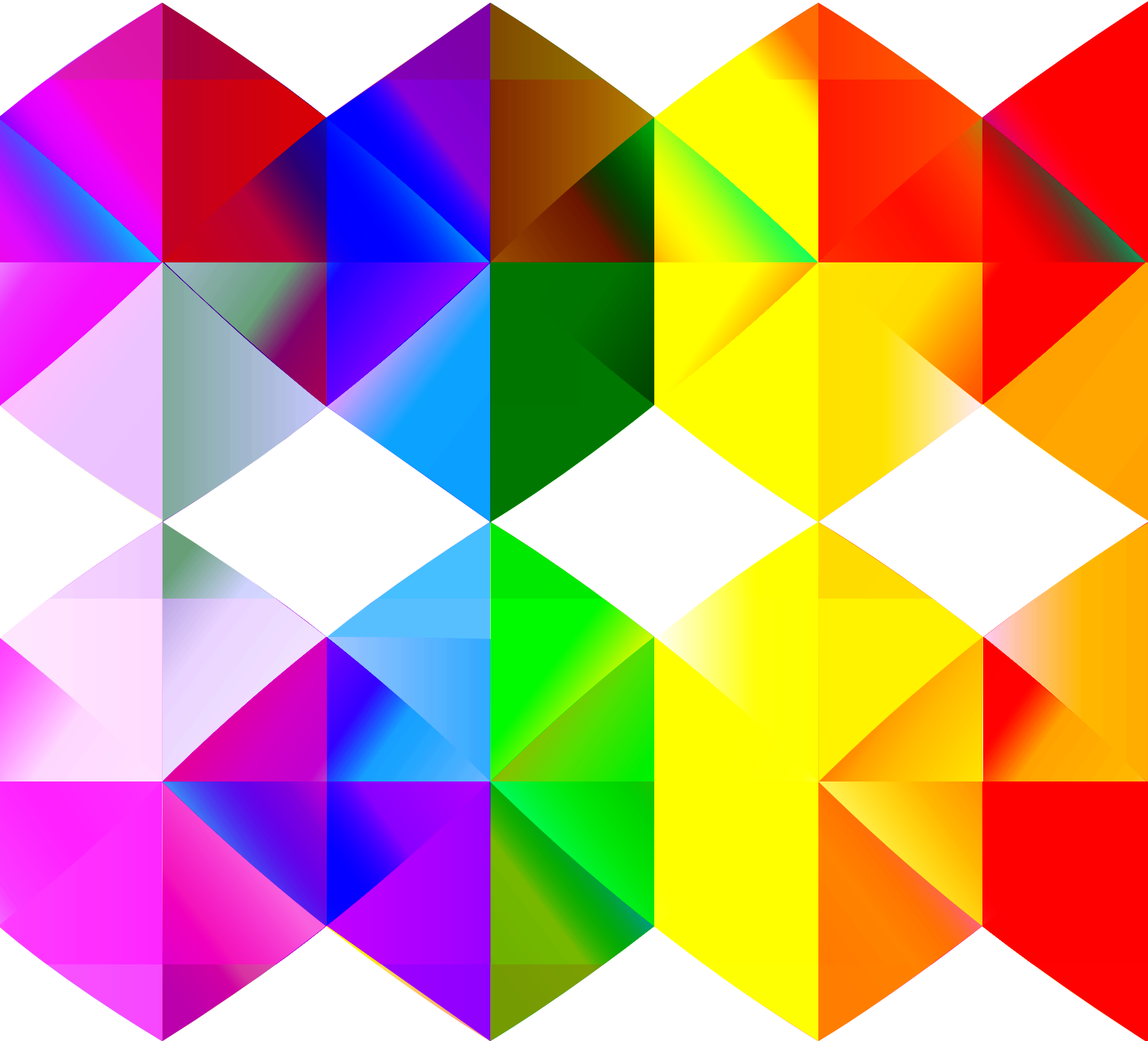




MSHC

MELBOURNE SEXUAL HEALTH CENTRE

Part of AlfredHealth



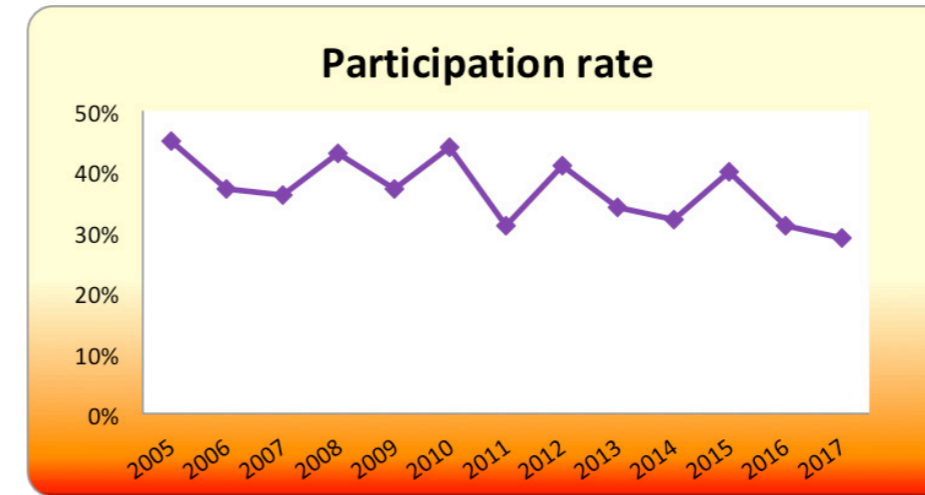
CLIENT SATISFACTION SURVEY 2017

MELBOURNE SEXUAL HEALTH CENTRE CLIENT SATISFACTION SURVEY 2017

SUMMARY

The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2017 was conducted from 13 – 17 November 2017 (inclusive). The survey was offered to clients in triage. All practitioners consulting with clients by appointment in the main clinic were asked to offer the questionnaire to clients at the end of their service. Of the 859 clients who received a service during that week, 252 elected to complete the questionnaire and 28 submitted partially completed surveys (10%). This represents a response rate of 29%. The proportion of clients participating in the annual survey has varied from 29% – 45% since 2005 as shown in *Figure 1*

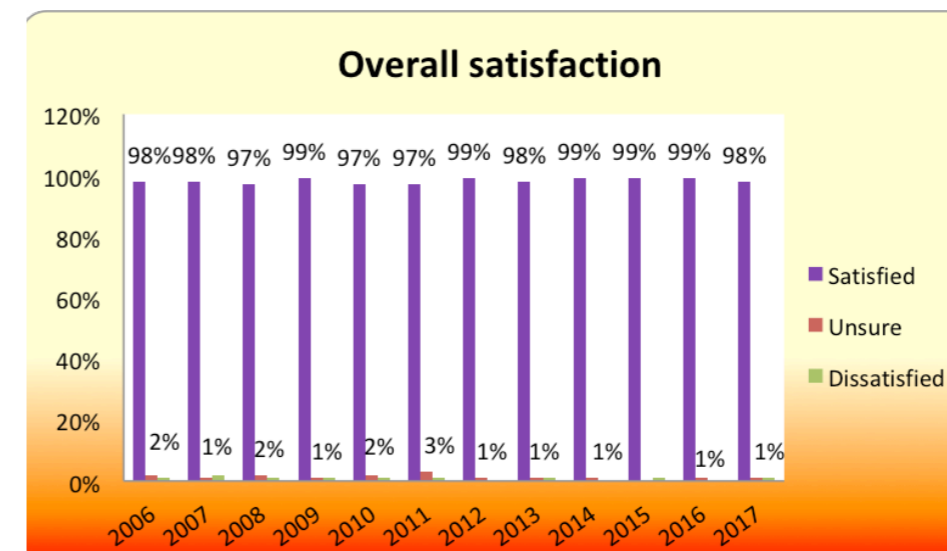
Figure 1



Clients were asked to rate their level of agreement with various statements about their visit to MSHC.

Melbourne Sexual Health Centre scored a 98% overall satisfaction rating. The satisfaction level has remained consistent for a number of years (*Figure 2*).

Figure 2



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 2016 and 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 similar, although more males responded to the survey compared to female responders.

GENDER	Clinic Population (2017)	Clinic Population (survey week)	Sample Population
Male	15,150 (65%)	587 (67%)	199 (71%)
Female	8,126 (35%)	287 (33%)	78 (28%)
Transgender	161 (<1%)	2 (<1%)	3 (1%)
TOTAL	23,437	876	280
AGE	Clinic Population (2017)	Clinic Population (survey week)	Sample Population
Under 20	680 (3%)	21 (2%)	8 (3%)
20 – 29	12,536 (54%)	454 (52%)	144 (51%)
30 – 39	6,460 (28%)	252 (29%)	76 (27%)
40 – 49	2,244 (10%)	95 (11%)	34 (12%)
50 – 59	1,021 (4%)	42 (5%)	13 (5%)
Over 60	492 (2%)	12 (1%)	5 (2%)

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.

Clients were asked the gender of their partners. Of these 56% of male clients indicated that they only had male partners, 30% had female partners and 4% had both male and female partners, while 17% had no partners. Among the female clients, 69% said they had male partners only, 3% had female partners, 13% had both and 5% had no partners.

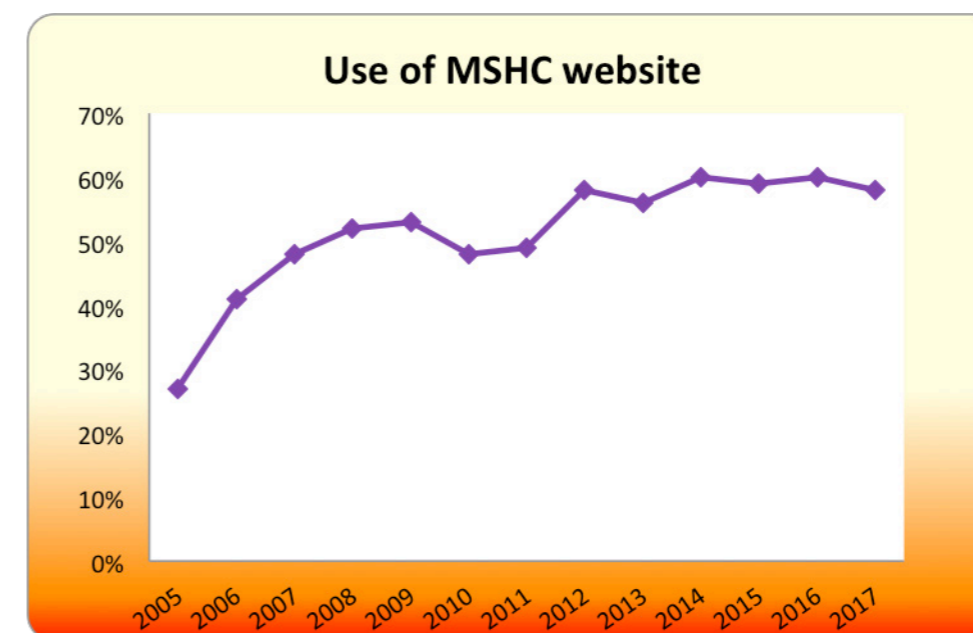
PARTNER GENDER	Male partners	Female partners	Male and female partners	Male, Female, Transgender	No partners
Male	110 (56%)	59 (30%)	8 (4%)	4 (1%)	17 (11%)
Female	54 (69%)	2 (3%)	10 (13%)	3 (3%)	9 (5%)
Transgender	1	0	0	0	0
Other	0	0	0	2	0
TOTAL	165 (59%)	61 (22%)	18 (7%)	9 (3%)	26 (9%)
Missing	1				

USE OF MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked general questions about the use of MSHC website and services. The MSHC website was redeveloped and launched in November 2007 and usage steadily increased. In 2015, a new website was developed and launched.

The MSHC website was used by 58% of respondents in 2017. Since 2005 usage has ranged from 27% to 60% in 2016 (Figure 3).

Figure 3:



Improving communications with clients looking for information about our opening hours and notifying clients in advance of the busy times in the clinic, we asked clients how often they use the website or telephone the Centre prior to their visit. The majority (47%) looked at the website prior to their visit and 26% looked a day or 2 before, 16% on the same day and 13% more than 3 days before their visit. A further 16% did not look at the website because they know the hours of operation. Interestingly, a few mentioned they had used Google maps which has opening times of the Centre listed.

The majority of clients do not call the Centre prior to their visit (70%); 11% know the hours of operation while 19% do call prior to their visit. Of the clients who call prior to their visit 8% call on the same day; a further 8% call a day or 2 before; 5% call more than 3 days before; 3% were not sure of the time while 76% do not call prior to their visit

VARIABLE	2017 No. (%)	2005 -2016 Range %
Have you used the MSHC website?		
Yes	160 (58%)	27 - 60%
No	94 (34%)	32 - 56%
Did not know about the website	24 (9%)	5 - 17%
Missing	0	

Do you look at the website prior to your visit to MSHC?		
Yes	132 (47%)	-
No	76 (27%)	-
Did not know about the website	26 (9%)	-
Know the hours; do not look at website	46 (16%)	-
Missing	0	-
When do you look at the website in relation to your visit?		
On the same day	46 (16%)	-
A day or 2 before my visit	74 (26%)	-
More than 3 days before my visit	37 (13%)	-
Not sure	8 (3%)	-
Did not use website prior to my visit	112 (40%)	-
Missing	3	-
Do you telephone MSHC prior to your visit?		
Yes	52 (19%)	-
No	197 (70%)	-
Know the hours; do not call the Centre	31 (11%)	-
Missing	3	-
When do you telephone MSHC in relation to your visit		
On the same day	22 (8%)	-
A day or 2 before my visit	21 (8%)	-
More than 3 days before my visit	15 (5%)	-
Not sure	9 (3%)	-
Did not call the Centre prior to my visit	210 (76%)	-
Missing	3	-

Overall, in 2016, the majority of visits were more than once in the last year (54%), followed by first visits (27%). Visits from 2005 to 2016 were similar, except that in 2005 and 2006, the majority of visits were from first time visitors (35%) followed by more than once in the past year (31% and 29%).

How often have you visited MSHC?		
First visit	73 (27%)	28 - 37%
More than once in the last year	148 (54%)	29 - 47%
More than once in the last five years	33 (12%)	11 - 17%
Monthly	9 (3%)	3 - 18%
Other	10 (4%)	2 - 6%
Missing	7	

Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up or tests (75%) followed by concerns about symptoms (26%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

Clients were asked if they agreed to the importance of providing access to those with acute symptoms who need to be seen urgently rather than provide appointments. The majority of clients (84%) remain in agreement that it is important for the Centre to maximise access to clients with acute symptoms or urgent needs by providing a system of 'walk-in' rather than providing appointments.

VARIABLE	2017 No. (%)	Range % 2005 - 2016
Reason for attending MSHC (allowed multiple reasons)		
Check-up/ tests	205 (75%)	53 - 78%
Concerned about symptoms	72 (26%)	32 - 37%
Test results	27 (10%)	6 - 24%
Treatment	48 (18%)	16 - 20%
Vaccinations	21 (8%)	2 - 9%
*SH information/advice	26 (10%)	6 - 13%
Contact with partner with STI	19 (7%)	4 - 7%
Counselling	5 (2%)	1 - 5%
Other	1 (<1%)	1 - 5%
Agreement level of walk-in access rather than provide appointments		
Strongly agree	123 (46%)	39 - 46%
Agree	101 (38%)	39 - 50%
Not sure	32 (12%)	9 - 13%
Disagree	7 (3%)	2 - 6%
Strongly disagree	5 (2%)	1 - 4%
Missing	12	

* SH = sexual health

TELEPHONE CONTACT

Clients were asked their reason(s) for making telephone contact with MSHC.

VARIABLE	2017 No. (%)	2005 - 2016 Range %
Reason for telephone inquiry (allowed multiple responses)		
Service information	67 (25%)	20 - 41%
SH information	21 (8%)	9 - 32%
Results	51 (19%)	15 - 43%
No telephone contact	152 (54%)	33 - 52%
Missing	12	

USE OF GENERAL PRACTITIONER

Clients were asked to indicate the reason they came to MSHC for care rather than to their general practitioner (GP). The majority were not comfortable with discussing 'these issues' with their GP (43%); 28% were for other reasons; 15% were not covered by Medicare; 9% could not afford their GP and 6% were not comfortable and could not afford their GP. Reasons provided for other included: prefer MSHC because of: specialist sexual health care; the free service; no appointments are necessary; GP referral; more convenient than their GP; confidentiality or they do not have a GP.

VARIABLE	2017 No. (%)	2010 -2016 No. (%)
Could you indicate why you have come to MSHC for your care rather than to your GP?		
I am not comfortable with my GP	113 (43%)	41 - 45%
Other	75 (28%)	29 - 31%
I am not covered by Medicare	39 (15%)	10 - 20%
I can't afford my GP	24 (9%)	8 - 12%
Can't afford GP and not comfortable	15 (6%)	2 - 5%
Missing	14	

USE OF BULK BILLING FOR CONSULTATIONS

Clients were asked how they felt about providing their Medicare cards for bulk billing of the services. The majority (69%) would be willing to use their Medicare card; a further 6% would be somewhat willing to use the card; 3% would not be willing and 22% did not have a Medicare card.

VARIABLE	2017 No. (%)	2010 -2015 No. (%)
Are you willing to use your Medicare card for bulk billed consults?		
I have no Medicare card	58 (22%)	41 - 45%
Willing to use my Medicare card	185 (69%)	29 - 59%
Somewhat willing to use my card	17 (6%)	10 - 20%
Not willing to use my card	8 (3%)	8 - 12%
Other	2 (1%)	2 - 5%
Missing	10	

Some comments about bulk billing

"If it made for more efficient wait times I'd perhaps use this service"

"As long as you provide me with free medicine, I would be willing to use my Medicare card"

"I am a sexworker and require my privacy – I do not want it on my records. Is that guaranteed?"

"Would be happy to pay extra"

ARRIVING AT THE CENTRE

The majority of respondents (97%) used their real name for registration.

VARIABLE	2017 No. (%)	2005 – 2016 Range %
Did you use your real name when you registered?		
Yes	266 (97%)	90 - 95%
No	5 (2%)	4 - 8%
Prefer not to say	2 (1%)	0 - 4%
Missing	7	

FACILITIES IN THE WAITING ROOM

The clinic has installed a display screen for walk-in clients indicating the position in the queue of clients waiting to be seen by the triage nurse (TN), clinicians and express services like results or vaccinations. The last 4 digits of client numbers are displayed and first listed in the Triage column. Following triage, the 4 digit number is moved to Pathway 1 column for the clinician queue and Pathway 2 column for express services. Clients with appointments are not included. Clients were asked for their views on the display screens.

The majority of clients (59%) indicated that the screen was helpful in informing where they were in the queue; 10% were not sure and 8% disagreed or strongly disagreed; 23% did not see the screens.

Of the responders, 59% agreed/strongly agreed that the screens provided an idea of their waiting time, while 10% were unsure and 8% disagreed/strongly disagreed. Of 136 clients who had attended MSHC before the screen was installed, 31% indicated that the screen had improved their experience of waiting; 43% indicated no change and 2 clients indicated that their experience was worse but did not provide any comments about their experience of the screen.

VARIABLE	2017 No. (%)	2016 No. (%)
I found the screen helpful in informing me where I was in the queue		
Strongly Agree	80 (29%)	85 (34%)
Agree	83 (30%)	79 (31%)
Not sure	26 (10%)	19 (8%)
Disagree	16 (6%)	8 (3%)
Strongly Disagree	6 (2%)	1 (<1%)
Did not see the screen	62 (23%)	60 (24%)
Missing	7	5
The screen provided me with an idea of the waiting time for me		
Strongly Agree	53 (20%)	56 (22%)
Agree	85 (32%)	83 (33%)
Not sure	40 (15%)	37 (15%)
Disagree	21 (8%)	13 (5%)
Strongly Disagree	9 (3%)	3 (1%)

Did not see the screen	61 (23%)	59 (24%)
Missing	11	5
If you have been to MSHC before, has the screen changed your experience of waiting?		
Improved	78 (31%)	75 (40%)
No change	110 (43%)	60 (32%)
Worse	2 (<1%)	1 (<1%)
Have not been to MSHC before	66 (26%)	53 (28%)
Missing	24	68

Some comments/suggestions about the display screens and improving communication about waiting time:

- "I was not aware of the screen; only aware because of this survey; text is too small and not visible from my seat"
- "My number went off the screen and needed to wait a further 30m"
- "You guys rock, thanks for the ease"
- "I don't understand how they give you an idea of waiting time. It is not clear"
- "The screen only gave me a sense of where I was in the queue however I had no idea of how long my waiting time was. If possible could an estimated waiting time be added?"
- "A live update of how busy you are via the web?"
- "My eyesight is lousy and I was too far away. More screens and larger screens"
- "Screen is slow to update"
- "Just saw it by accident would have been helpful if informed about it"
- "Some explanation of what each pathway/triage means"
- "I wasn't exactly sure how queues work - seemed others coming later were seen first"

Use of free WI-FI and MSHC recommended videos

The Centre has free WI-FI available. Clients were asked about their use of the free WI-FI and if they watched any of the recommended videos on the website.

Of the clients who used the WI-FI 22% found it helpful; 29% did not use it and 28% did not know about the free WI-FI. A further 22% used their own mobile internet.

The Centre has free WI-FI. Which of the following describes how you use the service?	
Free WI-FI was helpful	58 (22%)
Did not use the free WI-FI	77 (29%)
Did not know about the free WI-FI	75 (28%)
Used my own mobile internet	58 (22%)
Other	2 (1%)
Missing	10

The majority of clients (85%) did not watch any videos. The categories that had the most users were LGBTIQ and HIV prevention/stigma/testing videos. Clients could select more than one category.

Of the 23 clients who had watched any of the videos 20 (87%) agreed or strongly agreed that the videos were useful.

If you used the free WI-FI, did you watch any of the videos in any of the listed categories? (allowed multiple responses)	
Contraception	3 (1%)
LGBTIQ	10 (4%)
Sexuality	5 (2%)
HIV prevention/stigma/testing	12 (5%)
Partner notification	5 (2%)
General STIs	8 (3%)
Youth culture	2 (1%)
Other	1 (<1%)
Did not watch any videos	242 (86%)
Missing	38
The sexual health videos on the MSHC WI-FI were useful	
Strongly Agree	9 (3%)
Agree	11 (4%)
Not sure	2 (1%)
Disagree	0 (0%)
Strongly Disagree	1 (<1%)
Did not see any videos	239 (91%)
Missing	18

Some comments about the WI-FI

- "I tried to sign in but it did not work"
- "It would not let me connect"
- "Did not know and used my own mobile internet"
- "Put up extra "free WI-F signs"
- "Charging stations if possible"

Some comments about the waiting room

Most of the comments received about the waiting room were that the waiting room facilities are adequate. A few comments were received about the crowded and cramped waiting room, orientation and closeness of the chairs and requests for more seating and a larger waiting area. There were the usual requests for snack, tea and coffee machines, better music and magazines.

SERVICES RECEIVED AT THE CENTRE

On the whole positive results were received in regard to waiting times to see the triage nurse and a practitioner for the main consultation. In 2017, 87% of respondents agreed to some degree that waiting time to see a triage nurse was reasonable. Since 2007 waiting times to see a triage nurse has ranged

from 83% to 92% in 2016. In addition, 82% in 2017 agreed that the waiting time to see a practitioner was reasonable. Since 2005 waiting times to see a practitioner ranged from 75% - 82% in 2016.

Clients were asked a series of questions relating to the services they received at Melbourne Sexual Health Centre. The majority saw a doctor (49%) for the main consultation and 33% were seen by a nurse.

VARIABLE	2017 No. (%)	2005 – 2016 Range %
The time I waited to see the triage nurse was reasonable		
Strongly Agree	123 (46%)	29 - 48%
Agree	112 (42%)	42 - 65%
Not sure	11 (4%)	2 - 7%
Disagree	4 (2%)	2 - 8%
Strongly Disagree	1 (<1%)	0 - 1%
Did not see the triage nurse	18 (7%)	
Missing	9	
The time I waited to see a practitioner was reasonable		
Strongly Agree	89 (35%)	20 - 34%
Agree	121 (47%)	46 - 59%
Not sure	32 (13%)	6 - 18%
Disagree	13 (5%)	6 - 12%
Strongly Disagree	2 (1%)	0 - 4%
Missing	23	
For my main consultation I saw a:		
Doctor	127 (49%)	48 - 67%
Nurse	86 (33%)	23 - 41%
Counsellor	1 (<1%)	1 - 5%
Doctor and nurse	14 (5%)	1 - 5%
Not sure	31 (12%)	3 - 12%
Missing	21	

The following results have also remained consistent since 2005. Respondents agreed or strongly agreed to questions relating to:

- comfort level in discussing personal matters: 98%; Range 2005 – 2016: 96 - 99%
- understanding procedures which were carried out: 98%; Range 2005 - 2016: 98 - 100%
- opportunity to ask questions: 95%; Range 2005 - 2016: 95 - 99%

VARIABLE	2016 Number (%)	2005 – 2017 Range %
The practitioner made me feel comfortable to discuss sexual health matters		
Strongly Agree	177 (68%)	55 - 72%
Agree	77 (30%)	27 - 43%
Not sure	4 (2%)	0 - 3%
Disagree	1 (<1%)	0 - 1%
Strongly disagree	0 (0%)	0 - 1%
Missing	21	
I understood the procedures that were carried out today		
Strongly Agree	177 (68%)	48 - 67%
Agree	75 (29%)	32 - 50%
Not sure	6 (2%)	0 - 2%
Disagree	0 (0%)	0 - 1%
Strongly disagree	0 (0%)	0 - 1%
Missing	22	
I did have the opportunity to ask questions		
Strongly Agree	181 (70%)	56 - 67%
Agree	65 (25%)	29 - 42%
Not sure	5 (2%)	0 - 3%
Disagree	6 (2%)	0 - 3%
Strongly Disagree	1 (<1%)	0 - 2%
Missing	22	

Clients were asked how uncomfortable or distressing their visit to the Centre and completing the survey was today.

The majority (73%) were not uncomfortable or distressed by their visit today; 22% were slightly uncomfortable or distressed, while 3% were considerably or highly uncomfortable or distressed.

The majority (86%) were not uncomfortable or distressed by filling in the survey; 10% were slightly uncomfortable or distressed, while 3% were not sure and less than 1% were considerably uncomfortable or distressed.

How uncomfortable or distressing was your visit to the Centre today?	
Not at all	187 (73%)
Slightly	57 (22%)
Not sure	5 (2%)
Considerable	8 (3%)
Highly	1(<1%)
Missing	22
How uncomfortable or distressing was completing this questionnaire?	
Not at all	224 (86%)
Slightly	27 (10%)
Not sure	7 (3%)
Considerable	2 (1%)
Highly	0 (0%)
Missing	20

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 and has been recorded since 2004 (97 – 99%) (Figure 2)

Of 260 respondents 254 were very satisfied/very satisfied with the service (98%). Three clients were unsure of their satisfaction. One liked least the waiting time and the crowded and awkward waiting area. The second one was not sure about waiting time being reasonable for a practitioner or being comfortable to discuss sexual health matters during the consultation; was unsure about being uncomfortable or distressed for the visit today and answering the survey questions. The third one was not sure about waiting time being reasonable for a practitioner or being comfortable to discuss sexual health matters during the consultation. All 3 would attend again if the need arose. One client who was dissatisfied commented that “the Centre seems to be running at capacity. A larger waiting area and more resources would be an ideal way to improve the waiting room.” Waiting time and waiting for results is what was least liked, and in the past had issues with a staff member who made inappropriate comments about his sexual behavior. The second dissatisfied client liked least the waiting time. Both of these clients would attend again if the need arose.

The one client who was very dissatisfied gave no indication as to why and would attend again if the need arose.

Of 256 responders, 255 indicated they would attend again (99%) while only one was not sure. This client was satisfied with the service and had no comments or reasons to imply that they were unhappy with the service.

VARIABLE	2017 Number (%)	2005 – 2016 Range %
Overall, I am satisfied with the services at MSHC		
Very satisfied	178 (69%)	53 - 76%
Satisfied	76 (29%)	22 - 44%
Unsure	3 (1%)	1 - 3%
Dissatisfied	2 (1%)	0 - 1%
Very dissatisfied	1 (<1%)	0 - 2%
Missing	20	
If the need arose, I would attend MSHC again		
Yes	255 (99%)	97 - 99%
No	0 (0%)	0 - 2%
Not sure	1 (2%)	1 - 2%
Missing	24	

Clients were asked what they like best and least about MSHC. The results are summarized from clients who offered between one and three comments in categories below and compared with 2005 to 2015. Overall, the majority of respondents rated best staff and feeling comfortable and efficiency and the service provided, followed by accessibility.

VARIABLE	2017	2005 - 2016 2005
A summary of what clients like <u>BEST</u> about the Centre (based on top 3)		
Staff and comfort	142	112 - 195
Efficiency and service	140	62 - 149
Easy access/free	62	34 - 95
Facilities and information	39	23 - 60
Confidentiality	23	21 - 50
Location	22	10 - 23

Waiting times was what clients liked least about the Centre followed by the facilities.

VARIABLE	2017	2005 - 2016 2005
A summary of what clients like <u>LEAST</u> about the Centre (based on top 3)		
Waiting times/no appointments	56	35 - 91
Facilities	26	13 - 33
Embarrassment/stigma of attending	6	5 - 19
Opening hours	6	5 - 18
Staff	5	6 - 13
Location	6	3 - 15

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 where staff at MSHC have the ability to affect are:

- **waiting times**
- **waiting room facilities**
- **approach to clients**

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, and in particular to transmission rates of sexually transmitted infections (STIs).

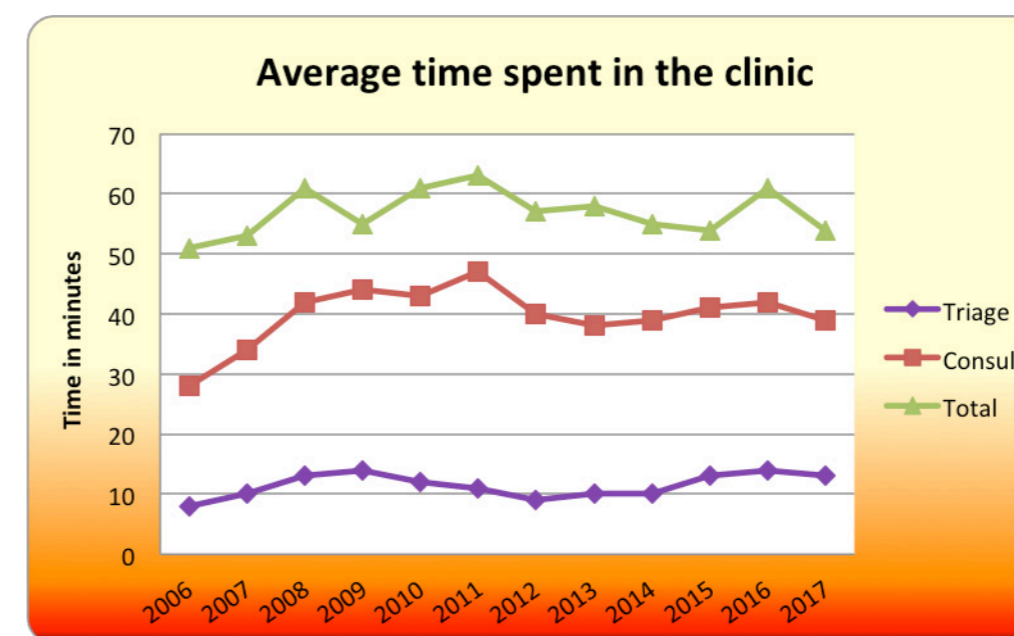
While waiting times continue to be an issue of dissatisfaction among clients, cross-tabulation of results showed that of 53 respondents who listed waiting times as what they liked least about MSHC, 30 agreed/strongly agreed (57%) that they waited a “reasonable time” to see a practitioner, 12 were unsure (23%) and 11 disagreed/strongly disagreed (21%). Of 56 clients who listed waiting time and no appointments as what they liked least about the Centre, 77% agreed or strongly agreed that it was important to provide

access to those who need to be seen urgently rather than provide appointments. Many who indicated that waiting was a problem also expressed some understanding and acceptance towards this issue.

The average waiting time to see a triage nurse was 13 minutes and 90% of clients were seen in 10 minutes in 2017 (Figure 5). During the week of the survey, 90% of clients were seen by the triage nurse within 12 minutes of arrival. On average in 2017, clients were seen by a practitioner within 39 minutes of arrival and 90% of clients were seen within 31 minutes. During the survey week, on average clients were seen by a clinician within 43 minutes, and 90% were seen within 32 minutes.

The average time spent in the clinic in 2017 was 54 minutes and 90% of clients completed their visit within 114 minutes. The waiting time statistics have been slowly increasing since 2006 and this is not surprising given that the total number of services provided has been increasing annually. In 2006 was 23,324 compared to 25,252 in 2007, 27,835 in 2008, 29,196 in 2009, 31,321 in 2010, 33,146 in 2011, 36,970 in 2012, 35,072 in 2013, 35,836 in 2014, 37,859 in 2015, 41,973 in 2016 and 2017 44,959. In 2017 there was a slight reduction in waiting times. The staff continue to do their best to ensure that clients are not kept waiting longer than is reasonable.

Figure 4



Waiting room facilities

Comments received about improving the waiting room were that the waiting area was crowded and cramped, more chairs and a larger area are needed. Suggestions of TV, free WI-FI, snack, tea and coffee machines were singular comments. A few clients commented on the music choice and a few indicated that there was no problem with the waiting room and there was nothing to improve.

Staff and clients

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

Some of the general comments:

- “Thank you. You’ve made this process have no stigma or taboo for me and have helped me time and time again”
- “Very glad a place like this exists”
- “I do like the services here despite the long wait sometimes. I would not mind paying extra on top of Medicare cover if the services of the clinic extended”
- “My nurse was wonderful and her approach is friendly, nonjudgmental caring and very knowledgeable. I asked about PrEP and she gave great advice. Made me feel at ease”
- “We are very lucky to have this service in Melbourne and I have recommended friends to come here. Thank you for what you do here!”
- “Allow people after triage to collect their urine samples before seeing the doctor if at the clinic for testing so you don’t have to wait with a full bladder”
- “Please add ability to book non TAG appointments on the website for existing patients”
- “This is by far my favourite clinic in Melbourne - including our suburb Dandenong. I always feel comfortable cared for and liked”
- “In the UK they do posted out testing, maybe that is something you could do here”
- “I feel very comfortable with the service today and am very impressed with the staff and the service”
- “Great Centre that deserves more funding for longer opening hours”
- “Keep up the good work!!”
- “Sometimes the wait is too long. Once I even had to come back another day for treatment”
- “No need to talk to my GP about embarrassing issues”
- “Feel safe to seek help and ask questions”
- “Free even for foreigners”

