

We asked community members from Markham, Stouffville, Thornhill and Uxbridge to tell us about their experiences using local healthcare services.

**1,840+**  
completed  
surveys



## AND THIS IS WHAT WE LEARNED



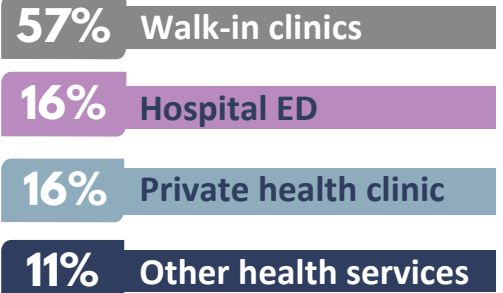
**96%**

Respondents have a family doctor, but only 75% are able to access them when they are needed.

Top 5 reasons why people don't access healthcare services:

- 1 Services are not available when they are
- 2 Not sure what services/programs are available to them
- 3 They are experiencing financial challenges
- 4 Services are not close to them
- 5 They have had a negative experience

Where do community members go, when they can't access their family doctor?



Across all age groups, lack of availability of services and navigation of healthcare services are the most frequently reported barriers.



Navigation of healthcare services and language support are the most frequently reported barriers by those

**65+**

Challenges ethnic groups face when accessing healthcare services:

1. Difficulties arranging for transportation
2. Do not have enough caregiver support
3. Services are not available in their language