

# MELBOURNE SEXUAL HEALTH CENTRE

## THE GREEN ROOM

### CLIENT SHORT SURVEY 2015



#### SUMMARY

The Melbourne Sexual Health Centre (MSHC), The Green Room (TGR) Client Short Survey was conducted from 25th November to 31<sup>st</sup> December 2015 (inclusive). Three extra questions were added to TGR computer-assisted-self-interview (CASI) as part of electronic registration. Of 191 clients who received a service during the survey, 177 completed the extra questions (93%). The mean age of the responders was 43 years ranging from 22 – 81 years

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.

#### USE OF THE GREEN ROOM, MELBOURNE SEXUAL HEALTH CENTRE

Clients were asked general questions about their use of TGR services. In 2015, the majority of clients had accessed the service for 1 – 5 years (47%) followed by; 6 – 10 years (27%) and 19% for over 10 years.

VARIABLE	No. (%)
<b>How long have you been a client of TGR?</b>	
Less than 1 year	13 (7%)
1 - 5 years	83 (47%)
6 – 10 years	47 (27%)
More than 10 years	34 (19%)

The majority of clients (94%) were satisfied/very satisfied with their care at this visit; 6 were somewhat satisfied (3%); 1 was somewhat dissatisfied and 3 (2%) were very dissatisfied

VARIABLE	No. (%)
<b>How satisfied were you with your care in TGR at this visit?</b>	
Very satisfied	134 (76%)
Satisfied	33 (19%)
Somewhat satisfied	6 (3%)
Somewhat dissatisfied	1 (1%)
Dissatisfied	0 (0%)
Very dissatisfied	3 (2%)

The majority of clients (97%) were likely/very likely to recommend TGR to others who need HIV care

VARIABLE	No. (%)
How likely are you to recommend TGR to others who need HIV care?	
Very likely	145 (82%)
Likely	26 (15%)
Unlikely	3 (2%)
Very unlikely	3 (2%)