



WINNUNGA NIMMITYJAH

ABORIGINAL HEALTH CLINIC/HEALTH SERVICE (ACT) INC.

ABN 33 612 033 770

AGPAL Accredited

QIC Accredited

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## **Winnunga Nimmityjah Aboriginal Health Service Client satisfaction survey 2015**

Winnunga conducted a client satisfaction survey in March 2015. The purpose of the survey was to seek client feedback over a snapshot period. The survey was disseminated to people at medical reception areas and was made available in hard copy.

105 responses were received with 70% reporting they had used Winnunga services for more than three years and 30% between less than one month and 3 years.

The services most reported being utilised were doctors/nurses, which stood at 99%. This was followed by counselling and groups (including diabetes clinic) at 50%, mental health and/or drug and alcohol support with 49%, the dental clinic at 48%, transport at 29%, and support with Centrelink matters and or housing/accommodation at 21%. Hearing health was utilised by 11%, the Needle and Syringe Program (NSP) by 3% and the Boxing Club was not utilised by any one surveyed in this period. The low response rates for hearing, NSP and Boxing Club could be due to these services being primarily accessed through other points of Winnunga (ie administration entrance), off-site (ie Fyshwick) and through schools.

In anticipation of future legal and care and protection services to be formally provided by Winnunga, two questions in the survey were dedicated to this area. 27% of respondents identified they were impacted on by legal and or care and protection intervention.

94% of respondents stated they were either very satisfied or satisfied with Winnunga's services. 6% reported their satisfaction as being neutral. No one reported being very unsatisfied. When responding to 'Would you recommend Winnunga Services to others?' 96% reported 'yes', and 1% reported 'no'. Interestingly the respondent who reported not recommending Winnunga services to others, also stated they were very satisfied with Winnunga services. No response was received from 2 respondents and one response stated there was no need to as the community and services already knew about Winnunga.

90% of respondents stated they would like Winnunga to expand and have another service in Canberra, with 5% stating no. 1 respondent was undecided, and no response was received from 5 participants.

A volume of feedback and comments were received on what people liked best about the services provided by Winnunga. These included (but were not limited to):

- *Location very convenient, short waiting times, friendly staff and bulkbilling.*
- *The care and professionalism of doctors and staff.*

- *Nice atmosphere, good peoples, they actually really help.*
- *Community support...everything.*
- *Organized, patient and helpful, wonderful staff.*
- *The fact that you can see the same doctor.*
- *No appointment, walk in...the short wait for a doctor.*
- *It's a one stop shop for your health care needs - Lot of health service/facilities locked in same area.*
- *Like to catch up with community members whilst waiting for appointment, like the 2<sup>nd</sup> waiting room.*
- *It mainly caters for Aboriginal people, as I am Koori I associate well here.*
- *Transport to and from all services.*
- *Holistic and supportive, community based, culturally safe.*
- *Emergency dental assistance.*
- *Great counselling.*
- *That bulk billing is good don't have to look around town for doctors, much better understanding of Aboriginal health and support than ordinary doctors surgery.*
- *Individual treatment, personal attention and flexible.*
- *The team of all Winnunga staff do an excellent job of taking care of all patients even those angry, rude patients.*
- *I think the service is excellent and professional.*

When asked how Winnunga could improve on the services we deliver, responses included (but were not limited to):

- *I am very happy with the service, cant think of any improvements.*
- *Government could provide Winnunga with more funds so they can have more doctors.*
- *Lounges in waiting room bigger and taller.*
- *Waiting area be improved with parents/children area*
- *Longer hours. Bring after hours back.*
- *More psychiatric doctors, more funding for those who are really at a disadvantage*
- *Review the waiting times.*
- *Having appointments, it is hard for working people to spend long periods of time waiting.*
- *More staff because always so busy.*
- *Stronger emphasis on bringing community together.*
- *More doctors, less waiting time.*
- *Keep doing surveys to find out what we need.*
- *In my opinion I don't think can improve services any better than what they are doing, I think very highly of this Medical Centre.*
- *Expand to northside so you don't over or fully book out the bus and maybe get another driver.*
- *Have another service in Tuggeranong.*
- *Put an out of office message on phones when closed for sorry business.*

Other general comments received included (but were not limited to):

- *More dentists/better dental as this is the no 1 cause of a lot of preventable diseases.*
- *Receptionists are amazing, very friendly and they remember everyone, great to have all the services together like nurses and physio.*
- *It is very good to know that if needed I can access other services if needed such as counselling and dental etc.*
- *This is just a personal comment (my feeling only), I have noticed over time that sometimes you expect to get more doctors and nurses in a centre like this as being more caring (than other health centres) but that is not always the case (this is just my feeling).*
- *I appreciate the services provided by Winnunga in maintaining my health.*
- *Great job for what government doing to us on a continual basis, housing, justice etc*
- *Winnunga is an amazing service that I have been part of for 24 years and we are very lucky as a community to have this service- well done everyone!*
- *Thanks for the great service, thanks so much for everything.*
- *I believe that Winnunga provide a great service for the Indigenous community in Canberra and Queanbeyan.*
- *Great job all very proud to be a patient of such a great service to Indigenous Australians.*

Winnunga would like to thank everyone who participated in the March 2015 survey. Management Team discussions have commenced to investigate ways we can start implementing some of the ideas clients identified through the feedback received.

The below provides information on some of the areas Winnunga will be working on improving over the coming months.

#### Mental Health Services

The clinical team will soon be undergoing further accredited training on trauma informed care which includes cultural and spiritual considerations. The training will also be made available to all Winnunga staff. The aim is to ensure all clinical and Social Health Team workers are able to better respond to people impacted on by trauma, and provide safe and consistent support to clients. This will compliment some of the work carried out by Winnunga's psychiatrist, psych registrars and psychologist.

#### Waiting times and appointments

Over the years client feedback has supported both a walk in service model and an appointment based model of access. We have found both models at times result in waiting times extending further than Winnunga (and clients) would like. However, to deliver a service where clients can access health care on the same day this is needed (excluding emergencies), the most responsive options is to continue delivering Winnunga as a 'walk in

clinic'. Appointments however will continue for all specialist services and the dental clinic.  
*See below for more related information*

#### Full time doctors and possible extension of clinic hours

From 1 July 2015 Winnunga implemented a new clinical structure providing clients with access to full time GPs. This allows for improvements in providing continuous care to patients, as well as looking at possible options for extending clinic opening hours (similar to the after hours pilot carried out in the 2013-14 financial year). The Board of Directors together with the CEO and Management Team is committed to continue investigating this possibility and inform community on how this progresses.

#### Waiting areas

Winnunga will be purchasing through a successful ACT Community Infrastructure grant application, new furniture for waiting areas. This has been an identified need we have wanted to improve for some time now, and are pleased to be able to make it happen. Additionally, the Minister for Health, Simon Corbell, recently announced a significant injection of one off funding for Winnunga to be able to expand on waiting and other clinic areas as we are continuing to see more people daily (on average 150 per day). We are also working towards being able to provide an outdoor playground for children which will make it a little easier for parents with children accessing services.

#### Additional Winnunga location

The Board of Directors have discussed whether the community would like or see a need to expand Winnunga services to another location in the ACT. To seek further client feedback the questions related to this were asked in this years' client survey. Responses overwhelmingly supported the Board of Directors thinking, which will continue to be considered and explored at future meetings.

#### Community involvement

Winnunga agrees it is vital to provide opportunities for community engagement and participation in the ACT through Aboriginal Community Controlled Organisations. As such Winnunga will continue to deliver groups (ie women's group, men's group, cooking group, wellbeing group, mums and bubs group), clinics such as the diabetes, child health, eye care and liver clinic, health and wellbeing services to detainees at both the AMC and Bimberi, the Boxing Club/fitness gym, touch football, basketball and community days including the annual Sorry Day Bridge Walk and the Holistic Health Day.