

**MSHC**

MELBOURNE SEXUAL HEALTH CENTRE

Part of **Alfred**Health

# Client Satisfaction Survey 2023

# SUMMARY

The Melbourne Sexual Health Centre (MSHC) Annual Client Satisfaction Survey 2023 was conducted from 20 November – 20 December 2023 (inclusive).

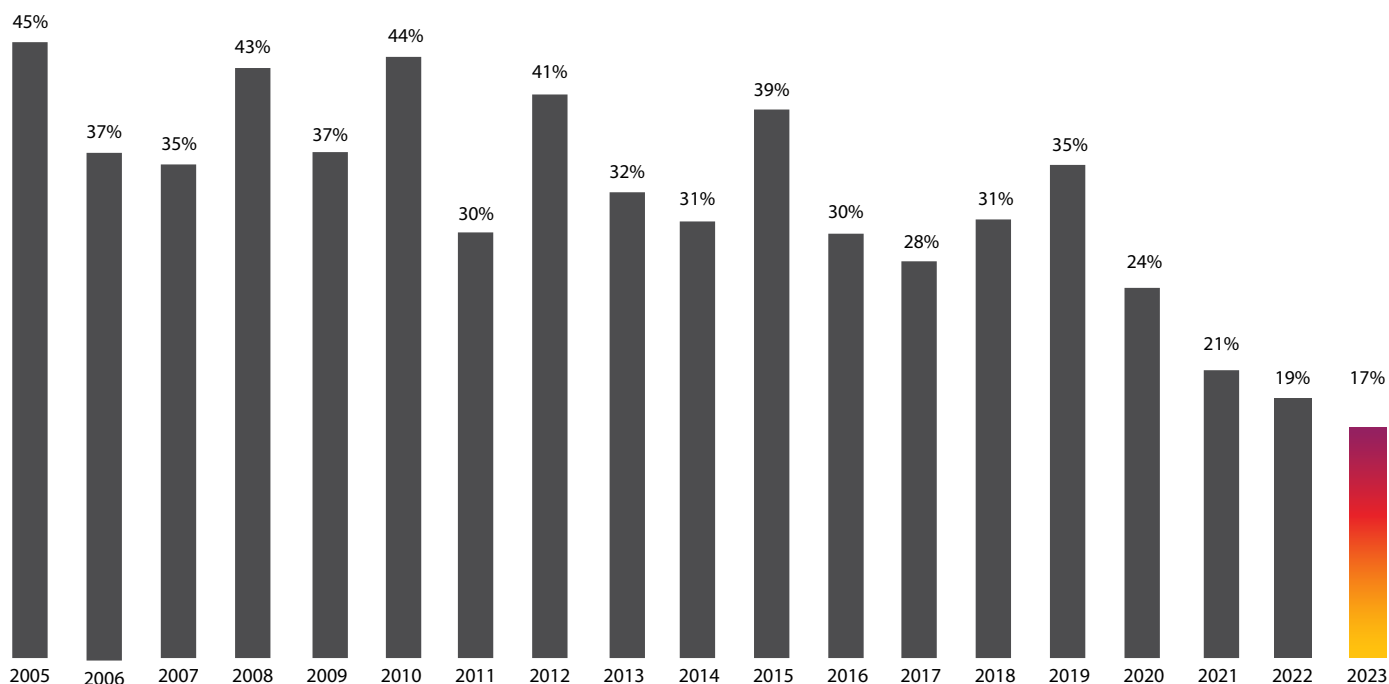
The survey was electronically offered to clients who had a consultation telephonically or face-to-face and had indicated at registration that other information related to the clinic could be sent via SMS. To maintain confidentiality an SMS was sent to clients containing a link to the survey.

No identifiers were collected or linked to the survey. Of the 3,284 clients who received a service during that time, 3,227 were sent an SMS and 548 elected to complete the questionnaire.

This represents a response rate of 17%. The proportion of clients participating in the annual survey has varied from 17% – 45% since 2005 as shown in Figure 1

Figure 1

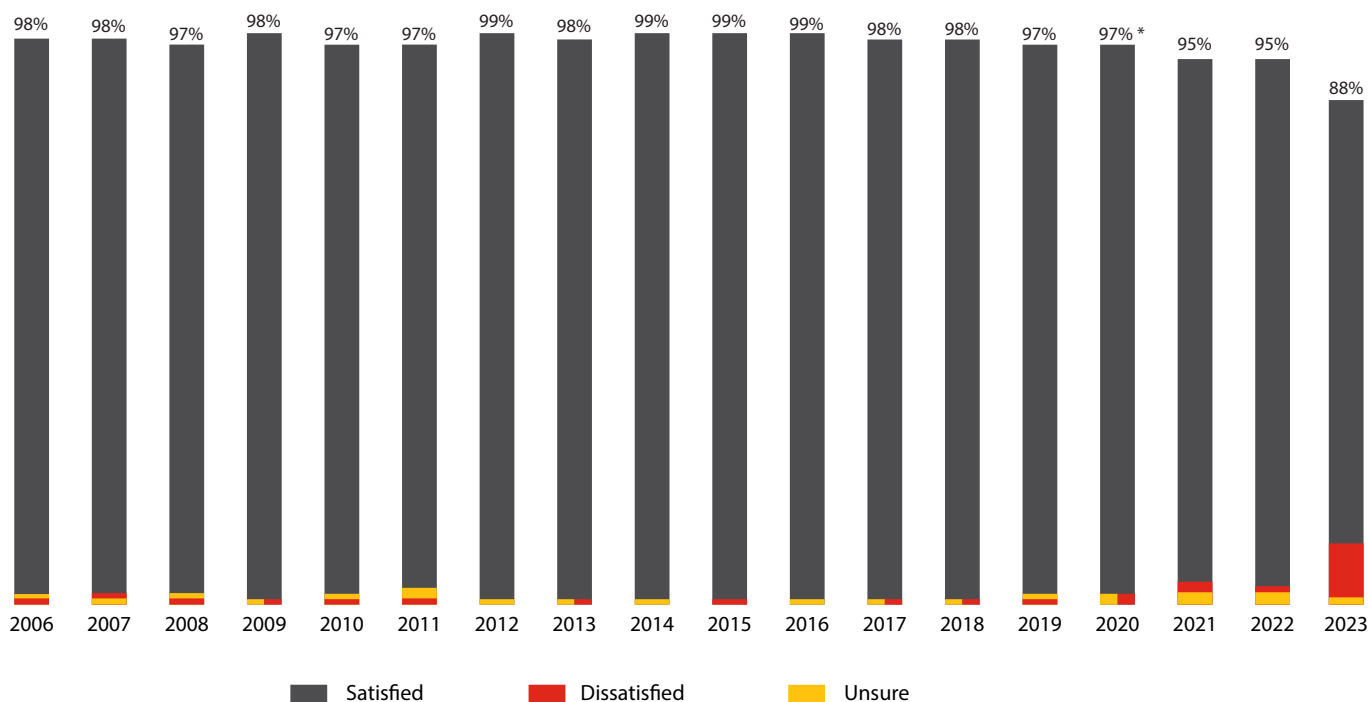
## Participation rate



Clients were asked to rate their level of agreement with various statements about their visit to MSHC. Melbourne Sexual Health Centre scored an 88% overall satisfaction rating in 2023 which is significantly lower than the 95% or higher levels in previous years (Figure 2). We do not know why the level was lower than usual, but the Center was changing its computer systems during that time. In early 2024 we repeated the same question as part of a separate evaluation, and it showed a 96% satisfaction rating. We therefore assume that the 88% was an aberrant result. (Figure 2)

Figure 2

### Overall satisfaction



\*Electronic surveys commenced in 2020

# 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 2023 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 (2023)	Clinic Population (survey month)	Sample Population
Male	16,267 (64%)	2,144 (65%)	365 (67%)
Female	8,791 (35%)	1,072 (33%)	151 (28%)
Other term	225 (1%)	19 (1%)	13 (2%)
Nonbinary	220 (1%)	49 (2%)	19 (4%)
TOTAL	25,503	3,284	548
AGE	Clinic Population (2023)	Clinic Population (survey month)	Sample Population
Under 20	520 (2%)	66 (2%)	14 (3%)
20 – 29	12,683 (50%)	1,504 (46%)	177 (32%)
30 – 39	8,182 (32%)	1,112 (34%)	172 (31%)
40 – 49	2,450 (11%)	362 (11%)	89 (16%)
50 – 59	1,102 (4%)	153 (5%)	63 (12%)
Over 60	566 (2%)	87 (3%)	32 (6%)

*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 64% of male clients indicated that they only had male partners, 22% had female partners and 5% had both male and female partners, and a further 3% had transgender partners, while 7% had no partners. Among the female clients, 81% said they had male partners only, 1% had female partners, 9% had both and 3% had transgender partners, while 5% reported no partners.

<b>PARTNER GENDER →</b>	<b>Male partners</b>	<b>Female partners</b>	<b>Male and female partners</b>	<b>Transgender</b>	<b>No partners</b>
Male	232 (64%)	80 (22%)	19 (5%)	9 (3%)	25 (7%)
Female	122 (81%)	2 (1%)	14 (9%)	5 (3%)	8 (5%)
Trans/Diverse	5	1	1	5	1
Non-binary/Other	4	0	8	5	2
<b>TOTAL</b>	<b>363 (66%)</b>	<b>83 (15%)</b>	<b>42 (8%)</b>	<b>24 (4%)</b>	<b>36 (8%)</b>

*Note: Clients selected more than one option. Rows are gender of clients and columns are gender of their partners*

## USE OF MELBOURNE SEXUAL HEALTH CENTRE

Overall, in 2023, the majority of visits were more than once in the last year (44%), followed by first visits (30%). 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>2023 Number (%)</b>	<b>2005 - 2022 Range %</b>
How often have you visited MSHC?		
First visit	163 (30%)	19 - 37%
More than once in the last year	242 (44%)	29 - 54%
More than once in the last five years	77 (14%)	9 - 21%
Monthly	17 (3%)	2 - 18%
Other	49 (9%)	2 - 8%
<i>Missing</i>	<i>0</i>	

Clients were asked for their reasons for attending MSHC. Most clients attended for a check-up, or tests (58%) followed by concerns about symptoms (35%). The numbers associated with the reasons for attendance have remained consistent for the last few years.

Clients were asked if they agreed of the importance of providing access to those with acute symptoms who need to be seen urgently rather than providing appointments. The majority of clients (91%) 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	2023 Number (%)	2005 - 2022 Range %
Reason for attending MSHC (allowed multiple reasons)		
Check-up/ tests	316 (58%)	53 - 78%
Concerned about symptoms	191 (35%)	25 - 37%
Test results	47 (9%)	6 - 24%
Treatment	122 (22%)	16 - 20%
Vaccinations	31 (6%)	2 - 10%
*SH information/advice	34 (6%)	6 - 13%
Contact with partner with STI	81 (15%)	4 - 14%
Counselling	23 (4%)	1 - 5%
Other	32 (6%)	1 - 9%
122 = Agreement level of walk-in access rather than provide appointments		
Agree/strongly agree	501 (91%)	81 - 96%
Not sure	11 (2%)	3 - 13%
Disagree/strongly disagree	36 (9%)	1 - 4%
Missing	0	

\* 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 (37%); 25% were for other reasons; 25% were not covered by Medicare and 14% could not afford their GP. Reasons provided for 'other' included: prefer MSHC for: 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	2023 Number (%)	2010 -2022 Range %
Could you indicate why you have come to MSHC for your care rather than to your GP?		
I am not comfortable with my GP	199 (37%)	36 - 49%
Other	136 (25%)	26 - 33%
I am not covered by Medicare	134 (25%)	10 - 22%
I can't afford my GP	76 (14%)	5 - 14%
Missing	3	

Clients were asked how comfortable or uncomfortable their visit to the Centre was today. The majority (78%) were comfortable at their visit today; while 3% were unsure and 20% were uncomfortable or very uncomfortable.

The 20% rate of discomfort is an unusually higher rating than previous years (1% or higher). We do not know why the level was higher than usual, other than the Center was changing it's computer systems during the survey time. In early 2024 we repeated the same question as part of a separate evaluation, and it showed a 3% discomfort rating. We therefore assume that the 20% was an aberrant result.

VARIABLE	2023 Number (%)	2017 - 2022 Range %
How comfortable or uncomfortable was your visit to the Centre today?		
Agree/strongly agree	426 (78%)	73 - 90%
Not sure	14 (3%)	1 - 6%
Disagree/strongly disagree	107 (20%)	1 - 15%
Missing	1	

# PATHOLOGY REQUEST AND BULK BILLING

We asked clients to imagine if they could download a pathology request slip for their tests from our website and have tests bulk billed by a private laboratory. How likely would they be to do this rather than attending our service in person? The majority (48%) were likely/highly likely to do so, while 28% were not sure and 25% were unlikely/highly unlikely to download a pathology request slip from our website.

VARIABLE	2023 Number (%)	2017 - 2022 Range %
How likely would you be to download a pathology request slip for your tests from our website rather than attending our service in person?		
Likely/highly likely	261 (48%)	-
Not sure	151 (28%)	-
Unlikely/highly unlikely	134 (25%)	-
Missing	2	

## OVERALL SATISFACTION

Clients were asked to rate their overall satisfaction with the service provided at MSHC. A high positive rating of 96% satisfaction has consistently been since 2004 (97 – 99%) (Figure 2) This year the level was slightly lower (88%).

Of 548 respondents 481 were very satisfied/very satisfied with the service (88%). There were 60 clients who were either dissatisfied or very dissatisfied with the service (11%), and 7 clients were unsure of their satisfaction (1%). Of these, 54 would attend again and 8 were unsure.

VARIABLE	2023 Number (%)	2005 – 2022 Range %
Overall, I am satisfied with the services at MSHC		
Satisfied/Very satisfied	481 (88%)	95 - 99%
Unsure	7 (1%)	1 - 3%
Dissatisfied/Very dissatisfied	60 (11%)	0 - 4%
Missing	0	
If the need arose, I would attend MSHC again		
Yes	528 (97%)	97 - 99%
No	4 (<1%)	0 - 3%
Not sure	14 (3%)	1 - 4%
Missing	2	



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 lock-downs the number of services increased to 37,304 and in 2022 to 42,158. In 2023, 47,970 services were provided. 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**

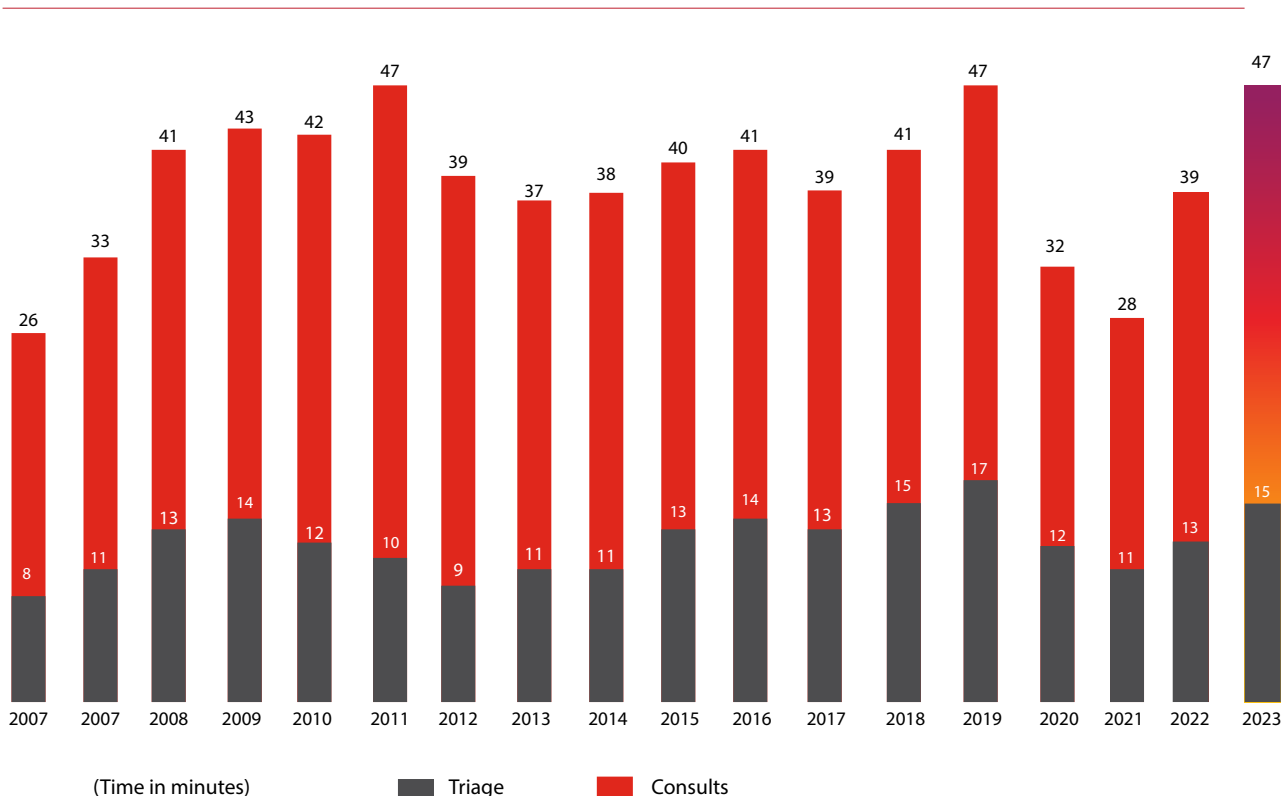
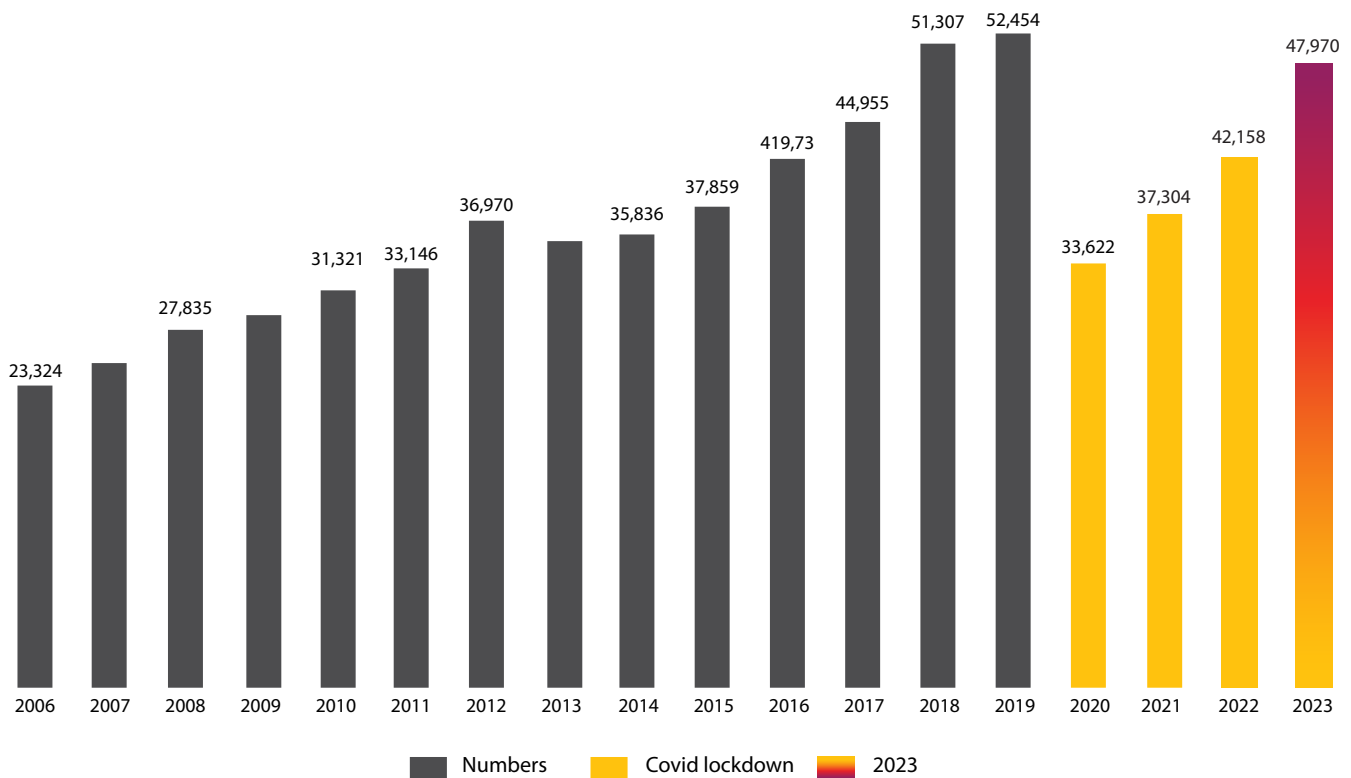


Figure 4

## 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.

## SOME OF THE GENERAL COMMENTS

“Love the touchless check in, please just duplicate yourself, desperately need a second free sexual health clinic in the inner city (e.g. south). The work MSHC does is invaluable and endlessly appreciated, but it’s clear it’s massively over capacity. Staff are doing a phenomenal job despite adversity”

“Just wanted to drop you a message to pass on my enormous gratitude (and that of so many others in the community) for what you all do. I’ve been coming to you for over 10 years and every single visit, with dozens of different staff, the level of service has never been less than exceptional. You’ve created a culture a lot of other service providers could only envy: highly professional but always very human. Never any judgment always a lot of kindness and shared many laughs too. I realised I’ve had many conversations with friends over the years about how lucky we are to have MSHC in our city but wanted to make sure that message got back to you too. Hope you’re all getting good breaks over the summer”

“I had to wait more than two hours to see the doctor. If you can make the process fast, that would be great!”

“I was happy with my service. I booked an appointment so was out in 70 minutes”

“Wait times were long but expected, the wait time was clearly stated on the website”

“I was made very comfortable today after what had happened to me which helps a lot I couldn't go anywhere else for this and I thankful for all there help I couldn't do it without all of them”

“Happy that there is still free accessible STI screenings, medical care is becoming too unaffordable and inaccessible”

“It wasn't very clear once I had registered on the computer that it had worked correctly so I was concerned there was a bug, but it turned out to have worked”

“I arrived at 10am and didn't leave til 12pm would be great if wait times could be improved or do postal kits for routine testing”

“I wish we had another MSHC or similar on the east side of Melbourne”

“There should be more clinics like MSHC available around VIC, it's an invaluable service with experts that I trust”

“It would be great if sex workers could book ahead of the day of/before, as we will always need a routine check. I understand why you don't offer it, but maybe an exception for us? Hahaha. Just because our work relies on access to these tests/results- we are at financial risk if we don't have them”

“It was great not having to use the kiosks today!”

“QR code check in a big improvement on the computers”

“It's a great clinic it's just so busy now I think you need to open another one or get a bigger building”

“It was so good to be able to get results on the spot that i was likely experiencing a uti so could access treatment right away. Amazing”

