



MSHC
MELBOURNE SEXUAL HEALTH CENTRE

Clinics & services

Sexual health

Health professionals

Educ

Your experts in sexual health

Located in Melbourne, contributing innovation and excellence in public health, education, clinical care and research, locally and globally.

[Find out more about our services >](#)

Opening hours
Mon-Fri 8.30am-5pm
Closed Victorian public holidays

CURRENTLY OPEN

Phone
03 9341 6200

You can access our STI clinic for testing and treatment in two ways depending on what you need.

[What do you need? >](#)

[STI testing & treatment >](#)

[Sexual health fact sheets >](#)

[Clinical treatment guidelines >](#)

[COVID-19 e](#)



SERVICES

Our partner GP clinics

You can also visit one of our partner health services for STI testing and treatment. Some services have online booking available.



EDUCATION

Clinical education for GPs

We produce and curate a range of videos for GPs to help broaden their knowledge and skills in sexual health.

RESEARCH

StepUp stu

Did you know bacterial va more abou

Melbourne Sexual Health Centre Client Satisfaction Survey 2021

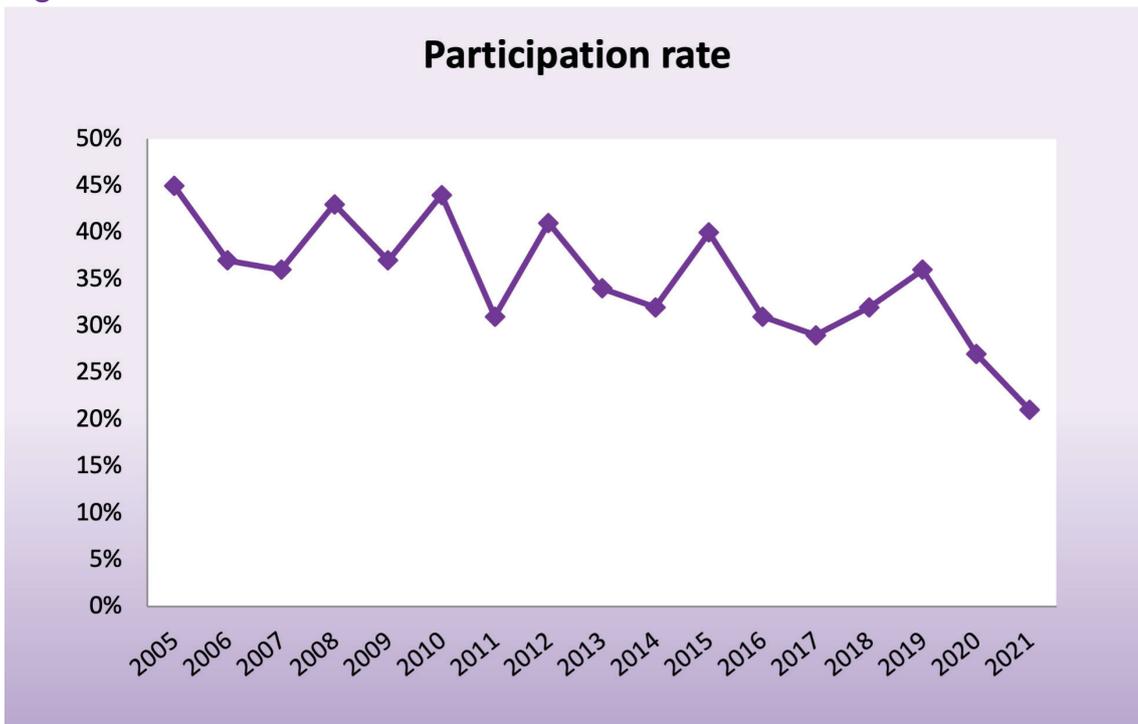


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Part of AlfredHealth

SUMMARY

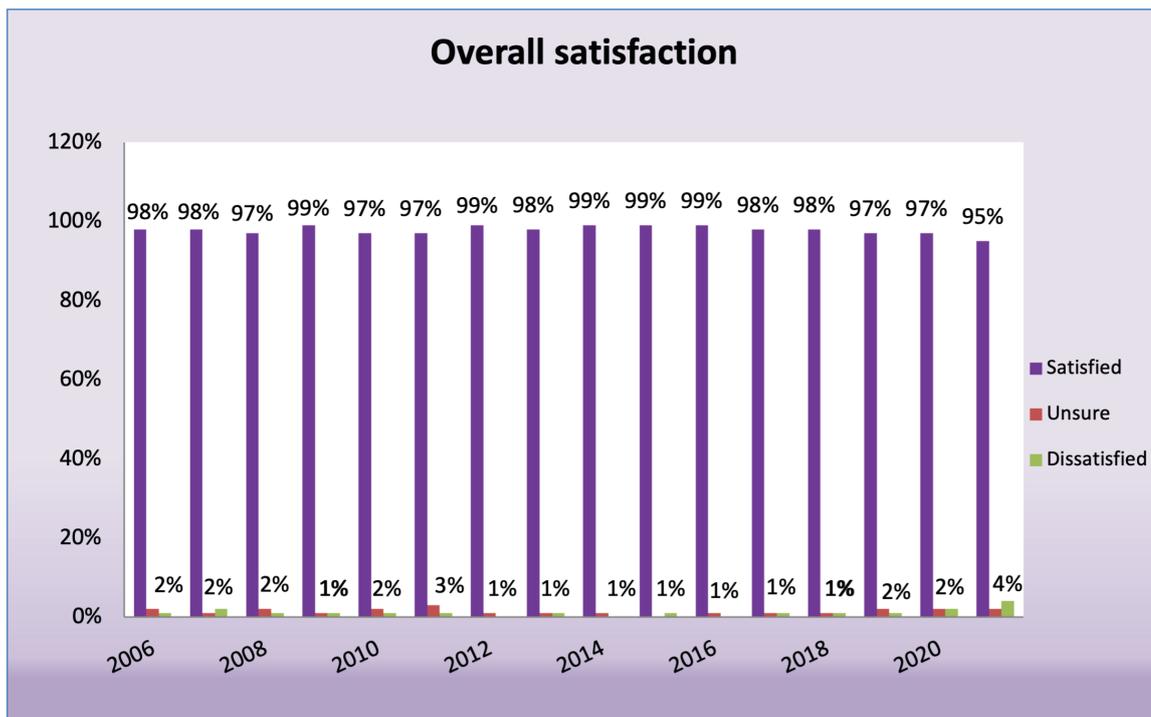
The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2021 was conducted from 1 – 22 November 2021 (inclusive). This year because of the COVID 19 pandemic and its impact on Victoria, the survey was electronically offered to clients who had a consultation telephonically or face-to-face 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 1,956 clients who received a service during that time, 1,860 were sent an SMS and 389 elected to complete the questionnaire. This represents a response rate of 21%. The proportion of clients participating in the annual survey has varied from 27% – 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 95% 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 2021 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 (2021)	Clinic Population (survey weeks)	Sample Population
Male	12,096 (66%)	1,294 (66%)	279 (72%)
Female	5,844 (32%)	619 (32%)	89 (23%)
Other/TG	293 (2%)	43 (2%)	22 (6%)
TOTAL	18,233	1,956	390

AGE	Clinic Population (2021)	Clinic Population (survey week)	Sample Population
Under 20	567 (3%)	53 (3%)	8 (2%)
20 – 29	8,674 (48%)	874 (45%)	130 (33%)
30 – 39	5,837 (32%)	646 (33%)	127 (33%)
40 – 49	1,906 (11%)	210 (11%)	51 (13%)
50 – 59	848 (5%)	113 (6%)	47 (12%)
Over 60	401 (2%)	60 (3%)	27 (7%)

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 55% of male clients indicated that they only had male partners, 23% had female partners and 8% had both male and female partners, and a further 3% had male or female transgender partners, while 12% had no partners. Among the female clients, 80% said they had male partners only, 7% had female partners, 11% had both and 10% had male, female and transgender partners, while 6% reported no partners.

PARTNER GENDER	Male partners	Female partners	Male and female partners	Male or Female, Transgender	No partners
Male	153 (55%)	65 (23%)	22 (8%)	8 (3%)	36 (12%)
Female	71 (80%)	6 (7%)	11 (9%)	9 (10%)	5 (6%)
TG	3 (23%)	2 (15%)	1 (8%)	6 (46%)	2 (15%)
Other	3 (33%)	0	3 (33%)	3 (33%)	1 (11%)
TOTAL	230 (59%)	73 (19%)	36 (9%)	26 (7%)	44 (11%)

USE OF MELBOURNE SEXUAL HEALTH CENTRE

Overall, in 2021, the majority of visits were more than once in the last year (52%), followed by first visits (19%). Visits from 2005 to 2020 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	2021 No. (%)	Range % 2005 - 2020
How often have you visited MSHC?		
First visit	72 (19%)	26 - 37%
More than once in the last year	203 (52%)	29 - 54%
More than once in the last five years	80 (21%)	9 - 17%
Monthly	9 (2%)	3 - 18%
Other	26 (7%)	2 - 6%
Missing	0	

Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up or tests (59%) followed by concerns about symptoms (25%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

VARIABLE	2021 No. (%)	Range % 2005 - 2020
Reason for attending MSHC (allowed multiple reasons)		
Check-up/ tests	227 (59%)	53 - 78%
Concerned about symptoms	95 (25%)	25 - 37%
Test results	33 (9%)	6 - 24%
Treatment	65 (17%)	16 - 20%
Vaccinations	14 (4%)	2 - 10%
*SH information/advice	35 (9%)	6 - 13%
Contact with partner with STI	53 (14%)	4 - 14%
Counselling	9 (2%)	1 - 5%
Other	36 (9%)	1 - 9%
Agreement level of walk-in access rather than provide appointments		
Agree/strongly agree	353 (93%)	81 - 96%
Not sure	16 (4%)	9 - 13%
Disagree/strongly disagree	10 (3%)	1 - 4%
Missing	11	

* SH = sexual health

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 (93%) 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.

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 (49%); 33% were for other reasons; 12% were not covered by Medicare and 5% 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	2021 No. (%)	2010 -2020 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	190 (49%)	36 - 48%
Other	129 (33%)	26 - 31%
I am not covered by Medicare	46 (12%)	10 - 22%
I can't afford my GP	21 (5%)	8 - 14%
Missing	4	

Clients were asked how uncomfortable or distressing their visit to the Centre was today. The majority (84%) were not uncomfortable or distressed by their visit today; while 1% were unsure and 15% were considerably or highly uncomfortable or distressed.

VARIABLE	2021 Number (%)	2017 - 2020 Range %
How uncomfortable or distressing was your visit to the Centre today?		
Not at all/slightly	324 (84%)	73 - 84%
Not sure	4 (1%)	2 - 5%
Considerably/highly	56 (15%)	1 - 10%
Missing	6	

OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the service provided at MSHC. A consistently high positive rating of 96% satisfaction was recorded and has been recorded since 2004 (97 – 99%) (Figure 2)

Of 386 respondents 366 were very satisfied/very satisfied with the service (95%). Of 20 clients who were either unsure or dissatisfied with the service, 6 clients were unsure of their satisfaction and 14 clients were dissatisfied or very dissatisfied. Eleven would attend again and 7 were unsure.

VARIABLE	2021 Number (%)	2005 – 2020 Range %
Overall, I am satisfied with the services at MSHC		
Satisfied/Very satisfied	366 (95%)	97 - 99%
Unsure	6 (2%)	1 - 3%
Dissatisfied/Very dissatisfied	14 (4%)	0 - 2%
Missing	10	
If the need arose, I would attend MSHC again		
Yes	353 (96%)	97 - 99%
No	12 (3%)	0 - 2%
Not sure	16 (4%)	1 - 2%
Missing	9	

The waiting time statistics have been slowly increasing since 2006 (Figure 3) and this is not surprising given that the total number of services provided has been increasing annually (Figure 4). In 2006, 23,324 services were provided compared to 52,454 in 2019. As a result of the Covid-19 pandemic the waiting times and number of services reduced significantly (33,622 in 2020). In 2021, despite lockdowns the number of services increased to 37,304. The staff continue to do their best to ensure that clients are not kept waiting longer than is reasonable.

Figure 3

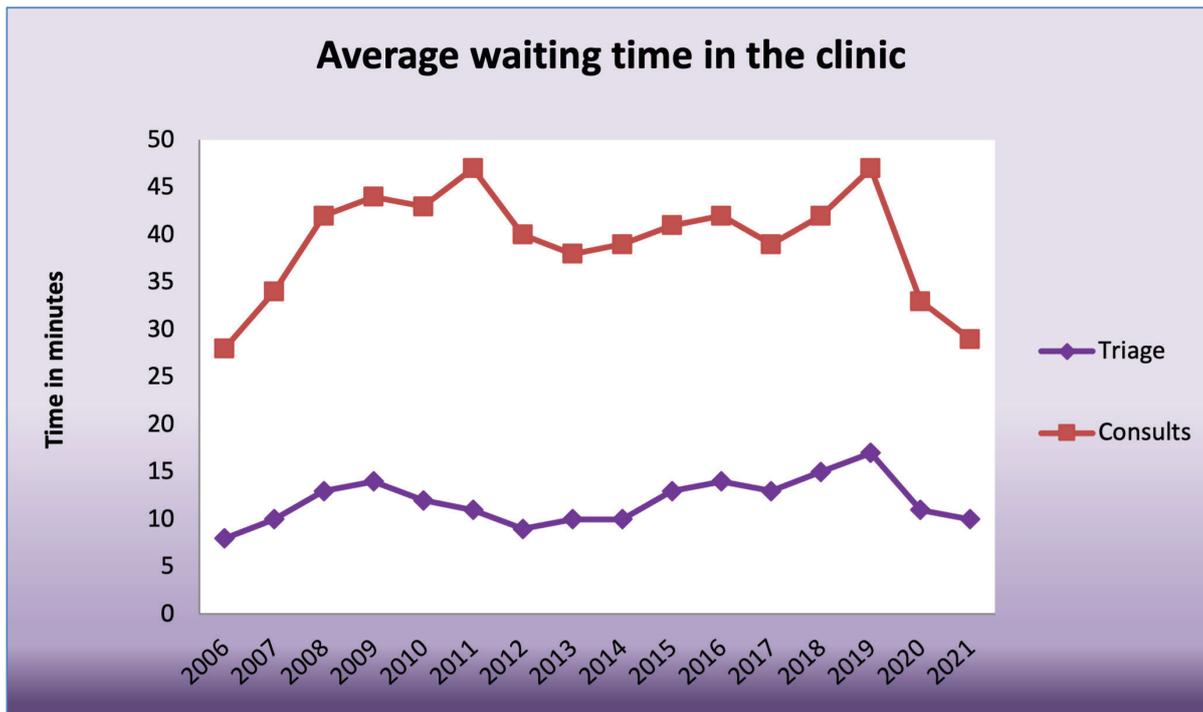
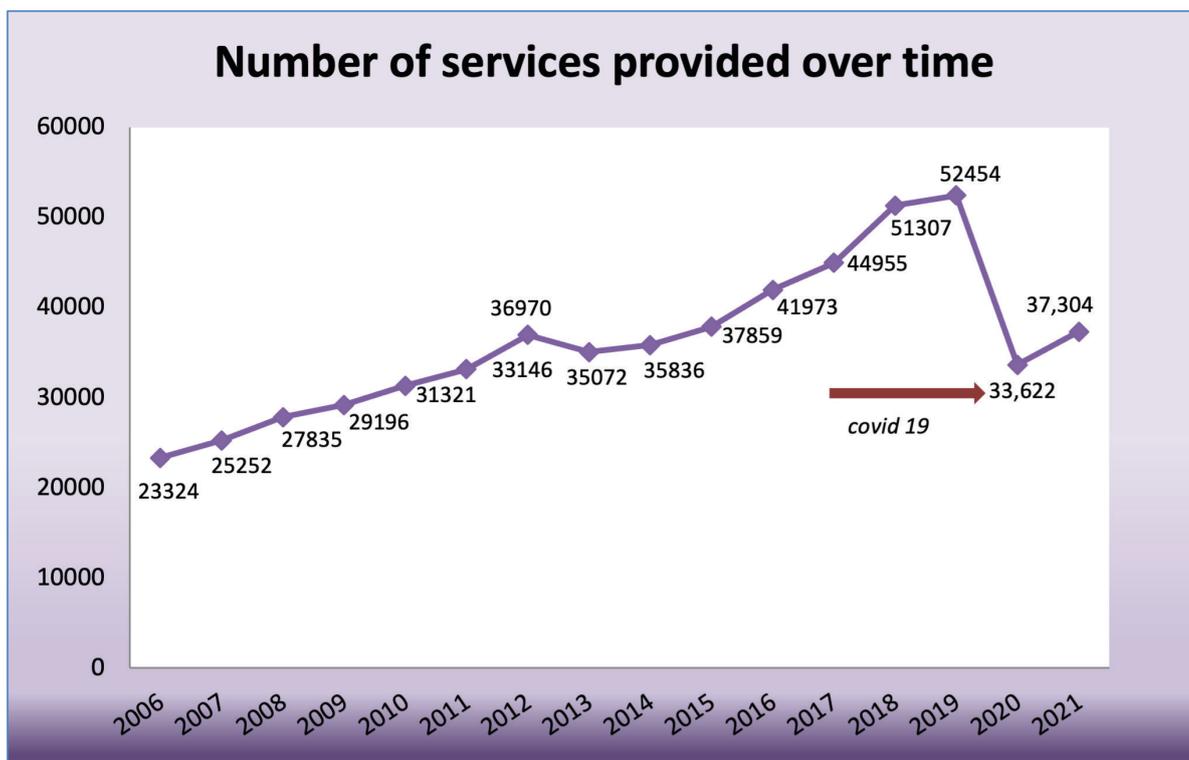


Figure 4



STAFF AND CLIENTS

All staff are once again to be highly commended for their continued professionalism, compassion and understanding towards clients especially during Covid-19 which has been challenging for clients and staff. Some comments received from clients expressed their dissatisfaction waiting and receiving their tele-consultation outside. While we understand their concerns our main focus was safety during Covid-19 for both clients and staff.

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:

“ Negative test results for tests other than HIV would be great - I am anxious waiting the week for no news”

“ No news is good news” has always been tough, and I end up running early anyway. It would be amazing to access my results via a web portal as soon as they are available. A result could even say “negative” or “ring back” if it is positive/other. You could restrict the service to people who are used to dealing with sexual health issues (most long timers to your clinic), it’s not for everyone.”

“ The booking system seems quicker than the previous walk in system. I would prefer to get a text saying all of my tests are negative. If asked by a partner for test results, I have none. Thank you”

“ Can the lengthy check-in system on the terminals be redesigned? Even using the stylus (if there is one), or a pencil, the cursor jumps to the wrong number/letter, it’s VERY frustrating and time consuming”

“ It would be nice if you had a waiting area inside. Wasn’t that comfortable standing around outside the building until I got called in.”

“ I would like a waiting room for people who wait for a call from a nurse/doctor (triage). Overall I am very satisfied with the staff and the friendly service they provide. Thank you!”

“ I lost my spot in the queue because I missed a call, wasn’t very happy with that.”

“ I understand that Covid had made things difficult, but the triage process where you expect patients to discuss symptoms on the phone while out on the street is less than ideal.”

“ I prefer the system of triage by phone and waiting outside! The waiting room was always quite depressing!”

“ In the early morning there us a queue behind the door which isn’t really nice, people are mixed together, a ticketing system at the door would be nice so every patient would be treated in order.”

“ Speak clearly with the mask please”

“ Pretty rock solid. Only thing I would like is an online booking system”

“Keep doing the Neptune study because it saves time and I don't have to go off work.”

“ More training for staff around trans and gender diverse clients”

“ The staff at MSHC are always so lovely and comforting as it sometimes can be a difficult situation and uncomfortable situation. The treatment plan and whether or not you can have unprotected sex should be highlighted more as I thought I would be fine once I finished my treatment plan but I should have waited until the retest.”

“ I feel very comfortable and happy with this service, the treatment is always kind and unrushed, inclusive for everybody. I always recommend this service.”

“ The doctor was really lovely & reassuring. She was very helpful & nice to me while I was really stressed out. I'm really thankful that she was able to help me & provide a lot of information to treat my STI”

“ You guys are the best ever thank you so much. You've made a difference to so many lives”

“ Very grateful for the Centre and very helpful with all the staff working there. I had been to GP before I went to Centre and GP made me felt rejected. But all the staff in Centre was very helpful”

“ MSHC has been my trusted place when it comes to my sexual health. The staff are fantastic and they make the experience comfortable given the sensitive topic. After more than one negative experience at my regular GPs over time I was referred by a friend to try MSHC and since have referred several others myself.”

“ Great service at reception and by clinician and pharmacy.”

“ Thank you for providing this important service, I visit feeling confident that I will be treated respectfully, without judgement and by skilled and experienced clinicians. And each time I leave, that's been exactly my experience.”

“ Any capacity for expansion? It would be ideal for more doctors in a bigger clinic with an outdoor waiting area. Less waiting time would be great. Of course this is only an ideal situation.”

“ Great service! Bathroom posters very informative. Doctor's overly clothed outlook was a bit daunting and unnecessary maybe.”



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