



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

Chris Bailey-Mills (He/Him)

Sexual Health Clinical Nurse Consultant

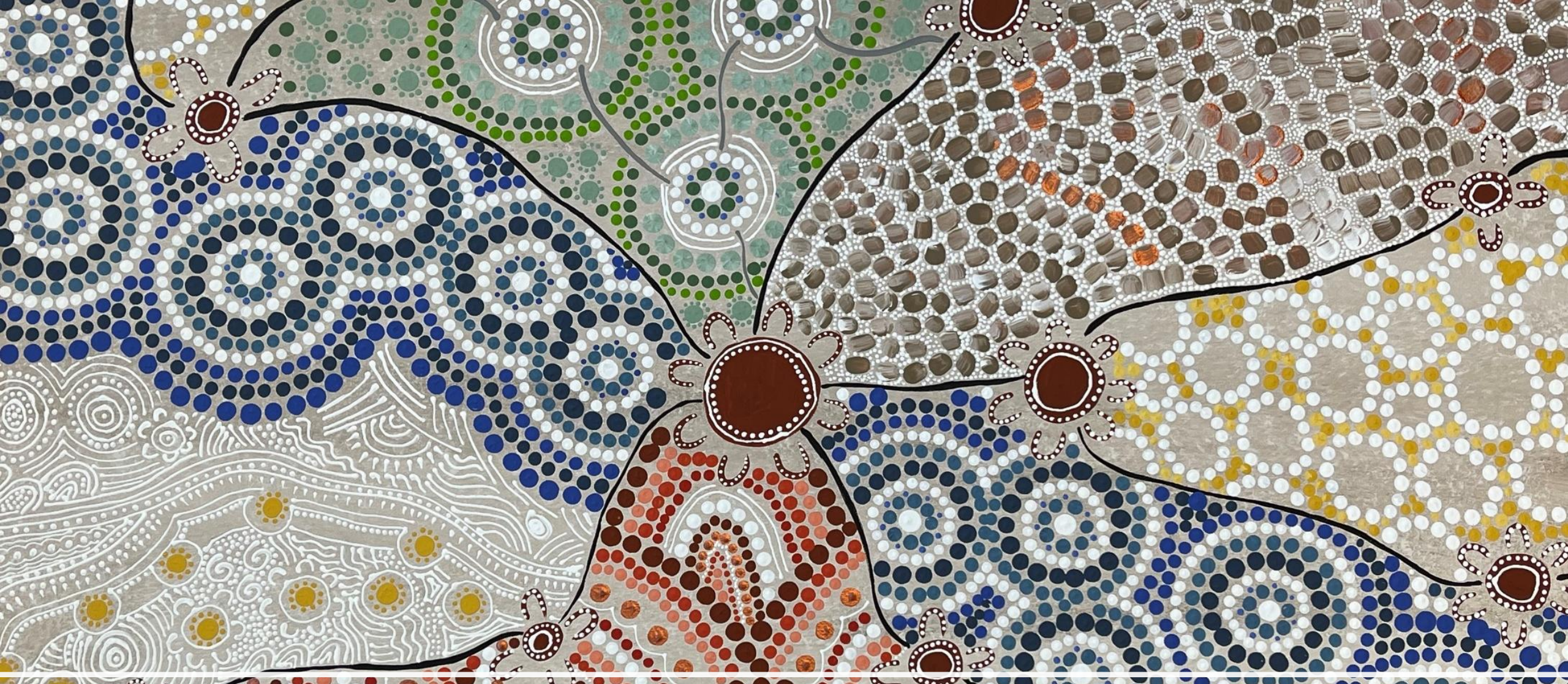
Murrumbidgee & Southern NSW Local Health District

NSW Health



Disclosures

Nil



Acknowledgement of Country



Acknowledgements

Lauren Coelli – co-author

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

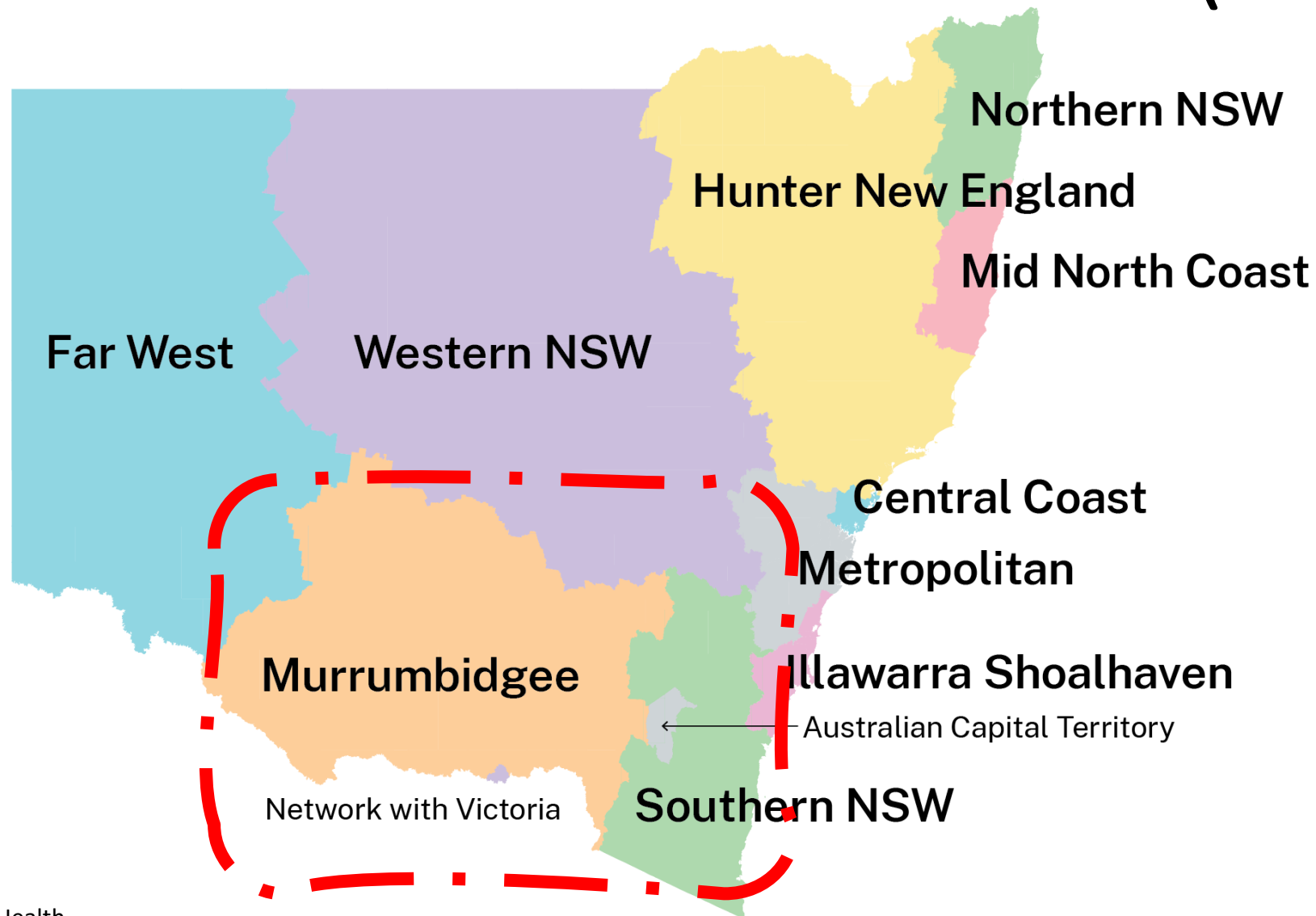
Our Patients – Inspiring and teaching us something new every day



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)



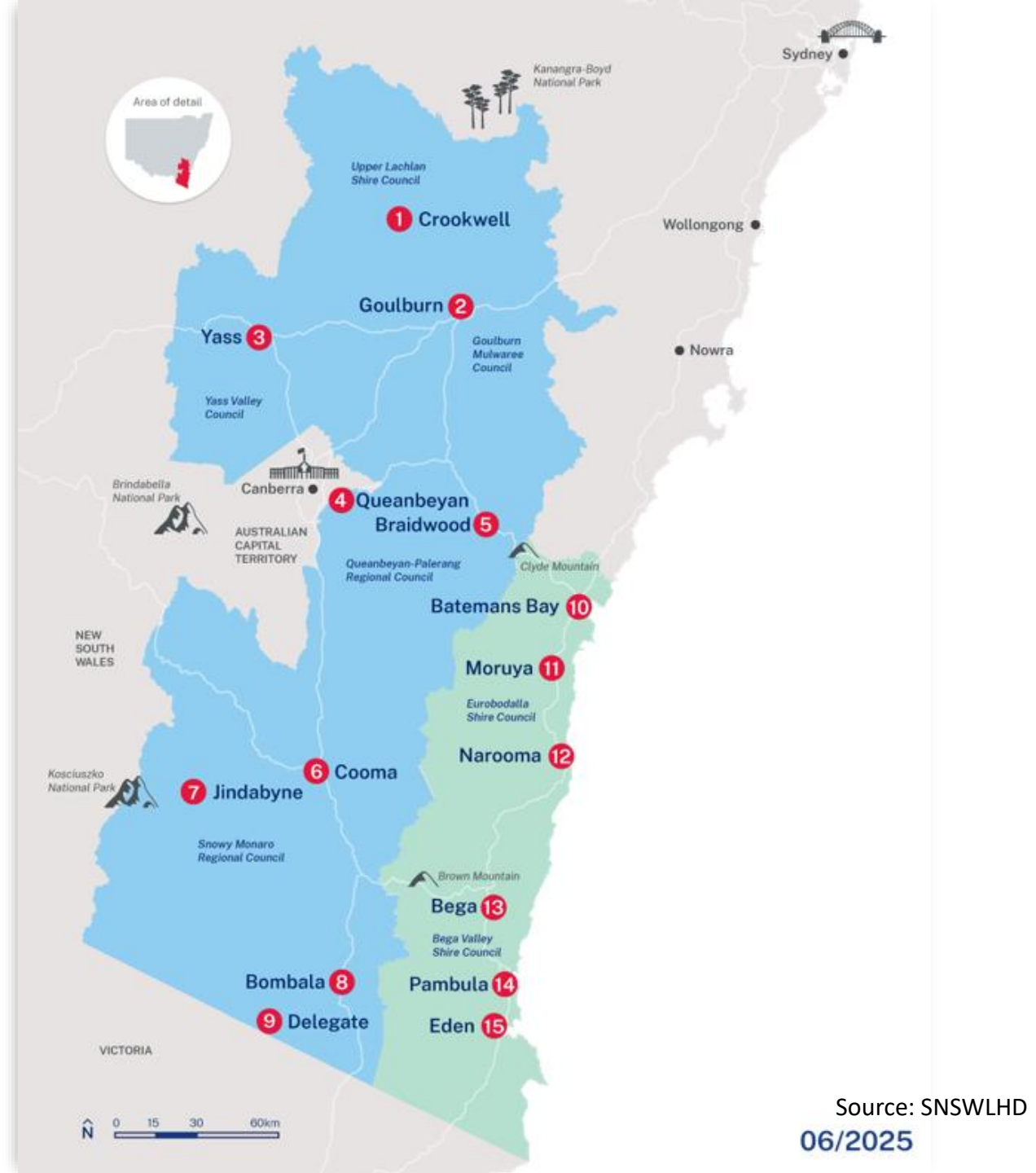
Source: NSW Health

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:

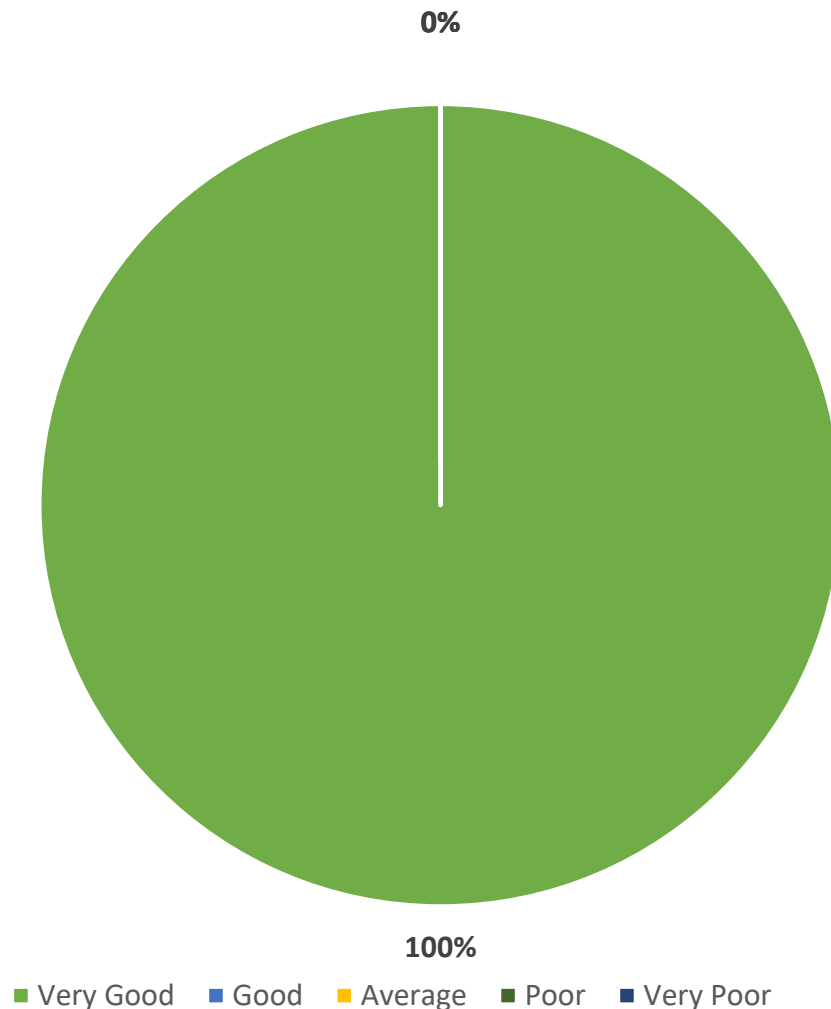
- ✓ Service satisfaction
- ✓ Appointment availability
- ✓ Communication
- ✓ Safety & respect

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

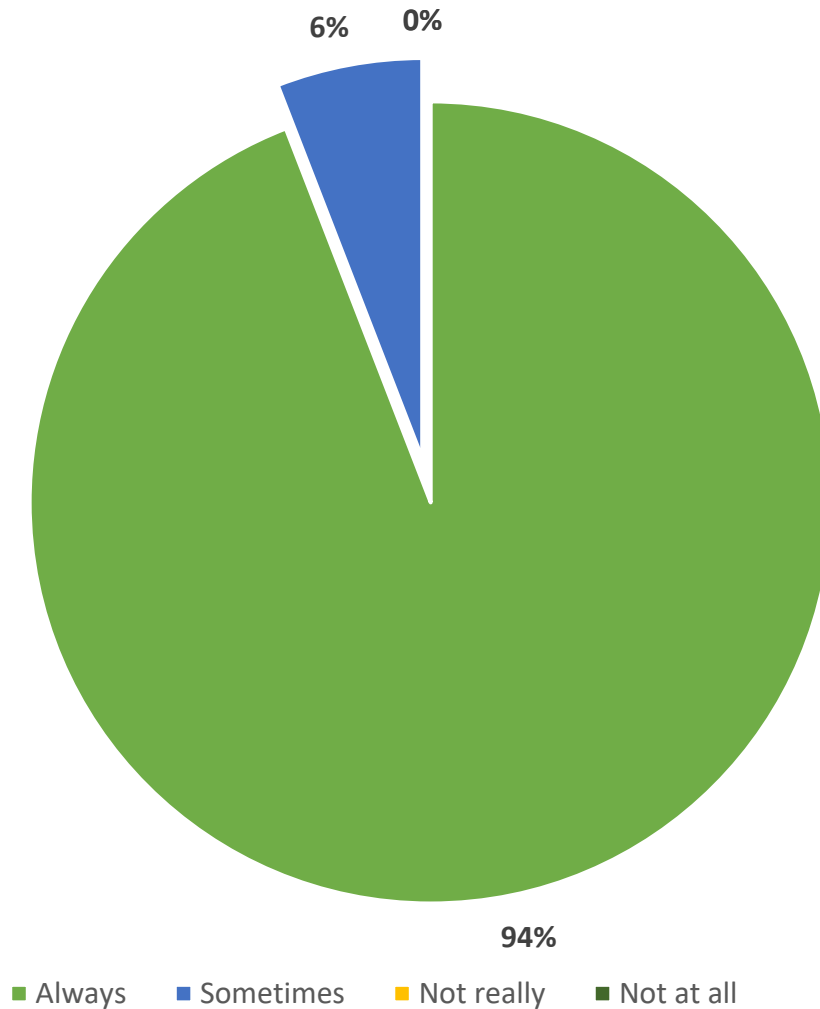
Q: The quality of the treatment / care / service I received at the Sexual Health & Hepatitis C service was:



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”.

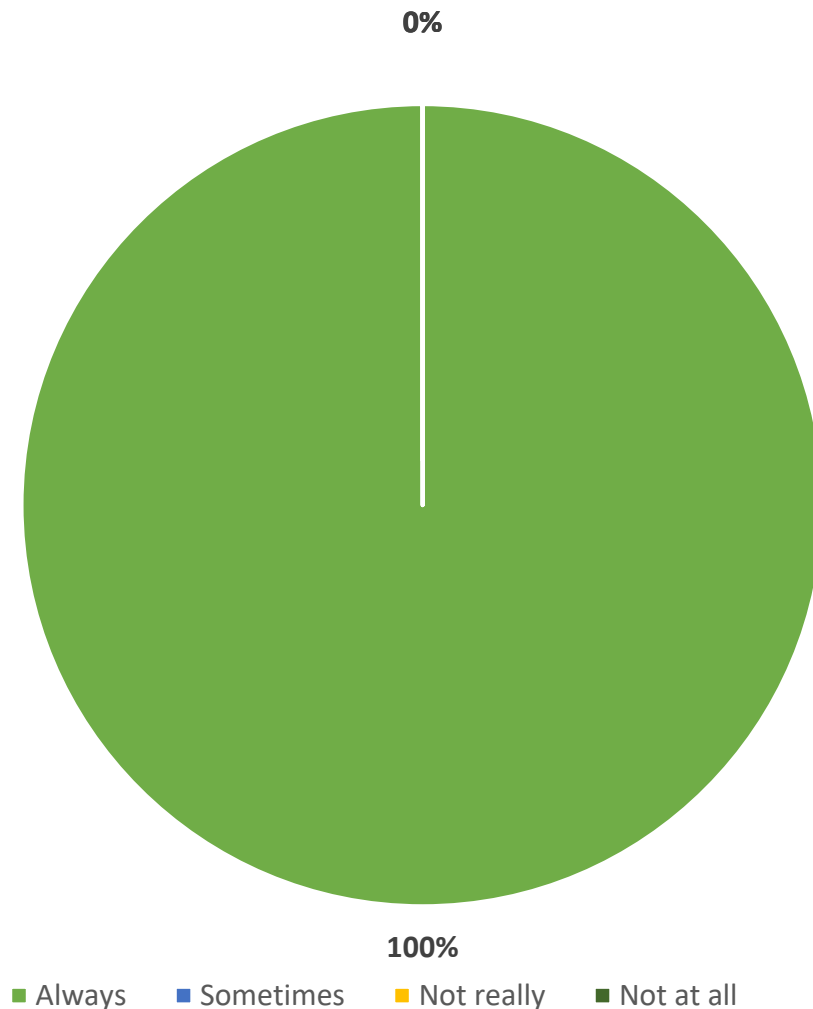
Q: Were you able to get an appointment time that suited you?



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”.

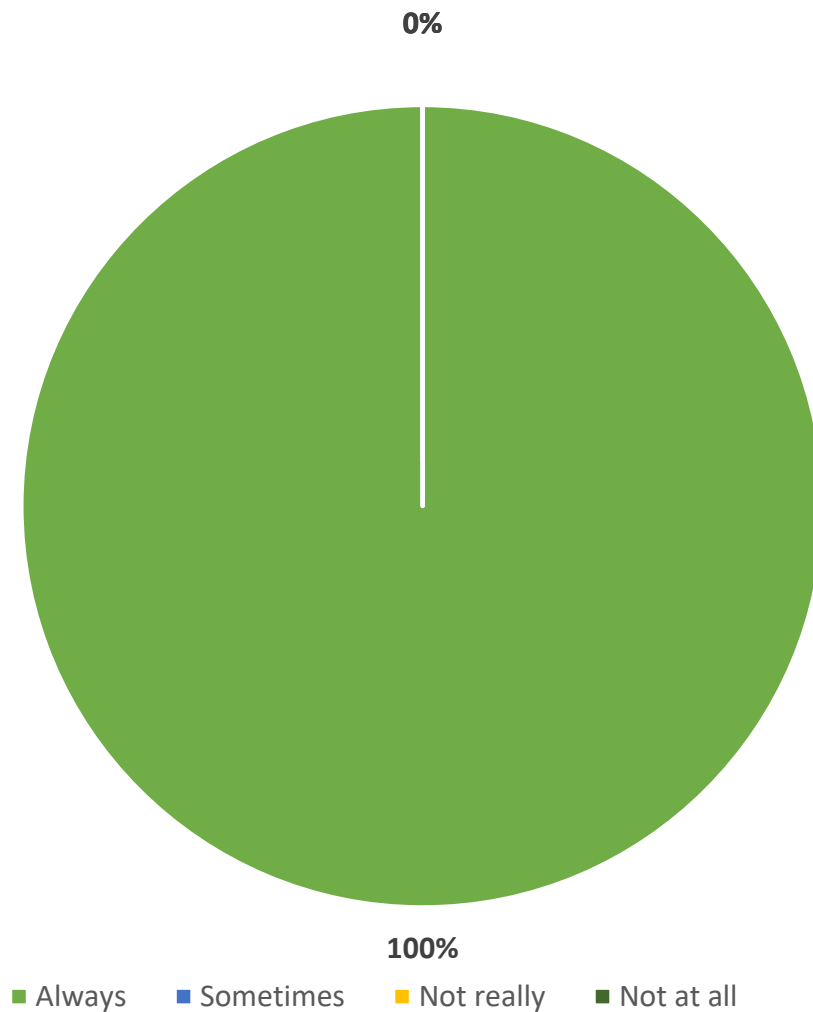
Q: Have the Sexual Health & Hepatitis C service team treated you with dignity and respect?



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”.

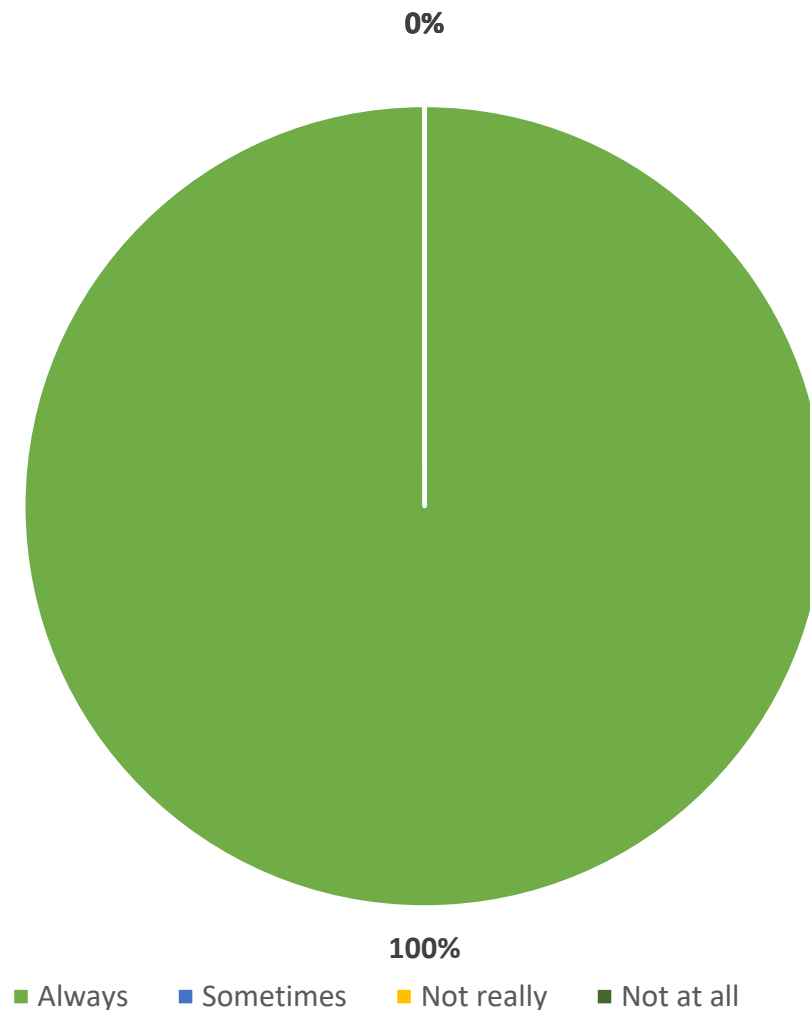
Q: Did you feel safe to discuss your concerns or ask questions?



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**

OT

**Support
Person**

Transport

ADMIN

TRIAGE
Nurse

HCV Nurse

Immigration
officer

**AOD
Nurse**

SHN

ADVOCATE

ID Nurse

Dietician



*Outreach
Nurse*

Educator

Case Worker

HIV Nurse

COUNSELLOR



Questions:

Chris Bailey-Mills (he/him)

Sexual Health Clinical Nurse Consultant

Murrumbidgee & Southern NSW Local Health District

NSW Health

E: Christopher.baileymills@health.nsw.gov.au

P: 0427 452 059



References

1. NSW Health. (2022, September 16). *Map of local health districts*. NSW Ministry of Health.

<https://www.health.nsw.gov.au/lhd/Pages/lhd-maps.aspx>

2. Southern NSW Local Health District. (2025). *About us*. NSW Government. Retrieved 8.9.2025, from

<https://www.nsw.gov.au/departments-and-agencies/snswlhd/about-us>