

**CLIENT SURVEY MARCH 2015
RESULTS SUMMARY**

Number of clients surveyed 130

This is a representative sample of FWHC clients, in line with client demographics and reasons for attending.

Overall Service Rating:

Very good	84.62%	Good	14.61%	Combined	99.23%
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Would Return to FWHC:

Yes	99.23%	No	0.77% (only 1 client)
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Staff Ratings:

Receptionists	Very good	81.1%	Good	17.32%	Combined	98.42%
Nurses	Very good	79.49%	Good	20.5%	Combined	100%
Doctors	Very good	86.07%	Good	13.11%	Combined	99.18%
Counsellors	Very good	81.82%	Good	18.18%	Combined	100%
Crèche	Very good	100%	Good	0%	Combined	100%

Did we help with your health issues?

127 out of 130 answered the question – 100% said they had been helped. Only one woman had some qualifications about the time taken to resolve her health issues.

What did we do well?

Comments have been grouped and many clients made each of the following comments.

Comments about staff

- Listened, took time, not rushed
- Friendly, welcoming, very approachable
- Open, honest
- Kind, considerate, polite
- Supportive, reassuring
- Helpful and understanding
- Good communication skills
- Good rapport and acknowledgement
- Caring, compassionate, empathic,
- Sympathetic to women's health issues

- Inclusive, non-judgemental, respectful
- Professional, skilled, expertise
- Informative, knowledgeable, careful explanations
- Appropriate advice and service

Comments about the overall service

- Excellent service and place for women in the community
- Availability of women health professionals
- Holistic approach, comprehensive care
- Informal and relaxed, felt comfortable
- Didn't have to wait for appointment, prompt service, punctual
- Information and referral, lots of information /literature to take home
- Affordable
- Efficient

What could we have done better?

Each of these comments was made by just one or two clients. Most thought the services were excellent and had no criticisms.

- Long wait for counselling appointments
- Offer more than 10 sessions for counselling
- Parking availability
- Waiting in reception for appointment with doctors
- Provide longer medical appointments, to avoid wait time in reception
- Access to bigger budget to provide more of current services
- More activity groups – e.g. yoga
- Unsolicited advice from doctor
- Informing of fees before appointment rather than after
- Online booking system

What other services should we provide?

Each of these comments was made by just one client. Most did not have any suggestions.

- Follow-up phone calls to ensure medical information understood
- More groups – belly dancing, meditation, yoga, Pilates
- Talks on women's health
- Workshops on menopause
- Complementary health services – naturopath, nutrition, homeopathy, acupuncture
- Improved parking
- Work with high school kids

What are the things we should no longer be doing?

Each of these comments was made by just one client, most clients commented that they were unsure, or couldn't think of anything.

- Charging \$20 for private medical billing
- Nurse check before seeing doctor
- Letting good staff go (referring to Dr Marie Dittmer's resignation)