

## **Client Survey in a Regional Sexual and Reproductive Health Clinic**

### **Authors:**

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### **Background:**

In line with government policy, most Victorian sexual and reproductive healthcare (SRH) is conducted in primary care. However, demand also exists for specialist services. In the Barwon/South-West Regions these are limited to one clinic weekly – the Barwon Reproductive and Sexual Health (BRaSH) clinic in Geelong.

To inform service design, we aimed to explore user reasons for accessing specialist SRH services, and understand user experience and needs.

### **Methods:**

An anonymous cross-sectional survey of adult clients able to complete a plain-English survey attending the BRaSH clinic from 22/3/22 to 26/4/2022. Descriptive analysis was performed on responses collected using a REDCap survey (or paper alternative).

### **Results:**

In preliminary data, of 104 attendees, 75(72%) were offered the survey, of those 48(64%) responded. Respondents' median age was 34 years (range 18 to 84), 15(31%) were female, 33(69%) male, and none identified as trans or gender-diverse. Twenty-seven(56%) respondents identified as LGBTIQ+. Twenty-three(48%) resided in rural areas, and 12(25%) travelled to Melbourne at least once for SRH services previously. Common presentations included STI/HIV testing 22(46%), HIV care 10(21%), and PrEP 8(17%). Fifteen(30%) respondents were referred by a GP, 12(25%) reported discomfort with using a GP, and 7(15%) lacked confidence in their GP for SRH. Overall respondents reported satisfaction with BRaSH operating hours 30(63%), wait times 32(67%), facilities 38(79%), staff 42(88%) and care 40(83%). Sources of dissatisfaction were operating hours 6(13%) and wait times 3(6%).

### **Conclusion**

Preliminary survey results suggest both clients and GPs in the region recognise a need for specialised SRH services. Data also indicates opportunities to support GPs to gain skills and/or build client confidence to improve SRH in primary care settings. This warrants further investigation particularly in regional areas (where confidentiality and privacy are often of key concern) given many clients who attended BRaSH either travelled from rural areas or had previously travelled to Melbourne for care.

### **Disclosure of Interest Statement:**

None.

