



CLIENT SURVEY 2017 RESULTS SUMMARY

Number of clients surveyed 214

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

Overall Service Rating:

Very good 82.63% Good 12.21% Combined 94.84%

Would Return to FWHC:

Yes 97.62% No 2.38%

Staff Ratings:

Staff members	Very good %	Good %	Combined %
Receptionists	82.35	14.71	97.06
Nurses	91.25	5.63	96.88
Doctors	85.97	11.11	97.08
Counsellors	79.17	16.67	95.84
Crèche staff	100	0	100
Group leaders	87.5	12.5	100

Did we help with your health issues? If yes, then how?

179 out of 214 answered the question. Of these, 98.3% said they had been helped, with many clients expressing gratitude and appreciation about how much they had been helped. The following are some of the specific ways in which clients said that we helped them:

- Gave great and relevant information, gave helpful and sound advice, answered all their questions, explained in detail what was happening, thoroughly informed them of their options, gave perfect explanation of their condition
- Provided a female doctor
- Gave ongoing support and follow up care
- Helped with sexual and mental health
- Provided desired service, e.g. gave relevant referral, procedure performed, gave medication or prescription, provided treatment, helped with contraception, performed an examination or test

- Attended to and resolved issues, investigated the cause of the problem, cured the ailment, fixed issue with medication, assisted with relief of menopausal symptoms, solved their immediate problem, helped with gynaecological issues, underwent a procedure because of our findings, provided real solutions, did not fob client off, helped with issue they had been struggling with for years and didn't know was fixable, client had struggled with severe pain for years and now was never happier
- Listened, took a full history, gave reassurance, addressed all their concerns, treated them well and they felt like health was in safe hands, thoroughness, showed empathy and understanding
- Talked about things to help with health and helped to understand more about ill health, working towards fixing one problem and helping them to focus on other areas of their health
- Helpful counselling support, emotional support, DV support, helped with depression and anxiety, helped with PTSD, helped client to get out of a DV situation, helped client to open up and let go of past unpleasant experiences
- Professionalism without financial stress
- Did things above and beyond, doctor is simply a good person

Only four women did not express that they were definitively helped by us. Of these four, one client was ambivalent saying she had received limited care, one client expressed difficulty about accessing counselling, one client said there was not enough time, and one client stated that she had received help, but that her issues were still ongoing.

What did we do well?

Comments have been grouped and numerous clients made each of the following comments. 182 clients made comments.

Comments about staff

- Compassionate, friendly, approachable, comfortable, welcoming, understanding, well-mannered, respectful, kind, polite, attentive, inclusive, caring, concerned, warm, courteous, down to earth, pleasant, considerate, reassuring
- Informative, knowledgeable, comprehensive, unbiased, easy to understand advice
- Professional, prompt, punctual, efficient, thorough, educational, helpful, competent, experienced, organised
- Takes time to listen, don't feel rushed, patient, supportive, responsive, open
- Holistic assessment
- Trauma informed
- Good communication

Comments about the service

- Everything
- Personal, individualized service
- Positive vibes
- Non-judgemental, private, safe, calm, relaxed, inviting environment
- Good availability of appointments
- Affordable, bulk-billing for HCC holders
- Happy atmosphere
- Excellent customer service and follow up
- Sense of belonging

- Great resources
- Impressive code of ethics
- All women venue

Was there anything that we could we have done better?

Most thought the services were excellent and had no criticisms. The numbers of clients making the following comments are in brackets.

- Waiting in reception for appointment with doctors (3)
- Waiting time for appointment (3)
- Prescribed medication with a potentially negative effect (1)
- Breast exam not performed, told how to do self-exam (2)
- More time needs to be given to initial appointments (1)
- Be contacted about results (1)
- Better parking (1)
- Update pricelist for lab testing (1)
- Reception was vague (1)
- Further investigation into fibroid before Mirena was inserted. Had to have Mirena surgically removed (1)
- Notify Blue Knot that we don't provide general GP services. We are a trauma informed service, but client can't access us for all services (1)

Was there anything that made it difficult to come to our service? And if so what was it?

- Parking/Access off South St. difficulty (6)
- Long wait time or difficulty getting an appointment (4)
- Distance (3)
- Transport (1)
- No STI clinic on Friday, weekends or after hours (1)
- Creche availability (1)
- Mental health issues (1)
- Cost (1)
- Thinking problem would get better without help (1)
- Construction near surroundings of building (1)

What other services would you like to see us provide?

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

- General GP services (8)
- Physiotherapist (3)
- Doctor working on Friday (2)
- Clinical Psychologist (2)
- Massage
- Gynaecology
- Dentist
- Paediatrician

- Expand on complementary services
- Diet advice
- Meditation/ Mental health training
- Relationships
- Mum, bub, and kids group
- Craft sharing group
- IVF info and referrals
- Crèche
- More free fitness groups and extra advertising
- More incontinence services
- Women's group for menopause and empty nest syndrome
- Support group as partner had heart attack
- More doctors

What are the things you think we should no longer be doing?

Only one client commented on a practice that we should stop doing.

- Discriminating against patients based on the focal point of their illness (only women's health issues)