

Client Satisfaction Survey

2023-2024



Melbourne
Sexual
Health
Centre

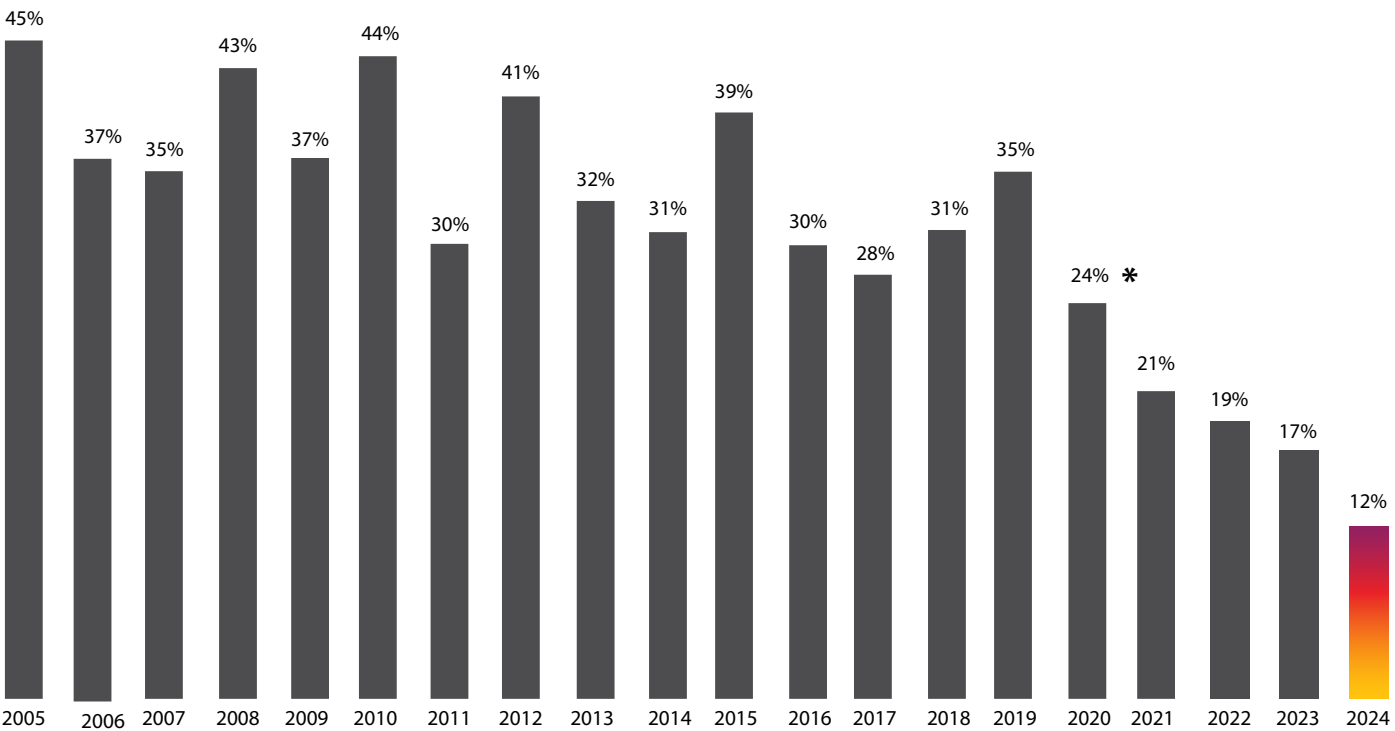


MSHC
MELBOURNE SEXUAL HEALTH CENTRE
Part of AlfredHealth

SUMMARY

The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2024 was conducted from 8 May – 22 May 2024 (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 an SMS was sent to clients containing a link to the survey. No identifiers were collected or linked to the survey. Of the 2,173 clients who received a service during that time, 1,879 were sent an SMS and 222 elected to complete the questionnaire. This represents a response rate of 12%. The proportion of clients participating in the annual survey has varied from 17% – 45% since 2005 as shown in *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 2024 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 (2024)	Clinic Population (survey month)	Sample Population
Male	15,957 (63%)	1,275 (66%)	149 (67%)
Female	8,969 (35%)	630 (32%)	62 (28%)
Nonbinary	322 (1%)	25 (1%)	7 (3%)
Other term	133 (<1%)	12 (<1%)	2 (1%)
Prefer not to answer	49 (<1%)	2 (<1%)	2 (1%)
TOTAL	25,430	1,944	222
AGE	Clinic Population (2024)	Clinic Population (during survey)	Sample Population
Under 20	459 (2%)	45 (2%)	3 (1%)
20 – 29	12,488 (49%)	940 (48%)	84 (38%)
30 – 39	8,400 (33%)	645 (33%)	54 (24%)
40 – 49	2,463 (10%)	189 (10%)	20 (9%)
50 – 59	1,061 (4%)	86 (4%)	23 (10%)
Over 60	554 (2%)	39 (2%)	15 (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 to rate their level of agreement with various statements about their visit to MSHC.

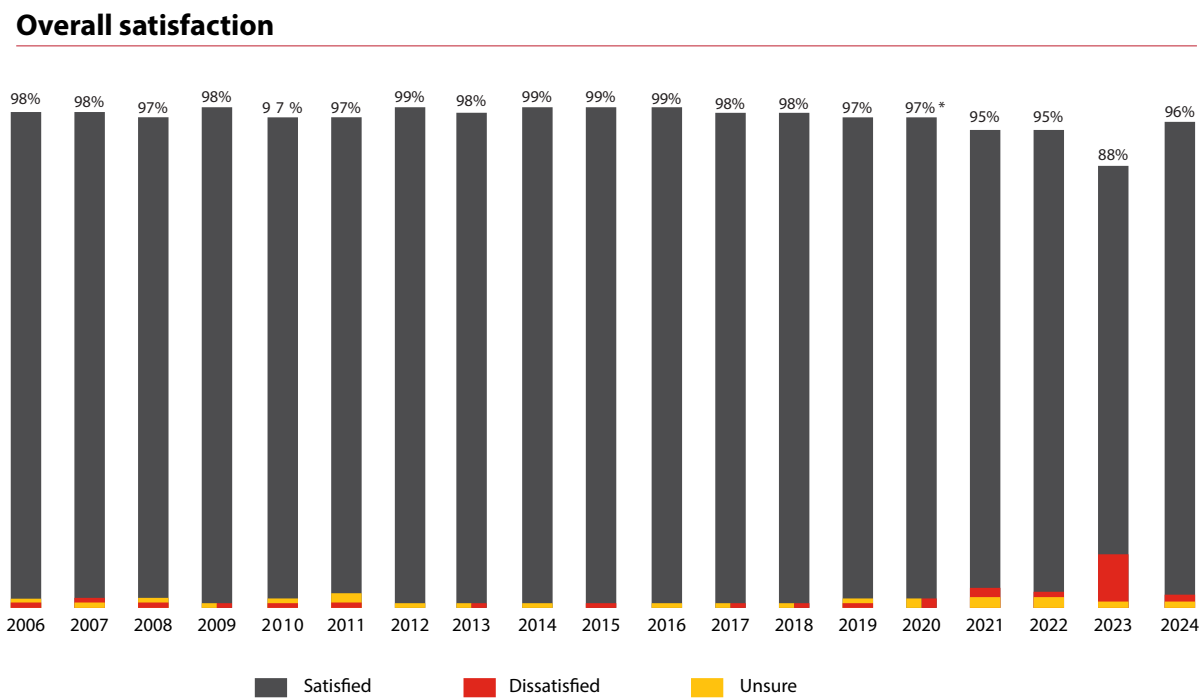
OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the service provided at MSHC. Melbourne Sexual Health Centre scored an 96% overall satisfaction rating in 2024. The satisfaction level has remained consistent for a number of years (Figure 2). We assume that the 88% result in 2023 may be related to specific issues about the introduction of the new client registration computer system at the time of that survey and may not reflect the feeling of clients over the entire year

Of 222 respondents 214 were very satisfied/very satisfied with the service (96%). There were 6 clients who were either dissatisfied or very dissatisfied with the service (3%), and 2 clients were unsure of their satisfaction (1%). Of these, 214 would attend again, 4 would not and 4 were unsure.

VARIABLE	2024 Number (%)	2005 - 2023 Range %
Please rate your overall satisfaction with the services at MSHC		
Satisfied/Very satisfied	214 (96%)	95 - 99%
Unsure	2 (1%)	1 - 3%
Dissatisfied/Very dissatisfied	6 (3%)	0 - 4%
Missing	0	
If you needed to, would you come back to MSHC again?		
Yes	214(96%)	97 - 99%
No	4 (2%)	0 - 3%
Not sure	4 (2%)	1 - 4%
Missing	0	

Figure 2



*Electronic surveys commenced in 2020

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

The majority (95%) were comfortable at their visit today; while 3% were unsure and 3% were uncomfortable or very uncomfortable.

VARIABLE	2024 Number (%)	2017 - 2023 Range %
How comfortable or uncomfortable was your visit to the Centre today?		
Agree/strongly agree	210 (95%)	73 - 90%
Not sure	6 (3%)	1 - 6%
Disagree/strongly disagree	6 (3%)	1 - 15%
Missing	0	

USE AND WAITING TIMES OF MELBOURNE SEXUAL HEALTH CENTRE

The majority of clients were able to have a seat for their entire visit (95%).

The majority of clients (64%) would be extremely/somewhat likely to leave the Centre for some of that time if they knew the wait would be more than one hour, while 19% would be unlikely/somewhat unlikely to leave and 18% were unsure.

VARIABLE	2024 No. (%)
Were you able to get a seat the entire time you were waiting at MSHC?	
Yes	212 (95%)
No	10 (5%)
If you knew your wait was going to be more than one hour, how likely would you be to leave the Centre for some of the time?	
Extremely likely	66 (30%)
Somewhat likely	75 (34%)
Neither likely or unlikely	40 (18%)
Somewhat unlikely	24 (11%)
Extremely unlikely	17 (8%)

We asked clients how useful a text message would be when the waiting time had reduced to 15 minutes. The majority (92%) said a text message would be extremely or very useful, 6% said moderately useful and 2% slightly useful.

VARIABLE	2024 Number (%)
How useful would a text message be when the wait to be seen had reduced to less than 15 minutes?	
Extremely useful	148 (67%)
Very useful	55 (25%)
Moderately useful	13 (6%)
Slightly useful	4 (4%)
Not at all useful	1 (0%)
Missing	1

We asked clients how long they would be willing to spend at the Centre for a typical visit. Most clients said 1-2 hours (52%), 44% said less than 1 hour, 4% 3-4 hours and 1% more than 4 hours.

VARIABLE	2024 Number (%)
How long would you be willing to spend at the Centre for a typical visit?	
Less than 1 hour	97 (44%)
1 – 2 hours	115 (52%)
3 – 4 hours	8 (4%)
More than 4 hours	2 (1%)

We asked clients what they would do if there were too many people at the Centre. The majority (56%) responded that they would just keep waiting, even if they had to wait for hours. A further 47% indicated they would come back another day, 12% would see their own GP and 6% would find a GP who is trained in sexual health. Some would use an online service (6%) and 14% were not sure what they would do.

VARIABLE	2024 Number (%)
If there were too many people at our Centre, what would you do? (Tick as many as applicable)	
Just keep waiting, even if I have to wait for hours	111 (56%)
Come back another day	94 (47%)
See my own GP instead	23 (12%)
Find a GP who is trained in sexual health	20 (10%)
Use an online service for sexually transmitted infections	12 (6%)
I am not sure	27 (14%)
Missing	24

Comments from clients about reducing overcrowding

Clients were asked for their ideas to reduce overcrowding

Do you have any ideas on how to reduce overcrowding at the Centre?

“Your above options look great. Also, the booking the day before if you are asymptomatic seems to work really well too”

“It was honestly not bad when I went”

"Not sure if it would help overcrowding per se but the less time people need to be there, the better. I think repeat visitors should be able to access the pre-screening survey with pre populated data from previous visits...most info doesn't change. And should be able to complete it online before getting to MSHC and then maybe submit only once you get there to check in and show you're physically present. Could also have more chairs in lobby downstairs with SMS notification. Also, for audio impaired people, it would be good to have a screen showing who is being called up e.g. Bernard 1968 instead of the medics yelling out name...when person may be elsewhere or not understanding them"

"Have an app that shows in real time where you are in the Queue?"

"Estimated wait time to be sent via SMS"

"More staff offering more appointments"

"Only for myself; to get in early to avoid a long wait"

"It's difficult to get an appointment. For people who live close by, I'd prefer to get a text saying a doctor will see you in 15 minutes' then wait in a full waiting room for over an hour concerned I might see someone I know. If I got a text I could continue to work from home and come in when it was my turn. I've been there at 8am in the past so I could be seen first yet I still wait for an hour as everyone else who came after me gets seen first. It doesn't make sense how that works and is very frustrating"

"Encouraging the visitors to book an appointment for the next time instead of walking in without it. Also, in my unprofessional opinion, it would be possible to have only one stage to the visit in a case where a doctor is not required. Other than that I didn't wait too long and I felt that the visit was quick and efficient. The tests were done on the spot and I got the medication in advance so I don't have to come back in case of a positive response"

"I believe that today was pretty good in a lot of aspects"

"Offering appointment times when patients have checked in so they can come back when their appointment time is close"

"Send the message when less than 15 min to the appointment or something similar. The uncomfortable part of my experience at the Centre was the big amount of people and how very few were wearing masks and I had to sit quite close to them and across for them. And close to the toilets at one point too"

"To me this place is busy but runs like a well-oiled machine. Very impressed"

"Extended hours, weekends and evenings"

"Offer people with symptoms some booked slots too"

"Paying for car parking in the street is a reason I would have to leave for a short time and I would not want to lose my position in the queue. Some method of acknowledgement with staff members would be good, maybe a text message to let me know of the immediate situation is required "

“Open another centre or several in strategic locations of the state”

“Get a bigger Centre. All the staff and service is fantastic”

“When you check in on arrival it would be nice if you could choose the language. I have little in Melbourne and it took me a long time to fill in the survey because I had to translate everything. If there was an option to access it in a language other than English it would be a plus. Currently there are a lot of Latin people, a Spanish version would be excellent”

“Like Vic roads do, ticket system which tells you which seat number to also sit at, your number is called on a screen and you go to that corresponding room number”

“Have an indicator on the website of how busy the centre is at any time/how long the expected wait is”

“Fast self-testing options for MSM. Given how frequently most MSM visit the clinic, perhaps there might be a fast-test screening only option that only involves triage. Depends on whether the patient is willing to put up with symptoms for another 24 hours (granted the testing is fast) Updates on your position in the queue, 15-minute heads up when you’re due to be seen No. I have never experienced overcrowding at a level that caused a problem to me as a client.”

“Get a designer/architect in to make better use of space A bit of paint wouldn’t hurt either I love you guys and thank you for your service”

“Before my appointment. I was there, but the doors have only opened at 8:30. Maybe in this instance have check in QR code at the entrance so people can check in while waiting for the doors to open”

“No. I have never experienced overcrowding at a level that caused a problem to me as a client”

“Personally, I stay no matter how long the wait for fear of missing my allotted slot”

“I like how you do appointments now”

SIGNAGE AT MELBOURNE SEXUAL HEALTH CENTRE

The majority of clients found the signage helpful (95%)

VARIABLE	2024 Number (%)
Did you find the signage at the Centre helpful?	
Yes	207 (95%)
No	12 (5%)
Missing	3

Comments about changes clients would like to see to signage

“The system did not work, the attendant nicely helped by doing the registration directly in the system”

“For most the links not working, then you have to register as a new client which is bit tedious”

“Update to reflect current processes”

“There is a lot of it! It’s confusing, dated and I don’t think it tells anyone anything”

“It’s hard to find the way back to waiting room until you have learnt the whole layout”

“I didn’t see any signs that stood out there’s a lot of little signs everywhere”

“Most signage is good but there is a lot of signage that can be overwhelming. A check of whether study recruitment ads are still current/requirement for them to have a contact by date”

“The A3 blue what to expect sign to the right of reception is helpful for first timers but should be in the waiting area under the triage screen”

“Colour code areas. Staff to give clear direction as to where to sit”

“I would like to see all the dull questions about sexual partners gone”

REASONS FOR ATTENDING MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up, or tests (65%) followed by concerns about symptoms (38%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

VARIABLE	2024 Number (%)	2010 -2023 Range %
Reason for attending MSHC (allowed multiple reasons)		
Check-up/ tests	144 (65%)	53 - 78%
Concerned about symptoms	85 (38%)	25 - 37%
Test results	20 (9%)	6 - 24%
Treatment	39 (18%)	16 - 20%
Vaccinations	18 (8%)	2 - 10%
*SH information/advice	26 (12%)	6 - 13%
Contact with partner with STI	17 (8%)	4 - 15%
Counselling	12 (5%)	1 - 5%
Other	9 (4%)	1 - 9%
Prefer not to say	3 (1%)	-

* 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 (33%); 16% were for other reasons; 19% were not covered by Medicare and 22% could not afford their GP.

VARIABLE	2024 Number (%)	2017 - 2023 Range %
Please tell us why you have come to MSHC for your care rather than to your GP? (Tick as many as apply)		
I am not comfortable with seeing my GP for these issues	73 (33%)	36 - 49%
I can't afford my GP	48 (22%)	5 - 14%
I can't afford treatment	30 (14%)	-
I didn't know GPs dealt with SH	13 (6%)	-
My GP was unavailable	22 (10%)	-
I was recommended here	67 (30%)	-
I am not covered by Medicare/non-citizen/not a permanent resident	43 (19%)	10 - 25%
Other*	36 (16%)	26 - 33%
Prefer not to say	3 (1%)	-

**Reasons for 'Other'*

"I love the personal there and they are really professional, and I feel safe there"

"I've never seen a GP who's been knowledgeable enough about queer sexual health. They never order the right tests and often tell you, you don't need it if you ask for it. I've had a GP refuse to do anal swabs before even though I was bottoming....."

"It was just the easiest way without having to make an appointment"

"I've been coming here for many years since first STI scare and it's good to deal with medical practitioners that are comfortable and knowledgeable re STIs. I'm not sure most GPs are very good with STIs"

"It's all about what you deal you deal with the people of all kinds the more you deal you gain more knowledge, so you have lot of exposure on the issues that is my reason why I chose MSHC"

"GP don't seem comfortable doing this"

"I was told about the counselling services available after attending an appointment for a sexual health check-up. I booked an appointment as the wait times and cost of a psychologist make treatment somewhat out of reach for me as an unemployed person"

"It's more convenient service"

"Prep tests and script"

"Cheaper (I can afford GP, but prefer not to pay)"

"I am fairly sexually active, and I feel that the Centre's staff are more competent in dealing with STIs than my local GP"

"The clinic is very queer friendly and up to date on gay sexual health"

"I have been coming to MSHC for year, since my GP was reluctant to do the tests, and the pathologist charged for STI tests"

"GPs are generally less thorough and informed about sexual health"

"There are no clinics near me"

"Prefer the expertise of the clinic"

"I feel very comfortable at MSHC, and I feel respected and a sense of belongingness. Staff are amazing, and my doctor is such an amazing doctor! Makes me feel welcome, and at home"

"It's a clinic dedicated solely to that purpose, so I know the staff are well equipped for any situation I need"

"Specialised sexual health"

"When I had obvious STI symptoms previously GP was useless"

"Truly runs like a well-oiled machine - I've had no issues, and the staff are always incredibly humanistic and friendly"

WAITING TIME STATISTICS AT MELBOURNE SEXUAL HEALTH CENTRE

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. In 2023, 47,970 services were provided and in 2024 49,194 services. 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

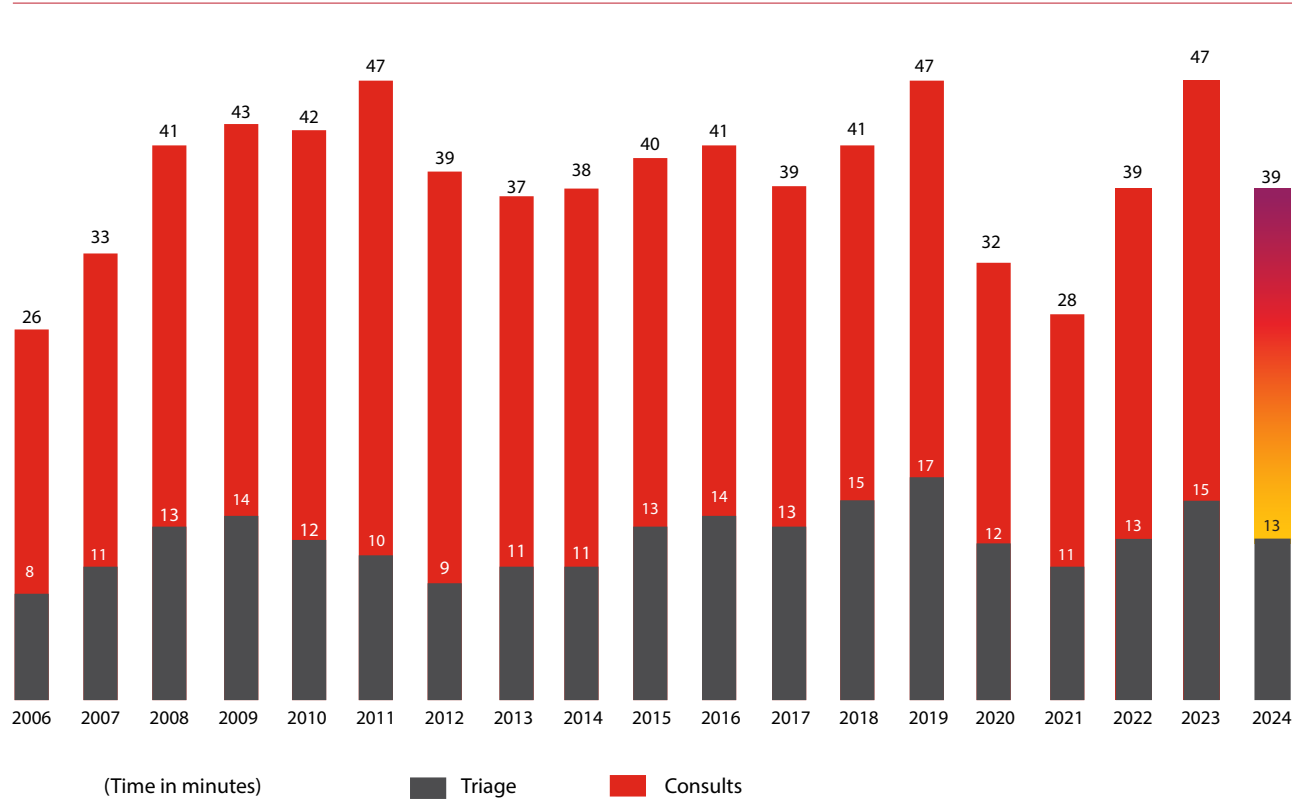
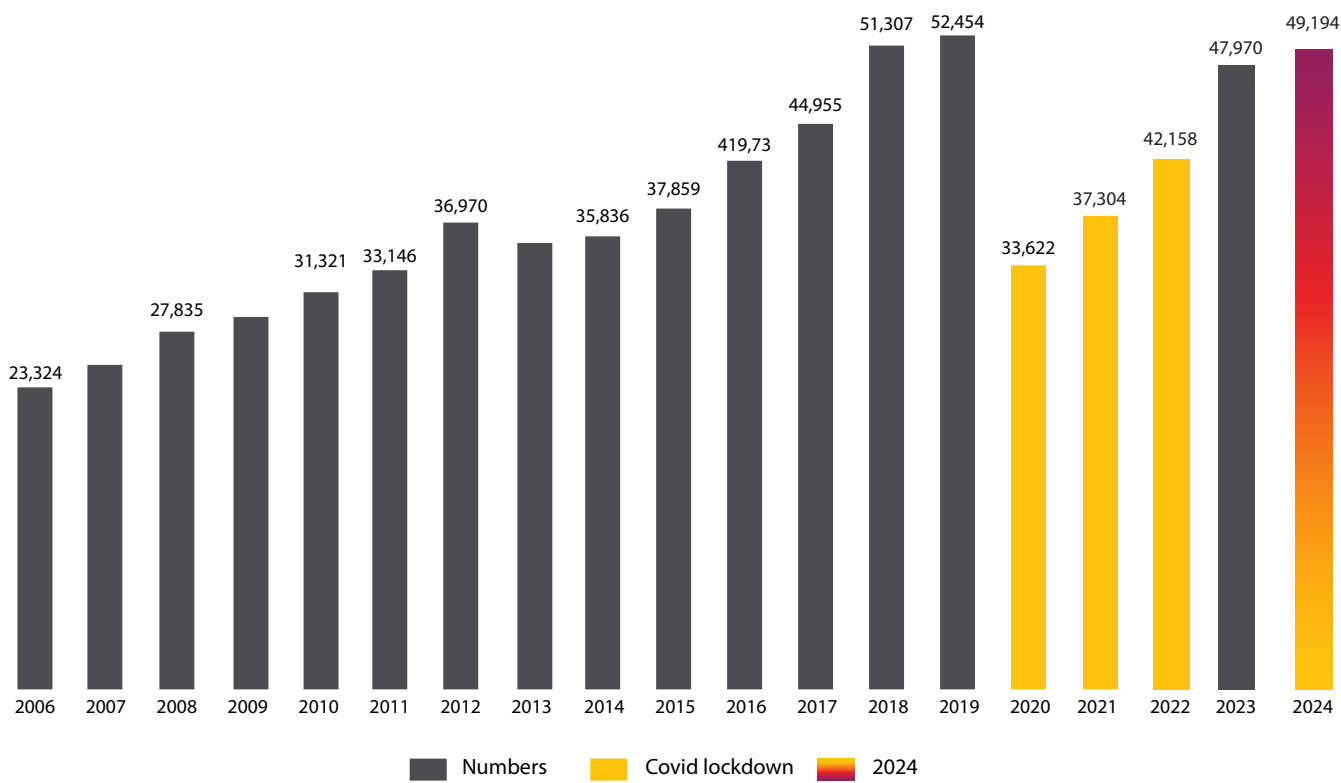


Figure 4
Number of services provided over time



Staff and clients

All staff are once again to be highly commended for their continued professionalism, compassion and understanding towards clients.

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.

