Centre (NBRHC).

Your feedback will help us create a safe and respectful health care experience for Indigenous patients, families, and communities, and identify opportunities for improvement.

About this survey

- We expect the survey will take about 5 minutes to complete.
- This survey is about your overall experience receiving care at the North Bay Regional Health Centre (NBRHC), not just your experiences with Mînowacihewin – Regional Service for Indigenous People (if applicable).
- Your participation is voluntary. You can skip any question and withdraw at any time. Your decision will not impact your care at the North Bay Regional Health Centre (NBRHC).
- Your answers will be kept confidential. Please note if you are completing the survey online your survey responses will be linked to your email address; however, your email will not be used for any other purpose.
Learn more: <https://nbrhc.on.ca/accountability/privacy/privacy-general/>
- If you are unable to respond yourself, a relative or friend may respond on your behalf— please make sure that the answers represent your own feelings

Questions about the survey?

Contact Mînowacihewin Services: 705-474-8600 ext. 4260 or by email at MinowacihewinRSIP@nbrhc.on.ca

1. About You (Optional – for demographic understanding only)

What Nation or Community are you from?

Do you identify as:

First Nations Métis Inuit Other (please specify) _____

Age range:

Under 18 18–34 35–54 55–74 75+

Gender:

Woman Man Two-Spirit Non-binary Prefer not to say

2. Your Experience at North Bay Regional Health Centre

Was this your first time receiving care here?

Yes No

In the place where you received care, did the staff make you feel welcome and respected?

Always Sometimes Rarely Never

Did any hospital staff ask about your cultural or spiritual needs?

Yes No

Were you made aware of Indigenous-specific services available within the hospital (e.g., Indigenous Navigator, Elder support, traditional medicines)?

Yes No Not sure

If you accessed Indigenous supports, how would you rate your experience?

Excellent Good Fair Poor N/A

3. Cultural Safety and Respect

Did you feel culturally safe while receiving care at NBRHC?

Yes, always Sometimes No

What helped you feel safe or respected? (Optional)

What made you feel unsafe or disrespected? (Optional)

4. Suggestions for Improvement

What could the Health Centre do better to support Indigenous patients?

Would you like someone from the Mino team to follow up with you?

No Yes, please leave contact information: _____

5. Final Comments

Is there anything else you'd like to share about your overall experience receiving care at the North Bay Regional Health Centre?

If the submit button doesn't work, save the PDF and email your response directly to MinowacihewinRSIP@nbrhc.on.ca