



# MSHC 2011

**CLIENT SATISFACTION SURVEY**





# MELBOURNE SEXUAL HEALTH CENTRE CLIENT SATISFACTION SURVEY 2011

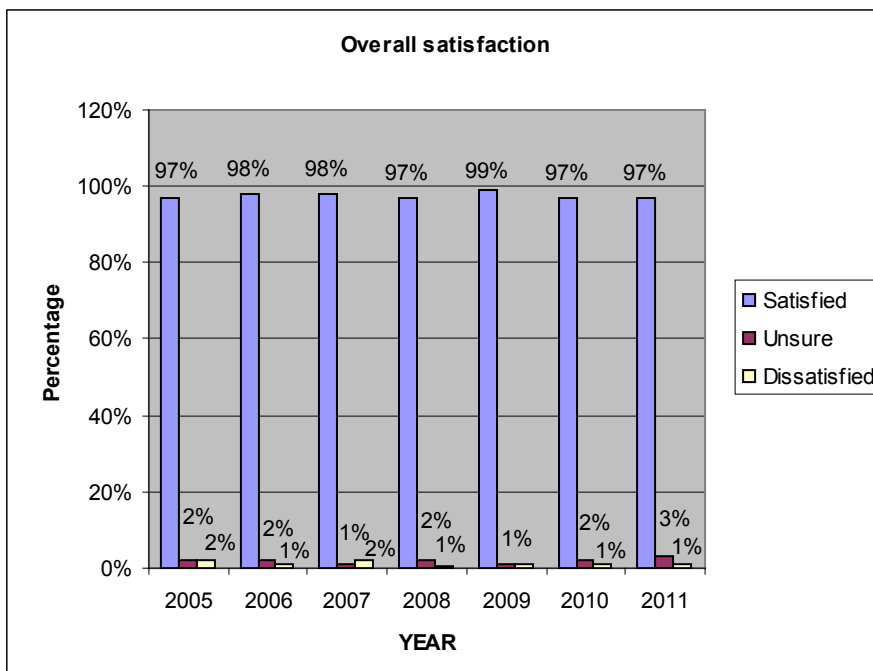
# SUMMARY

The Melbourne Sexual Health Centre (MSHC) Client Satisfaction Survey 2011 was conducted from 07 – 11 November 2011 (inclusive). This year the survey was offered in triage. All practitioners with clients by appointment in the main clinic were asked to offer the questionnaire to clients at the end of their service. Of the 790 clients who received a service during that week, 200 elected to complete the questionnaire. This represents a significantly reduced response rate of 31% compared to 44% in 2010, 43% in 2008, 36% in 2007, 37% in 2006 and 2009, and 45% in 2005. The reduction in respondents this year may be in part due to the change in methodology to promote the survey.

Clients were asked to rate their level of agreement with various statements about their visit to MSHC. Clients rated the professionalism and approachability of staff extremely high. This result is reflected in the comments provided by clients that what clients liked best about the Centre was the staff.

Melbourne Sexual Health Centre scored a 97% overall satisfaction rating, and only one respondent was dissatisfied with the service and was unsure if they would use the service again. There were five who were unsure of their satisfaction, and four would use the Centre again if the need arose. The very dissatisfied respondent who was unsure of using the Centre again was unsure about reception staff making them feel welcome; unsure about waiting time being reasonable to see the triage nurse; unsure about their comfort level and being able to ask questions during the consultation. The satisfaction level 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 2011 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 all similar.

<b>GENDER</b>	<b>Clinic Population (2011)</b>	<b>Clinic Population (survey week)</b>	<b>Sample Population</b>
Male	9,752 (63%)	388 (60%)	124 (62%)
Female	5,774 (37%)	259 (40%)	75 (38%)
Transgender	34 (0.2%)	0	0
<b>TOTAL</b>	<b>15,560</b>	<b>647</b>	<b>199</b>

<b>AGE</b>	<b>Clinic Population (2011)</b>	<b>Clinic Population (survey week)</b>	<b>Sample Population</b>
Under 20	456 (3%)	15 (2%)	4 (2%)
20 – 29	8,073 (52%)	319 (49%)	96 (49%)
30 – 39	4,270 (27%)	195 (30%)	59 (30%)
40 – 49	1,720 (11%)	73 (11%)	24 (12%)
50 – 59	701 (5%)	33 (5%)	11 (6%)
Over 60	345 (2%)	12 (2%)	4 (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 37% of male clients indicated that they only had male partners, 48% had female partners and 9% had both male and female partners, while 6% had no partners. Among the female clients, 72% said they had male partners only, 5% had female partners only, 5% had both and 18% had no partners.

<b>PARTNER GENDER</b>	<b>Male partners</b>	<b>Female partners</b>	<b>Male and female partners</b>	<b>No partners</b>
Male	46 (37%)	60 (48%)	11 (9%)	7 (6%)
Female	53 (72%)	4 (5%)	4 (5%)	13 (18%)
Transgender	0	0	0	0
<b>TOTAL</b>	<b>99 (50%)</b>	<b>64 (32%)</b>	<b>15 (8%)</b>	<b>20 (10%)</b>
<i>Missing</i>		<i>1</i>		

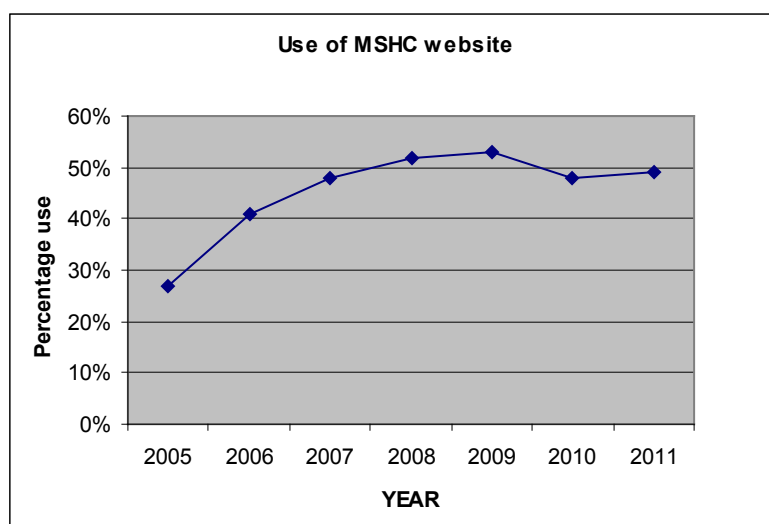
## USE OF MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked general questions about the use of MSHC website and services. The MSHC website was used by 49% of respondents in 2011, compared to 48% in 2010, 53% in 2009, 52% in 2008, 48% in 2007, 41% in 2006 and 27% in 2005 (Figure 2). The MSHC website was redeveloped and launched in November 2007 and usage had steadily increased until 2010 when usage appears to have reached a plateau.

Overall, in 2011, the majority of visits were first visits and more than once in the last year (35%). Visits from 2005 to 2010 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%).

VARIABLE	2011 No. (%)	2005 -2010 Range %
<b>Have you used the MSHC website?</b>		
Yes	98 (49%)	27 - 53%
No	77 (39%)	36 - 56%
Did not know about the website	24 (12%)	11 - 17%
<b>How often have you visited MSHC?</b>		
First visit	70 (35%)	28 - 35%
More than once in the last year	70 (35%)	29 - 43%
More than once in the last five years	19 (10%)	12 - 17%
Monthly	36 (18%)	10 - 17%
Other	4 (2%)	2 - 4%
<i>Missing</i>	<i>1</i>	

**Figure 2:**



Clients were asked for 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 (67%) followed by concerns about symptoms (36%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

The 'Other' category covered the following:

- Colposcopy
- Emergency contraception

The majority of clients (83%) remain in agreement that it is 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.

<b>VARIABLE</b>	<b>2011 No. (%)</b>	<b>Range % 2005 - 2010</b>
<b>Reason for attending MSHC</b>		
Check-up/ tests	134 (67%)	53 - 69%
Concerned about symptoms	71 (36%)	34 - 36%
Test results	28 (14%)	12 - 24%
Treatment	29 (15%)	16 - 20%
Vaccinations	7 (4%)	6 - 9%
*SH information/advice	14 (7%)	6 - 13%
Contact with partner with STI	7 (4%)	4 - 7%
Other	5 (3%)	1 - 5%
Counseling	10 (5%)	1 - 5%
<b><i>Allowed multiple reasons</i></b>		
<b>Agreement level of walk-in access rather than provide appointments</b>		
Strongly agree	64 (33%)	39 - 46%
Agree	99 (50%)	41 - 47%
Not sure	24 (12%)	9 - 13%
Disagree	6 (3%)	2 - 4%
Strongly disagree	4 (2%)	3 - 4%
<i>Missing</i>	<i>3</i>	

\* SH = sexual health

## TELEPHONE CONTACT

Clients were asked to rate their experience of telephone contact with MSHC. The majority of responders who had used the service found the person on the telephone helpful (92%) and 95% 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 previous years from 2005 to 2010.

VARIABLE	2011 No. (%)	2005 – 2010 Range %
<b>Reason for telephone inquiry</b>		
Service information	61 (30%)	29 - 41%
SH information	30 (15%)	13 - 32%
Results	42 (21%)	20 - 43%
No telephone contact	85 (43%)	33 - 43%
<i>Missing</i>	7	
<b>The person on the telephone was helpful</b>		
Strongly agree	43 (38%)	35 - 47%
Agree	61 (54%)	47 - 54%
Not sure	5 (4%)	1 - 7%
Disagree	5 (4%)	3 - 4%
Strongly disagree	0	0 - 3%
<i>Missing/not applicable</i>	93	
<b>I was able to find out the information I wanted</b>		
Strongly agree	44 (38%)	37 - 47%
Agree	66 (57%)	50 - 55%
Not sure	3 (3%)	1 - 6%
Disagree	2 (2%)	1 - 3%
Strongly disagree	0	0 - 2%
<i>Missing/not applicable</i>	92	
<i>"Not applicable" indicates no telephone contact with MSHC</i>		
<i>"Missing" indicates declined to answer the question</i>		

## OPTIONS FOR TELEPHONE RESULTS AND USE OF GENERAL PRACTITIONER

Clients were asked to indicate their preference for receiving results from the Centre. The majority (62%) indicated that MSHC call them in 7 days; 17% preferred to call us; 13% preferred to collect results in person and 8% were unsure. A few comments were received including options of having all results sent by email or SMS, or a secure web account log in while others said their preference was to have all results available by phone including HIV and negative results. In contrast, some preferred 'in person' because of fear of receiving bad news over the phone and others having the option to discuss their results and concerns.

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 (45%); 29% were for other reasons; 12% were not covered by Medicare; 11% could not afford their GP and 3% 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 necessary; GP referral; confidentiality or they do not have a GP.

VARIABLE	2011 No. (%)	2010 No. (%)
<b>How would you prefer receiving your results from us?</b>		
We call you in 7 days	121 (62%)	166 (65%)
You call us	34 (17%)	49 (19%)
In person	26 (13%)	31 (12%)
Not sure	15 (8%)	10 (4%)
<i>Missing/not applicable</i>	4	17
<b>Could you indicate why you have come to MSHC for your care rather than to your GP?</b>		
I am not comfortable with my GP	87 (45%)	113 (45%)
Other	56 (29%)	75 (30%)
I am not covered by Medicare	23 (12%)	36 (14%)
I can't afford my GP	22 (11%)	24 (10%)
Can't afford GP and not comfortable	5 (3%)	5 (2%)
<i>Missing</i>	7	20

## 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 (89%); 3% indicated that they did not feel welcomed by the reception staff, and 9% were not sure.

The majority of respondents (88%) used their real name for registration and 69% preferred to be called from the waiting room by their first name and date of birth followed by 20% preferring to be called by their first name only.



<b>VARIABLE</b>	<b>2011 No. (%)</b>	<b>2005 – 2010 Range %</b>
<b>The reception staff made me feel welcome</b>		
Strongly Agree	78 (40%)	33 - 44%
Agree	96 (49%)	47 - 58%
Not sure	18 (9%)	4 - 12%
Disagree	3 (2%)	4 - 5%
Strongly Disagree	2 (1%)	1 - 4%
<i>Missing</i>	3	
<b>Did you use your real name when you registered?</b>		
Yes	176 (88%)	90 - 93%
No	16 (8%)	6 - 8%
Prefer not to say	7 (4%)	2%
<i>Missing</i>	1	
<b>In which way would you prefer to be called from the waiting room? By your: 2008 - 2009</b>		
First name and date of birth	137 (69%)	49 - 66%
First name only	39 (20%)	24 - 37%
Clinic number	13 (7%)	8 - 20%
Full name	5 (2%)	1 - 3%
Surname only	5 (2%)	1%
<i>Missing</i>	1	
<i>"Missing" indicates that the person declined to answer the question</i>		

The majority of respondents (62%) 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
- Chlamydia
- Genital herpes
- HIV Antibody tests
- Genital warts
- Bacterial vaginosis
- Syphilis
- Hepatitis A,B,C

<b>VARIABLE</b>	<b>2011 No. (%)</b>	<b>2005 – 2010 Range %</b>
<b>I read the information pamphlets provided by reception staff or in reception</b>		
Yes	62 (31%)	41 - 64%
No	76 (38%)	16 - 37%
I had a brief look	61 (31%)	18 - 31%
<i>Missing</i>	<i>1</i>	
<b>Type of information read (Allowed multiple responses)</b>		
Chlamydia	24 (15%)	15 - 27%
During your visit	36 (22%)	16 - 42%
HIV Antibody Test	22 (14%)	7 - 21%
Genital herpes	22 (14%)	11 - 20%
Bacterial vaginosis	16 (10%)	7 - 17%
Syphilis	20 (12%)	15 - 17%
Genital warts	19 (12%)	10 - 17%
Hepatitis A	22 (14%)	8 - 18%
Hepatitis B	25 (16%)	9 - 18%
Hepatitis C	26 (16%)	9 - 19%
MSHC Services	28 (17%)	6 - 23%
Pap smear	16 (10%)	4 - 13%
Counselling Services	9 (4%)	2 - 9%
Health Records Act 2001	3 (1%)	1 - 5%
Don't remember	28 (15%)	7 - 17%
<b>I found the information pamphlets useful</b>		
Strongly Agree	31 (16%)	20 - 32%
Agree	71 (36%)	38 - 71%
Not sure	11 (6%)	5 - 11%
Disagree	0	0 - 1%
Strongly Disagree	0	0 - 1%
<i>Missing/not applicable</i>	<i>87</i>	
<i>"Missing" indicates that the person declined to answer the question</i>		

Of those respondents who read the information pamphlets, 90% agreed that they found them useful, compared to 91% in 2010, 93% in 2008 and 2009, 88% in 2007 and 2006 and 92% in 2005.

A few comments were received about the lack of non-STI related reading material with suggestions of daily newspapers and more magazines in the waiting room. Other suggestions were for information on the latest research and for brochures and information to be available in languages other than English. Tea and coffee machine, soft music and TV were also requested for the waiting area.

## 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 2011, 85% of respondents agreed to some degree that waiting time to see a triage nurse was reasonable compared to 88% in 2010, 90% in 2009, 83% in 2008 and 92% in 2007. In addition, 79% agreed that the waiting time to see a practitioner was reasonable compared to 78% in 2010; 84% in 2009; 75% in 2008; and 83% to 86% in earlier surveys.

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	2011 No. (%)	2005 – 2010 Range %
<b>The time I waited to see the triage nurse was reasonable</b>		
Strongly Agree	59 (30%)	29 - 36%
Agree	108 (54%)	56 - 65%
Not sure	11 (6%)	3 - 7%
Disagree	10 (5%)	2 - 8%
Strongly Disagree	0	0 - 1%
<i>Did not see the triage nurse</i>	8	
<i>Missing</i>	4	
<b>The time I waited to see a practitioner was reasonable</b>		
Strongly Agree	37 (20%)	26 - 34%
Agree	107 (59%)	50 - 58%
Not sure	18 (10%)	6 - 11%
Disagree	10 (10%)	6 - 12%
Strongly Disagree	3 (2%)	0 - 2%
<i>Missing</i>	17	
<i>"Missing" indicates that the person declined to answer the question</i>		
<b>For my main consultation I saw a:</b>		
Doctor	99 (50%)	63 - 67%
Nurse	56 (28%)	23 - 33%
Counsellor	7 (4%)	1 - 5%
Doctor and nurse	7 (4%)	1 - 3%
Not sure	15 (8%)	3 - 11%
<i>Missing</i>	16	

<b>VARIABLE</b>	<b>2011 No. (%)</b>	<b>2005 – 2010 Range %</b>
<b>What services did you receive at MSHC today?</b> <i>Allowed multiple responses</i>		
Urine Tests	128 (72%)	55 - 68%
Blood tests	128 (72%)	61 - 65%
Genital examination	96 (54%)	64 - 69%
Specimen collection	54 (30%)	29 - 43%
Information/ advice	55 (31%)	34 - 42%
Treatment	39 (22%)	27 - 31%
Test results	48 (27%)	21 - 28%
Vaccination	17 (10%)	13 - 17%
Counseling	14 (8%)	4 - 7%
Other	5 (3%)	1 - 4%
<i>Missing</i>	22	
<i>"Missing" indicates that the person declined to answer the question</i>		

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

- comfort level in discussing personal matters: 97%; Range 2005 – 2010: 97 - 99%
- understanding procedures which were carried out: 98%; Range 2005 - 2010: 98 - 100%
- feeling more informed about sexual health post-visit: 91%; Range 2005 - 2010: 91 - 95%
- confidentiality of information: 93%; Range 2005 - 2010: 91 - 98% believed that medical information collected at MSHC will be kept confidential
- opportunity to ask questions: 95%; Range 2005 - 2010: 95 - 99%
- a personal sense of control over what happens during the visit: 96%; Range 2005 – 2010: 88 - 96%
- experience of using the pharmacy: positive feedback was recorded from 91%; Range 2005 – 2010: 95 - 100%

<b>VARIABLE</b>	<b>2011 Number (%)</b>	<b>2005 – 2010 Range %</b>
<b>The practitioner made me feel comfortable to discuss sexual health matters</b>		
Strongly Agree	103 (56%)	55 - 72%
Agree	75 (41%)	27 - 43%
Not sure	4 (2%)	1 - 2%
Disagree	1 (1%)	0 - 1%
Strongly disagree	0	0 - 1%
<i>Missing</i>	17	
<b>I understood the procedures that were carried out today</b>		
Strongly Agree	90 (48%)	50 - 67%
Agree	94 (50%)	32 - 48%
Not sure	3 (2%)	0 - 2%
Disagree	0	0
Strongly disagree	0	0 - 1%
<i>Missing</i>	13	
<b>I did have the opportunity to ask questions</b>		
Strongly Agree	104 (56%)	57 - 67%
Agree	73 (39%)	29 - 42%
Not sure	5 (3%)	0 - 2%
Disagree	4 (2%)	0 - 3%
Strongly Disagree	0	0 - 1%
<i>Missing</i>	14	
<b>I believe that medical information collected by MSHC will be kept confidential</b>		
Strongly Agree	101 (54%)	53 - 65%
Agree	73 (39%)	33 - 38%
Not sure	14 (7%)	2 - 8%
Disagree	0	0 - 1%
Strongly Disagree	0	0 - 1%
<i>Missing</i>	12	
<b>I felt in control over what happened to me today</b>		
Strongly Agree	90 (48%)	45 - 59%
Agree	89 (48%)	37 - 43%
Not sure	5 (3%)	3 - 5%
Disagree	2 (1%)	1 - 3%
Strongly Disagree	0	0 - 1%
<i>Missing</i>	14	

<b>VARIABLE</b>	<b>2011 Number (%)</b>	<b>2005 – 2010 Range %</b>
<b>I feel more informed about my sexual health after visiting MSHC today</b>		
Strongly Agree	87 (47%)	44 - 55%
Agree	84 (45%)	39 - 47%
Not sure	13 (7%)	4 - 7%
Disagree	3 (2%)	0 - 3%
Strongly disagree	0	0 - 1%
<i>Missing</i>	13	
<b>Describe your experience of using the Pharmacy</b>		
Very good	54 (51%)	55 - 67%
Good	42 (40%)	32 - 40%
Not sure	6 (6%)	0 - 4%
Poor	3 (3%)	0 - 2%
Very poor	0	0 - 1%
<i>I did not use the Pharmacy</i>	78 (43%)	40 - 52%
<i>Missing</i>	17	

## ELECTRONIC REGISTRATION AND CLIENT RECORDS

MSHC introduced electronic self registration and self interview questionnaires in 2008 to obtain part of clients' medical histories that includes names and contact details, general health, lifestyle and sexual behaviour. This information is obtained in a private and secure manner. Clients were asked how they felt about providing these details electronically before (2007) and after implementation (2008 -2010).

Prior to implementation, the majority of clients were in agreement about providing registration, general health, and sexual behaviour details (74%, 70%, and 61% respectively). Significantly more clients in 2008 were in agreement following usage of the system (90%, 88% and 84% respectively). In 2009, there was a slight increase where 92%, 91% and 89% respectively were in agreement with many of the initial technical issues resolved and in 2010, 89%, 90%, and 86% respectively were in agreement. In 2011, 92% remained satisfied with self-registering their details using a computer.

MSHC introduced fully electronic medical records in 2011 and clients were asked if the new electronic health record affected the quality of their consultation today. The majority of clients felt that the quality of their consult had improved (66%); 32% said there was no difference and 3% thought it was worse.

The comments received about electronic records were few and were complimentary of the system. One client was not happy that the questions asked at self-registration and self interview were asked again during the consult. There were some negative comments about too many questions to complete at self registration and self interview and having to complete them each time they attended the clinic. A few clients had problems with the touch screen or preferred to have a keyboard.

VARIABLE	2011 Number (%)	2007 – 2010 Range %
<b>I am satisfied with self registering my details using a computer</b>		
Strongly Agree	90 (47%)	24 - 45%
Agree	86 (45%)	45 - 50%
Not sure	6 (3%)	3 - 19%
Disagree	3 (2%)	3 - 4%
Strongly disagree	4 (2%)	1 - 4%
Did not use	2 (1%)	
<i>Missing</i>	9	
<b>Thinking about the consultation you had today with our new electronic health record. How do you think the electronic record affected the quality of your consultation today?</b>		
Much improved	31 (18%)	-
Improved	85 (48%)	-
No difference	56 (32%)	-
Worse	5 (3%)	-
Much worse	0	-
<i>Missing</i>	23	

## NEW SERVICES

Melbourne Sexual Health Centre is constantly investigating innovative ways to improve the services. This year clients were asked for their views on the doctor or nurse providing a personalised summary report at the end of their consultation that included a list of tests today and any relevant information on these and how to access the results. The majority (74%) indicated that they would find a report like this useful; 19% were not sure and 6% disagreed.

A few negative comments were received. One client was concerned and did not want printouts that could be lost or breach their privacy and another said a report should only be printed on request.

Clients were asked whether they would use a computerised web based program that discusses their risk of sexually transmitted infections and provides strategies to increase condom use. The program would aim to identify what barriers to condom use are, and then make suggestions for overcoming them. Of 181 clients who responded to the question, 17% said they would definitely use it; 34% said they may use it and 13% said they would not use it and 34% said they currently use condoms 100% of the time.

VARIABLE	2011 Number (%)	2010 %
<b>I would find a personalised summary report useful</b>		
Strongly Agree	52 (29%)	-
Agree	82 (46%)	-
Not sure	35 (19%)	-
Disagree	8 (4%)	-
Strongly disagree	3 (2%)	-
<i>Missing</i>	20	
<b>If a computerised web based program was available that discusses risks of sexual health and provides strategies to increase condom use would you use it?</b>		
I use condoms 100% of the time now	65 (36%)	-
I would not use it	24 (13%)	-
I may use it	62 (34%)	-
I would definitely use it	30 (17%)	-
<i>Missing</i>	19	-

## OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the service provided at MSHC. A consistently high positive rating of 97% satisfaction was recorded and has been recorded since 2004 (97 – 99%).

Only one client was very dissatisfied and was unsure of using the Centre again. The client was unsure about reception staff making them feel welcome; unsure about waiting time being reasonable to see the triage nurse; unsure about their comfort level and being able to ask questions during the consultation.

There were five respondents who were unsure of their satisfaction with the service. Four said they would attend the service again and one was unsure of using the Centre again. Four indicated some dissatisfaction with waiting times and one was unhappy about sitting so close together in the waiting room and the 'yelling out of their name and date of birth' in the waiting room. One was also unsure about reception staff making them feel welcome; unsure about their comfort level and being able to ask questions during the consultation

VARIABLE	2011 Number (%)	2005 – 2010 Range %
<b>Overall, I am satisfied with the services at MSHC</b>		
Very satisfied	96 (53%)	65 - 76%
Satisfied	80 (44%)	22 - 34%
Unsure	5 (3%)	1 - 2%
Dissatisfied	2 (1%)	0 - 1%
Very dissatisfied	0	0 - 2%
<i>Missing</i>	18	



<b>If the need arose, I would attend MSHC again</b>		
Yes	180 (98%)	97 - 99%
No	0	0 - 2%
Not sure	3 (2%)	1 - 2%
<i>Missing</i>	<i>17</i>	

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 2010. Overall, the majority of respondents rated staff and feeling comfortable best, followed by efficiency and the service provided and then accessibility.

<b>VARIABLE</b>	<b>2011</b>	<b>2005 - 2010 2005</b>
<b>A summary of what clients like <i>BEST</i> about the Centre (based on top 3)</b>		
Staff and comfort	100	112 - 195
Efficiency and service	66	62 - 99
Easy access/free	60	34 - 73
Facilities and information	35	38 - 60
Confidentiality	25	21 - 36
Location	12	10 - 19

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

<b>VARIABLE</b>	<b>2011</b>	<b>2005 - 2010 2005</b>
<b>A summary of what clients like <i>LEAST</i> about the Centre (based on top 3)</b>		
Waiting times/no appointments	48	35 - 78
Facilities	14	13 - 33
Embarrassment/stigma of attending	9	5 - 19
Opening hours	2	5 - 10
Staff	6	6 - 13
Location	5	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

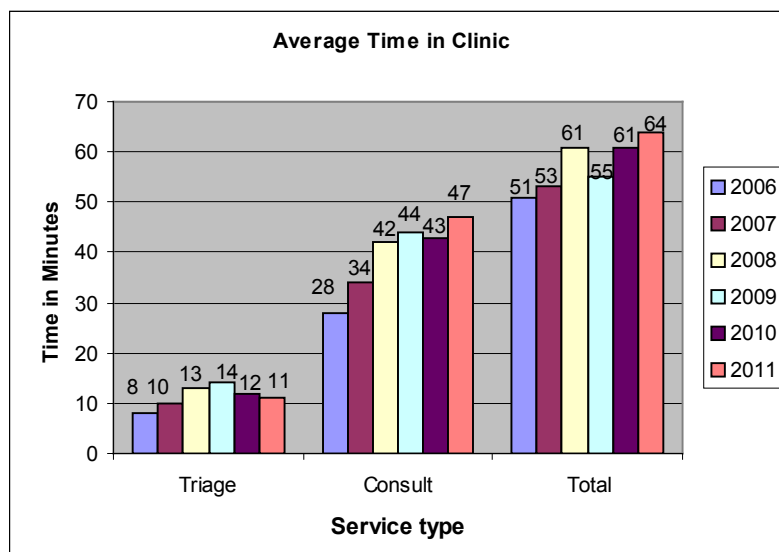
While the Centre recognises that some clients may experience lengthy waiting times, providing a Centre that operates to maximise access to clients with acute symptoms or urgent needs has greater benefits to public health, and in particular to transmission rates of sexually transmitted infections (STIs).

While waiting times continue to be an issue of dissatisfaction among clients, cross-tabulation of results showed that of 48 respondents who listed waiting times as what they liked least about MSHC, 13 disagreed/ strongly disagreed (28%) 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, 22 of these 48 respondents reported that one of the things they liked best about MSHC was that the service was either "fast" or efficient and the no appointment policy.

The average waiting time to see a triage nurse was 11 minutes and 90% of clients were seen in 11 minutes in 2011 (Figure 3). During the week of the survey, 90% of clients were seen by the triage nurse within 7 minute of arrival. On average in 2011, clients were seen by a practitioner within 47 minutes of arrival and 90% of clients were seen within 70 minutes. During the survey week, on average clients were seen by a clinician within 44 minutes, and 90% were seen within 64 minutes.

The average time spent in the clinic was 63 minutes and 90% of clients completed their visit within 120 minutes. The waiting time statistics have been slowly increasing since 2006 and this is not surprising given that the total number of services provided in 2006 was 28,826 compared to 31,571 in 2008, 33,696 in 2009, 35,630 in 2010 and 37,696 in 2011. The 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 received about the waiting area included the seating arrangements and décor that the size needs to be larger, and suggestions of TV, tea and coffee were singular comments. Few clients commented on the lack of music and the sound of the video.

## 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 Comments:

### **Positive comments:**

#### *Phone line*

- "extremely friendly, helpful, professional, prepared to listen to requests and problems"
- "excellent service, person called me back with results"
- "give handy tips when to avoid lines and waiting"

#### *Other*

- "very professional and straight up"
- "I had a very pleasant experience considering the type of experience and the nervousness. The staff were very friendly and professional"
- "I'm very pleased for this service and grateful it is so accessible. Thank you so much to all the hardworking staff"
- "I think this is a fantastic service and the staff do a fantastic job"
- "nurse very good/provided very good information"

### **Electronic services comments:**

- "better than filling out paperwork"
- "don't have to retell medical history"
- "very well done; new visit see better new things"
- "electronic records are sure system of giving accurate and appropriate treatment regardless of who is seeing you"