MELBOURNE SEXUAL HEALTH CENTRE
THE GREEN ROOM 2012
CLIENT SATISFACTION SURVEY

Melbourne Sexual Health Centre
A part of Alfred Health

SUMMARY

The Melbourne Sexual Health Centre (MSHC), Green Room (TGR) Client Satisfaction Survey was conducted from 12 – 30 November 2012 (inclusive). The survey was offered to clients by reception staff in TGR. Of 282 clients who received a service during the survey, 205 elected to complete the questionnaire representing a response rate of 73%. Among these were 17 incomplete surveys.

Clients were asked to rate their level of agreement with various statements about their visit to TGR, MSHC. Clients rated the professionalism, friendly and relaxed approach 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, TGR scored a 99.5% overall satisfaction rating.

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 TGR client population for 2012 and the client population during the week of the survey. Comparing the sample population and TGR populations for the year and week of the survey showed that the populations were all similar.

GENDER	TGR Population (2012)	TGR Population (survey weeks)	Sample Population
Male	925 (88%)	259 (92%)	188 (92%)
Female	119 (11%)	22 (8%)	17 (8%)
Transgender	4 (0.4%)	1 (0.3%)	0
TOTAL	1,048	282	205

AGE	TGR Population (2011)	TGR Population (survey week)	Sample Population
19 – 29	151 (14%)	48 (17%)	30 (15%)
30 – 39	258 (25%)	66 (24%)	45 (22%)
40 – 49	329 (31%)	79 (28%)	63 (31%)
50 – 59	211 (20%)	62 (22%)	46 (23%)
Over 60	99 (9%)	26 (9%)	19 (9%)

Note: TGR 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 TGR Clinic Population.

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USE OF THE GREEN ROOM, MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked general questions about their use of TGR services. In 2012, the majority of clients had accessed the service for 2 – 5 years (39%) followed by less than 18 months (23%); 6 – 10 years (19%) and 18% for over 10 years.

VARIABLE	2012 No. (%)
How long have you been accessing the services in TGR?	
First time	3 (2%)
Less than 18months	47 (23%)
2 - 5 years	78 (39%)
6 – 10 years	38 (19%)
More than 10 years	36 (18%)
Missing	*3*

Clients were asked if they found it easy to get an appointment time that suited them, if the staff made them feel welcome, and if they were satisfied with self-registration using a computer.

The majority of clients (88%) find it easy to get an appointment that suits them. A few comments made were requests for after business hours or a weekend clinic once a week.

The majority (98%) agreed that the staff made them feel welcome. Positive comments by numerous clients were received about the outstanding lady at reception who always tries to be accommodating with appointment times and any emergencies.

The majority of clients were satisfied with self-registering on a computer (77%); 5% were unsure and 11% disagreed. Comments received about self registering were that once you are registered you should not have to re-enter data every time and that they would rather speak to the lovely lady at reception.

VARIABLE	2012 No. (%)
I find it easy to get an appointment that suits me	
Strongly agree	103 (51%)
Agree	77 (37%)
Unsure	9 (4%)
Disagree	12 (6%)
Strongly disagree	3 (2%)
Missing	*1*
The staff make me feel welcome	
Strongly agree	154 (76%)
Agree	45 (22%)

Not sure	5 (3%)
Disagree	0
Strongly disagree	0
Missing/not applicable	*1*
VARIABLE	**2012 No. (%)**
I am satisfied with self-registering my details using a computer in TGR	
Strongly agree	100 (49%)
Agree	58 (28%)
Not sure	10 (5%)
Disagree	13 (6%)
Strongly disagree	11 (5%)
I did not self register today	13 (6%)

Clients were asked what time intervals they preferred between appointments to see a doctor. The majority indicated 3 months (42%); 28% preferred 4 monthly intervals, 24% 6 monthly, while 3% preferred 8 monthly and 3% indicated other. If other was selected they were asked to specify the interval preferred. A few indicated yearly, others said it would depend on their current condition, or whenever their doctor requested to see them.

VARIABLE	**2012 No. (%)**
Which of the following time intervals would you prefer between appointments to see a doctor	
3 months	86 (42%)
4 months	56 (28%)
6 months	48 (24%)
8 months	7 (3%)
Other	7 (3%)
Missing	1
How far from MSHC do you live?	
Less than 100km	177 (89%)
More than 100km	23 (12%)
Missing	5
How comfortable would you be if we offered Skype or telephone consultations for those who live more than 100km from the Centre with having blood tests through your local doctor and medication posted to your home?	
Very comfortable	42 (22%)
Comfortable	28 (15%)

Not sure	34 (18%)
Uncomfortable	12 (6%)
Very uncomfortable	9 (11%)
Missing/not applicable	*80*

Melbourne Sexual Health Centre is constantly investigating innovative ways to improve the services provided including finding alternatives to distributing the service to the broader community of Victoria.

Clients were asked for their views about using phone consultations or secure webcam consultations with a doctor if they lived 100 km or more in distance from the Centre explaining that their blood tests could be done through their local doctor and their treatment could be sent by post.

While 37% said they were comfortable with using a Skype or telephone consult; 18% were not sure and 17% were uncomfortable using either one. Of 22 clients who responded that they lived more than 100km from the Centre; 50% said they were very comfortable /comfortable with Skype or telephone consultations; 9% were unsure; and 23% were uncomfortable or very uncomfortable with such consultations.

Few comments were provided about using a phone consult, and these varied with some clients preferring face to face consultations; some thought it would be convenient; other comments provided were related to security and confidentiality.

VARIABLE	**2012 No. (%)**	
How comfortable would you be if we offered Skype or telephone consultations for those who live more than 100km		
Distance from TGR	<100km (n=164)	>100km (n=22)
Very comfortable	33 (20%)	8 (36%)
Comfortable	25 (15%)	3 (14%)
Not sure	32 (20%)	2 (9%)
Uncomfortable	11 (7%)	1 (5%)
Very uncomfortable	5 (3%)	4 (18%)
Missing/not applicable	*58*	*4*

SERVICES AVAILABLE IN TGR

Clients were asked a series of questions relating to the services they received at Melbourne Sexual Health Centre.

The question about clients being aware or unaware or having used services offered in TGR appeared to be confusing to some clients. Among clients who had used the nursing and doctor service for a number of years some indicated they were aware of the service rather than they had used these services or some indicated they were unaware of the nursing services and others left blank answers. Taking this into account aware/have used was combined. The majority of clients were aware/had used all the services offered, but to a lesser extent were aware/had used the skin specialist, social work services and the dietitian.

VARIABLE	2012 No. (%)		
The following services are available to you in TGR. Please indicate if you are aware and if you have made use of these services *(allowed multiple responses)*			
	Aware/Have used	Unaware	*Missing*
Nursing	188 (95%)	10 (5%)	*7*
Doctor	195 (98%)	3 (2%)	*7*
Counselling	179 (94%)	12 (6%)	*14*
Pharmacy	192 (97%)	6 (3%)	*7*
Skin specialist	101 (52%)	93 (48%)	*11*
Social work	96 (51%)	94 (49%)	*15*

SUPPORT SERVICES IN TGR

Clients were asked a series of questions relating to the support services they received in TGR. Respondents agreed or strongly agreed to questions relating to support with:

- Health information 97%
- Comfortable with STI tests 97%
- Advice on taking medication regularly 93%
- Easy to contact TGR 91%
- Smoking and related heart/health risks 88%
- Medication information 87%
- Seek assistance if in a crisis 85%
- Strategies to reduce risky sexual practices 85%
- Discuss anxiety/depression 83%
- Community support groups 79%
- Relationship issues 74%

VARIABLE	2012 NO. (%)
The clinic staff provide me with enough information about HIV and my health	
Strongly Agree	131 (66%)
Agree	62 (31%)
Not sure	3 (2%)
Disagree	2 (1%)
Strongly disagree	1 (1%)
Missing/not applicable	*6*

The clinic staff provide me with enough information about my medication and what to expect	
Strongly Agree	121 (62%)
Agree	68 (35%)
Not sure	5 (3%)
Disagree	0
Strongly disagree	0
Missing/not applicable	*11*
I receive assistance support and practical advice about taking my medication regularly	
Strongly Agree	109 (58%)
Agree	66 (35%)
Not sure	10 (5%)
Disagree	2 (1%)
Strongly Disagree	0
Missing/not applicable	*18*
The clinic staff have spoken to me about smoking and the related heart and health risks	
Strongly Agree	80 (47%)
Agree	69 (41%)
Not sure	11 (7%)
Disagree	8 (5%)
Strongly Disagree	1 (1%)
Missing/not applicable	*36*
I have been provided with enough information about community support groups	
Strongly Agree	59 (31%)
Agree	91 (48%)
Not sure	25 (13%)
Disagree	13 (7%)
Strongly Disagree	1 (1%)
Missing/not applicable	*14*

VARIABLE	**2012 No. (%)**
I have been provided with opportunities to discuss anxiety and/or depression issues	
Strongly Agree	70 (38%)
Agree	82 (45%)
Not sure	19 (10%)

Disagree	11 (6%)
Strongly disagree	1 (1%)
Missing/not applicable	*22*
The clinic staff provide me with opportunity to discuss relationship issues	
Strongly Agree	61 (35%)
Agree	69 (39%)
Not sure	33 (19%)
Disagree	13 (7%)
Strongly disagree	1 (1%)
Missing/not applicable	*28*
If I have a crisis, I feel I can seek advice and support from TGR staff	
Strongly Agree	97 (49%)
Agree	71 (36%)
Not sure	23 (12%)
Disagree	8 (4%)
Strongly disagree	1 (1%)
Missing/not applicable	*5*
The clinic staff assist me in developing strategies to reduce risky sexual practices	
Strongly Agree	81 (45%)
Agree	72 (40%)
Not sure	22 (12%)
Disagree	5 (2%)
Strongly disagree	0
Missing/not applicable	*25*
I am comfortable with having regular STI tests (e.g. chlamydia/ gonorrhoea	
Strongly Agree	115 (61%)
Agree	69 (36%)
Not sure	3 (2%)
Disagree	3 (2%)
Strongly disagree	0
Missing/not applicable	*15*

VARIABLE	2012 No. (%)
I can easily contact TGR for results, advice and information	
Strongly Agree	103 (51%)
Agree	80 (40%)
Not sure	14 (7%)
Disagree	5 (3%)
Strongly disagree	0
Missing/not applicable	*3*

Clients were asked which areas they would like to have more support. The majority of clients indicated they did not require more support and among those indicating they would like more support were mostly in mental health (19%), followed by medication side effects (18%) and sexual dysfunction (16%).

VARIABLE	2012 No. (%)
In which areas would you like more support?	
Mental health (anxiety & depression)	19%
Medication side effects	18%
Sexual dysfunction/difficulties	16%
Adjustment to diagnosis and lifestyle	12%
Activities and groups	11%
Quitting smoking	11%
Community support links	10%
Relationships	10%
Taking medications regularly	9%
Reducing risky sexual practices	8%
Drugs and alcohol problems	8%
Crisis support	8%
Heart problems	7%
More advice and support over the telephone	6%
Missing	*2*

Clients were asked who treated them today and multiple responses were allowed. The majority of clients were treated by a doctor followed by a nurse. In many instances, clients received treatment by a doctor and nurse and/pharmacist on the same day. One client saw a counsellor, dietitian and pharmacist at the same visit to TGR.

VARIABLE	2012 No. (%)
I was treated today by a: *(allowed multiple responses)*	
Doctor	138 (69%)
Nurse	95 (48%)
Counsellor	4 (2%)
Pharmacist	31 (16%)
Skin specialist	2 (1%)
Missing	*6*

SERVICES RECEIVED IN TGR

Clients were asked a series of questions relating to the services they received in TGR. Respondents agreed or strongly agreed to questions relating to:

- Professionalism and respect from staff: 99%
- Feeling comfortable to discuss health matters: 99%
- Usefulness of the services: 99%
- Confidentiality of information: 93% believed that medical information collected at MSHC, TGR will be kept confidential
- Opportunity to ask questions: 99%
- Staff providing options allowing me to choose help to assist me: 95%

VARIABLE	2012 No. (%)
The staff are professional and respectful	
Strongly Agree	146 (75%)
Agree	46 (24%)
Not sure	2 (1%)
Disagree	0
Strongly disagree	0
Missing	*11*
The nurse/doctor/counsellor made me feel comfortable to discuss my health matters	
Strongly Agree	143 (73%)
Agree	50 (26%)
Not sure	2 (1%)
Disagree	1 (1%)
Strongly disagree	0
Missing	*9*

VARIABLE	2012 No. (%)
The services provided through TGR are useful to me	
Strongly Agree	143 (73%)
Agree	52 (27%)
Not sure	1 (1%)
Disagree	0
Strongly disagree	0
Missing	9

I believe the medical information collected by TGR will be kept confidential	
Strongly Agree	129 (66%)
Agree	52 (27%)
Not sure	12 (6%)
Disagree	1 (1%)
Strongly disagree	1 (1%)
Missing	10

I had the opportunity to ask questions during my consultation	
Strongly Agree	140 (72%)
Agree	53 (27%)
Not sure	2 (1%)
Disagree	0
Strongly disagree	0
Missing	*10*
The staff gave me options and allowed me to choose help that assisted me	
Strongly Agree	114 (60%)
Agree	66 (35%)
Not sure	9 (5%)
Disagree	0
Strongly disagree	0
Missing	*16*

Clients were asked to list the most important things that a nurse could help me with:
In general the respondents listed encouragement, support, and general advice in all things relating to living with HIV.

Clients were asked to list the most important things that a doctor could help me with: Generally the respondents listed ensuring I am as healthy as can be, confidence to live well with HIV, expert advice about HIV and broader health related issues, clear advice on my treatment options and make recommendations on the latest evidence.

PHARMACY SERVICES

Clients were asked if they use the pharmacy services of MSHC and asked for their level of agreement for the service being useful and important to them.

The majority of clients use the pharmacy services (95%) and 99% agreed/strongly agreed that the service was useful and important and 1% were unsure.
The comments made about the service and the pharmacy staff were very positive. Clients find the staff extremely efficient, friendly and helpful with questions regarding interactions with other medications, and instructions are clearly delivered. A few comments were requests to be able to have 6 month prescriptions filled.

VARIABLE	2012 Number (%)
Do you use the pharmacy services at MSHC?	
Yes	180 (95%)
No	10 (5%)
Missing	*15*

The pharmacy service is useful and important to me	
Strongly Agree	148 (82%)
Agree	30 (17%)
Not sure	2 (1%)
Disagree	0
Strongly disagree	0
Missing	*25*

OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the TGR service provided at MSHC. A high positive rating of 99.5% satisfaction was recorded.

Only one client was unsure of their satisfaction. The client was unsure about reception staff making them feel welcome; unsure about staff being professional and respectful; unsure about medical information being kept confidential and commented that the pharmacy service is slow.

VARIABLE	2012 Number (%)
Overall, I am satisfied with the services at MSHC	
Very satisfied	151 (79%)
Satisfied	38 (20%)
Unsure	1 (1%)
Dissatisfied	0
Very dissatisfied	0
Missing	*15*

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. Overall, the majority of respondents rated staff and feeling comfortable best, followed by efficiency and the service provided and then the facilities and information available.

VARIABLE	2012 2005 - 2010 2005
A summary of what clients like *BEST* about the Centre (based on top 3)	
Staff and comfort	125
Efficiency and service	74
Facilities and information	52
Easy access/free	34
Confidentiality	15
Location	11

The facilities of TGR were liked least by the respondents. These included computer registration and singular comments about the coffee, the carpet, or being tucked away in a corner/or having to pass through the main clinic, and suggestions for more reading material.

VARIABLE	2012
A summary of what clients like *LEAST* about the Centre (based on top 3)	
Facilities	11
Embarrassment/stigma of attending	8
Staff	7
Opening hours	5
Waiting times/no appointments	4
Location and parking	3

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COMMENTS AND SUGGESTIONS

The aim of the client satisfaction survey is to measure their satisfaction with the services provided in TGR 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.

Some of the Comments:

Positive comments:

"A wonderful service and I feel so lucky to have the service"
"I don't think it could be any better"
"I hope there are no changes to TGR.MSHC is especially good for use by positive women - the expertise, privacy, safe, discreet-good one-stop-shop for HIV and referrals"
"I want to thank all involved for being there to provide such a supportive service and treatment without which I might not be here but because of it I am basically doing very well. Thanks guys"
"Free meds take a lot of financial pressure off me"
"It's free!! What a wonderful country we live in"
"I feel enormously privileged to have access too such a service let alone a service of such high standard"
"Visiting for over 10 years and very happy with the support and services I have received. Please keep up the good work"
"Very pleased with the service thank you, but would like greater sharing of electronic records between Alfred and MSHC when appropriate. I attend different OPD"

Negative comments:

"Over the years I have got to know the system. In the beginning there needs to be information on processes"
"Can be anxious waiting in the waiting room as everyone knows you have HIV compared to normal doctor"
"Location – having to walk through the entire Centre to get here"
"Extremely prominent signs in front of the building now a little embarrassing to walk in"