2011 Patient Satisfaction Survey
Sexual Health Clinic

November 2011
Sample size: 92
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Prepared by the Audit Department, Southend University Hospital
Introduction

• BASHH Standard 9 of management of Sexually Transmitted Infection (2009) states about PPI (Public Patient Involvement) Initiative:
  • Patients should be able to give feedback (good or bad) about sexual health services. Views and comments should be used to develop the services.

• We are undertaking annual patient satisfaction survey at the Sexual Health Clinic since 2006 and regularly using the comments to develop our services

• Last year in response to the comments we have redesigned our clinics
  • Walk in clinics were started- Monday to Thursday 9am to 11am.

• The audit results are yearly updated at our microsite on the Trust Web to be accessible to our patients
**Method**

- Patients attending the Sexual Health Clinic in October 2011 were invited to fill in the questionnaire.

- 92 completed questionnaires were received.

- The completed questionnaires were sent to the audit department who collated the results.
I am happy with the length of time from contacting the clinic and being seen

- Strongly agree: 56.5%
- Agree: 40.2%
- Disagree: 1.1%
- Not recorded: 2.2%
The clinics are at a convenient time for me

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td>41.3%</td>
</tr>
<tr>
<td>Agree</td>
<td>48.9%</td>
</tr>
<tr>
<td>Disagree</td>
<td>7.6%</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

P.N. We run three evening clinics (2 in Southend one in Canvey) and a Saturday morning wart treatment clinic at Southend
The facilities are comfortable (e.g. waiting area, clinic rooms etc)
My views and worries were taken seriously

- Strongly agree: 46.7%
- Agree: 44.6%
- Not recorded: 8.7%
My care was managed by trained and competent staff

- Strongly agree: 55.4%
- Agree: 34.8%
- Not recorded: 9.8%
If a friend needed this sort of help, I would suggest them to come here.
I feel that the staff made it easier for me to talk about my problem

- Strongly agree: 48.9%
- Agree: 33.7%
- Not recorded: 17.4%
I have been given enough explanation about the help available here

- Strongly agree: 43.5%
- Agree: 41.3%
- Not recorded: 15.2%
I feel that my care was confidential and non judgmental

- Strongly agree: 54.3%
- Agree: 31.5%
- Not recorded: 14.1%
Overall, a high quality, safe, well managed and accountable STI service

- Strongly agree: 56.5%
- Agree: 29.3%
- Not recorded: 14.1%

Survey participants were asked to rate their satisfaction with STI services.
Please tell us what you felt was really good about the care you received

• Advice available, prompt, confidential, excellent staff, comfortable waiting area.
• Consultant (Jim) knew his stuff.
• Everybody cares.
• Friendly, helpful, felt comfortable.
• Professional and confidential.
• Provided advice and additional information.
• I made me not worry as much as I did.
• Everyone really friendly, confidential and not judgmental.
• Staff are very friendly, polite and helpful/ Knowledgeable with any queries. Quick and efficient. Helpdesk are really helpful and nice.
Please tell us what you felt was really good about the care you received……cont:

• The friendly and kind nature of staff.
• Quick and easy. Very helpful.
• Very helpful. I do appreciate everything.
• Very nice people.
• Understanding and supportive friendly staff with clear advice.
• I called up at 12.30pm and was seen at 2.30pm.
• The advisor that I spoke to was very knowledgeable and very understanding. She took time to listen and was very calm. She explained everything tome, concerning the whole testing process and what to expect.
• The doctor/nurse made you feel at ease.
• The nurse who saw me was very friendly, made me feel very comfortable and aware of what was going on.
Was there anything you didn’t like or anything that you feel needs improving?

- I couldn’t understand the doctor very well.
- I don’t like the new waiting room.
  - (our response: 99% of our patients liked our waiting area)
- Separate waiting rooms.
  - (our response: We have a selection of waiting areas in response to previous comments: one mixed sex and 2 unisex waiting areas)
- The ability to transport inside without being seen!
  - (our response: ??)
- The reception area was very open!
- The selection of durex, only regular available.
  - (Our response: we have now ordered trim, regular, extra large, coloured and flavoured condoms)
- The signs don’t say GUM clinic so if you don’t know the clinic is called the Carlingford Centre, you can’t find the place.
  - (our response: we will liaise with the facilities for better sign postage)
- No information on hospital maps or signs to direct to clinic.
  - (our response: we will liaise with the facilities for better sign postage)
Summary

- More than 90% of our patients were
  - happy with the length of time of contacting the clinic and being seen
  - agreed that the clinics are at a time convenient to them
  - have found our facilities comfortable
  - agreed their views were taken seriously and their care is being undertaken by competent staff

- 100% agreed they will suggest us to a friend
- No one disagreed to the fact that we provide a high quality and safe service
Further Developments

• We have managed to share our good practice and have rolled out our patient satisfaction survey Essex Wide.
• Using our template other Clinics in Essex are auditing their patient satisfaction survey for the first time in 2011