

CLIENT SATISFACTION SURVEY

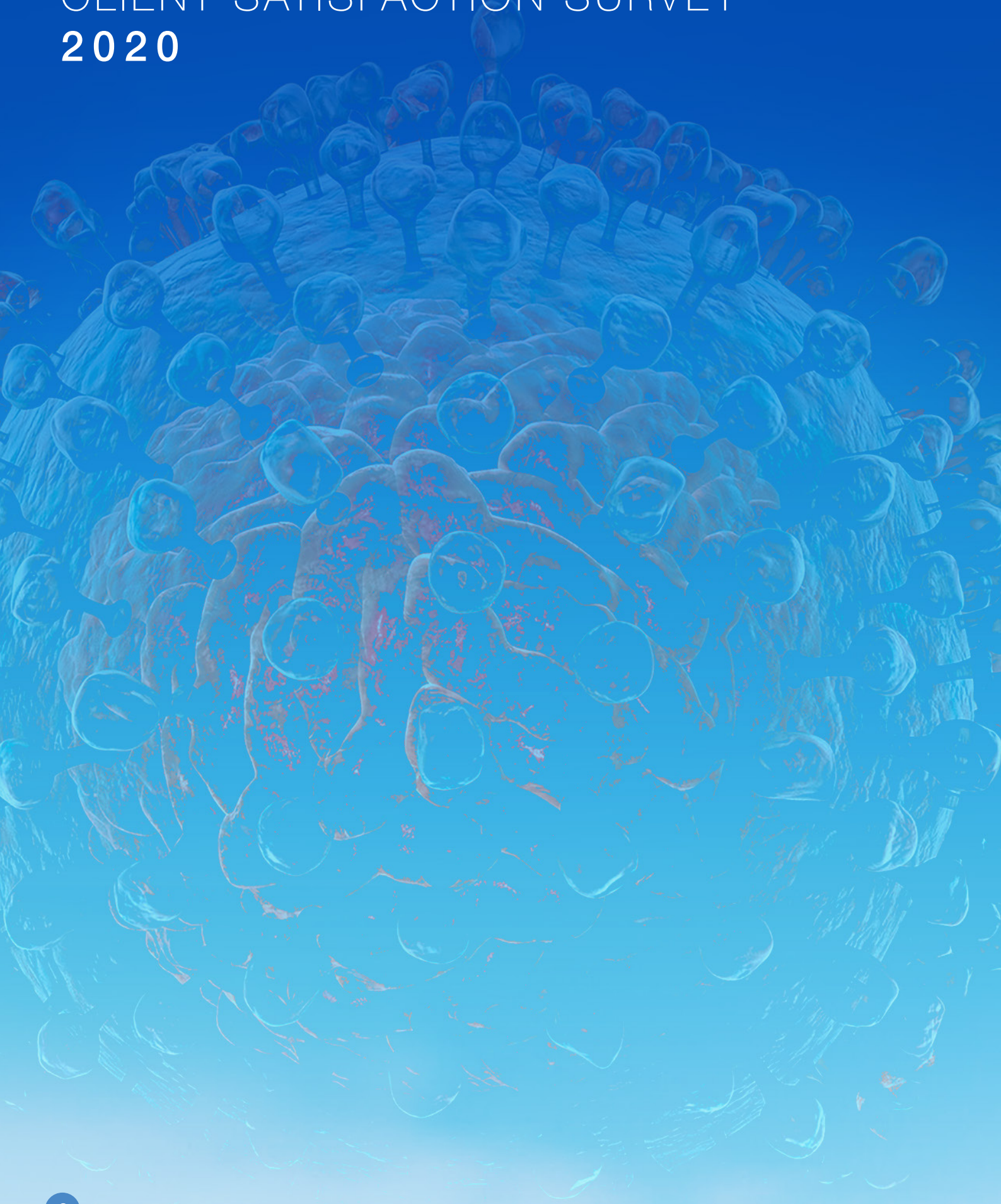
2020



MSHC

MELBOURNE SEXUAL HEALTH CENTRE
Part of AlfredHealth

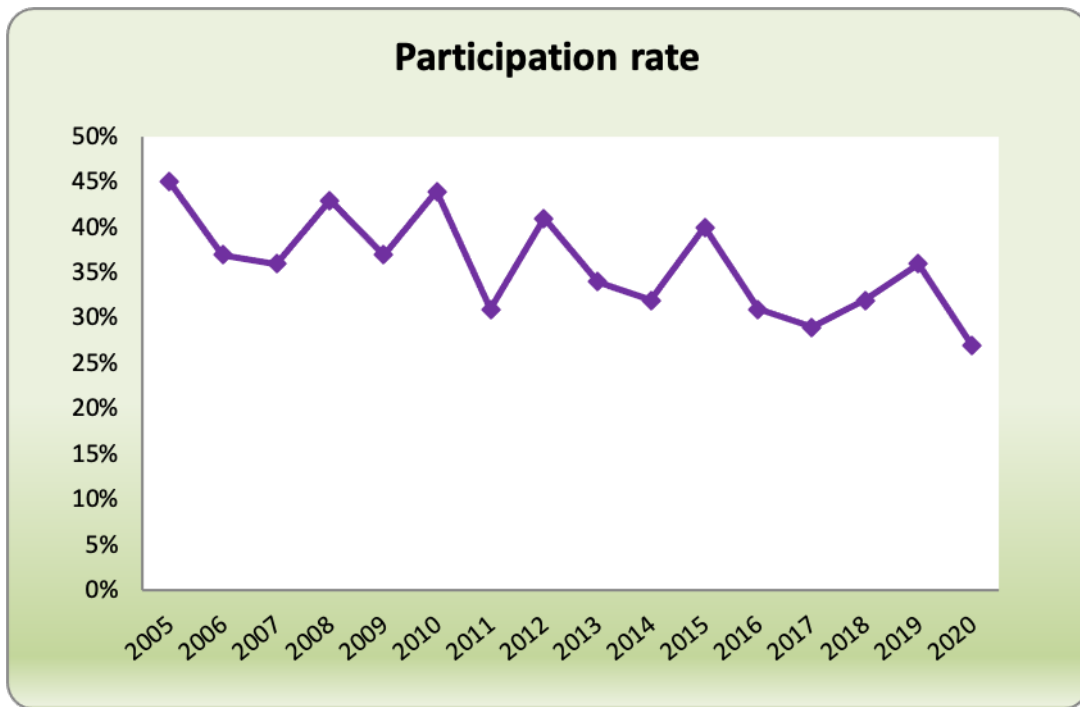
MELBOURNE SEXUAL HEALTH CENTRE CLIENT SATISFACTION SURVEY **2020**



SUMMARY

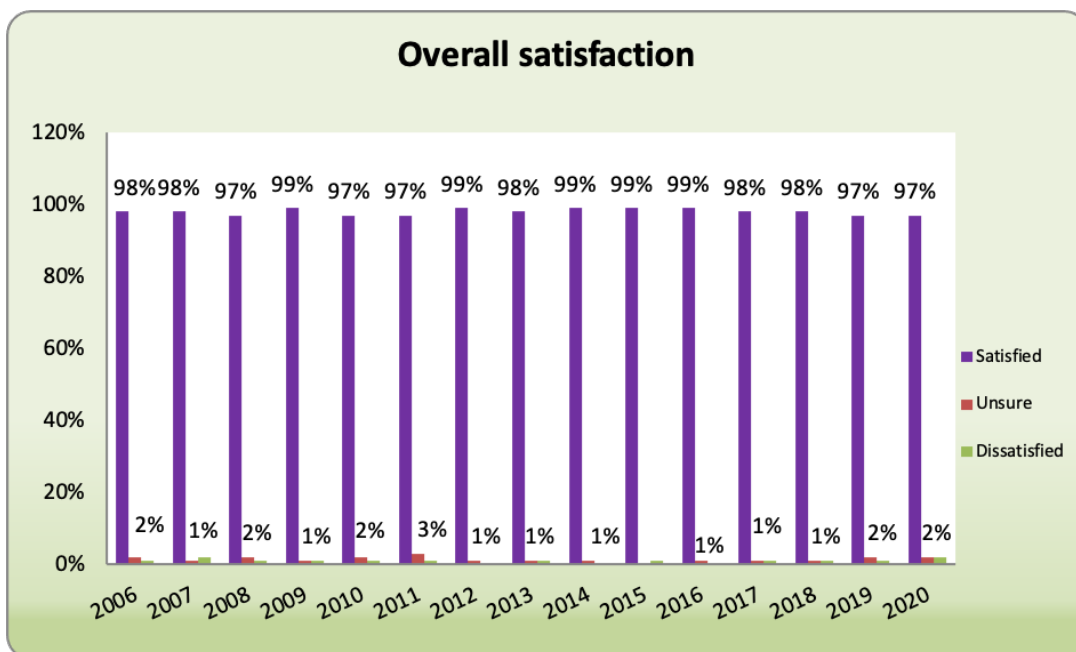
The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2020 was conducted from 1 – 17 November 2020 (inclusive). This year because of the COVID 19 pandemic and its impact on Victoria, the survey was electronically offered to clients who had a consultation telephonically or face-to-face and had indicated at registration that other information related to the clinic could be sent via SMS. To maintain confidentiality a SMS was sent to clients containing a link to the survey. No identifiers were collected or linked to the survey. Of the 1,199 clients who received a service during that time, 329 elected to complete the questionnaire. This represents a response rate of 27%. 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 97% 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 2020 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.

GENDER	Clinic Population (2020)	Clinic Population (survey week)	Sample Population
Male	11,994 (65%)	805 (67%)	209 (68%)
Female	6,376 (34%)	373 (31%)	88 (29%)
Other/TG	83 (1%)	21 (2%)	10 (3%)
TOTAL	18,582	1,199	307
AGE	Clinic Population (2020)	Clinic Population (survey week)	Sample Population
Under 20	532 (3%)	21 (2%)	6 (2%)
20 – 29	9,590 (52%)	557 (47%)	117 (36%)
30 – 39	5,511 (30%)	400 (33%)	113 (35%)
40 – 49	1,758 (9%)	138 (12%)	45 (14%)
50 – 59	819 (4%)	56 (5%)	28 (9%)
Over 60	372 (2%)	27 (2%)	18 (5%)

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 54% of male clients indicated that they only had male partners, 27% had female partners and 5% had both male and female partners, and a further 3% had male, female and transgender partners, while 11% had no partners. Among the female clients, 85% said they had male partners only, 1% had female partners, 9% had both and 2% had male, female and transgender partners, while 2% reported no partners.

PARTNER GENDER	Male partners	Female partners	Male and female partners	Male, Female, Transgender	No partners
Male	113 (54%)	56 (27%)	10 (5%)	7 (3%)	23 (11%)
Female	75 (85%)	1 (1%)	8 (9%)	2 (2%)	2 (2%)
TG	7 (70%)	0	1 (10%)	0	2 (20%)
Other	0	0	0	0	0
TOTAL	195 (61%)	57 (21%)	19 (9%)	9 (2%)	27 (8%)

USE OF MELBOURNE SEXUAL HEALTH CENTRE

Overall, in 2020, the majority of visits were more than once in the last year (50%), followed by first visits (25%). Visits from 2005 to 2019 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	2020 No. (%)	2005 - 2019 Range %
How often have you visited MSHC?		
First visit	81 (25%)	26 - 37%
More than once in the last year	163 (50%)	29 - 54%
More than once in the last five years	47 (14%)	9 - 17%
Monthly	11 (3%)	3 - 18%
Other	25 (8%)	2 - 6%
Missing	2	

Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up or tests (61%) followed by concerns about symptoms (28%). 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 (81%) 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	2020 No. (%)	2005 - 2019 Range %
Reason for attending MSHC (allowed multiple reasons)		
Check-up/ tests	196 (61%)	53 - 78%
Concerned about symptoms	91 (28%)	25 - 37%
Test results	41 (13%)	6 - 24%
Treatment	58 (18%)	16 - 20%
Vaccinations	18 (6%)	2 - 10%
*SH information/advice	39 (12%)	6 - 13%
Contact with partner with STI	46 (14%)	4 - 10%
Counselling	12 (4%)	1 - 5%
Other	29 (9%)	1 - 5%
Agreement level of walk-in access rather than provide appointments		
Agree/strongly agree	243 (81%)	> 80%
Not sure	45 (15%)	9 - 13%
Disagree/strongly disagree	12 (4%)	1 - 4%
Missing	29	

* SH = sexual health

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 (48%); 26% were for other reasons; 19% were not covered by Medicare and 7% 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	2020 No. (%)	2010 -2019 Range %
Could you indicate why you have come to MSHC for your care rather than to your GP?		
I am not comfortable with my GP	154 (48%)	36 - 45%
Other	89 (28%)	26 - 31%
I am not covered by Medicare	60 (19%)	10 - 22%
I can't afford my GP	21 (7%)	8 - 14%
Missing	5	

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

The majority (84%) were not uncomfortable or distressed by their visit today; while 5% were unsure and 11% were considerably or highly uncomfortable or distressed.

VARIABLE	2020 Number (%)	2017 - 2019 Range %
How uncomfortable or distressing was your visit to the Centre today?		
Not at all/slightly	267 (84%)	73 - 74%
Not sure	17 (5%)	2 - 4%
Considerably/highly	35 (11%)	1 (<1%)
Missing	10	

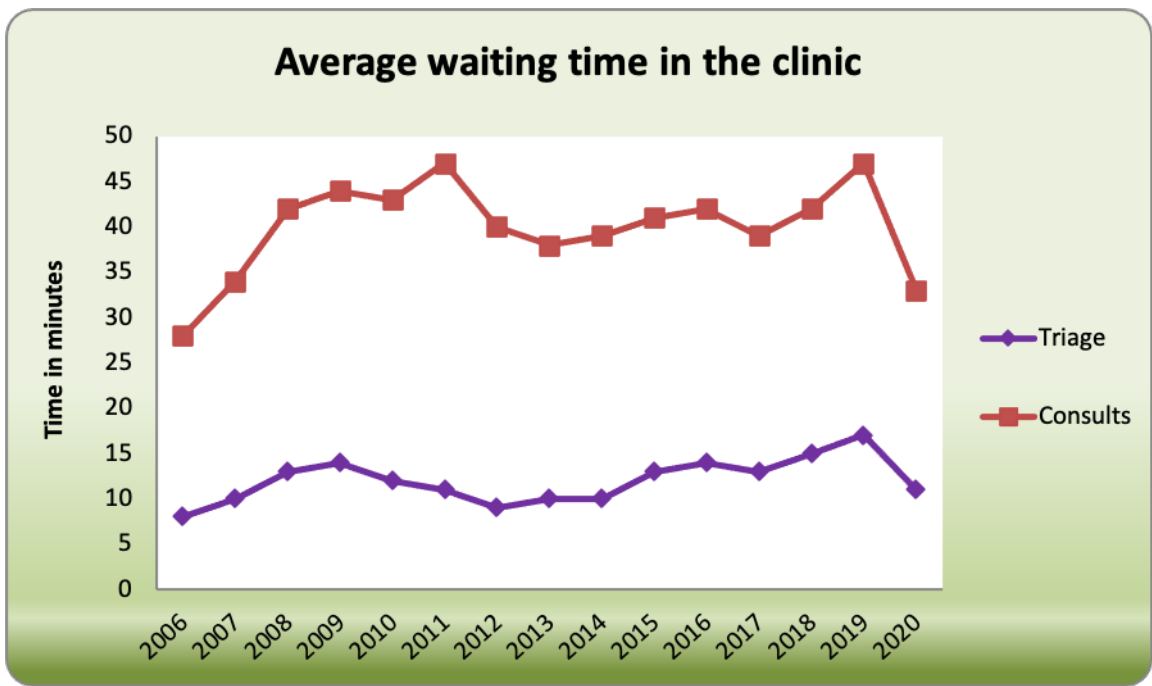
OVERALL SATISFACTION

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%) (Figure 2)

Of 311 respondents 301 were very satisfied/very satisfied with the service (97%). Of 10 clients who were either unsure or dissatisfied with the service, five clients were unsure of their satisfaction and 5 clients were dissatisfied or very dissatisfied. Nine would attend again and one was unsure. The one client who was not sure if they would attend again was unsure of her satisfaction and commented that their sexual partner was treated today and thought treatment would be given without testing and said the doctor made them feel uncomfortable.

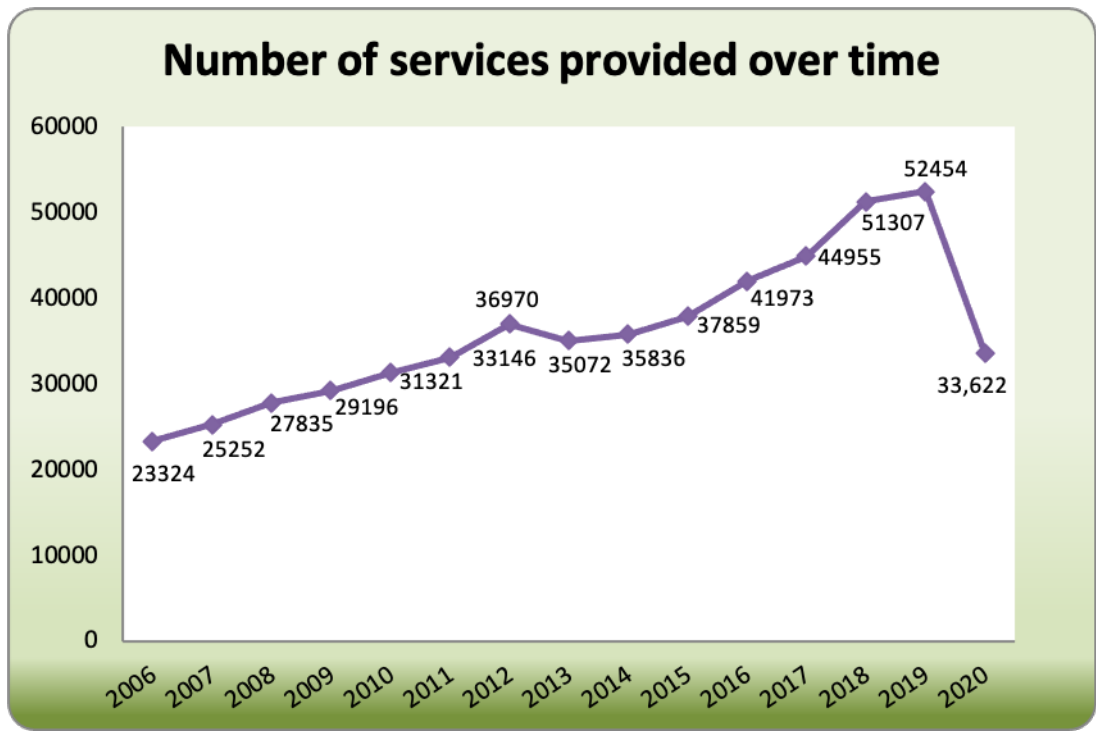
VARIABLE	2020 Number (%)	2005 – 2019 Range %
Overall, I am satisfied with the services at MSHC		
Satisfied/Very satisfied	301 (97%)	97 - 99%
Unsure	5 (2%)	1 - 3%
Dissatisfied/Very dissatisfied	5 (2%)	0 - 2%
Missing	18	
If the need arose, I would attend MSHC again		
Yes	321 (99%)	97 - 99%
No	0 (0%)	0 - 2%
Not sure	5 (2%)	1 - 2%
Missing	3	

Figure 4



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 (Figure 5). In 2006, 23,324 services were provided compared to 52,454 in 2019. As a result of the covid 19 pandemic the number of services reduced significantly to 32,622 in 2020. The staff continue to do their best to ensure that clients are not kept waiting longer than is reasonable.

Figure 5



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:

"The doctors & nurses are amazing they are friendly & helpful"

"Awesome service. Everyone is super nice and cool. Very quick services"

"Self-administration of rectal swab is difficult and seems bit painful compared to when collected by staff. Self-administration of urine and throat swab was fine. Thank you"

"I prefer booking basis as it ensures that I can manage my working day better. To come at 8.30am in the morning and be unsure of when I will be seen is stressful as I work 8am-4pm"

"I feel quite comfortable being attended at and rely in the MSHC as it is specialised in sexual health. The staff is trained to be nonjudgmental, gay-oriented. Additionally, it has no cost, and could be checked immediately (because I had symptoms) compared to my regular GP, which is relatively expensive (I can struggle a bit at this moment to afford an appointment) for a check-up and it takes a little more time to book an appointment with him"

"On the phone calls maybe more "yes or no" questions would be beneficial. I personally felt awkward describing things with other people around"

"I had a fantastic experience with the doctor regarding a persistent MG infection. The professionalism, attention to detail and general advice was excellent and the best in her field in my opinion. Special thanks to the doctor and their commitment to the industry"

"I am a big supporter of MSHC. You provide a first class service in a safe and nonjudgmental environment. The subject matter expertise is second to none and I've never felt compromised like I have going to a regular GP"

"I love your Centre I have been coming here for years, I always feel comfortable and confident. You do brilliant work"

"Both walk-ins and appointments needed. Current system is good"

I was very satisfied with the service I got today. Helped clarify a lot of questions that I had, received accurate information by reliable staff. It helped settle me down and allowed communication channels to open up with my ex-partner"

"The only point that could be improved is an online booking system. Also, the sign in system is way too old however still functional"

"Phone booking appointment service needs improvement. You can wait for up to 30 minutes to be told we only take bookings for tomorrow morning only. This service is unsatisfactory"

"As a sex worker I think the MSHC is the best place to receive sexual health care/certificates. I've experienced so much stigma at other health settings. I wish the MSHC was bigger/had more funding as it is always so busy and the staff are so amazing and deserve not to be run off their feet all the time"

"All the staff was friendly and professional. They make you feel comfortable and not to feel worry about my situation"

"The nurse on duty could tell I was very nervous so she took care to make sure I was comfortable and offered water and jellybeans. Everything I needed to know was communicated clearly"

"Excellent COVID safe procedures and so time efficient"

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Notes

