

MSHC

MELBOURNE SEXUAL HEALTH CENTRE
CLIENT SATISFACTION SURVEY REPORT 2016

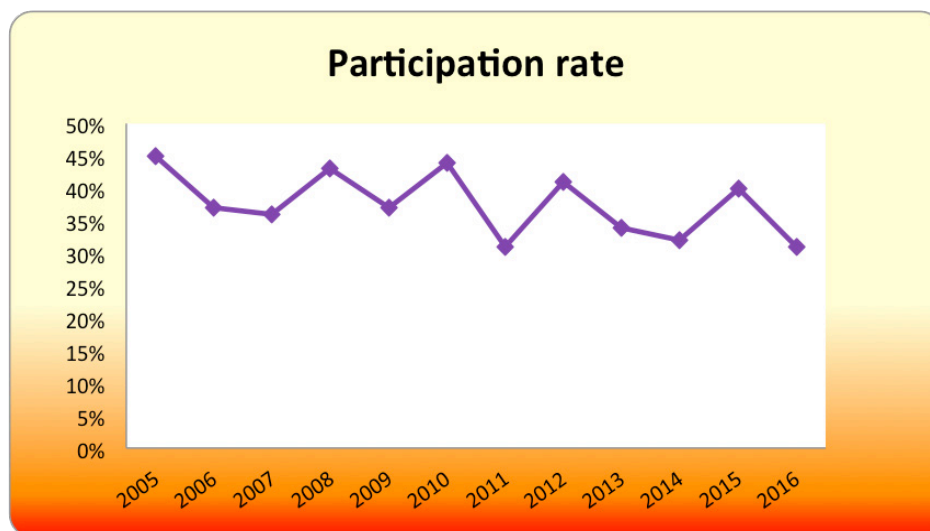


MELBOURNE SEXUAL HEALTH CENTRE CLIENT SATISFACTION SURVEY 2016

SUMMARY

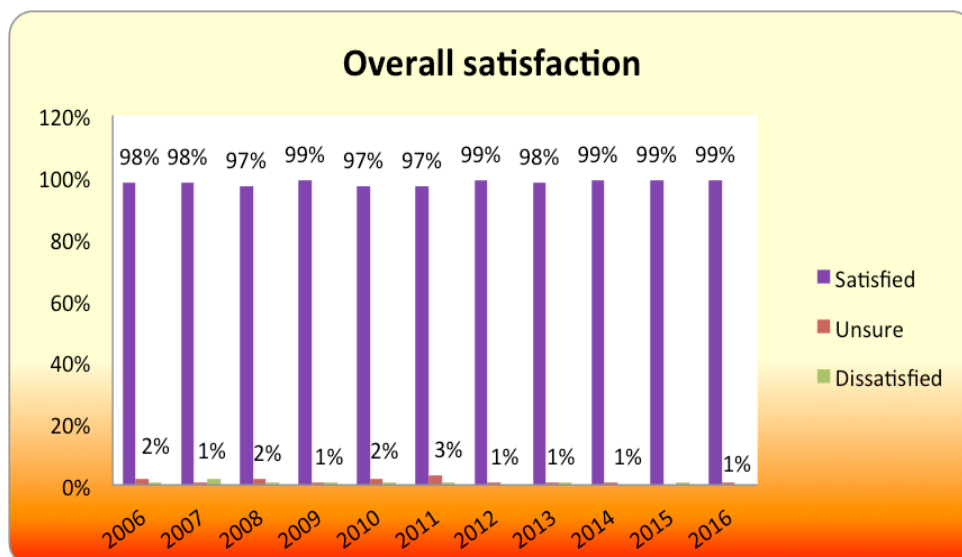
The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2016 was conducted from 7 – 11 November 2016 (inclusive). The survey was offered to clients in triage. All practitioners with clients by appointment in the main clinic were asked to offer the questionnaire to clients at the end of their service. Of the 827 clients who received a service during that week, 257 elected to complete the questionnaire and 18 submitted partially completed surveys (7%). This represents a response rate of 31%. The proportion of clients participating in the annual survey has varied from 31% – 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 99% 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 2016 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 all similar.

| GENDER | Clinic Population (2015) | Clinic Population (survey week) | Sample Population |
|---------------|---------------------------------|--|--------------------------|
| Male | 15,003 (65%) | 541 (65%) | 170 (66%) |
| Female | 8,064 (35%) | 280 (34%) | 84 (33%) |
| Transgender | 121 (1%) | 6 (1%) | 3 (1%) |
| TOTAL | 23,188 | 827 | 257 |
| AGE | Clinic Population (2015) | Clinic Population (survey week) | Sample Population |
| Under 20 | 947 (4%) | 28 (3%) | 8 (3%) |
| 20 – 29 | 12,552 (54%) | 417 (50%) | 138 (54%) |
| 30 – 39 | 5,885 (25%) | 239 (29%) | 63 (25%) |
| 40 – 49 | 2,261 (10%) | 91 (11%) | 27 (11%) |
| 50 – 59 | 992 (4%) | 35 (4%) | 13 (5%) |
| Over 60 | 506 (2%) | 17 (2%) | 5 (2%) |

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 52% of male clients indicated that they only had male partners, 34% had female partners and 4% had both male and female partners, while 11% had no partners. Among the female clients, 77% said they had male partners only, 18% had both and 5% had no partners.

| PARTNER GENDER | Male partners | Female partners | Male and female partners | No partners |
|-----------------------|----------------------|------------------------|---------------------------------|--------------------|
| Male | 87 (52%) | 57 (34%) | 6 (4%) | 19 (11%) |
| Female | 64 (77%) | 0 | 15 (18%) | 4 (5%) |
| Transgender | 1 | 1 | 1 | 0 |
| Other | 0 | 0 | 0 | 0 |
| TOTAL | 152 (60%) | 58 (23%) | 22 (9%) | 23 (9%) |
| Missing | 2 | | | |

USE OF MELBOURNE SEXUAL HEALTH CENTRE

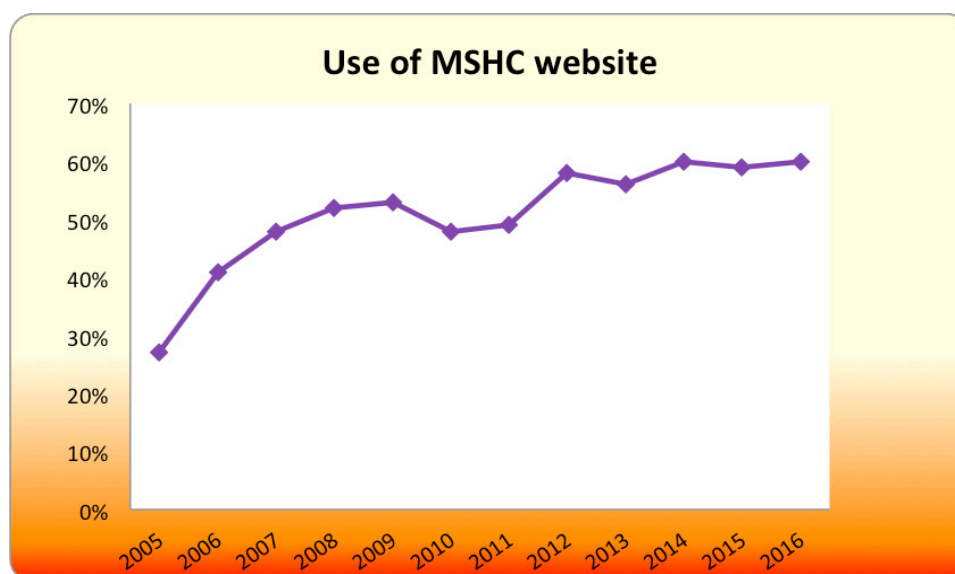
Clients were asked general questions about the use of MSHC website and services. The MSHC website was redeveloped and launched in November 2007 and usage steadily increased. In 2015, a new website was developed and launched.

The MSHC website was used by 60% of respondents in 2016, compared to 59% in 2015, 60% in 2014, 56% in 2013, 58% in 2012, 49% in 2011, 48% in 2010, 53% in 2009, 52% in 2008, 48% in 2007, 41% in 2006 and 27% in 2005 (Figure 3).

Overall, in 2016, the majority of visits were more than once in the last year (44%), followed by first visits (28%). Visits from 2005 to 2015 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 | 2016 No. (%) | 2005 -2015 Range % |
|---|-----------------|-----------------------|
| Have you used the MSHC website? | | |
| Yes | 154 (60%) | 27 - 60% |
| No | 89 (35%) | 32 - 56% |
| Did not know about the website | 13 (5%) | 8 - 17% |
| Missing | 1 | |
| How often have you visited MSHC? | | |
| First visit | 71 (28%) | 28 - 37% |
| More than once in the last year | 113 (44%) | 29 - 47% |
| More than once in the last five years | 42 (16%) | 11 - 17% |
| Monthly | 17 (7%) | 3 - 18% |
| Other | 14 (5%) | 2 - 6% |
| Missing | 0 | |

Figure 3:



Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up or tests (66%) followed by concerns about symptoms (37%). 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 (85%) 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 | 2016 No. (%) | Range % 2005 - 2015 |
|--|-----------------|------------------------|
| Reason for attending MSHC (allowed multiple reasons) | | |
| Check-up/ tests | 170 (66%) | 53 - 78% |
| Concerned about symptoms | 96 (37%) | 32 - 37% |
| Test results | 20 (8%) | 6 - 24% |
| Treatment | 47 (18%) | 16 - 20% |
| Vaccinations | 4 (2%) | 3 - 9% |
| *SH information/advice | 19 (7%) | 6 - 13% |
| Contact with partner with STI | 17 (7%) | 4 - 7% |
| Counselling | 4 (2%) | 1 - 5% |
| Other | 14 (5%) | 1 - 5% |
| Agreement level of walk-in access rather than provide appointments | | |
| Strongly agree | 107 (43%) | 39 - 46% |
| Agree | 105 (42%) | 39 - 50% |
| Not sure | 27 (11%) | 9 - 13% |
| Disagree | 5 (2%) | 2 - 6% |
| Strongly disagree | 4 (2%) | 1 - 4% |
| Missing | 9 | |

* SH = sexual health

TELEPHONE CONTACT

Clients were asked their reason(s) for making telephone contact with MSHC.

| VARIABLE | 2016 No. (%) | 2005 – 2014 Range % |
|---|-----------------|------------------------|
| Reason for telephone inquiry (allowed multiple responses) | | |
| Service information | 51 (20%) | 20 - 41% |
| SH information | 28 (11%) | 9 - 32% |
| Results | 45 (18%) | 15 - 43% |
| No telephone contact | 139 (54%) | 33 - 52% |
| Missing | 13 | |

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%); 30% were for other reasons; 20% were not covered by Medicare; 12% could not afford their GP and 5% were not comfortable and 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 | 2016 No. (%) | 2010 -2015 No. (%) |
|--|-----------------|-----------------------|
| Could you indicate why you have come to MSHC for your care rather than to your GP? | | |
| I am not comfortable with my GP | 80 (33%) | 41 - 45% |
| Other | 72 (30%) | 29 - 31% |
| I am not covered by Medicare | 49 (20%) | 10 - 14% |
| I can't afford my GP | 29 (12%) | 8 - 11% |
| Can't afford GP and not comfortable | 12 (5%) | 2 - 4% |
| Missing | 15 | |

ARRIVING AT THE CENTRE

The majority of respondents (95%) used their real name for registration.

| VARIABLE | 2016 No. (%) | 2005 – 2015 Range % |
|---|-----------------|------------------------|
| Did you use your real name when you registered? | | |
| Yes | 239 (95%) | 90 - 94% |
| No | 13 (5%) | 4 - 8% |
| Prefer not to say | 0 (0%) | 1 - 4% |
| Missing | 5 | |

FACILITIES IN THE WAITING ROOM

The clinic has installed a display screen for walk-in clients indicating the position in the queue of clients waiting to be seen by the triage nurse (TN), clinicians and express services like results or vaccinations. The last 4 digits of client numbers are displayed and first listed in the Triage column. Following triage, the 4 digit number is moved to Pathway 1 column for the clinician queue and Pathway 2 column for express services. Clients with appointments are not included. Clients were asked for their views on the display screens.

The majority of clients (65%) indicated that the screen was helpful in informing where they were in the queue; 8% were not sure and 4% disagreed or strongly disagreed; 24% did not see the screens.

| VARIABLE | 2016 No. (%) |
|---|-----------------|
| I found the screen helpful in informing me where I was in the queue | |
| Strongly Agree | 85 (34%) |
| Agree | 79 (31%) |
| Not sure | 19 (8%) |
| Disagree | 8 (3%) |
| Strongly Disagree | 1 (<1%) |
| Did not see the screen | 60 (24%) |
| Missing | 5 |

Of the responders, 55% agreed/strongly agreed that the screens provided an idea of their waiting time, while 15% were unsure and 6% disagreed/strongly disagreed. Of 136 clients who had attended MSHC before the screen was installed, 40% indicated that the screen had improved their experience of waiting; 32% indicated no change and 1 client indicated that their experience was worse but did not provide any comments about their experience of the screen.

| The screen provided me with an idea of the waiting time for me | |
|---|----------|
| Strongly Agree | 56 (22%) |
| Agree | 83 (33%) |
| Not sure | 37 (15%) |
| Disagree | 13 (5%) |
| Strongly Disagree | 3 (1%) |
| Did not see the screen | 59 (24%) |
| Missing | 5 |
| If you have been to MSHC before, has the screen changed your experience of waiting? | |
| Improved | 75 (40%) |
| No change | 60 (32%) |
| Worse | 1 (<1%) |
| Have not been to MSHC before | 53 (28%) |
| Missing | 68 |

Some comments/suggestions about the display screens and improving communication about waiting time:

"I saw the screens but could not read from my seat and I did not know my client number"

"I wasn't aware of them until after 10 minutes into the visit. Perhaps an amendment to the flow chart "collect card" and "see screen for waiting time"

"It should give an estimated time to be seen by a doctor"

"I did not notice my number or see the screen until my number moved to Pathway 1. At this stage the info on the screen became confusing as the time shown was well past the current time"

"I don't understand the screen. It says my number at 8.50am but it is now 9.16am and I am still waiting"

"I cannot really see how long I have to wait. I think the time on the board is just my time of registration"

"I asked reception what the wait time would be and they said better to ask triage"

"Have a ticket number instead of being called by the nurse"

"Confusing as didn't understand what the different pathways meant and could not find my number on the screen"

"May be more helpful if reception mentions the screen when we come in"

"More visible locations"

"Had no idea there was a screen with the time of waiting"

"I did not see the screens until mentioned in this survey - so maybe more screens in different places could be helpful"

"Really good idea"

"Haven't seen the screens before, but I think it is a nice improvement"

"Great way to communicate without annoying the staff at reception"

"Good but estimated time of being seen would be great instead of sign in time"

"We don't have this service in England and I found it very helpful"

Some comments about the waiting room

A few comments were received about the waiting room facilities being adequate. Some requests for more up to date magazines, daily newspapers, free WI-FI, TV and better music. There were the usual requests for snack, tea and coffee machines. A few comments were received about the crowded and cramped waiting room, orientation and closeness of the chairs and requests for more seating and a larger waiting area.

SERVICES RECEIVED AT THE CENTRE

| VARIABLE | 2016 No. (%) | 2005 – 2015 Range % |
|--|-----------------|------------------------|
| The time I waited to see the triage nurse was reasonable | | |
| Strongly Agree | 106 (43%) | 29 - 48% |
| Agree | 123 (50%) | 42 - 65% |
| Not sure | 6 (2%) | 3 - 7% |
| Disagree | 3 (1%) | 2 - 8% |
| Strongly Disagree | 0 (0%) | 0 - 1% |
| Did not see the triage nurse | 10 (4%) | |
| Missing | 9 | |
| The time I waited to see a practitioner was reasonable | | |
| Strongly Agree | 72 (31%) | 20 - 34% |
| Agree | 113 (49%) | 46 - 59% |
| Not sure | 29 (13%) | 6 - 18% |
| Disagree | 15 (7%) | 6 - 12% |
| Strongly Disagree | 2 (1%) | 0 - 4% |
| Missing | 26 | |
| For my main consultation I saw a: | | |
| Doctor | 134 (57%) | 48 - 67% |
| Nurse | 71 (30%) | 23 - 41% |
| Counsellor | 1 (<1%) | 1 - 5% |
| Doctor and nurse | 9 (4%) | 1 - 5% |
| Not sure | 19 (8%) | 3 - 12% |
| Missing | 23 | |

The following results have also remained consistent since 2005. Respondents agreed or strongly agreed to questions relating to:

- comfort level in discussing personal matters: 98%; Range 2005 – 2015: 96 - 99%
- understanding procedures which were carried out: 99%; Range 2005 - 2015: 98 - 100%
- opportunity to ask questions: 98%; Range 2005 - 2015: 95 - 99%

| VARIABLE | 2016 Number (%) | 2005 – 2015 Range % |
|---|------------------------|----------------------------|
| The practitioner made me feel comfortable to discuss sexual health matters | | |
| Strongly Agree | 162 (68%) | 55 - 72% |
| Agree | 71 (30%) | 27 - 43% |
| Not sure | 0 (0%) | 1 - 3% |
| Disagree | 3 (1%) | 0 - 1% |
| Strongly disagree | 1 (<1%) | 0 - 1% |
| Missing | 20 | |
| I understood the procedures that were carried out today | | |
| Strongly Agree | 155 (66%) | 48 - 67% |
| Agree | 78 (33%) | 32 - 50% |
| Not sure | 3 (1%) | 0 - 2% |
| Disagree | 0 (0%) | 0 - 1% |
| Strongly disagree | 0 (0%) | 0 - 1% |
| Missing | 21 | |
| I did have the opportunity to ask questions | | |
| Strongly Agree | 159 (67%) | 56 - 67% |
| Agree | 73 (31%) | 29 - 42% |
| Not sure | 2 (1%) | 0 - 3% |
| Disagree | 2 (1%) | 0 - 3% |
| Strongly Disagree | 0 (0%) | 0 - 2% |
| Missing | 21 | |

OVERALL SATISFACTION

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

Of 242 respondents 241 were very satisfied/satisfied with the service (99%). Only one client was unsure and was confused by the triage nurse who wanted to triage out this client. This client was also unsure about the walk-in system and no appointments.

Of 242 responders, 238 indicated they would attend again (98%) while 4 were unsure. Three indicated they were very satisfied/satisfied with the service. Of these, one indicated that she did not like the registration touch screens, the cramped seating and commented that she wished there were pre-booked appointments on selected days and another liked least the waiting time and opening hours.

| VARIABLE | 2016 Number (%) | 2005 – 2015 Range % |
|---|-----------------|---------------------|
| Overall, I am satisfied with the services at MSHC | | |
| Very satisfied | 165 (68%) | 53 - 76% |
| Satisfied | 76 (31%) | 22 - 44% |
| Unsure | 1 (<1%) | 1 - 3% |
| Dissatisfied | 0 (0%) | 0 - 1% |
| Very dissatisfied | 0 (0%) | 0 - 2% |
| Missing | 15 | |
| If the need arose, I would attend MSHC again | | |
| Yes | 238 (98%) | 97 - 99% |
| No | 0 (0%) | 0 - 2% |
| Not sure | 4 (2%) | 1 - 2% |
| 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 and compared with 2005 to 2015. Overall, the majority of respondents rated best staff and feeling comfortable and efficiency and the service provided, followed by accessibility.

| VARIABLE | 2016 | 2005 - 2015 2005 |
|--|------|------------------|
| A summary of what clients like BEST about the Centre (based on top 3) | | |
| Staff and comfort | 139 | 112 - 195 |
| Efficiency and service | 120 | 62 - 149 |
| Easy access/free | 78 | 34 - 95 |
| Facilities and information | 23 | 38 - 60 |
| Confidentiality | 33 | 21 - 50 |
| Location | 23 | 10 - 20 |

Waiting times was what clients liked least about the Centre followed by the facilities.

| VARIABLE | 2016 | 2005 - 2015 2005 |
|---|------|---------------------|
| A summary of what clients like <u>LEAST</u> about the Centre (based on top 3) | | |
| Waiting times/no appointments | 62 | 35 - 91 |
| Facilities | 22 | 13 - 33 |
| Embarrassment/stigma of attending | 12 | 5 - 19 |
| Opening hours | 9 | 5 - 18 |
| Staff | 6 | 6 - 13 |
| Location | 7 | 3 - 15 |

COMMENTS AND SUGGESTIONS

The aim of the client satisfaction survey is to measure their satisfaction with the services provided 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. Areas of dissatisfaction where staff at MSHC have the ability to affect are:

- waiting times
- waiting room facilities
- approach to clients

Waiting times

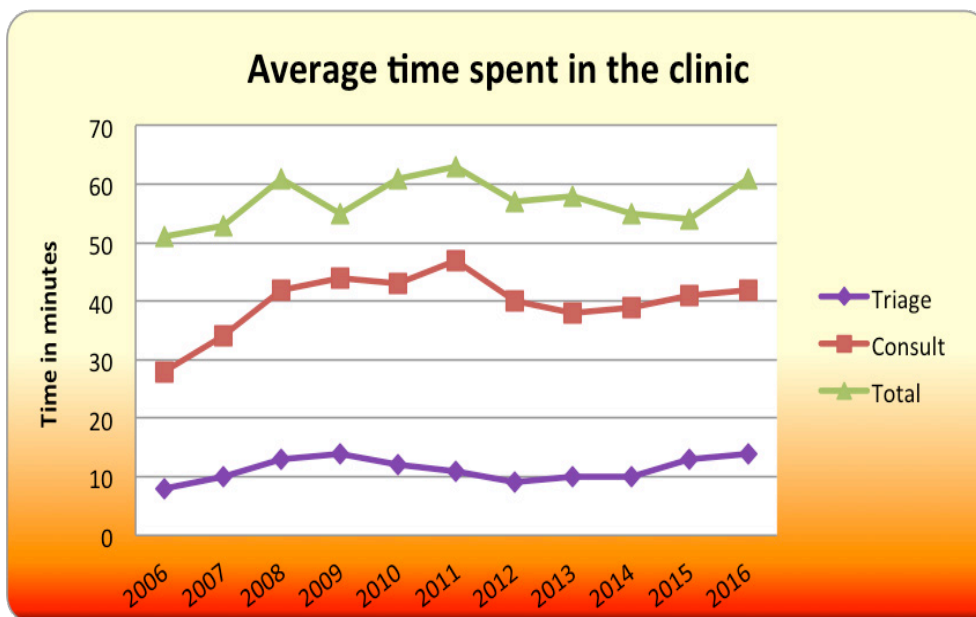
While the Centre recognises that some clients may experience lengthy waiting times, providing a Centre that operates to maximise access to clients with acute symptoms or urgent needs has greater benefits to public health, and in particular to transmission rates of sexually transmitted infections (STIs).

While waiting times continue to be an issue of dissatisfaction among clients, cross-tabulation of results showed that of 60 respondents who listed waiting times as what they liked least about MSHC, 41 agreed/strongly agreed (68%) that they waited a “reasonable time” to see a practitioner, 14 were unsure (23%) and 5 disagreed/strongly disagreed (8%). Of 61 clients who listed waiting time and no appointments as what they liked least about the Centre, 87% agreed or strongly agreed that it was important to provide access to those who need to be seen urgently rather than provide appointments. Many who indicated that waiting was a problem also expressed some understanding and acceptance towards this issue.

The average waiting time to see a triage nurse was 13 minutes and 90% of clients were seen in 9 minutes in 2015 (Figure 5). During the week of the survey, 90% of clients were seen by the triage nurse within 10 minutes of arrival. On average in 2015, clients were seen by a practitioner within 41 minutes of arrival and 90% of clients were seen within 32 minutes. During the survey week, on average clients were seen by a clinician within 42 minutes, and 90% were seen within 42 minutes.

The average time spent in the clinic in 2016 was 61 minutes and 90% of clients completed their visit within 119 minutes. The waiting time statistics have been slowly increasing since 2006 and this is not surprising given that the total number of services provided has been increasing annually. In 2006 was 23,324 compared to 25,252 in 2007, 27,835 in 2008, 29,196 in 2009, 31,321 in 2010, 33,146 in 2011, 36,970 in 2012, 35,072 in 2013, 35,836 in 2014, 37,859 in 2015 and 41,973 in 2016. The staff continue to do their best to ensure that clients are not kept waiting longer than is reasonable.

Figure 5



Waiting room facilities

Comments received about improving the waiting room were that the waiting area was crowded and cramped, more chairs and a larger area are needed. Suggestions of TV, free WI-FI, snack, tea and coffee machines were singular comments. A few clients commented on the music choice and a few indicated that there was no problem with the waiting room and there was nothing to improve.

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.

Some of the general comments:

- "Great community service. Thanks for what you all provide. It makes a big difference to peoples' quality of life"
- "I think this place is perfect and I come here for your excellent service. People should be grateful for the free excellent service provided-an hour wait to save your sexual health is no wait at all"
- "You guys are amazing. Thank you for offering a wide range of services here and for being so professional and friendly"
- "The staff make this place easy to visit"
- "I was very pleased. I almost felt guilty I did not have to pay. You may want to add a way to make an online contribution if someone feels like it"
- "Specimen boxes are needed in the toilets instead of outside in the hallway where everyone else is sitting and you need more toilets"
- "Text notification of my negative result would be great"
- "More direction re computers"
- "I had questions about contraception, and was advised about the family planning centre. It would be useful to incorporate these services here also"
- "I have been using Melbourne Sexual Health Centre for years – would be good to have another centre in the outer suburbs"
- "If I miss the call for results, calling back takes a long time; on hold is impossible at work. I would love if certain results could be left on voicemail, text or email"



MSHC

MELBOURNE SEXUAL HEALTH CENTRE

Part of **Alfred**Health