Background/introduction The initial encounter between health professional and patient is fundamental to establishing rapport. It is important in a sexual health setting that patients feel at ease with however they are identified in the waiting area. Recent research suggested patients with HIV preferred to be identified by first name whereas most others preferred a number, and all patients in these categories should be called in these ways.

Aim(s)/objectives To determine the proportion of patients who expressed a preference to how they were called from the waiting room. And, to determine whether there was any association with reason for attendance, age, gender or HIV status.

Methods 167 patients who attended a drop-in clinic in October 2014 and 50 patients with HIV who had recently attended for HIV care were identified and included. Pearson’s Chi-Squared Test was used to analyse the relationship between calling preference and sex, reason for attendance, and age (based on the median age of 26). When assumptions were not met, Fisher’s exact test was used.

Results 60.8% (n = 132) of patients expressed no preference as to how they would like to be called from the waiting area. 36.4% requested their real details be used, 2.8% requested false details be used (n = 6). There was no statistical significance found between reason for attendance and preference (p = 0.406), age and sex did not significantly influence preference (p = 0.172, p = 0.288).

Discussion/conclusion The results suggest offering every patient the choice of how they wish to be addressed would be the most appropriate method used to call patients from the waiting area.

Aim(s)/objectives The aims of this study were to assess patients’ satisfaction with the current services, preferences on staff gender, preferences on self-taken rectal and throat swabs, and the need for a specialist MSM service.

Methods Patient satisfaction survey of MSM attending four MSM-services in our city (hospital-based STI clinic and HIV clinic, a local non-government organisation (Terence Higgins Trust) and a walk-in primary care centre). Data were analysed using SPSS.

Results 246 MSM completed surveys between January–March 2014. The median age was 35 years (18–79). Most MSM (92.3%) self-identified as gay, 7.3% as bisexual and 0.4% as other. 12.7% self-identified as HIV-positive, 61.1% HIV-negative, 20.0% unsure and 5.7% never tested. 206/246 (83.7%) did not have a staff gender preference, the male: female staff preference was 35:5/246 (14.2%:2.0%). 113/227 (49.8%) would welcome self-taken rectal/throat swabs. 101/232 (43.5%) would prefer to be seen in a specialist MSM service. Overall, there was no significant difference in preference between HIV-positive and HIV-negative/unsure/never tested. The overall satisfaction with reception staff was 95.5% (outstanding/good) and 99.1% with doctor/nurse (outstanding/good).

Discussion/conclusion Overall, there is high satisfaction with sexual health services currently provided to MSM locally. Most patients do not have a staff gender preference but almost half of MSM would prefer a specialist service. We concluded that offering self-taken rectal and throat swabs would be acceptable for many MSM patients.