



Satisfaction Survey Results for HIV Pre-Exposure-Prophylaxis users at The Mater University Hospital Sexual Health Service



Coleen Finlay¹, Shauna Walsh¹, Carlos Mejia-Chew^{1T}

¹ Sexual Health Service, Infectious Disease Department, Mater Misericordiae University Hospital

Background: The National Standards for the delivery and management of HIV Pre-Exposure Prophylaxis (PrEP) recommend that services providing PrEP undertake service user satisfaction surveys (HSE, 2024). The Mater Misericordiae University Hospital (MMUH) sexual health service executed a PrEP user satisfaction survey to identify areas of improvement.

Methods: We designed an online satisfaction survey using SurveyMonkey to evaluate key aspects of the PrEP access journey through the service: linkage to care, attendance, experience, areas of improvement, and overall satisfaction. The survey included 36 questions, 32 of them formatted as multiple-choice. MMUH PrEP users were informed in advance about the survey, which was distributed through the dedicated service email in February 2025. All data collected was deidentified and compliant with General Data Protection Regulations. The results are presented using descriptive analyses.

Results:

Of 846 users, 245 (29%) participated in the survey with a completion rate over 90%. The majority of respondents were under the age of 44 (80%), had a bachelor's or higher degree level of education (80%), and had been attending the MMUH PrEP service for over 18 months (71%). Most respondents (80%) were on the service waiting list (WL) before accessing PrEP (Figure 1 – 3). The communication with the service was rated as very good or excellent by 80% of respondents, and >85% feel the service is welcoming and that the time spent in clinic was adequate. Most respondents (95%) found their clinician friendly and approachable, have confidence in their provider (97%), and feel the service treats them with dignity and respect (98%). In open-ended question, 70% of respondents highlighted the staff as the best aspect of the service. Over half the respondents would prefer to receive PrEP care using telemedicine and the majority (85.5%) would like to have direct access to the test results performed in clinic (Figure 4). Nearly all respondents (97%) think the Health Service Executive should provide more funding towards access to PrEP (Figure 5).

Figure 1: How long were you waiting for your first PrEP appointment ?

Answered: 195 Skipped 50

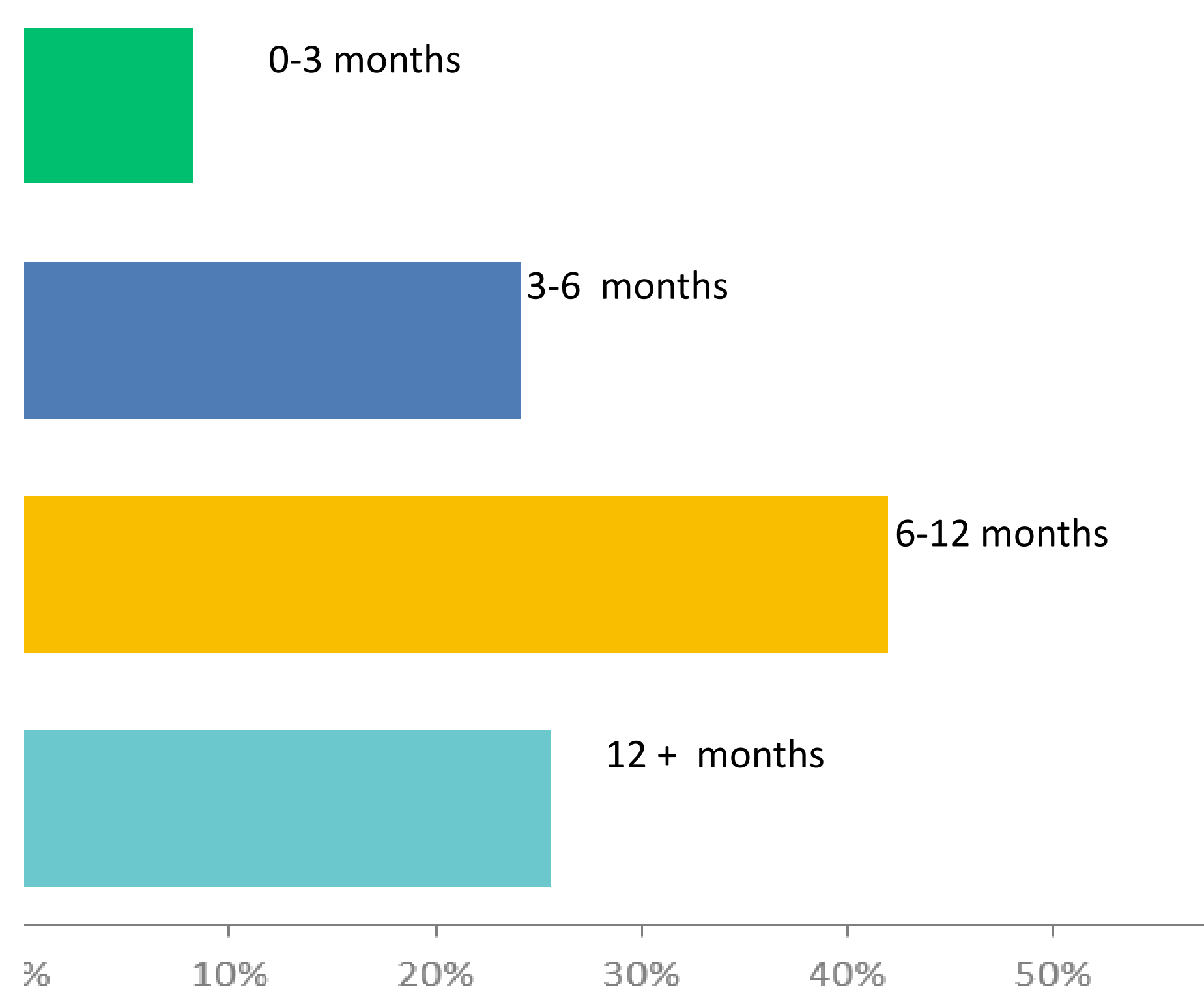


Figure 2: While you were on the MMUH waiting list; did you try access another PrEP service while waiting for an appointment at the MMUH?

Answered: 194 Skipped 51

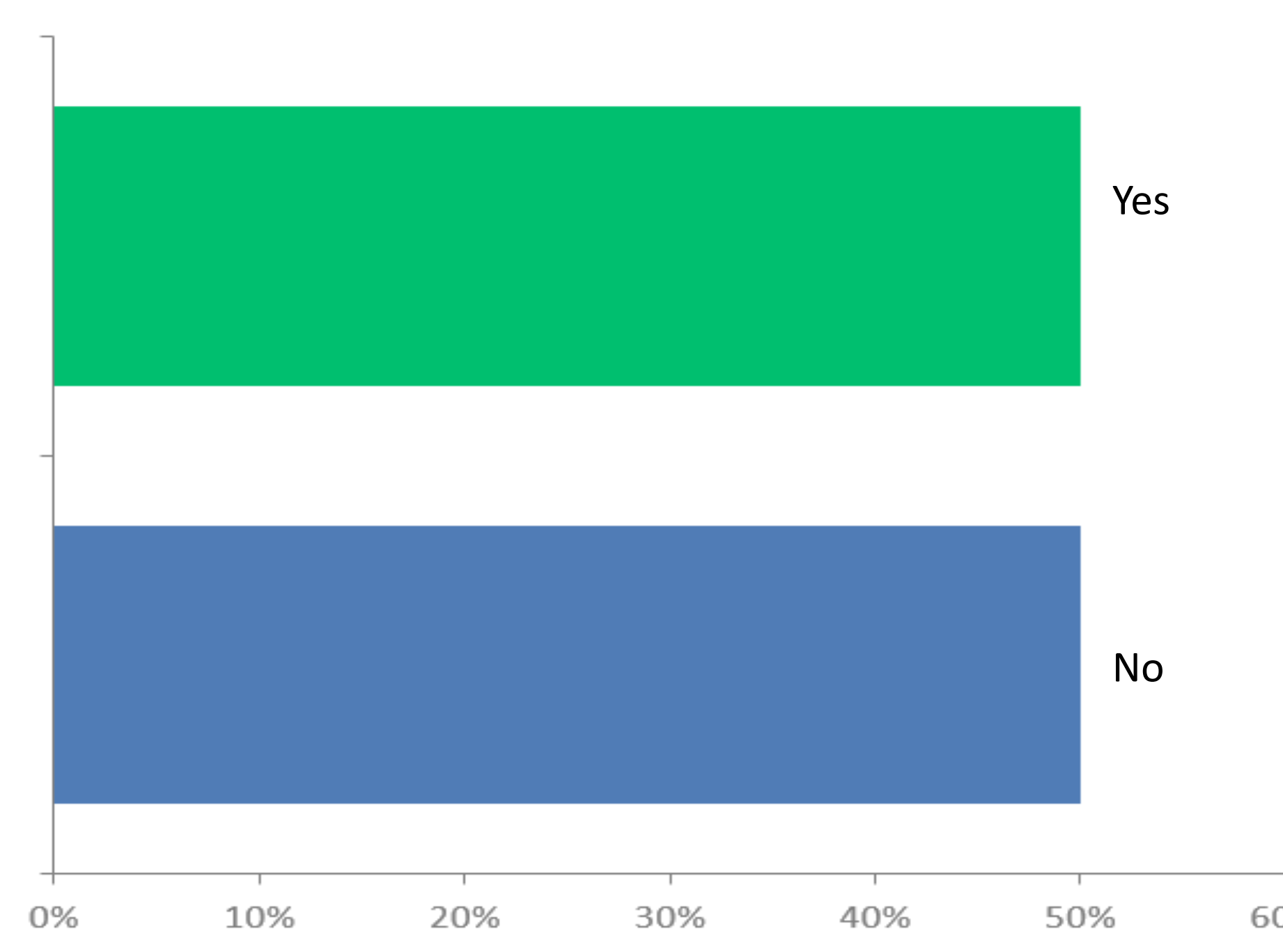


Figure 3: While you were on the MMUH PrEP waiting list; were you able to get PrEP privately or through another source?

Answered: 186 Skipped 59

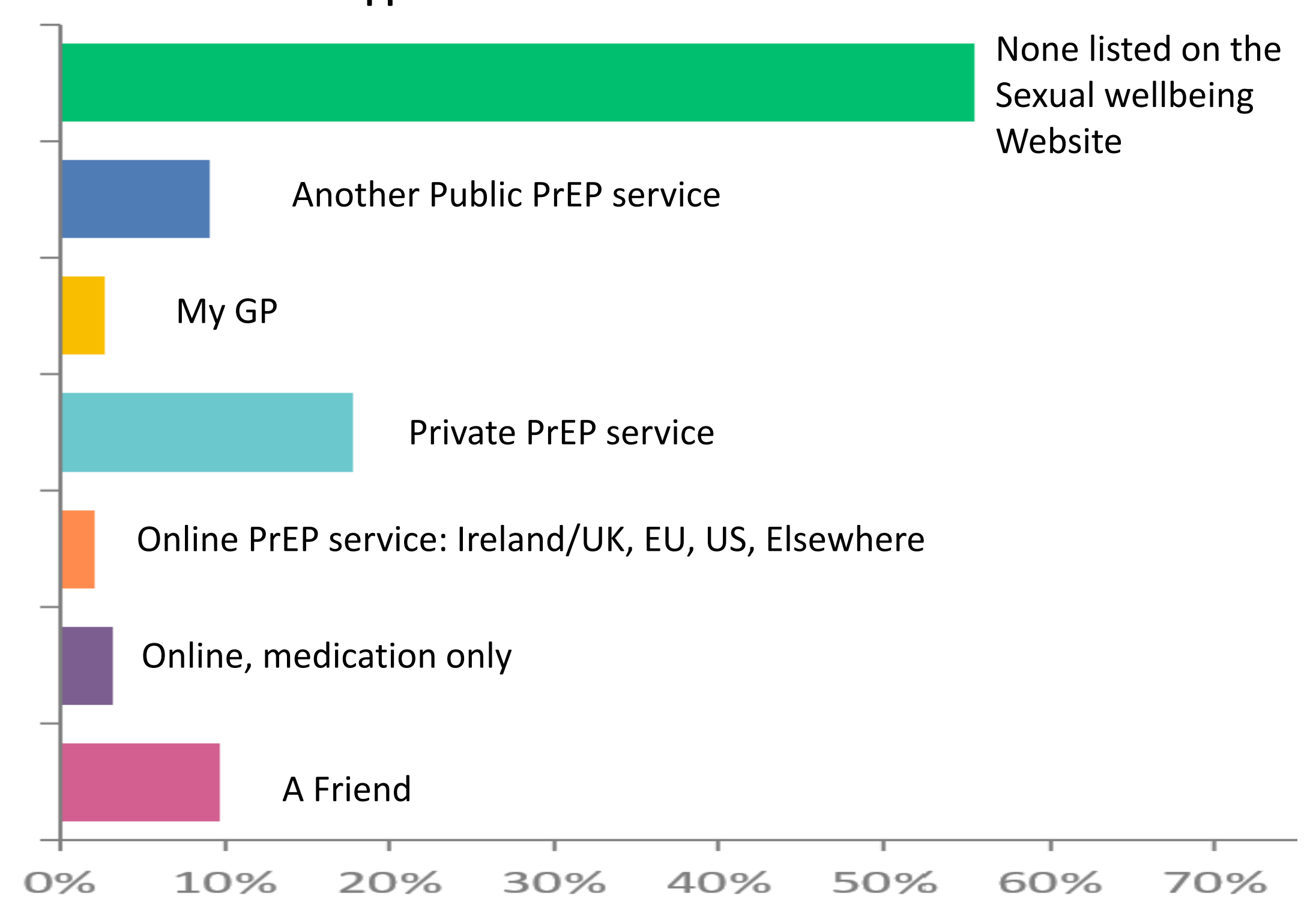


Figure 4: Key findings for service improvement

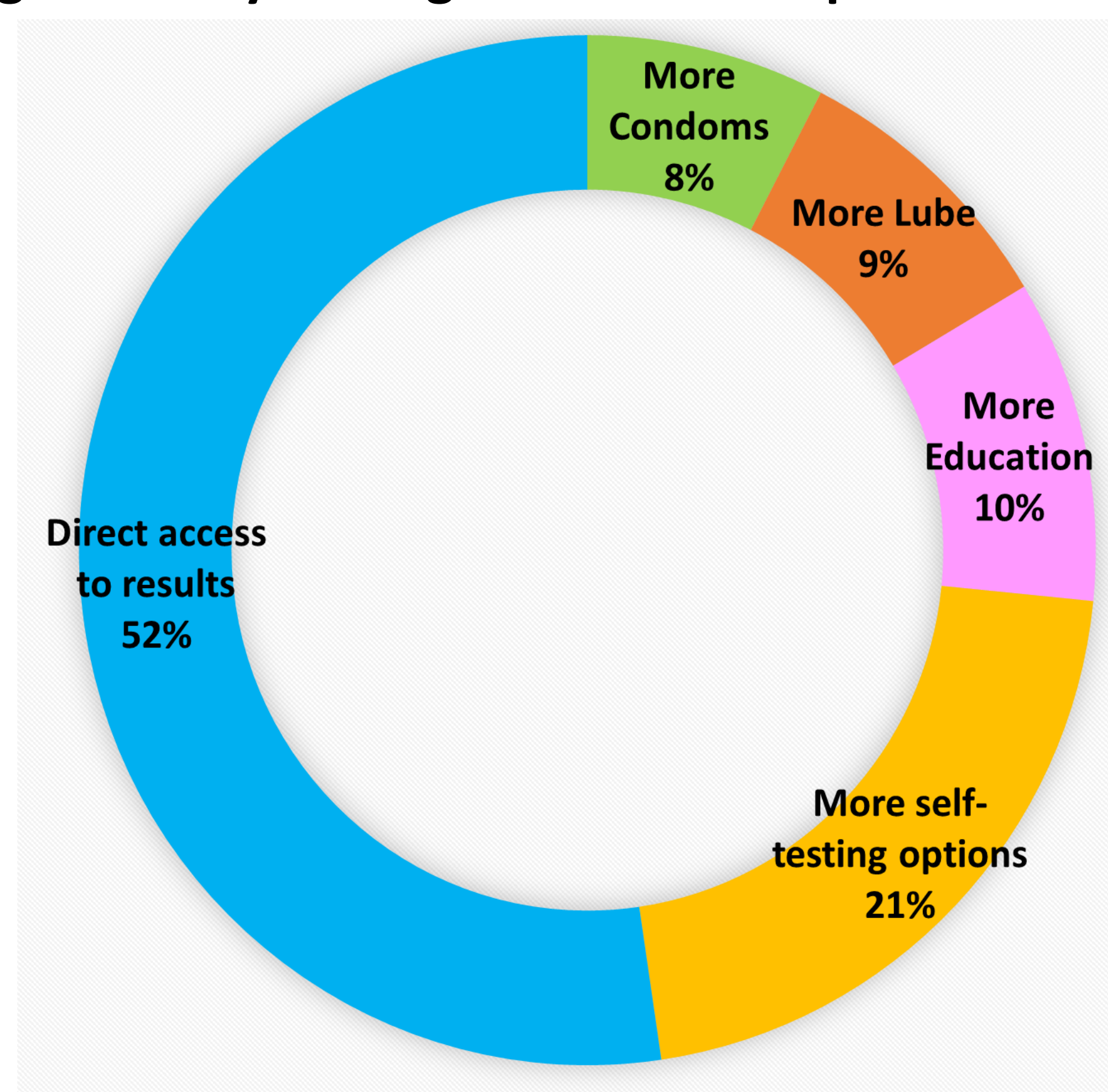
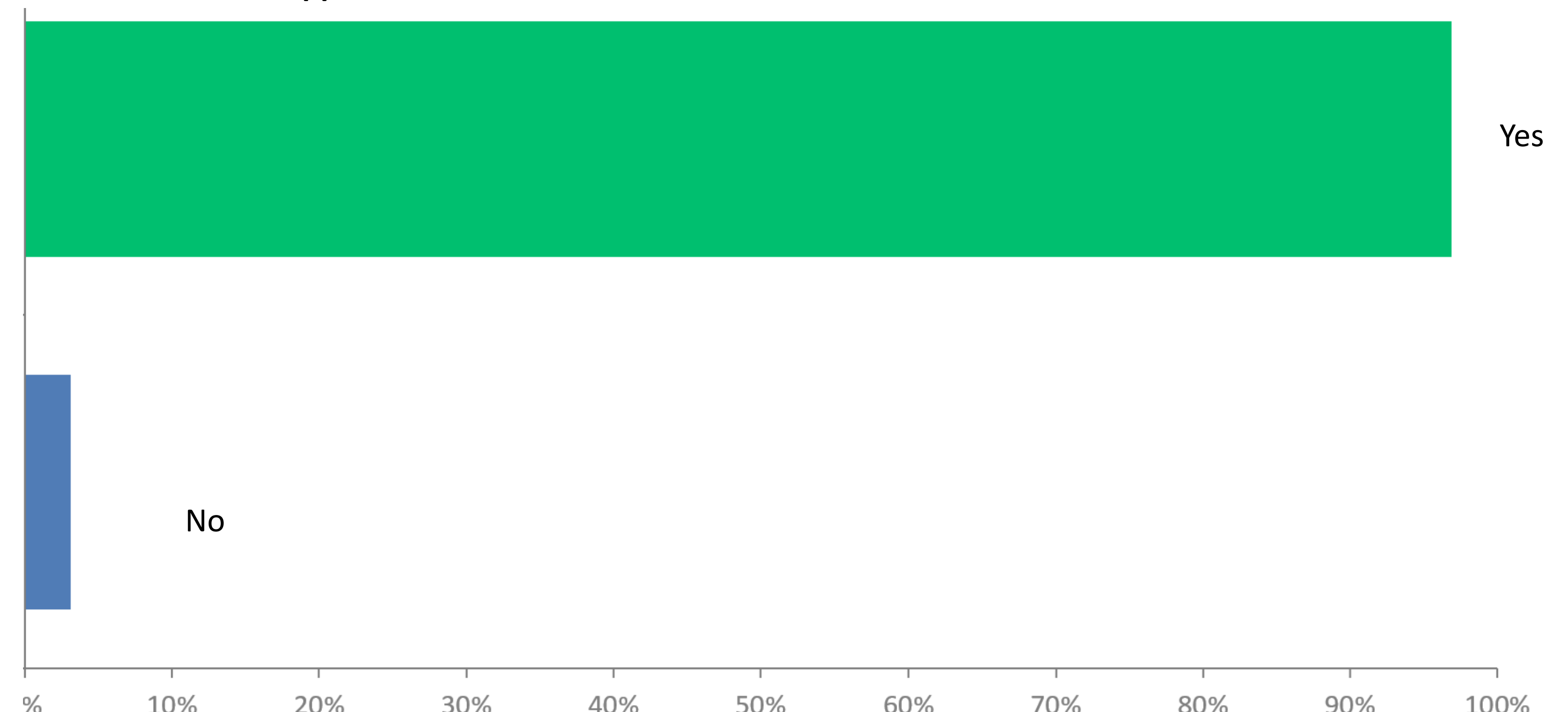


Figure 5: Do you think the HSE should provide more funding for equitable access to PrEP?

Answered: 225 Skipped 20



Conclusion

Overall MMUH PrEP users are very satisfied with the service and highlighted the staff as the best aspect of the service. However, there are important areas for improvement around decreasing waiting times for new appointments and direct access to test results. As a result, we plan to address these areas by:

- ✓ Re-structuring clinics to facilitate appointments for new service users and decrease waiting times.
- ✓ Work with MMUH innovation team to develop a solution for direct access to test results.
- ✓ Continue to advocate for more resources to facilitate equitable access to PrEP to meet the demand.

References

HSE Sexual Health Programme (2024) National Standards for the Delivery and Management of Pre-Exposure Prophylaxis (PrEP) for HIV. Available from [national-standards-for-hiv-prep-in-ireland.pdf](https://www.hse.ie/eng/health/sexual_health/national_standards_for_hiv_prep_in_ireland.pdf)