



Leaning on each other: Caller satisfaction with the Metro South Health Staff Support Contact Centre for peer-to-peer support

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Background:

- Temporary Staff Support Contact Centre (SSCC) opened 31 January 2022
- Initially open 5 Days, 7am-7pm, 17 volunteers
- 28 March 2022 transition to 8am-4pm, 8 volunteers

Aim:

Determine the number of contacts managed by the SSCC, caller categories of concern, caller satisfaction, and to review SSCC volunteer comments

Method:

- Number of calls, de-identified categories of concern and SSCC volunteer recorded comments retrospectively analysed
- Callers invited to complete post-call satisfaction survey based on a 1 to 5 rating scale (5 being the highest satisfaction level)

Results:

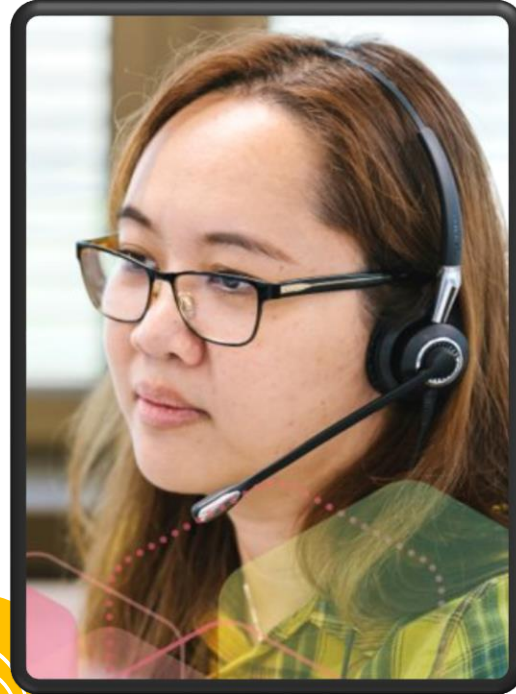
Number of contacts

Between 31 January to 12 July 2022
– responded to 913 calls and 103 emails

Overall Satisfaction 4.8/5

Concerns (top concerns)

- COVID+ staff and close contacts returning to work
- Close contact definition
- Leave provisions



Main theme of volunteer comments:

'caller would initially open with a category of concern, but would then talk about deeper psychological distress they are experiencing'

4.8 Out of 5 Stars

Conclusion:

- Over 900 calls and 100 email inquiries
- Very high satisfaction
- Longer term solutions needed to ensure service sustainability