An Express Sexual Health Service: In and out in a jiffy

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Introduction
Western Sydney Sexual Health Clinic (WSSHC) is a publicly funded sexual health clinic. Responding to a need to increase clinic capacity and facilitate access for priority populations, in 2013 an express clinic was introduced.

The express clinic:
• Offered sexually transmitted infection (STI) screening for asymptomatic clients
• Had 15 minute appointment slots
• Used a paper-based self collected history form
• Required self-collected urine, anal and vaginal swabs as appropriate, with clinician collected bloods and throat swabs
• Was nurse led.

Aims
• Assess client satisfaction with existing services
• Gauge interest in an express service
• Compare waiting times before and after the introduction of the express service

Method
A satisfaction survey evaluating waiting times, overall satisfaction with existing services and interest in an express service was completed in March 2103. A pilot of the express service ran from May to December 2013. This was evaluated with a follow-up survey in December 2013.

Within the two study periods all clients accessing the WSSHC were asked to complete the survey. During the pilot, the express clinic option was offered to asymptomatic clients requiring STI screening only. Exclusion criteria for the express service included:
• clients with genital symptoms
• new clients to WSSHC
• contact of an STI
• poor English language skills
• client requested examination.

Results

<table>
<thead>
<tr>
<th></th>
<th>Pre-express (262)</th>
<th>Post-express (181)</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender - male</td>
<td>71%</td>
<td>73.5%</td>
<td></td>
</tr>
<tr>
<td>First visit to WSSHC</td>
<td>25.2%</td>
<td>24.3%</td>
<td></td>
</tr>
<tr>
<td>Reason for attendance = “STI screening”</td>
<td>26.6%</td>
<td>34.8%</td>
<td></td>
</tr>
<tr>
<td>Median waiting time</td>
<td>15-30 minutes</td>
<td>0-15 minutes</td>
<td>P=0.002</td>
</tr>
</tbody>
</table>

Satisfaction with waiting times also improved post-express compared to pre-express (p=0.001), where the percentage of responders with “good” or “excellent” rose from 58.2% to 73.7%.

Use of the express service

<table>
<thead>
<tr>
<th></th>
<th>N=181</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, today</td>
<td>12.2% (22)</td>
</tr>
<tr>
<td>Yes, in the past</td>
<td>7.2% (13)</td>
</tr>
<tr>
<td>No, not interested</td>
<td>14.4% (26)</td>
</tr>
<tr>
<td>No, but would be interested</td>
<td>59.1% (107)</td>
</tr>
<tr>
<td>Not answered</td>
<td>7.2% (13)</td>
</tr>
</tbody>
</table>

Of those clients who had used the express service 88.6% reported they would use it again.

Figure 1: Patient information sheet.

Figure 2. Express clinic room, previously a counselling room.

Conclusion
At the time of the follow-up survey only a small number of clients had used the express service. Despite this there was considerable interest in the service. Overall the express service was well received by clients at the WSSHC. This service has the potential to:
• reduce overall waiting times
• increase clinic capacity
• improve the client journey through the WSSHC.

Acknowledgements
We would like to acknowledge the support and dedication of the staff at the WSSHC.

Disclosure of interest statement
This research received no specific grant from any funding agency, commercial or not-for-profit sectors.

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