2015 Patient Satisfaction Survey
Sexual Health

February 2015
Sample size: 100

Prepared by Trish Baynton, Audit Department, Governance Unit
I am happy with the length of time from contacting the clinic and being seen

- Strongly agree: 70%
- Agree: 30%
It is easy to find the clinic

Strongly agree: 61%
Agree: 37%
Disagree: 2%
The clinics are at a convenient time for me

- Strongly agree: 58%
- Agree: 40%
- Disagree: 1%
- Strongly disagree: 1%
The facilities are comfortable (e.g. waiting area, clinic rooms etc)
My views and worries were taken seriously

- Strongly agree: 70%
- Agree: 29%
- Not recorded: 1%
My care was managed by trained and competent staff

- Strongly agree: 84%
- Agree: 16%
If a friend needed this sort of help, I would suggest them to come here.

- **Strongly agree**: 85%
- **Agree**: 15%
I feel that the people who saw me listened

- Strongly agree: 79%
- Agree: 17%
- Disagree: 1%
- Not recorded: 3%
I feel that the staff made it easier for me to talk about my problem
I have been given enough explanation about the help available here
I feel that my care was confidential and non-judgmental.

- **Strongly agree**: 78%
- **Agree**: 20%
- **Not recorded**: 2%
Overall, a high quality, safe, well managed and accountable STI service
How did you find out about our service?

- Been before (12 patients)
- Internet (23 patients)
- GP (14 patients)
- Friend/relative (14 patients)
- Family planning clinic/Kingsley ward centre (10 patients)
- Word of mouth (4 patients)
- NHS staff (2 patients)
- Phone call (1 patient)
Please tell us what you felt was really good about the care you received

- Very good, professional.
- Very helpful and quick results.
- Was really good, friendly staff, made me feel at ease.
- Always informative and nice, friendly staff.
- Competent and reassuring.
- Confidential. Made me feel comfortable. Wasn’t judged.
- Didn’t have to wait long, friendly nurse.
- Doctor was great.
- Easy to be seen and to talk to.
- Efficient and non judgmental.
- Excellent staff who made me feel very relaxed.
- Friendly non judgmental staff.
Please tell us what you felt was really good about the care you received........cont:

- Friendly staff who listen and give advice.
- Friendly staff. Very supportive of me and my partner.
- I didn’t have to wait long for an appointment. Appointment was done on time.
- I was looked after and everything was explained to me very well. I felt very comfortable.
- It was done in a strong, friendly, professional manner.
- It was efficient, simple and the staff made me feel at ease. Very good service. I would come back (but I hope I don’t have to!)
- It’s always professional and the nurses are always understanding.
- My beautiful nurse, Ivy, very caring, lovely lady.
- Nice helpful people, apologetic for waiting time.
- Non judgmental, friendly and informative staff.
Please tell us what you felt was really good about the care you received……cont:

• Nurses don’t judge you and are very friendly. Made me feel very comfortable and at ease. Any questions or queries I had were answered very well.
• Quick results and was comfortable to talk about my situation.
• Quick to be seen, you’re in and out.
• Relaxed as stressful to come here.
• That it’s available is great and the people who work here are truly fantastic. A part of the NHS I’m really proud of.
• The doctor I saw and nurses were really nice. Felt very comfortable and grateful for their help.
• The nurse Ivy was very good and friendly, made it much easier coming here. She let me take my own swabs.
Please tell us what you felt was really good about the care you received……cont:

• The ladies who treated me made me feel very comfortable and reassured me despite my worries and concerns regarding my issue. They were kind and friendly and provided me with the treatment and advice needed whilst listening and discussing other matters.

• The nurse Ivy was very pleasant and had a lovely demeanour.

• The nurse was wonderful, supportive, caring and calming.

• The nurse, I really felt she understood and respected the information I gave about the condition and my concerns.

• The pleasant reassuring staff.

• The staff very friendly and make you feel comfortable – nurses and reception.

• Waiting time was short. Service is discreet. Waiting area clean and comfortable. Staff are warm and welcoming.

• Was diagnosed within minutes/seconds, treated in 10 minutes and all good.
Was there anything you didn’t like or anything that you feel needs improving?

- A sign at the bottom of the stairs.
- As a regular patient every 3-4 months, my records should be computerised.
- Car parking made me late.
- I had trouble booking an appointment because of working hours/opening hours and appointment availability.
- Jeremy Kyle should not be on TV.
- My appointment was at 9 am and wasn’t seen until 9.20 am.
- Only the parking, but that’s not the clinic’s fault.
- Waited quite long, but understandable.
Who did you see in clinic today?

<table>
<thead>
<tr>
<th>Role</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctor</td>
<td>4</td>
</tr>
<tr>
<td>Nurse</td>
<td>71</td>
</tr>
<tr>
<td>Doctor and Nurse</td>
<td>14</td>
</tr>
<tr>
<td>Health Advisor</td>
<td>4</td>
</tr>
<tr>
<td>Support worker</td>
<td>1</td>
</tr>
<tr>
<td>Not recorded</td>
<td>6</td>
</tr>
</tbody>
</table>
Ethnicity

- White British: 83%
- Asian: 2%
- Mixed race: 6%
- Irish: 1%
- White European: 3%
- N/R: 5%
What age group are you

- 16-20: 8
- 21-30: 56
- 31-40: 21
- 41-50: 7
- >50: 4
- N/R: 4

%
Gender

- Male: 39%
- Female: 55%
- Not recorded: 6%