

# Melbourne Sexual Health Centre

Client  
Satisfaction  
Survey  
Report  
2022



**MSHC**

MELBOURNE SEXUAL HEALTH CENTRE

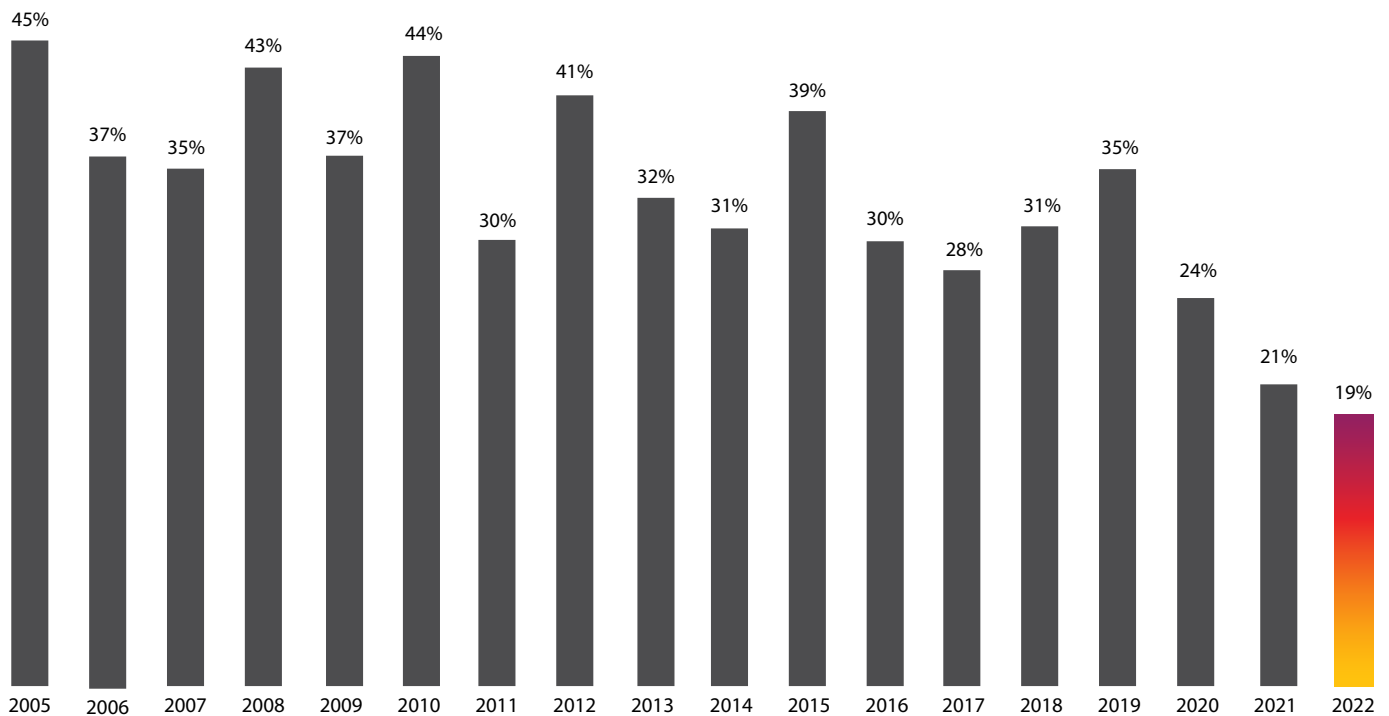
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# SUMMARY

The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2022 was conducted from 2 – 22 November 2022 (inclusive). 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 2,401 clients who received a service during that time, 2,606 were sent an SMS and 458 elected to complete the questionnaire. This represents a response rate of 19%. The proportion of clients participating in the annual survey has varied from 21% – 45% since 2005 as shown in *Figure 1*

Figure 1

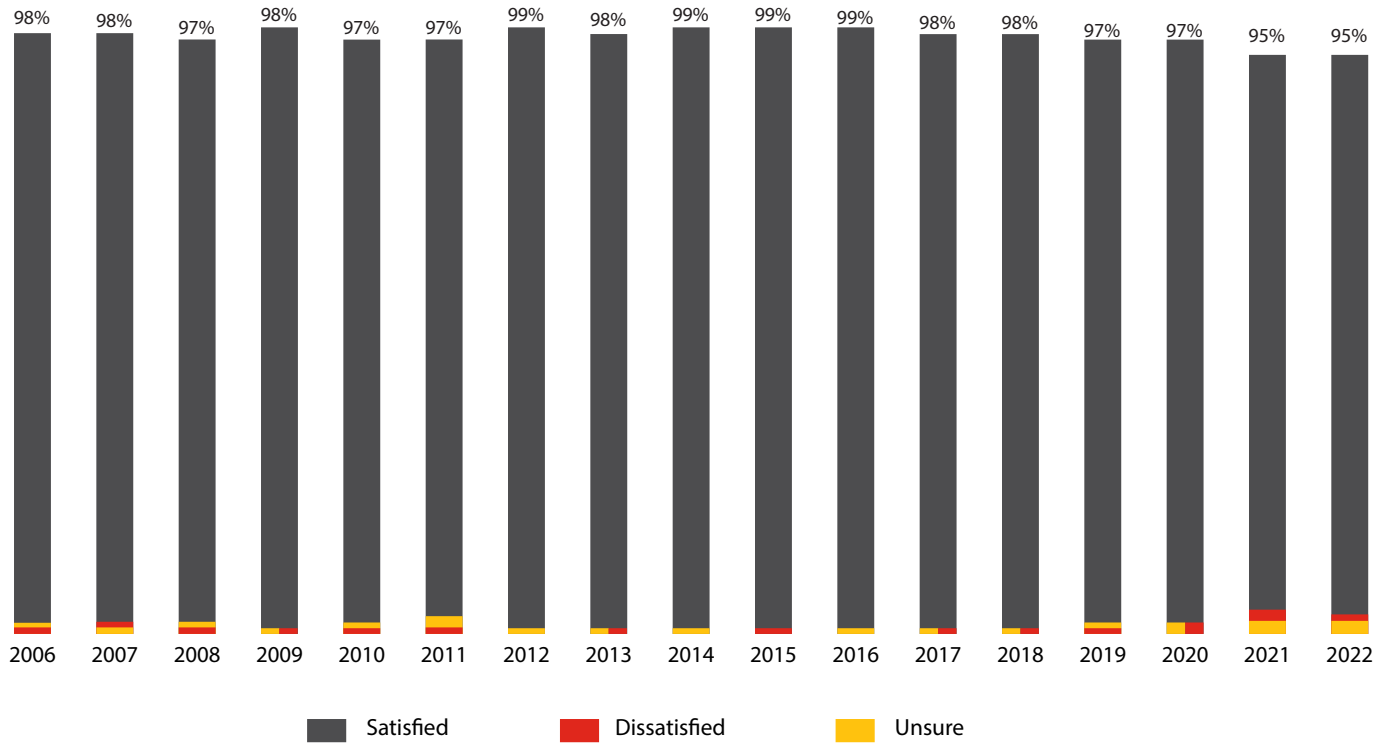
## Participation rate



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

## Overall satisfaction



# 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 2022 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.

<b>GENDER</b>	<b>Clinic Population (2022)</b>	<b>Clinic Population (survey week)</b>	<b>Sample Population</b>
Male	15,136 (67%)	1,706 (71%)	320 (70%)
Female	6,949 (31%)	660 (27%)	123 (27%)
Transgender	193 (1%)	21 (1%)	5 (1%)
Non binary/Other	244 (1%)	30 (1%)	10 (2%)
<b>TOTAL</b>	<b>22,522</b>	<b>2,417</b>	<b>458</b>
<b>AGE</b>	<b>Clinic Population (2022)</b>	<b>Clinic Population (survey week)</b>	<b>Sample Population</b>
Under 20	736 (3%)	56 (2%)	15 (3%)
20 – 29	10,682 (47%)	1099 (46%)	136 (30%)
30 – 39	7053 (31%)	801 (33%)	141 (31%)
40 – 49	2392 (11%)	265 (11%)	73 (16%)
50 – 59	1102 (5%)	128 (5%)	53 (12%)
Over 60	557 (3%)	68 (3%)	39 (9%)

*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 63% 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 6% had male or female transgender partners, while 8% had no partners. Among the female clients, 74% said they had male partners only, 7% had female partners, 15% had both and 6% had male, female and transgender partners, while 9% reported no partners.

<b>PARTNER GENDER</b>	<b>Male partners</b>	<b>Female partners</b>	<b>Male and female partners</b>	<b>Male or Female, Transgender</b>	<b>No partners</b>
Male	202 (63%)	74 (23%)	24 (8%)	19 (6%)	27 (8%)
Female	91 (74%)	9 (7%)	19 (15%)	7 (6%)	11 (9%)
TG	1	0	0	3	1
Non-binary/Other	5	0	7	6	0
<b>TOTAL</b>	<b>299 (65%)</b>	<b>83 (18%)</b>	<b>50 (11%)</b>	<b>35 (8%)</b>	<b>39 (9%)</b>

Note: clients selected more than one option

## USE OF MELBOURNE SEXUAL HEALTH CENTRE

Overall, in 2022, the majority of visits were more than once in the last year (44%), followed by first visits (26%). Visits from 2005 to 2021 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%).

<b>VARIABLE</b>	<b>2022 No. (%)</b>	<b>2005 - 2021 Range %</b>
<b>How often have you visited MSHC?</b>		
First visit	120 (26%)	19 - 37%
More than once in the last year	203 (44%)	29 - 54%
More than once in the last five years	81 (18%)	9 - 21%
Monthly	16 (4%)	2 - 18%
Other	38 (8%)	2 - 7%
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 (34%). 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 (96%) 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	2022 No. (%)	Range % 2005 - 2021
<b>Reason for attending MSHC (allowed multiple reasons)</b>		
Check-up/ tests	269 (59%)	53 - 78%
Concerned about symptoms	153 (34%)	25 - 37%
Test results	36 (8%)	6 - 24%
Treatment	84 (18%)	16 -20%
Vaccinations	36 (8%)	2 -10%
*SH information/advice	36 (8%)	6 -13%
Contact with partner with STI	55 (12%)	4 -14%
Counselling	16 (4%)	1 - 5%
Other	16 (4%)	1 - 9%
<b>Agreement level of walk-in access rather than provide appointments</b>		
Agree/strongly agree	436 (96%)	81 - 96%
Not sure	14 (3%)	9 - 13%
Disagree/strongly disagree	3 (1%)	1 - 4%
Missing	4	

\* 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 (42%); 32% were for other reasons; 14% were not covered by Medicare and 11% 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	2022 No. (%)	2010 -2021 Range %
<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	191 (42%)	36 - 49%
Other	150 (32%)	26 - 33%
I am not covered by Medicare	64 (14%)	10 - 22%
I can't afford my GP	52 (11%)	5 - 14%
Missing	1	

Clients were asked how uncomfortable or distressing their visit to the Centre was today. The majority (90%) were not uncomfortable or distressed by their visit today; while 6% were unsure and 4% were considerably or highly uncomfortable or distressed.

<b>VARIABLE Range %</b>	<b>2022 No. (%)</b>	<b>2017 - 2021 Range %</b>
<b>How uncomfortable or distressing was your visit to the Centre today?</b>		
Not at all/slightly	412 (90%)	73 - 84%
Not sure	29 (6%)	1 - 5%
Considerably/highly	17 (4%)	1 - 15%
Missing	0	

## OVERALL SATISFACTION

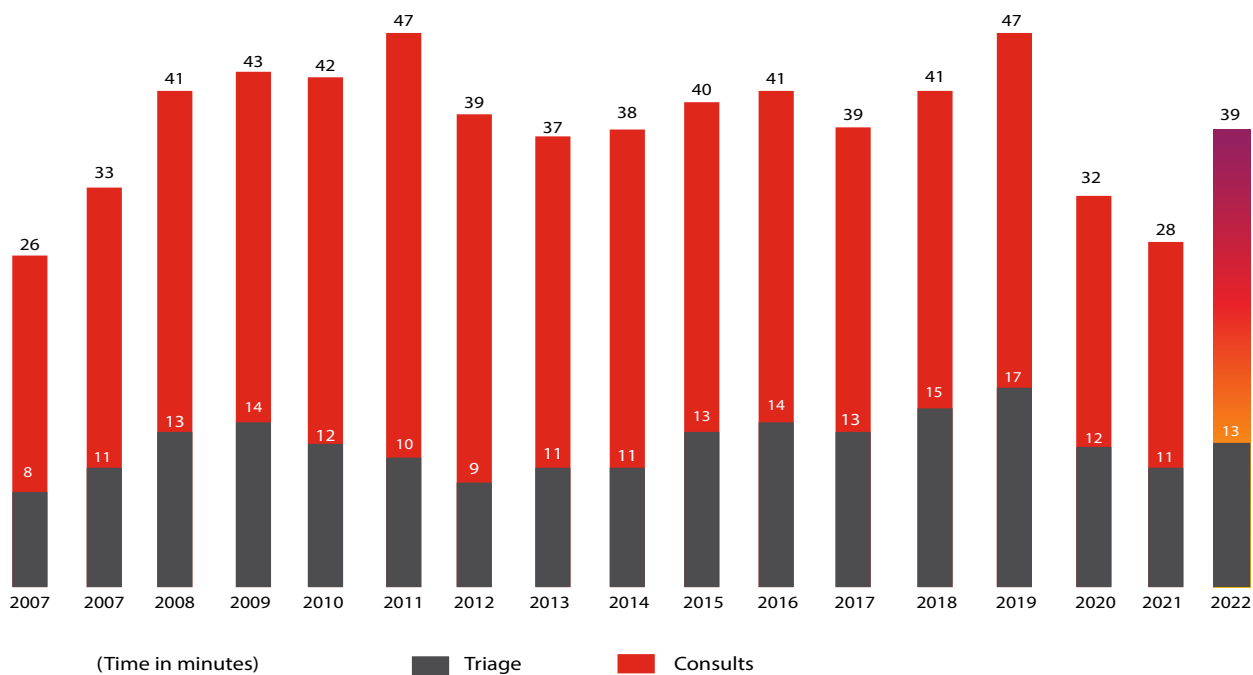
Clients were asked to rate their overall satisfaction with the service provided at MSHC. A consistently high positive rating of 95% satisfaction was recorded and has been recorded since 2004 (97 – 99%) (Figure 2)

Of 452 respondents 427 were very satisfied/very satisfied with the service (95%). Of 25 clients who were either unsure or dissatisfied with the service, 10 clients were unsure of their satisfaction and 15 clients were dissatisfied or very dissatisfied. Of these, 22 would attend again and 2 were unsure.

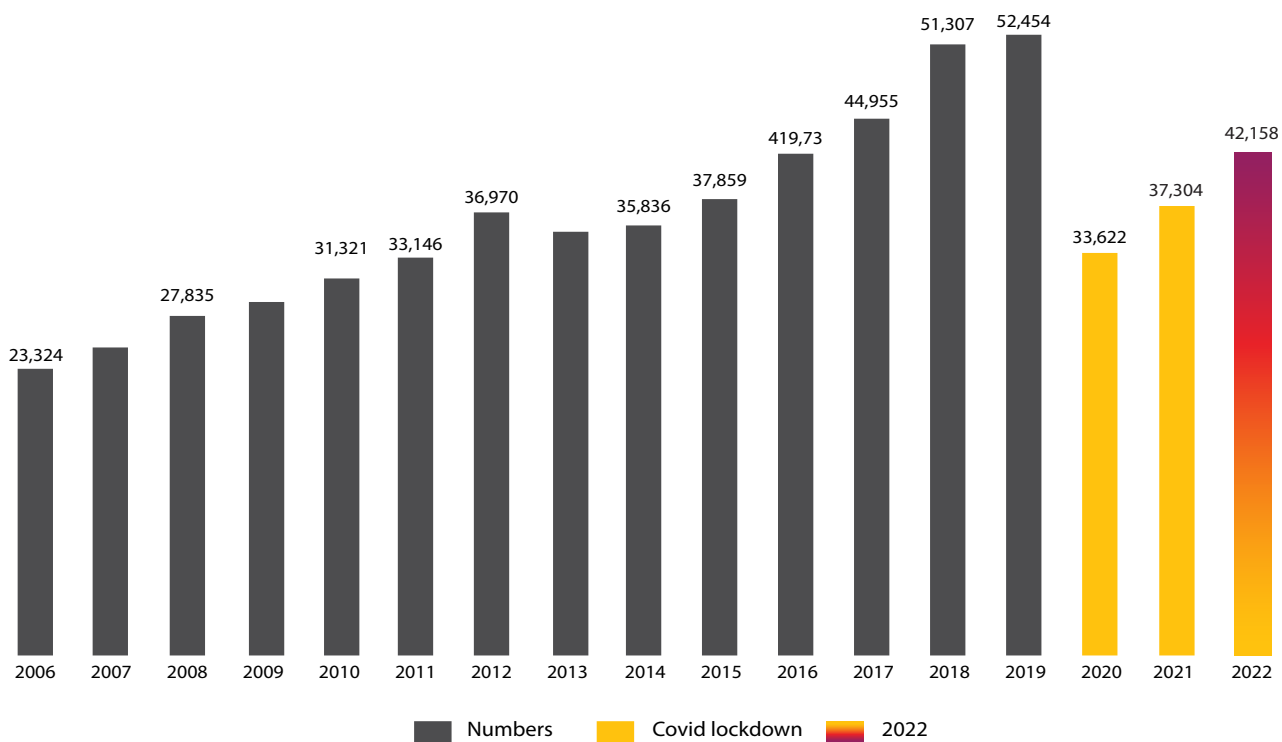
<b>VARIABLE</b>	<b>2022 No. (%)</b>	<b>2005 – 2021 Range %</b>
<b>Overall, I am satisfied with the services at MSHC</b>		
Satisfied/Very satisfied	427 (95%)	95 - 99%
Unsure	10 (2%)	1 - 3%
Dissatisfied/Very dissatisfied	15 (3%)	0 - 4%
Missing	6	
<b>If the need arose, I would attend MSHC again</b>		
Yes	450 (98%)	97 - 99%
No	1 (<1%)	0 - 3%
Not sure	6 (1%)	1 - 4%
Missing	1	

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 and in 2022 to 42,158. The staff continue to do their best to ensure that clients are not kept waiting longer than is reasonable.

**Figure 3**  
Average waiting time in the clinic



**Figure 4**  
Number of services provided over time





# 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:

“Good experience. An online platform to book an appointment would be good”

“The log in screen is extremely difficult to use”

“Pros: Visit was overall good and smooth. Cons: the questionnaire at check-in is way too lengthy and time consuming, not sure if it’s even needed? A quick chat with the nurse would cover the ground of the questionnaire”

“Registration and waiting time is longer than expected”

“It’s difficult to get urgent treatment in Melbourne. GPs rarely have appointments in next few days. But if working 9-5 M-F it’s hard to find time to sit at MSHC for 2 hours. Online forms would be great”

“Texting (or emailing or calling) negative test results would help a lot with anxiety about test results. “no news is good news” is stressful, and being able to get texts about HIV results even when negative but nothing else doesn’t make much sense”

“The nurses are wonderful. The gender options when checking in are not good enough though”

“At home STI testing would be such a significant change in STI prevention”

“I like the idea of this survey! And a bulk billed + electronic download for a slip sounds great! Would save time and driving Thank you for the services provided”

“Pretty good service considering it’s free. Maybe find some way for people to avoid waiting outside now that COVID lockdowns are over. This is embarrassing and uncomfortable”

“Great service, knowledgeable and comforting staff helped me follow up testing for pelvic/genital symptoms as a first step before other investigation”

“There needs to be more accessible services like this around Melbourne!”

“It was seen very fast and barely had to wait. I was nervous but the doctor was friendly so I felt a bit more comfortable. I was also very glad that I had a female doctor taking the samples. In my country there are no clinics like this where you get results and medication right away, free of charge. I’m very happy I had access to your clinic, thank you so much!”

“I like the Centre because it specialises in STI’s rather than the GP. I have been to hospital emergency for PEP and they did not have the experience or understanding that I get at MSHC. I used to feel embarrassed coming to the Centre but now I feel it improves my confidence and I feel safe and empowered coming. I liked how there was pop music playing - it made it seem like a more familiar environment and more relaxed. I go to the Green Room. I would like it if we can get a TAG test and HIV Bloods done at the Green Room rather than doing these separately”

“My GP sent me here to have MG treated as the treatment she prescribed didn’t work. I felt very anxious about attending as I wasn’t sure what to expect. The whole process was really smooth and I felt really comfortable with the doctor. She was so thorough and did some tests on the spot. The pharmacy was also super helpful and took the time to explain all the medications which was so helpful because they were confusing. The doctor also called me after hours to check I understood and to ask I also do a pregnancy test. Thank you all so much for what you do, I feel very well looked after and somewhat reassured about my situation when I was really distressed beforehand. Would be amazing to have a clinic like this in the east/south eastern side of the city”

“The Nurse/Counsellor I saw today was excellent in all aspects of the care I required”

“This facility provides the highest standard of service they work like a well-oiled machine the team is super-efficient and work together seamlessly to provide the outstanding service well done”

“I think this is an essential service to the community. I have never been made to feel judged or like I’ve done something wrong from any staff. I advertise your services to anybody in my network and am an advocate for people being more aware of their sexual health. I don’t know how often I would visit a GP to get my testing done as I don’t feel overly comfortable to talk about these things with GPs due to previous bad experiences with them around gay sexual health.”

“I have visited the clinic several times in the last 3 months for ongoing treatment after being initially referred by my GP. Having never required assistance before, I was completely unaware the clinic existed. After being initially very apprehensive about attending, I can say that not only is the clinic an extremely valuable resource to the community, the team here are some of the most lovely caring and attentive people I have met. I don’t believe the clinic’s services would be utilised by as many people as I have seen there if the team didn’t possess the sincerely welcoming, non-judgmental and genuinely caring attitudes that they do. My treating doctor exemplifies the above. I really couldn’t thank them enough for not only going over and above to help me with finding a solution to my problem but for the informative and supportive way they have gone about it. I would have no hesitation recommending the clinic to anyone who was in need of assistance”



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