



CLIENT SURVEY 2016 RESULTS SUMMARY

Number of clients surveyed 152

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

Overall Service Rating:

Very good 88.51% Good 11.49% Combined 100%

Would Return to FWHC:

Yes 99.34% No 0.66% (only 1 client)

Staff Ratings:

Staff members	Very good %	Good %	Combined %
Receptionists	79.02	18.89	97.91
Nurses	84.54	14.55	99.09
Doctors	88.46	11.54	100
Counsellors	77.27	22.73	100
Crèche staff	90.00	10.00	100

Did we help with your health issues?

125 out of 152 answered the question. Of these, 98.4% said they had been helped and many were emphatic about how much they had been helped. Only two women were unsure as they had only attended once and were yet to receive results.

What did we do well?

Comments have been grouped and numerous clients made each of the following comments. 126 clients made comments

Comments about staff

- Friendly, welcoming, approachable
- Listened, took time, not rushed
- Warm, kind, caring and sympathetic
- Understanding and helpful
- Good communication skills - clear communication, careful explanations
- Respectful, non-judgemental, non-discriminatory

- Professional and thorough
- Knowledgeable, informative, resourceful
- Good advice and service
- Staff described as excellent, fabulous, fantastic, wonderful, lovely

Comments about the service

- Safe, calm, positive atmosphere
- Comfortable and relaxed environment
- Expert information available – staff and resources
- Prompt, efficient and flexible services
- Appointments easy to make with good explanations and reminders
- Affordable services
- ‘The most safe, wonderful place on earth’
- ‘Absolutely the best practice I have been to’
- ‘Impeccable service’

What 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 time for appointments (10)
- Waiting in reception for appointment with doctors (5)
- Parking availability (2)
- After-hours appointments (1)
- Making this survey available on-line (1)
- Explain ahead that breast examinations not available at nurse’s Pap clinics (1)
- Should try for more government grants to revitalise the centre (1)

What other services should we provide?

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

- Ultrasound services
- Pathology (2)
- After-hours appointments
- Fertility procedures
- Social groups
- Support services for young women
- Breast-feeding classes
- Eating disorder services
- Group talks
- Drop-in facility once a week for women battling isolation and mental unhappiness
- Group activities to promote relaxation
- Craft activity

What are the things we should no longer be doing?

All clients but one commented that they were unsure, couldn’t think of anything, that everything was great, or they didn’t have enough information.

- Too many flyers, brochures – less is more