

melbourne sexual health centre
client satisfaction survey
2007

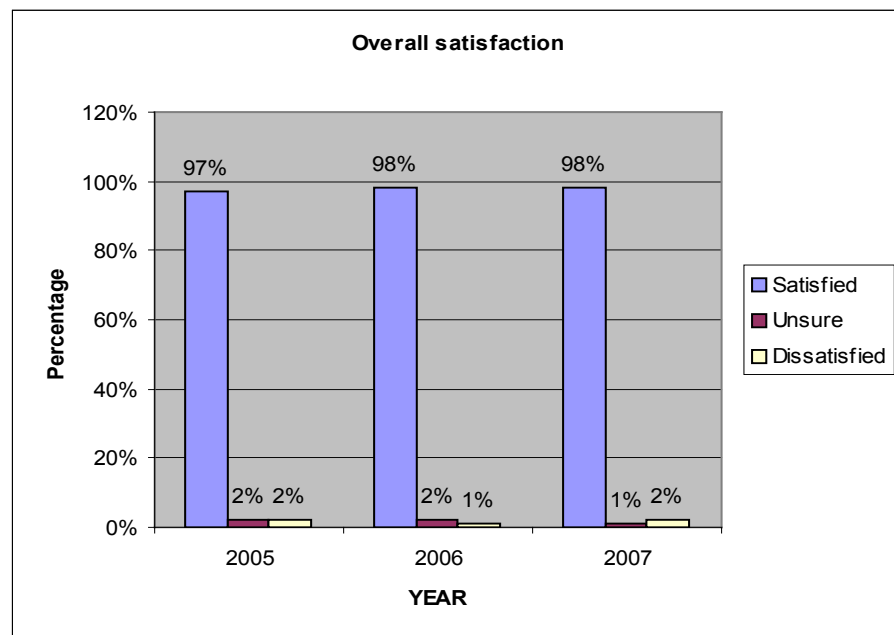
SUMMARY

The Melbourne Sexual Health Centre (MSHC) Client Satisfaction Survey 2007 was conducted from 07 – 13 November 2007 (inclusive). All practitioners in the main clinic were asked to offer the questionnaire to clients at the end of their service. Of the 555 individuals who received a service during that week, 202 elected to complete the questionnaire. This represented a response rate of 36%, compared to 37% in 2006 and 45% in 2005.

Clients were asked to rate their level of agreement with various statements about their visit to MSHC. Once again, clients rated the professionalism and approachability of staff extremely high. This result is reflected in the comments about what clients liked best about the centre – the staff.

Melbourne Sexual Health Centre scored a 98% satisfaction rating overall, with only two respondents dissatisfied with the service. Two were not sure of their level of satisfaction and one of these indicated that they would use the centre again if the need arose and the other was not sure. It is most encouraging to note that the satisfaction level was similar in 2006 and has remained consistent for a number of years (Figure 1).

Figure 1



SURVEY POPULATION

Respondents recorded their gender and age on the survey form and these two variables were used to confirm that the sample was representative of the General Clinic client population for 2007 and for the client population during the week of the survey. Comparing the sample population and general clinic populations for the year and week of the survey showed that the populations were all similar.

GENDER	Clinic Population (2007)	Clinic Population (survey week)	Sample Population
Male	9,962 (59%)	349 (63%)	126 (62%)
Female	6,891 (41%)	205 (37%)	74 (37%)
Transgender	24 (0.1%)	1 (0.2%)	2 (1%)
TOTAL	16,877	555	202

AGE	Clinic Population (2007)	Clinic Population (survey week)	Sample Population
Under 20	408 (2%)	14 (3%)	7 (4%)
20 - 29	7,497 (44%)	244 (44%)	110 (55%)
30 - 39	4,904 (29%)	149 (27%)	51 (25%)
40 - 49	2,544 (15%)	91 (16%)	21 (10%)
50 - 59	1,045 (6%)	42 (8%)	6 (3%)
Over 60	479 (3%)	15 (3%)	7 (4%)

Note: General Clinic Population Definition: One visit can include consultations with several services provided by MSHC. Individuals who have accessed the service more than once are only counted once. For the survey individuals are defined as the General Clinic Population.

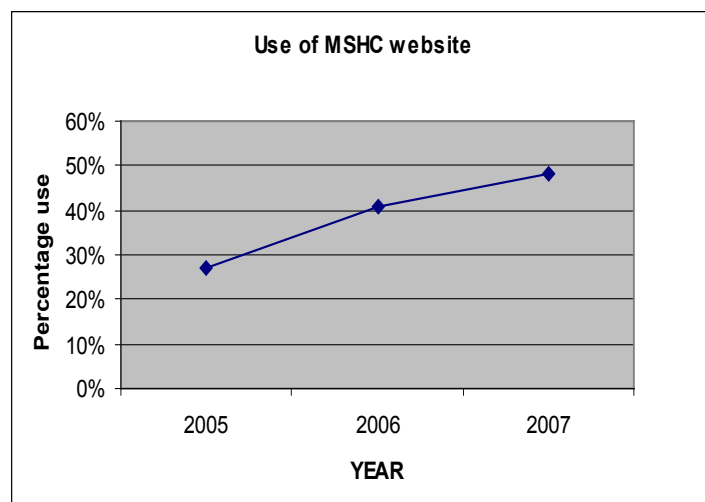
USE OF MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked some general questions about the use of MSHC website and services. The MSHC website was used by 48% of respondents in 2007, compared to 41% in 2006 and 27% in 2005 (Figure 2). The MSHC website was redeveloped and launched in November 2007. Appropriate marketing strategies will accompany this re-launch in an attempt to encourage usage.

Overall, in 2007, the majority of visits were more than once in the last year (43%) compared to 28% of first visits. In 2006 and 2005 visits were similar with the majority of visits being first time visitors (35%) followed by more than once in the past year (31% and 29%).

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
Have you used the Melbourne Sexual Health Centre web site?			
Yes	96 (48%)	82 (41%)	54 (27%)
No	72 (36%)	54 (21%)	112 (56%)
Did not know about the Website	34 (17%)	24 (12%)	35 (17%)
How often have you visited MSHC?			
First visit	56 (28%)	69 (35%)	71 (35%)
More than once in the last year	86 (43%)	61 (31%)	59 (29%)
More than once in the last five years	33 (16%)	28 (14%)	35 (17%)
Monthly	20 (10%)	32 (16%)	28 (14%)
Other	7 (4%)	8 (4%)	8 (4%)

Figure 2:



Clients were asked their reasons for attending MSHC and if they agreed to the importance of providing access to those with acute symptoms who need to be seen urgently rather than provide appointments.

Most clients attended for a check-up or tests (69%) followed by concerns about symptoms (34%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

The majority of clients (83%) agreed that it was important for the Centre to maximize access to clients with acute symptoms or urgent needs by providing a system of 'walk-in' rather than providing appointments.

The 'Other' category covered the following:

- STD Certificate
- New relationship
- Vulval clinic
- Research project

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
Reason for attending MSHC			
Check-up/ tests	139 (69%)	130 (65%)	106 (53%)
Concerned about symptoms	68 (34%)	71 (36%)	73 (36%)
Treatment	36 (18%)	39 (20%)	41 (20%)
Test results	38 (18%)	36 (18%)	25 (12%)
Vaccinations	12 (6%)	14 (7%)	14 (7%)
*SH information/advice	12 (6%)	26 (13%)	12 (6%)
Other	5 (3%)	7 (4%)	10 (5%)
Contact with partner with STI	12 (6%)	14 (7%)	8 (4%)
Counseling	4 (2%)	10 (5%)	2 (1%)
Allowed multiple reasons			
Agreement level of walk-in access rather than provide appointments			
Strongly agree	78 (39%)	83 (42%)	N/A
Agree	87 (43%)	81 (41%)	N/A
Not sure	23 (11%)	21 (11%)	N/A
Disagree	6 (3%)	3 (2%)	N/A
Strongly disagree	5 (3%)	8 (4%)	N/A
Missing	3	4	

* SH = sexual health

TELEPHONE CONTACT

Clients were asked to rate their experience of telephone contact with MSHC. The majority of responders who used the service (89%) found the person on the telephone helpful and 92% were able to find out the information they requested. Overall, positive responses were recorded relating to the helpfulness of the person they spoke to and being able to find out the information they wanted. Similar observations were recorded in 2006 and 2005.

Of 68 respondents who called in for results, 95% were satisfied with the process of accessing their results.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
Reason for telephone inquiry			
Service information	60 (33%)	51 (40%)	N/A
SH information	58 (32%)	27 (21%)	N/A
Results	36 (20%)	51 (40%)	N/A
No telephone contact	59 (33%)	70 (35%)	N/A
<i>Missing</i>	21		
The person on the telephone was helpful			
Strongly Agree	41 (35%)	43 (41%)	46 (47%)
Agree	63 (54%)	56 (53%)	46 (47%)
Not sure	9 (7%)	6 (3%)	2 (2%)
Disagree	3 (3%)	0	4 (4%)
Strongly Disagree	0	1 (1%)	0
<i>Not applicable/missing</i>	86	94	103
I was able to find out the information I wanted			
Strongly Agree	44 (37%)	41 (39%)	46 (47%)
Agree	66 (55%)	58 (55%)	48 (50%)
Not sure	7 (6%)	6 (6%)	1 (1%)
Disagree	3 (3%)	1 (1%)	2 (2%)
Strongly Disagree	0	0	0
<i>Not applicable/missing</i>	82	94	104
<i>"Not applicable" indicates that the person has not had telephone contact with MSHC</i>			
<i>"Missing" indicates that the person declined to answer the question</i>			

TELEPHONE RESULTS LINE

Clients were asked to rate the telephone results line service of which 66% of respondents had not accessed results via telephone or did not answer the question compared to 71% in 2006 and 74% in 2005 (it may be assumed that those who did not answer these questions have not used the telephone results line).

Of those who indicated they had not received results via telephone, 33% were first time clients of MSHC compared to 42% in 2006 and 45% in 2005. The remaining 67% had visit patterns ranging from monthly 7% to more than once in the past year (39%) and more than once in past 5 years (18%). Of those who had used the telephone results line, more than 90% had positive comments and responses.

Again a large number of people (46) did not answer the question about the preferred method of receiving test results, which may indicate that it was overlooked, given its position below two questions that could be not applicable and skipped over. Of those who did answer it, the preferred method was the telephone (49%), followed by 32% who preferred to receive results in person. In 2006 receiving results by either telephone or in person was equally recorded whereas in 2005, significantly more clients also preferred to receive results by telephone.

When asked about receiving results by email and SMS, 51% had concerns about confidentiality. Of these, 66% were concerned about the possibility of others accessing their email or SMS messages. The levels of concern have remained similar since 2005.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
I was satisfied with the process of accessing my results from MSHC via the telephone results line			
Strongly Agree	28 (41%)	21 (36%)	23 (55%)
Agree	37 (54%)	31 (54%)	16 (38%)
Not sure	3 (4%)	3 (5%)	2 (5%)
Disagree	0	1 (2%)	0
Strongly Disagree	0	2 (3%)	1 (2%)
<i>Not applicable/Missing</i>	134	142	150
If available, which method would you rather receive your test results?			
In person at the clinic	50 (32%)	51 (42%)	53 (35%)
By telephone	76 (49%)	49 (41%)	83 (54%)
By email	18 (12%)	17 (14%)	17 (11%)
By SMS (only 2006)	12 (8%)	4 (3%)	N/A
<i>Missing</i>	46	73	48
I would have concerns about my confidentiality if an email or SMS system for accessing test results was introduced.			
Yes	79 (51%)	69 (53%)	72 (46%)
No	54 (35%)	49 (38%)	63 (40%)
Not sure	22 (14%)	12 (6%)	23 (15%)
<i>Missing</i>	47	70	43
<i>"Not applicable" indicates that the person has not accessed the telephone results line</i>			
<i>"Missing" indicates that the person declined to answer the question</i>			

ARRIVING AT THE CENTRE

Clients were asked a series of questions relating to arriving at MSHC and the front-line services they received. Generally encouraging results were received for the welcome at reception (91%); 5% indicated that they did not feel welcomed by the reception staff, and 4% were not sure.

On the whole positive results were received in regard to waiting times to see the triage nurse and a practitioner for the main consultation. Responses were very similar to previous years. In 2007, 92% of respondents agreed to some degree that waiting time to see a triage nurse was reasonable. In addition, 83% agreed that the waiting time to see a practitioner was reasonable compared to 85% in 2006 and 86% in 2005.

The majority of respondents (92%) used their real name for registration.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
The reception staff made me feel welcome			
Strongly Agree	67 (33%)	76 (39%)	78 (39%)
Agree	117 (58%)	95 (49%)	92 (47%)
Not sure	7 (4%)	14 (7%)	11 (6%)
Disagree	8 (4%)	8 (4%)	10 (5%)
Strongly Disagree	2 (1%)	2 (1%)	7 (4%)
<i>Missing</i>	1	5	3
Did you use your real name when you registered?			
Yes	185 (92%)	179 (90%)	N/A
No	13 (6%)	14 (7%)	N/A
Prefer not to say	3 (2%)	3 (2%)	N/A
<i>Missing</i>	1	4	
The time I waited to see the triage nurse was reasonable			
Strongly Agree	55 (29%)	66 (34%)	67 (36%)
Agree	122 (63%)	117 (60%)	110 (59%)
Not sure	6 (3%)	7 (4%)	7 (4%)
Disagree	8 (4%)	3 (2%)	4 (2%)
Strongly Disagree	2 (1%)	0	0
<i>Did not see the Triage Nurse</i>	4	1	6
<i>Missing</i>	5	6	7
The time I waited to see a practitioner was reasonable			
Strongly Agree	50 (26%)	52 (27%)	60 (31%)
Agree	111 (57%)	111 (58%)	106 (55%)
Not sure	16 (8%)	14 (7%)	13 (7%)
Disagree	14 (7%)	14 (7%)	12 (6%)
Strongly Disagree	3 (2%)	0	1 (1%)
<i>Missing</i>	8	9	9
<i>"Missing" indicates that the person declined to answer the question</i>			

The majority of respondents (73%) either read the information provided to them by staff or in the reception area or had a brief look at it. The most popular/read pamphlets are:

- General information about the visit
- HIV Antibody tests
- Genital herpes
- Genital warts
- Hepatitis A
- Hepatitis B
- Hepatitis C

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
I read the information pamphlets provided by reception staff or in reception			
Yes	95(47%)	127 (64%)	98 (50%)
No	54(28%)	31 (16%)	38 (19%)
Had a brief look	52(26%)	36 (18%)	61 (31%)
<i>Missing</i>	<i>1</i>	<i>6</i>	<i>4</i>
Type of information read (Allowed multiple responses)			
During your visit	70 (42%)	77 (41%)	59 (16%)
HIV Antibody Test	34 (21%)	35 (18%)	26 (7%)
Genital herpes	33 (20%)	32 (16%)	43 (12%)
Hepatitis A	30 (18%)	25 (13%)	28 (8%)
Hepatitis B	23 (14%)	33 (17%)	31 (9%)
Hepatitis C	31 (19%)	29 (15%)	32 (9%)
Genital warts	24 (15%)	26 (13%)	35 (10%)
MSHC Services	24 (15%)	45 (23%)	21 (6%)
HPV	21 (13%)	12 (6%)	16 (4%)
K.I.S.S. Guide to Safe Sex	13 (8%)	10 (5%)	13 (4%)
Pap smear	16 (10%)	12 (6%)	13 (4%)
Urethritis	12 (7%)	14 (7%)	10 (3%)
Counselling Services	13 (8%)	15 (8%)	7 (2%)
Health Records Act 2001	6 (4%)	9 (5%)	5 (1%)
Don't remember	26 (16%)	15 (8%)	25 (7%)

Of those respondents who read the information, 88% agreed that they found it useful both in 2007 and 2006 compared to 92% in 2005.

Of the respondents who viewed the multimedia screens, 43% found them useful, 46% were not sure and the remaining 10% found them not useful.

Compared to past years, very few comments were received about the lack of non-STI related reading material with only two clients suggesting reading material to include more men's health and gay magazines. Another two clients suggested having tea, coffee and TV in the waiting area.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
I found the information pamphlets useful			
Strongly agree	30 (20%)	35 (21%)	51 (32%)
Agree	100(68%)	110 (67%)	96 (60%)
Not sure	16 (11%)	18 (11%)	12 (8%)
Disagree	0	0	0
Strongly disagree	1 (1%)	2 (1%)	1 (1%)
<i>Not applicable/missing</i>	55	35	41
I found the multimedia screens useful			
Strongly agree	14 (8%)	14 (8%)	N/A
Agree	58 (35%)	66 (40%)	N/A
Not sure	77 (46%)	72 (43%)	N/A
Disagree	15 (9%)	11 (7%)	N/A
Strongly disagree	1 (1%)	3 (2%)	N/A
<i>Not applicable/missing</i>	36	34	
<i>"Not applicable" indicates that the person has not accessed read the pamphlets or viewed the multimedia screens</i>			
<i>"Missing" indicates that the person declined to answer the question</i>			

SERVICES RECEIVED AT THE CENTRE

Clients were asked a series of questions relating to the services they received at Melbourne Sexual Health Centre. The majority saw a doctor for the main consultation and most respondents received a genital examination, blood tests or urine tests.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
For my main consultation I saw a:			
Doctor	126 (67%)	126 (66%)	122 (63%)
Nurse	42 (23%)	56 (30%)	52 (27%)
Counsellor	1 (1%)	2 (1%)	2 (1%)
Not sure	18 (10%)	6 (3%)	19 (10%)
<i>Missing</i>	15	13	6
What services did you receive at MSHC today? Allowed multiple responses			
Genital examination	130 (64%)	133 (69%)	132 (66%)
Blood tests	123 (61%)	124 (65%)	124 (62%)
Urine Tests	135 (67%)	115 (60%)	111 (55%)
Information/ advice	78 (39%)	81 (42%)	69 (34%)
Treatment	59 (29%)	52 (27%)	61 (30%)
Specimen collection	68 (34%)	82 (43%)	58 (29%)
Test results	51 (25%)	52 (26%)	46 (21%)
Vaccination	33 (16%)	25 (13%)	32 (16%)
Counseling	8 (4%)	23 (12%)	8 (4%)
Other	6 (3%)	1 (1%)	8 (4%)
<i>Missing</i>	9	8	

These results broadly reflected the results of the 2005 survey, and the results have been consistent since 2004. Positive results (i.e. respondents agreed or strongly agreed) were received for the questions relating to:

- comfort level in discussing personal matters: 98% in 2007, 2006 and 2005
- understanding procedures which were carried out: 98% in 2007, 99% in 2006, and 100% in 2005
- the professionalism of the practitioners: 98% in 2007 to almost 100% in both 2006 and 2005
- feeling more informed about sexual health post-visit: 91% in 2007 to 94% in both 2006 and 2005
- confidentiality of information: in 2007, 91% of respondents believe that medical information collected at MSHC will be kept confidential compared to 94% in 2006 and 98% in 2005
- opportunity to ask questions: 99% in 2007 and 2005, and 98% in 2006
- a personal sense of control over what happens during the visit: 88% in 2007 compared to 96% in both 2006 and 2005
- experience of using the pharmacy: positive feedback was recorded from 100% in both 2007 and 2005, compared to 96% of the users in 2006

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
The practitioner made me feel comfortable to discuss sexual health matters			
Strongly Agree	106 (55%)	128 (66%)	135 (69%)
Agree	83 (43%)	61 (32%)	57 (29%)
Not sure	2 (1%)	1 (1%)	1 (1%)
Disagree	0	2 (1%)	2 (1%)
Strongly disagree	2 (1%)	1 (1%)	0
<i>Missing</i>	9	7	6
I understood the procedures that were carried out today			
Strongly Agree	97 (50%)	112 (58%)	126 (65%)
Agree	93 (48%)	79 (41%)	68 (35%)
Not sure	3 (2%)	1 (1%)	1 (1%)
Disagree	0	0	0
Strongly disagree	0	0	0
<i>Missing</i>	9	8	6
I did have the opportunity to ask questions			
Strongly Agree	109 (57%)	126 (66%)	130 (67%)
Agree	80 (42%)	62 (32%)	62 (32%)
Not sure	2 (1%)	1 (1%)	0
Disagree	0	2 (1%)	2 (1%)
Strongly Disagree	2 (1%)	1 (1%)	0
<i>Missing</i>	9	8	7
The practitioner treated me in a professional manner			
Strongly Agree	121 (62%)	143 (75%)	147 (76%)
Agree	70 (36%)	48 (25%)	46 (24%)
Not sure	1 (1%)	0	0
Disagree	0	1 (1%)	1 (1%)
Strongly Disagree	1 (1%)	0	0
<i>Missing</i>	9	8	7
I believe that medical information collected by MSHC will be kept confidential			
Strongly Agree	104 (53%)	116 (61%)	125 (65%)
Agree	74 (38%)	63 (33%)	64 (33%)
Not sure	16 (8%)	11 (6%)	4 (2%)
Disagree	1 (1%)	0	0
Strongly Disagree	0	1	0
<i>Missing</i>	7	9	7

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
I felt in control over what happened to me today			
Strongly Agree	90 (45%)	107 (56%)	113 (58%)
Agree	87 (43%)	76 (38%)	74 (38%)
Not sure	11 (5%)	7 (4%)	6 (3%)
Disagree	5 (3%)	1 (1%)	0
Strongly Disagree	1 (1%)	1 (1%)	1 (1%)
Missing	8	8	7
I feel more informed about my sexual health after visiting MSHC today			
Strongly Agree	84 (44%)	103 (55%)	103 (53%)
Agree	90 (47%)	74 (39%)	79 (41%)
Not sure	14 (7%)	7 (4%)	8 (4%)
Disagree	5 (3%)	3 (2%)	4 (2%)
Strongly disagree	0	2 (1%)	0
Missing	9	11	7
Describe your experience of using the Pharmacy			
Very good	61 (66%)	69 (64%)	67 (67%)
Good	31 (34%)	34 (32%)	33 (33%)
Not sure	1 (1%)	4 (2%)	0
Poor	0	1 (1%)	0
Very poor	0	0	0
I did not use the Pharmacy	100 (52%)	81 (41%)	91 (48%)
Missing	10	11	9

INTRODUCING ELECTRONIC REGISTRATION AND CLIENT RECORDS

MSHC is introducing computerized registration and questionnaires to obtain part of clients' medical histories that will include name and contact details, general health, lifestyle and sexual behaviour. This information will be obtained in a private and secure manner, and will allow more time to discuss health issues raised during consultations. Clients were asked how they felt about providing such details electronically.

The majority of clients were in agreement about providing registration, general health, and sexual behaviour details (74%, 70%, and 61% respectively). Clients were asked to provide comments and these were largely around privacy and security concerns and apprehension with using computers. Some felt that it would make processes quicker and easier. In relation to providing sexual health behaviour details, some clients said that they preferred to discuss these details face-to-face while others suggested it would be easier especially for shy people.

VARIABLE	2007 Number (%)	2006 Number (%)
I am prepared to use a computer to provide my registration details		
Strongly Agree	44 (24%)	N/A
Agree	92 (50%)	N/A
Not sure	35 (19%)	N/A
Disagree	7 (4%)	N/A
Strongly disagree	8 (4%)	N/A
<i>Missing</i>	16	
I would be prepared to use a computer to provide general details of my health		
Strongly Agree	34 (18%)	N/A
Agree	100 (52%)	N/A
Not sure	39 (20%)	N/A
Disagree	13 (7%)	N/A
Strongly disagree	7 (4%)	N/A
<i>Missing</i>	9	
I would be prepared to use a computer to provide details of my lifestyle and sexual behaviour in a private and secure manner before my consultation		
Strongly Agree	33 (17%)	N/A
Agree	84 (44%)	N/A
Not sure	45 (23%)	N/A
Disagree	24 (12%)	N/A
Strongly disagree	7 (4%)	N/A
<i>Missing</i>	9	

INTRODUCING ELECTRONIC REGISTRATION AND CLIENT RECORDS (cont)

The clients were also asked for their views on the use of electronic medical records to record their histories by doctors and nurses during their consultation. Although the majority of clients (55%) thought that using electronic records was not less personal than using a paper record, a fair proportion were unsure 18%, and 29% thought that it would be less personal. The comments received were mixed, where some clients felt clinicians would be distracted and there would be less eye contact, whereas others thought it would improve consultations and is part of the natural progression to computerization.

Similarly, the majority of clients would reveal their personal details about their medical history (63%), while a fair proportion were unsure (19%) and 34% recorded that they would be less inclined to reveal their personal details. The comments received were concerns for confidentiality and security, whereas some felt the process would become more efficient.

VARIABLE	2007 Number (%)	2006 Number (%)
If a doctor or nurse was using an electronic record during my consultation I would feel that the consultation was less personal than if a paper record was used		
Strongly Agree	21 (11%)	N/A
Agree	34 (18%)	N/A
Not sure	35 (18%)	N/A
Disagree	72 (38%)	N/A
Strongly disagree	30 (16%)	N/A
<i>Missing</i>	<i>10</i>	
If a doctor or nurse was using an electronic record during my consultation I would be less inclined to reveal personal details about my medical history		
Strongly Agree	11 (6%)	N/A
Agree	23 (12%)	N/A
Not sure	37 (19%)	N/A
Disagree	83 (44%)	N/A
Strongly disagree	37 (19%)	N/A
<i>Missing</i>	<i>11</i>	

OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the service provided at MSHC. A consistently high positive rating of 98% satisfaction was recorded again. In 2006 98% were satisfied, in 2005, 97% and 99% in 2004.

Interestingly, all four respondents who said they were unsure or dissatisfied with the service were female clients. Both clients who were unsure said they would attend again, and the client who was very dissatisfied said she was also unsure if she would attend again. The dissatisfied client said she would not use the clinic again. The comments provided by this individual indicate why they had such a negative experience. These included results taking too long and being inconclusive, not sure if she liked the no appointment system, did not feel more informed after her visit and felt she did not have control over what happened at her visit. The three clients who were unsure about attending again indicated that they did not feel more informed after their visit; felt that they did not have control over what happened, were not comfortable and were not able to ask questions during their consultation.

VARIABLE	2007 Number (%)	2006 Number (%)	2005 Number (%)
Overall, I am satisfied with the services at MSHC			
Very satisfied	125 (65%)	141 (76%)	145 (73%)
Satisfied	63 (33%)	40 (22%)	47 (24%)
Unsure	2 (1%)	4 (2%)	3 (2%)
Dissatisfied	1 (1%)	1 (1%)	1 (1%)
Very dissatisfied	1 (1%)	0	2 (1%)
<i>Missing</i>	<i>10</i>	<i>14</i>	<i>3</i>
If the need arose, I would attend MSHC again			
Yes	188 (98%)	187 (98%)	195 (97%)
No	1 (1%)	0	1 (1%)
Not sure	3 (2%)	2 (1%)	2 (1%)
<i>Missing</i>	<i>11</i>	<i>13</i>	<i>3</i>

Clients were asked what they like best and least about MSHC. The results are summarised in categories below and compared with 2006 and 2005. Overall, the majority of respondents rated staff and feeling comfortable best, followed by efficiency and the service provided and then accessibility.

VARIABLE	2007	2006	2005
A summary of what clients like BEST about the Centre (based on top 3)			
Staff and comfort	119	195	187
Efficiency and service	72	62	63
Easy access/free	49	51	35
Facilities and information	38	45	50
Confidentiality	21	29	21
Location	14	10	19

In 2007, once again waiting times was what clients liked least about the Centre followed by the opening hours and the facilities.

VARIABLE	2007	2006	2005
A summary of what clients like <u>LEAST</u> about the Centre (based on top 3)			
Waiting times/no appointments	46	35	46
Opening hours	17	8	10
Facilities	13	24	28
Embarrassment/stigma of attending	6	19	7
Location	3	7	15
Staff	5	9	13

COMMENTS AND SUGGESTIONS

The aim of the client satisfaction survey is to measure their satisfaction with the services provided at MSHC and to identify areas for improvement. The results indicate overwhelmingly that clients remain satisfied with the staff and the way that the centre operates. Areas of dissatisfaction which staff at MSHC have the ability to affect are:

- waiting times
- waiting room facilities
- staff attitude

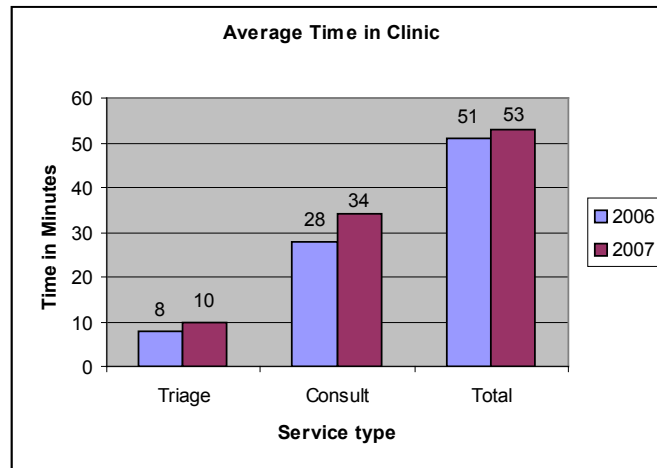
Waiting times

While the Centre recognises that some clients may experience lengthy waiting times, providing a Centre that operates to maximise access to clients with acute symptoms or urgent needs has greater benefits to public health, in particular to transmission rates of sexually transmitted infections (STIs).

While waiting times continue to be an issue of dissatisfaction among clients, cross-tabulation of results showed that of 46 respondents who listed waiting times as what they liked least about MSHC, only 13 disagreed/ strongly disagreed that they waited a "reasonable time" to see a practitioner. Many who indicated that waiting was a problem also expressed some understanding and acceptance towards this issue. Additionally, 13 of these 46 respondents reported that one of the things they liked best about MSHC was that the service was either "fast" or efficient.

The waiting time statistics for 2007 were similar to 2006 (Figure 3). The average waiting time to see a triage nurse was 10 minutes and 90% of clients were seen in eight minutes. During the week of the survey, 90% of clients were seen by the triage nurse within seven minutes of arrival, and the maximum wait was 59 minutes. On average in 2007, clients were seen by a practitioner within 34 minutes of arrival and 90% of clients were seen within an hour. The average time spent in the clinic was 53 minutes and 90% of clients completed their visit in one hour and 40 minutes. During the survey week, on average clients were seen by a clinician within 29 minutes, and 90% were seen within 25 minutes. Staff have continued to do their best to ensure that clients are not kept waiting longer than is reasonable.

Figure 3:



Waiting room facilities

Comments about the waiting area included the décor, that the size needs to be larger, men and women together, seats facing other people (also a source of embarrassment) and would like TV, tea and coffee were singular comments.

Another area where improvements could be considered is the use of the multimedia screens by increasing the volume of material and incorporating some different health related topics to encourage interest. A high proportion of clients were not sure if they were useful (46%), and a further 10% disagreed/strongly disagreed. There were very few comments or suggestions pertaining to improving the content of the screens.

Staff attitude

All staff are once again to be highly commended for their continued professionalism and attitudes including their compassion and understanding towards clients – some of whom can be rather challenging. The general results of the survey continue to show that the majority of clients feel that attitudes of staff is welcoming and positive, and directly relates to their comfort levels in using the service.

As expected, the survey did contain some negative comments about staff attitude. While these comments are in the minority they serve as a reminder that clients do notice and are affected by our attitudes and provide us with an opportunity to reflect on ourselves.



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