



# Patient Satisfaction: Nurse Led Models of HIV, Sexual Health and Hepatitis C Care in Rural Communities

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# Disclosures

Nil



## Acknowledgement of Country



# Acknowledgements

**Lauren Coelli** – co-author

**Our Southern NSW Nurses** – Fiona, Renae, Kaija, Natalie and Julie

**Our Patients** – Inspiring and teaching us something new every day

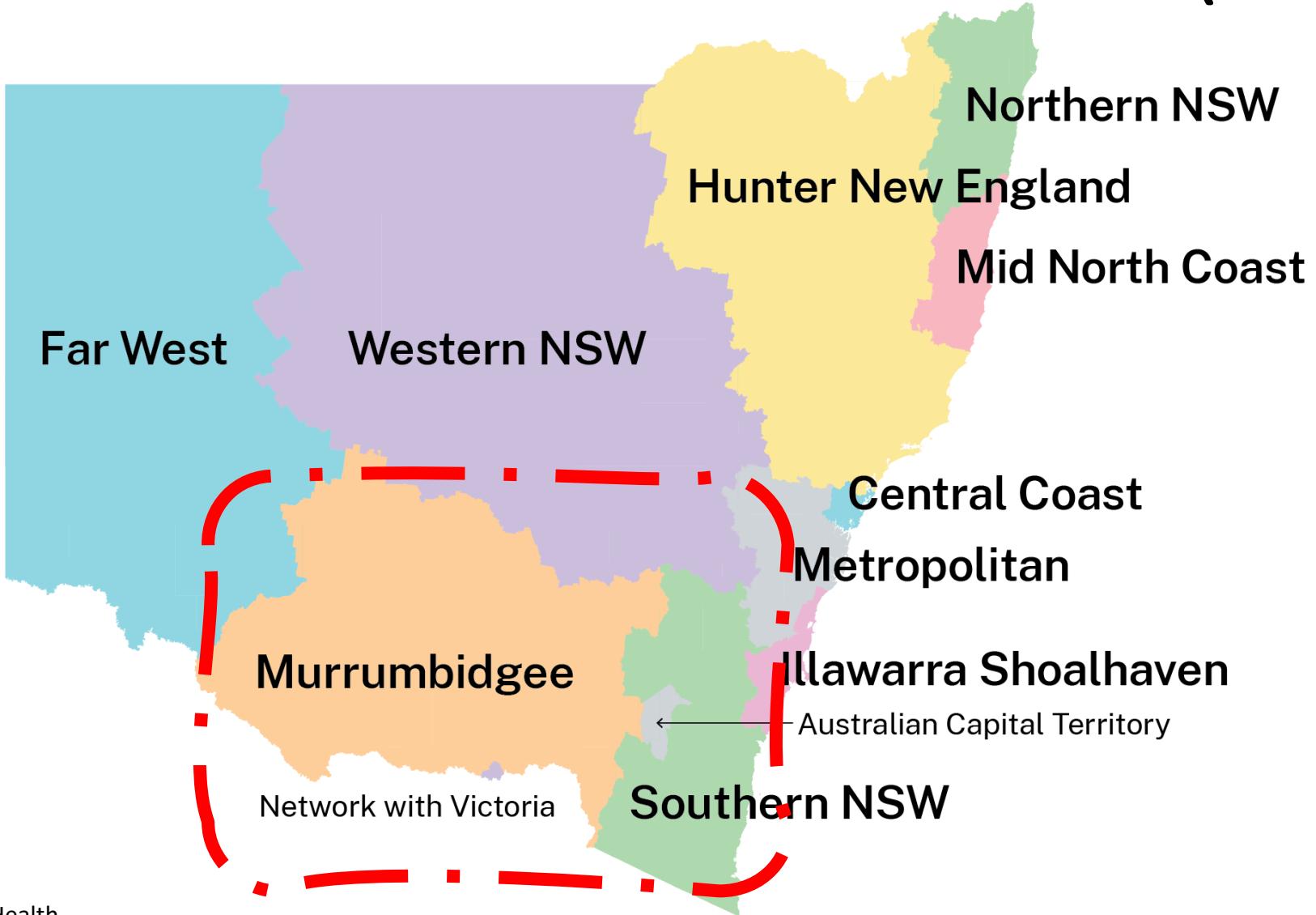


# Summary of topics

- Who we are and where we work
- Benefits and challenges of our unique context
- Our approach: how we deliver care
- What our patients are telling us: satisfaction survey insights
- Final remarks



# NSW Health – Local Health Districts (LHD)



# Southern NSW LHD

**2.8 FTE** Registered Nurses providing Nurse-Led Sexual Health, HIV and Hepatitis C services across the following clinical locations:

- Goulburn
- Queanbeyan
- Batemans Bay
- Moruya
- Narooma
- Bega
- Pambula
- Eden
- Jindabyne\*

\*established August 2025





# Overview SNSWLHD Sexual Health Services

9 Clinical Sites

Sexual Health, HIV,  
Hep C Nurses +  
Health Promotion

FIFO VMO 6/12  
Virtual CRM 2/52

Statewide NSW  
Sexual Health SOP  
+ Competencies

NSW RN Supply  
and Administration  
of STI Therapies

Local SOPs and  
standing orders

Provide care for  
40+ PLWHIV

Utilisation of  
technology

Partnerships with  
Statewide services



# Challenges Impacting Care

No Local ID Service

No Local Liver Clinics

No Gender Care Services

Limited s100 GPs

No onsite Social Workers

No Bulkbilling GPs



# Our approach: How we deliver care

- **Patients have direct access to Nurse via clinic mobile** – we accept SMS communication
- **Nurses manage their own appointments** - from start to finish
- **Results and follow-up provided directly** - including SMS communication
- **Continuity of care** – aim to have patients see the same nurse every visit if possible
- **Utilise alternate waiting areas** – this supports privacy, reduces the potential for stigma and reduces anxiety in being ‘seen’ near the sexual health waiting room



# Patient Reported Experience Measure (PREM)

Key areas:

- ✓ Service satisfaction
- ✓ Appointment availability
- ✓ Communication
- ✓ Safety & respect

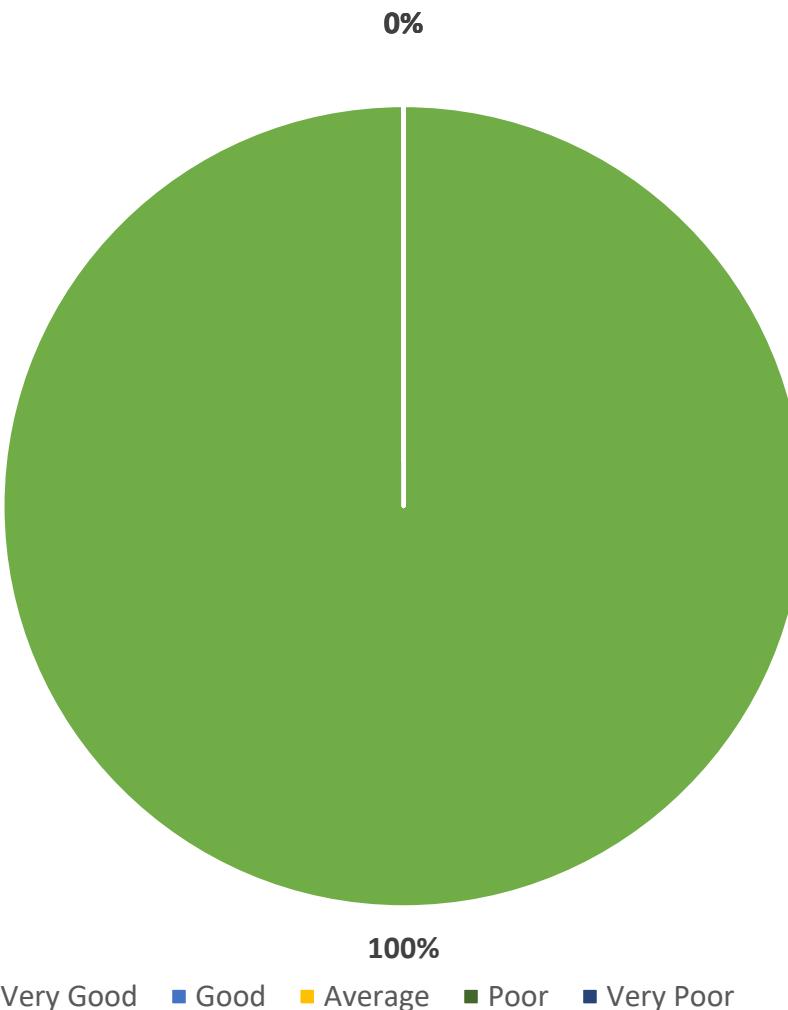
Emphasis on voluntary and anonymous involvement → safe space for honest feedback

**Survey period:** 4/11/2024 – 23/12/2024 – (total 37 days)

**Number of participants:** 17



# Q: The quality of the treatment / care / service I received at the Sexual Health & Hepatitis C service was:

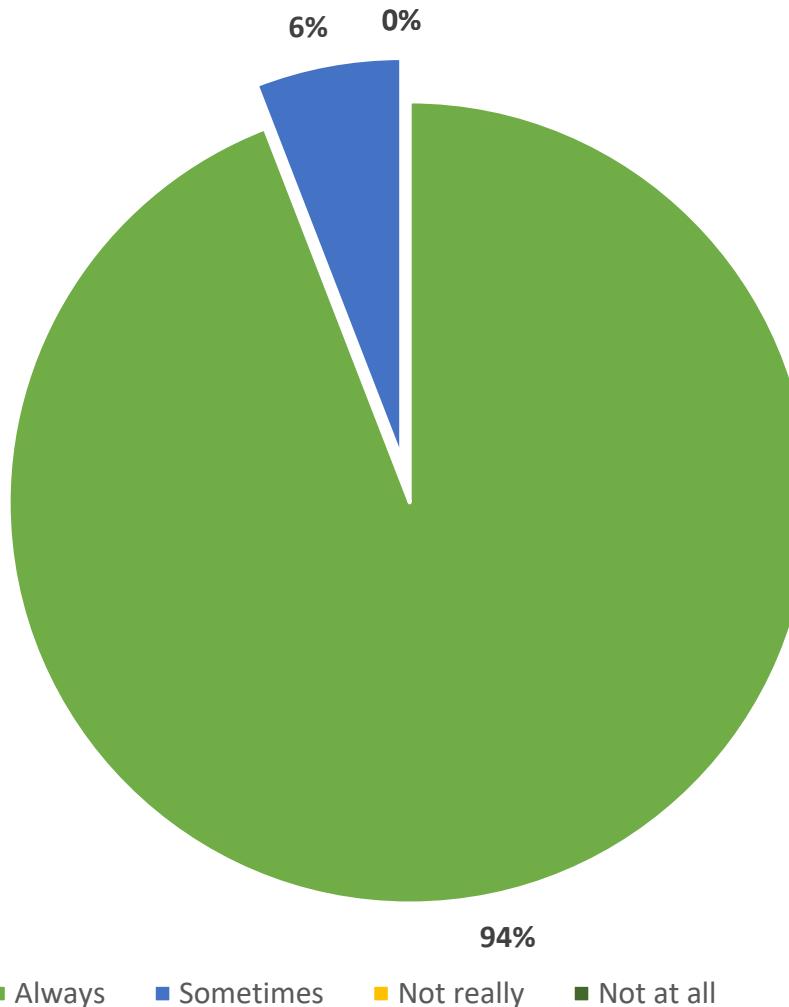


## In their own words:

- “Would totally recommend the service to my friends and the community”.
- “Nothing could be done better”.
- “Whole experience was excellent”.
- “The service you provide to our community is greatly appreciated”.
- “Please keep doing what you are doing”.



# Q: Were you able to get an appointment time that suited you?

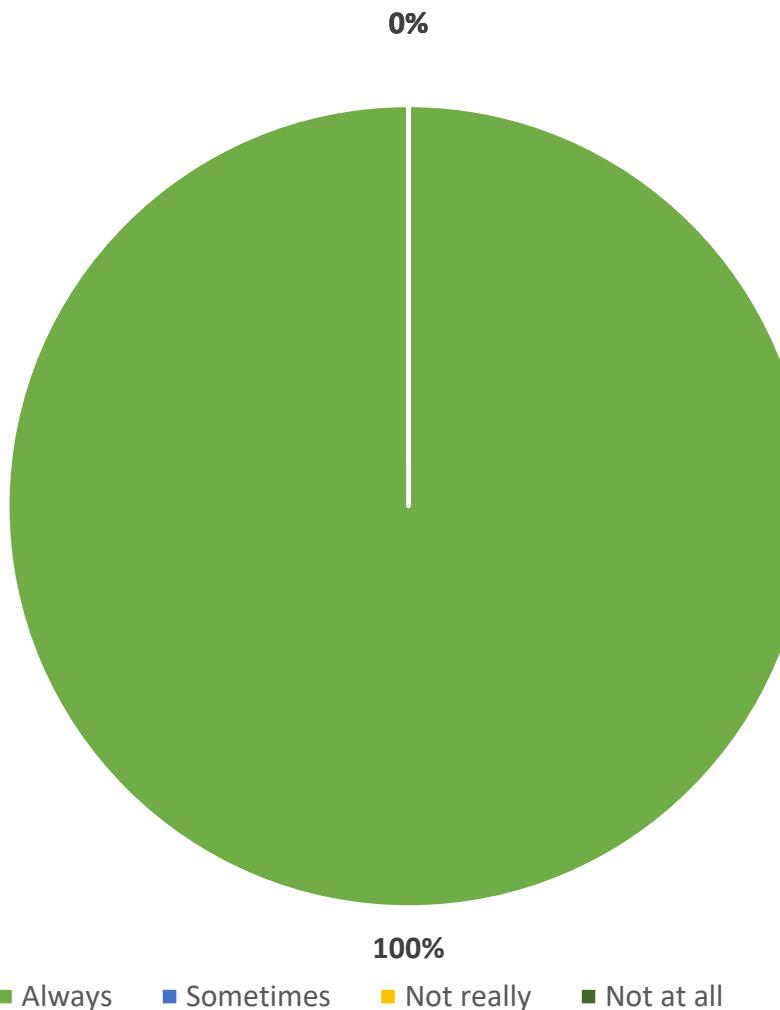


## In their own words:

- “Able to reach nurse on mobile and make same day appointment”.
- “Would benefit from a ‘after hours’ service”.
- “Totally pleased with efficiency of service – from same day appointment being offered to having my results being available by SMS in a quick turnaround”.



# Q: Have the Sexual Health & Hepatitis C service team treated you with dignity and respect?

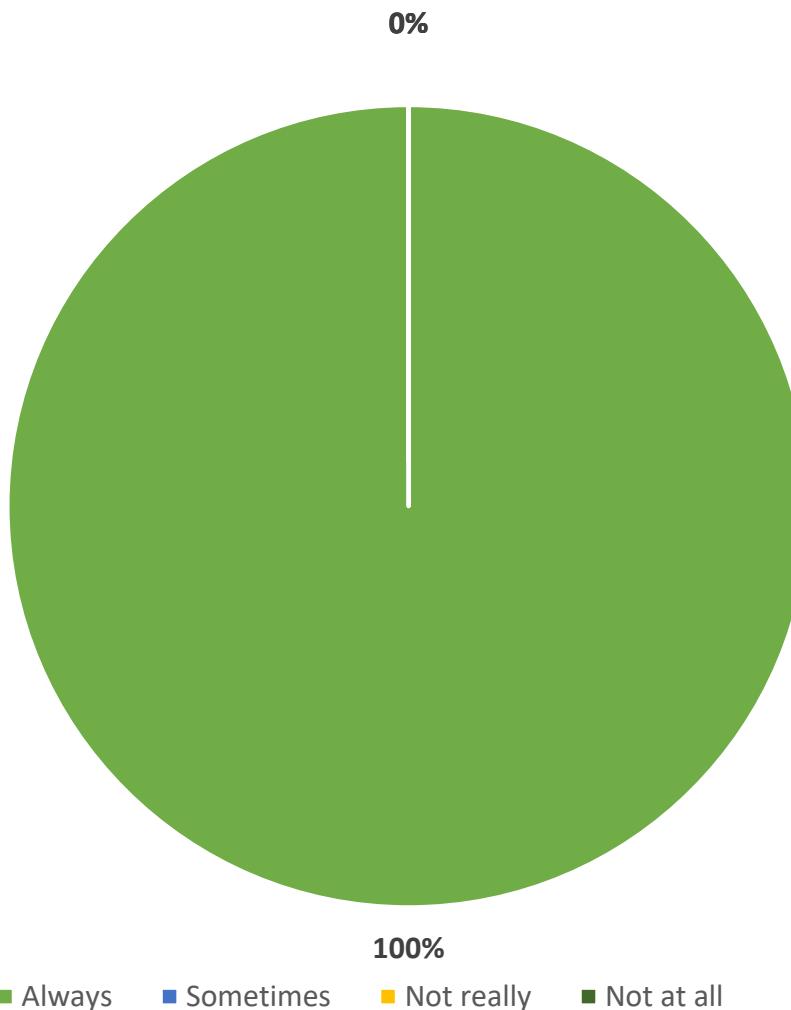


## In their own words:

- “Able to discuss my sexual health needs freely, calmly and succinctly”.
- “Felt very comfortable”.
- “Felt free to share my story for the first time”.
- “I felt incredibly relaxed and welcomed”.



# Q: Did you feel safe to discuss your concerns or ask questions?

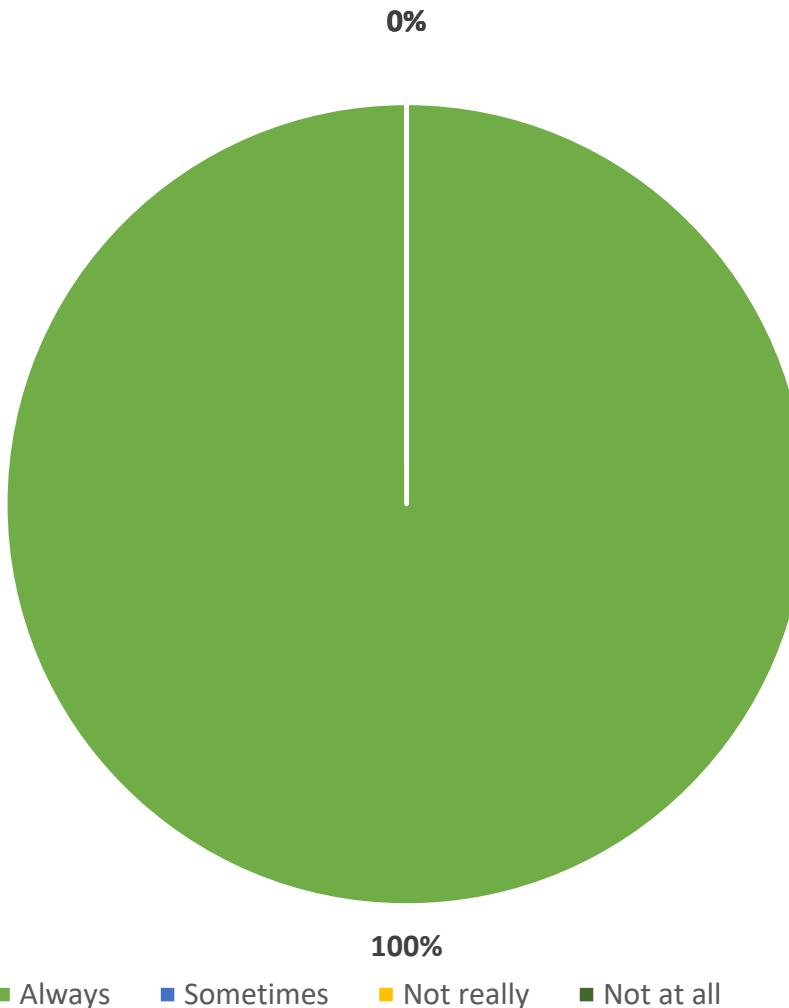


## In their own words:

- “Totally pleased with my care”.
- “Nothing was assumed”.



# Q: Did the Sexual Health & Hepatitis C service explain your care in a clear and easy to understand manner?



## In their own words:

- “Open communication from beginning to end was amazing”.
- “Always professional”.
- “Always friendly”.



# Patient Experience Summary

- The SNSWLHD Sexual Health Service achieved an outstanding overall PREM satisfaction score in all key areas for service satisfaction, appointment availability and communication.
- Every respondent reported feeling respected, safe and supported, with comments highlighting the emotional and holistic impact of the care they received.

Examples include:

- “Felt free to share my story for the first time”
- “The service you provide to our community is greatly appreciated”

**SOCIAL  
WORKER**

*HCV Nurse*

**Immigration  
officer**

**ADVOCATE**

**COUNSELLOR**

OT

# Support Person

Transport

ADMIN

**TRIAGE  
Nurse**

**AOD  
Nurse**

SHN

**ID Nurse**

**Dietician**



*Outreach  
Nurse*

**Educator**

**Case Worker**

**HIV Nurse**



# Questions:

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