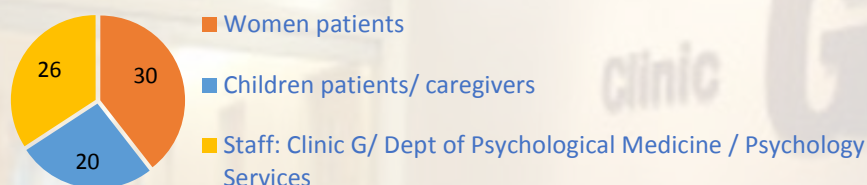


Introduction



To conduct a survey to assess the quality of the environment in Clinic G, the mental wellness clinic of KK Women's and Children's Hospital.

- ❖ Three key areas surveyed:
 - comfort
 - design
 - activities engaged in whilst in the waiting area.
- ❖ Survey conducted in June 2014 using questionnaire with Likert Scale. Data was collated and analysed using Microsoft Excel.
- ❖ Total sample size is 76.



Methodology

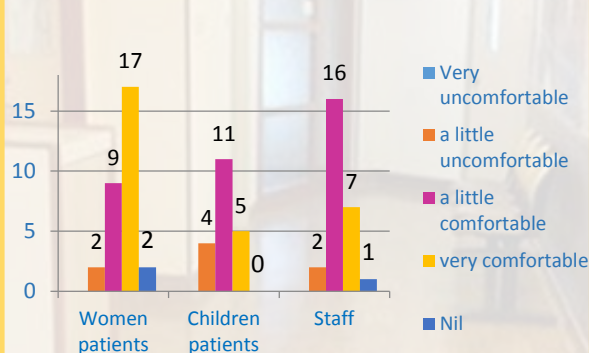


Results

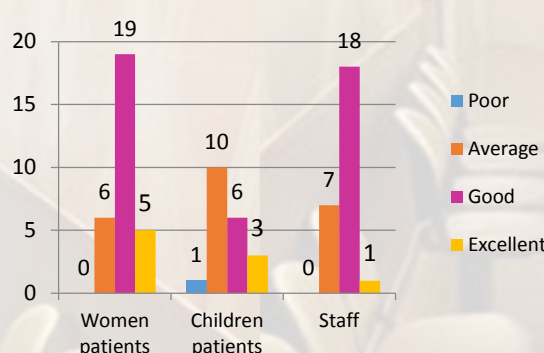


- ❖ A majority of patients and staff found the clinic to be Very Comfortable or Comfortable (86% - women, 80% children).
- ❖ 80% of women rated the clinic design to be Excellent or Good. However, 50% of children found the design to be Average. Children and staff reported that clinic looked "dull and "normal". This differs from the comments reported by women's patients which included "warm" and "welcoming"
- ❖ All respondent groups suggested a Children's play corner and reading materials to occupy time while waiting for appointments.

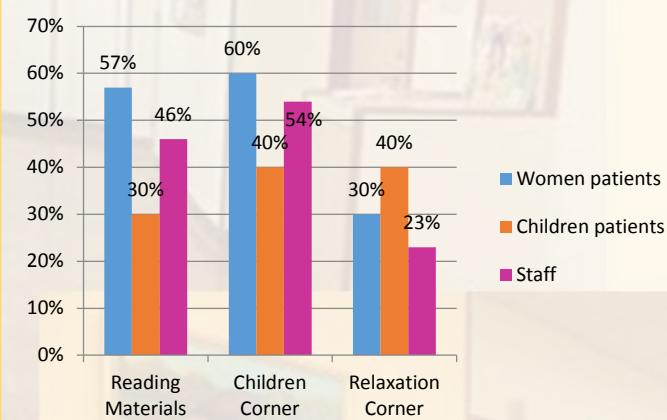
Key area 1: Comfort



Key area 2: Design



Key area 3: Activities at Waiting Time – Respondents rated 'most important'

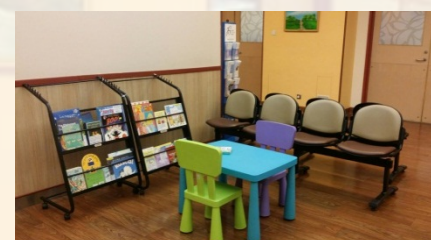


Conclusion

A quality mental wellness clinic space can help patients be less anxious and facilitate appointments. There has been an expansion of the clinical service to see more children in recent years. This is mirrored in the different design preferences of the women and child patients. The challenge is for the clinic to find a way to serve the needs of both these patient populations.

It is not uncommon for patients to see 2 different professionals on the same visit day and spend time waiting in the clinic. Hence, the feedback attained on how to engage patients better through activities is an area that requires more attention and thought.

Following this survey, the Department of Psychological Medicine and Clinic G formed a Quality and Risk workgroup to look at implementing the findings of the survey.



**Following the survey:
Newly set-up Children's
corner with children
friendly seats and tables,
complete with children
books**