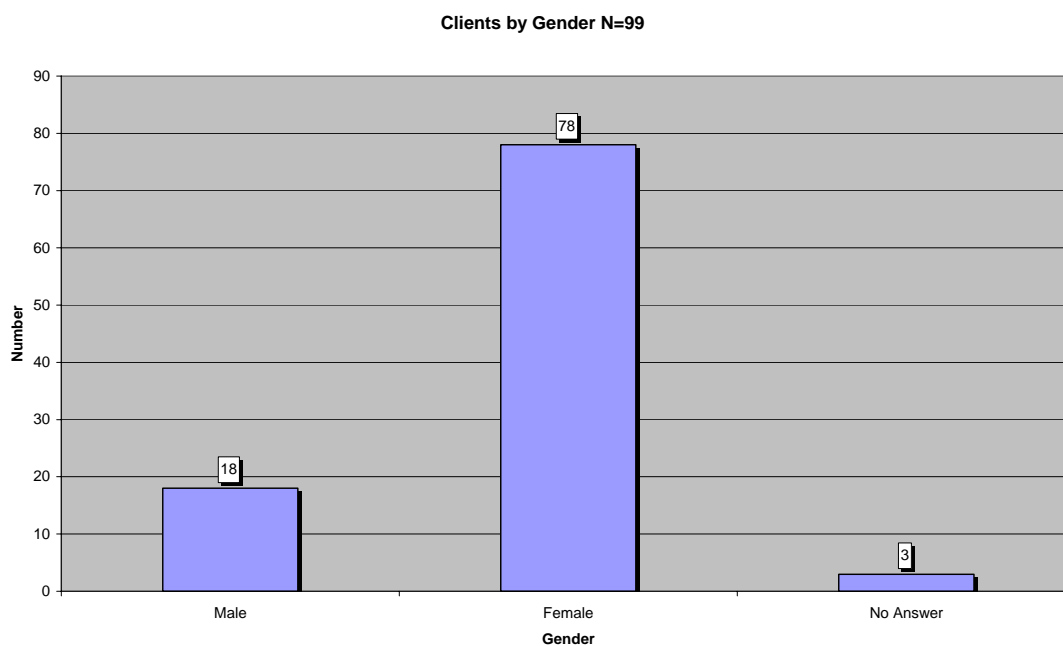


## Chelsea Client Satisfaction Survey 2004

1. As you may know as part of the quality improvement guidelines there is emphasis on client participation. This survey is the second such survey undertaken by CBCHS. The previous one was at Clarinda for the month of September 2003.
2. The purpose of this client engagement was primarily to pilot the questionnaire which we had received from our colleagues in Inner South. The survey questions asked in this survey are the same as in the previous one with only the rating process being changed.
3. The ratings were changed from Poor, Fair, Good, Very Good, and Excellent to Unsatisfactory or Satisfactory. The reason for this was that the Clarinda pilot showed that the clients found the number of options confusing and they tended to tick more than one box thus rendering their choice invalid.
4. During January 2004 Chelsea handed out 100 questionnaires of which 99 were returned. The following graph shows the gender of the clients.

**Graph 1**



5. As graph one shows the ratio of women to men using CBCHS services is consistent with our previous data which showed that women are the predominant users of the service with 78.78% of those surveyed being women and only 18.18% men.

## **CALD grouping**

6. 79.5% of the clients in the survey reported that they spoke English and 18% did not respond to this question. 3% advised they spoke more than one language.

## **How relevant were the questions to the clients?**

7. In the previous questionnaire there was varying degrees of responsiveness to the next set of questions. This seems to indicate that the changed rating system, mentioned in point 3 above, was better understood by the clients who completed the survey
8. 'Finding the centre' is still too broad a question. In the proposed continuous questionnaire, which is being developed, this has been rewritten to be quite specific about how the person was referred to the service or found out about the service.
9. 90 clients rated the transport as satisfactory with 9 not responding.
10. Access satisfaction rated highly with 98 rating access as satisfactory and only 1 no response.

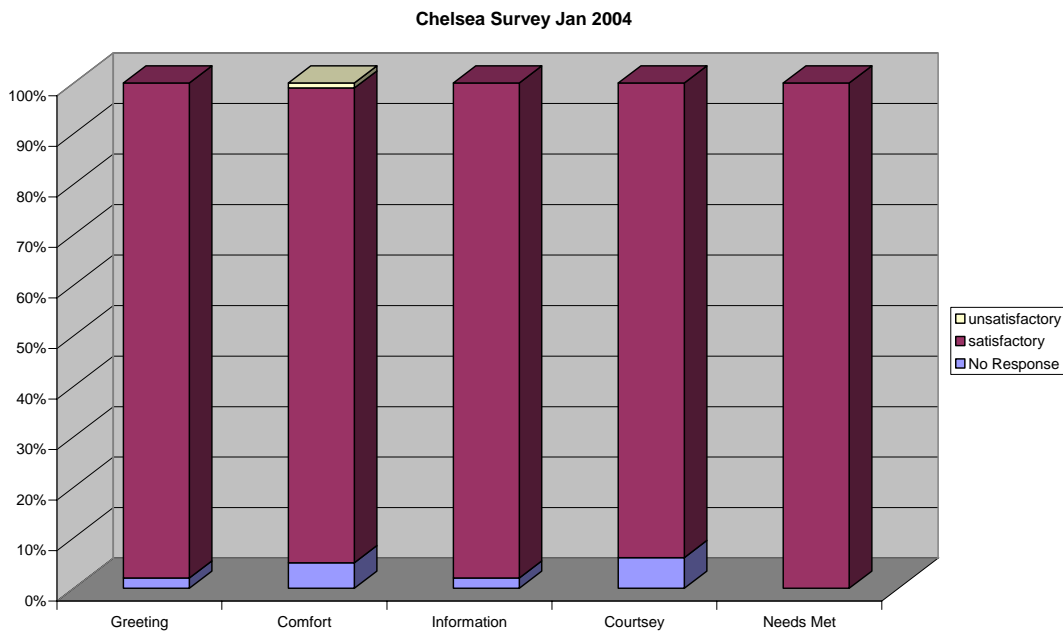
**Table One**

<b>Questions</b>	<b>Unsatisfactory</b>	<b>Satisfactory</b>	<b>No response</b>	<b>Total</b>
(a) Finding the centre		99		99
(b) Transport to the centre		90	9	99
(c) Parking		95	4	99
(d) Hours of service	2	95	2	99
(e) Access to the building		98	1	99

13. Graph 2 shows the results of the second section of the questionnaire focuses on the staff interaction with clients and the waiting area. It is proposed to separate these in the recurrent questionnaire as it makes more sense to have all professional interaction grouped together.
14. Greeting and assistance was rated very high with 100% of those who responded rating it as satisfactory.
15. The comfort level question may need rewording into a more specific question. Those who rated it as unsatisfactory did not articulate what it was that was an issue to them.

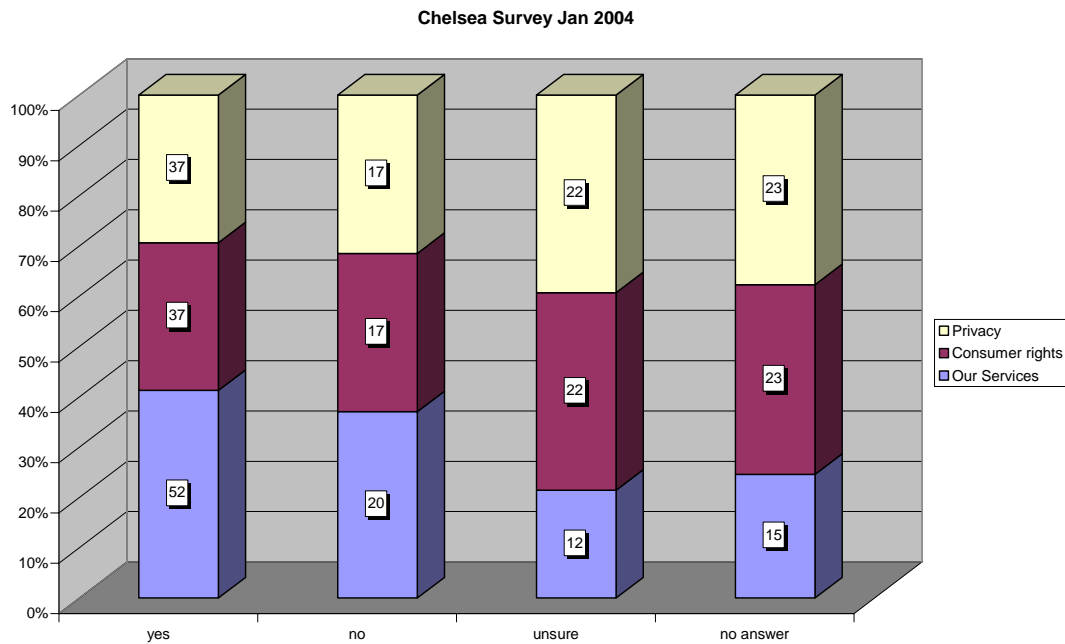
16. There was a high satisfaction rating for the information with only two not responding.
17. 'Were your needs met' replaced the three questions about staff interaction on the previous survey. The aim was to ascertain if their needs were met by the Health Professional moving the focus from the interaction to actual service received.
18. Staff courtesy was again rated highly by the clients over 93% finding the staff professional and polite in their interaction with the clients.

## Graph 2



18. Graph 3 below shows the results of the questions regarding the written information provided to clients who have come to the service. This information is the Privacy, Consumer Rights and Our Services brochures. Many of the clients were either answered no, were unsure or did not respond to whether they had been given the information.
19. These results may relate to the time lapse between when this survey was held and when the client first registered. It is clear from the other questions which relate to the 'here and now' aspect of the service the clients were very clear about the answers. This issue will be addressed by having the continuous survey as it will survey clients immediately they are registered and provided with the written information.

**Graph 3**



**Conclusion**

These surveys have been useful for CBCHS to get an understanding of how the clients rate the service. However we should be cautious about how we interpret the results on what is a very small sample.

What it does indicate is that we are on the right path when it comes to how clients are treated and managed. However, only a continuous survey will provide us meaningful information that we can use to help us in our quest to provide a quality service to clients.