

Client Survey in a Regional Sexual & Reproductive Health Clinic

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BACKGROUND

- Victoria prioritises Sexual & Reproductive Healthcare (SRH) delivery via primary care, with specialist clinics acting as referral or advisory centres¹
- Most Victorian specialist SRH infrastructure is centralised, with limited regional service provision, potentially leading to unmet healthcare needs¹⁻³
- Beyond physical barriers to care, user experience is known to be a driver of public specialist centre usage over primary care for SRH needs⁵
- Literature on regional Victorian SRH usage and experience beyond youth and bacterial sexually transmitted infections (STI) is limited, particularly outside the Northern and North-Eastern regional catchment areas²⁻³
- The Barwon Reproductive and Sexual Health (BRaSH) clinic provides specialist SRH for Greater Geelong via a weekly clinic in a hospital outpatient setting
- Understanding patterns of regional specialist SRH use and user experience could identify avenues to improve regional Victorian SRH provision

AIMS & OBJECTIVES

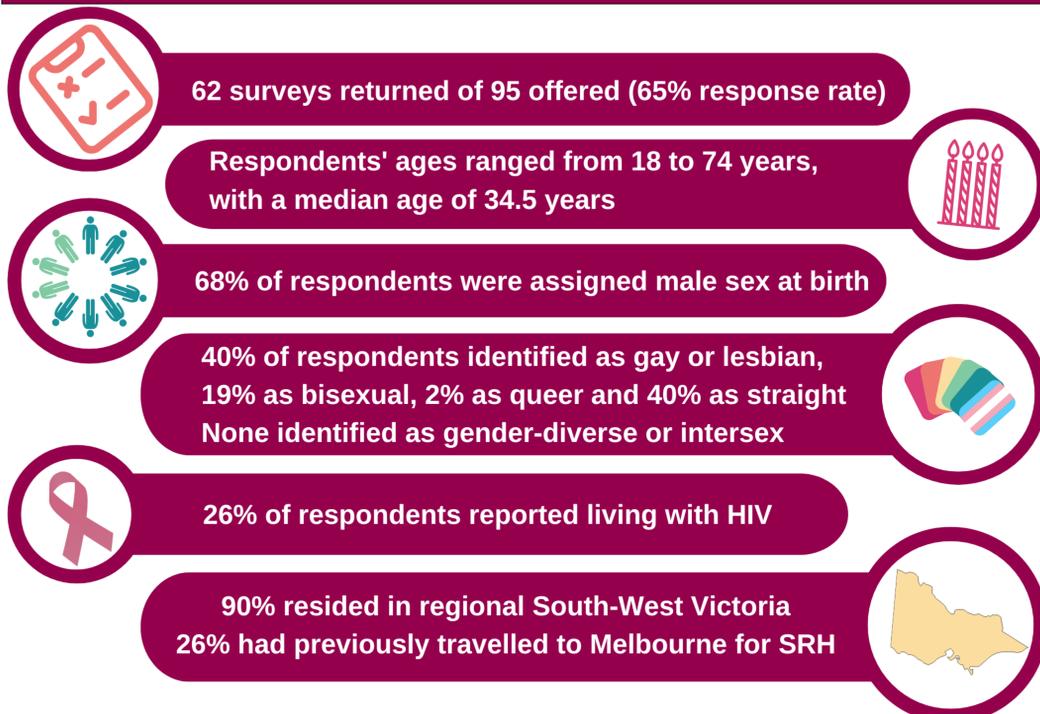
- 1) Describe reasons for and patterns of specialist SRH service usage in Geelong
- 2) Describe user satisfaction and user experience of SRH services in Geelong
- 3) Identify barriers to SRH in Geelong, both via primary care and specialist centres

METHODS

- A cross-sectional survey was offered to adult clients presenting to the BRaSH clinic between 22nd March 2022 and 25th May 2022
- Recruitment was via in-person offers of surveys to clients on arrival (or via treating clinician if client attending through telehealth)
- Data was collected on patient demographics, previous SRH usage, reasons for presentation, user preferences and satisfaction scores
- Descriptive statistical analysis was performed on quantitative data. Respondents' views were further explored with the option of free-text comments.

RESULTS

Recruitment, Participation & Respondent Demographics



Stated Reason	Number of Respondents (% of Total 59 Responses)
STI Management*	47 (80%)
HIV Care	13 (22%)
PrEP or nPEP**	12 (20%)
SRH Advice	6 (10%)
Vaccination	5 (8%)
Contraception	3 (5%)
Psychiatry	1 (2%)

Table 1. Reasons given for attending BRaSH, of respondents to survey question

*Including close contacts, anogenital symptoms, testing/results and treatment

**HIV Pre-Exposure Prophylaxis and/or non-occupational Post-Exposure Prophylaxis

Figure 1. Reasons for Seeking Specialist Rather Than Primary Care

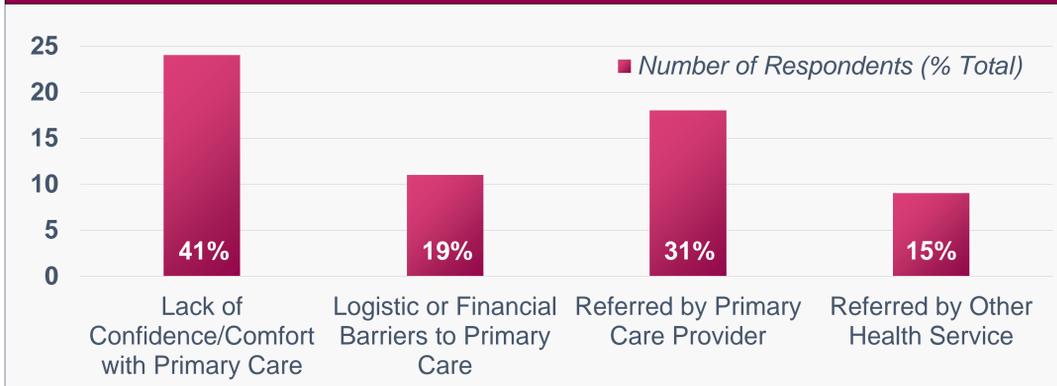


Figure 1. Reasons given for attending BRaSH rather than clients' primary care provider for their issue, of 59 respondents to survey question. 17% indicated low confidence and 25% indicated discomfort receiving SRH via primary care. Barriers to primary care included not having a regular provider (12%), GP/appointment unavailability (5%) and financial (2%). Some respondents' free-text comments further described these barriers.

Figure 2. Respondent Satisfaction With Specialist Clinic Care

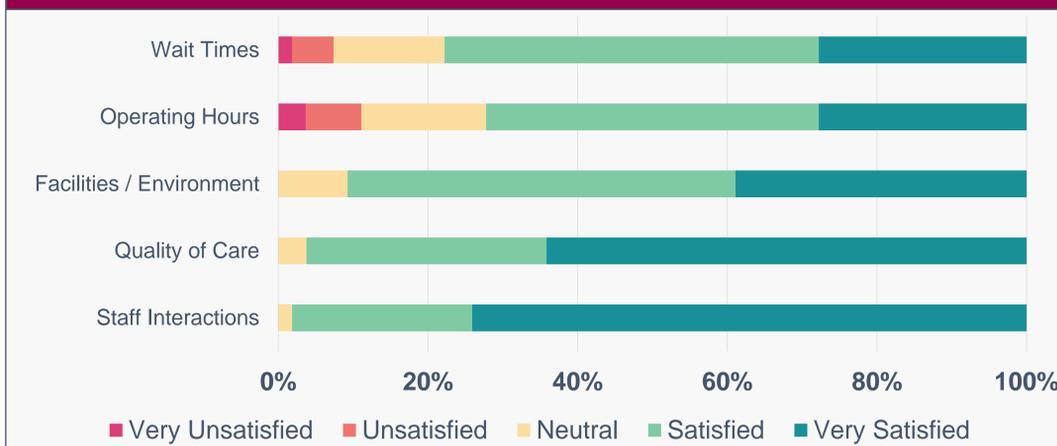


Figure 2. Satisfaction scores, as a proportion of total 57 respondents to these questions. respondents reported either a positive or neutral experience, apart from wait-times (4 unsatisfied, 2 very unsatisfied) and operating hours (3 unsatisfied, 1 very unsatisfied). Respondents' free-text comments typically matched their satisfaction scores.

CONCLUSIONS

- Our study achieved excellent participation and response rates for a small voluntary cross-sectional survey, potentially due to in-person recruitment
- BRaSH appears to be well-utilised as a regional specialist SRH referral service by both primary care providers and other health services
- However, a majority of clients described attending BRaSH due to low confidence, discomfort or lack of access to primary care for their care needs
- Clients expressed high levels of satisfaction with BRaSH – despite this a quarter had previously required travel to Melbourne for their SRH needs
- Potential SRH improvements in Geelong may exist via increased specialist services and addressing logistical and experiential barriers to primary care

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