



Cotswold Fertility Unit Patient Satisfaction 2018

Division: Women and Children

Site COTSWOLD FERTILITY UNIT (CFU)

Local Survey Lead: Mrs Kalpana Reddy FRCS, FRCOG

Report Completion Date: March 2018

Compiled by: Mrs Kalpana Reddy, Director of CFU & Mrs Charlotte Barwick, Fertility Nurse

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1	<p>Aim</p> <p>The main aim for carrying out this survey was to measure patient feedback relating their experience during their visit to the Cotswold Fertility Unit. The objective was to use the feedback in order to inform any changes needed to improve the service.</p>
2	<p>Introduction</p> <p>The target group for this survey were patients who visited the Cotswold Fertility Unit at Lansdown Lodge, Cheltenham.</p> <p>This survey was also conducted during December 2017 – March 2018 and the results from this are in parenthesis</p>
3	<p>Methodology</p> <p>Respondents were asked to complete the questionnaire at their follow up appointment having completed their IVF cycle and were given the opportunity to provide qualitative comments within the questionnaire on their experience during their treatment.</p> <p>Respondents were asked to put completed questionnaires into a collection box in the waiting area or at reception.</p> <p>The survey took place during December 2017 - March 2018</p> <p>89 responses were returned</p>
4	<p>Executive Summary</p> <p>100% of respondents would recommend CFU to their friend or family</p> <p><u>At the appointment</u></p> <p>100% of respondents rated the manner and attitude of medical staff as either (96%)excellent or (4%)good.</p> <p>100% of respondents rated the manner and attitude of nursing staff as either (91%) excellent or (9% good).</p> <p>94% rated the opportunity to ask questions as either perfect or very satisfied and 6% felt they were just satisfied.</p> <p>99% rated the privacy, dignity and respect when discussing treatment & attending appointments as perfect and very satisfied and 1% felt they were just satisfied.</p>

97% of respondents rated punctuality of staff for appointments as **perfect & very satisfied** and 3% were just satisfied.

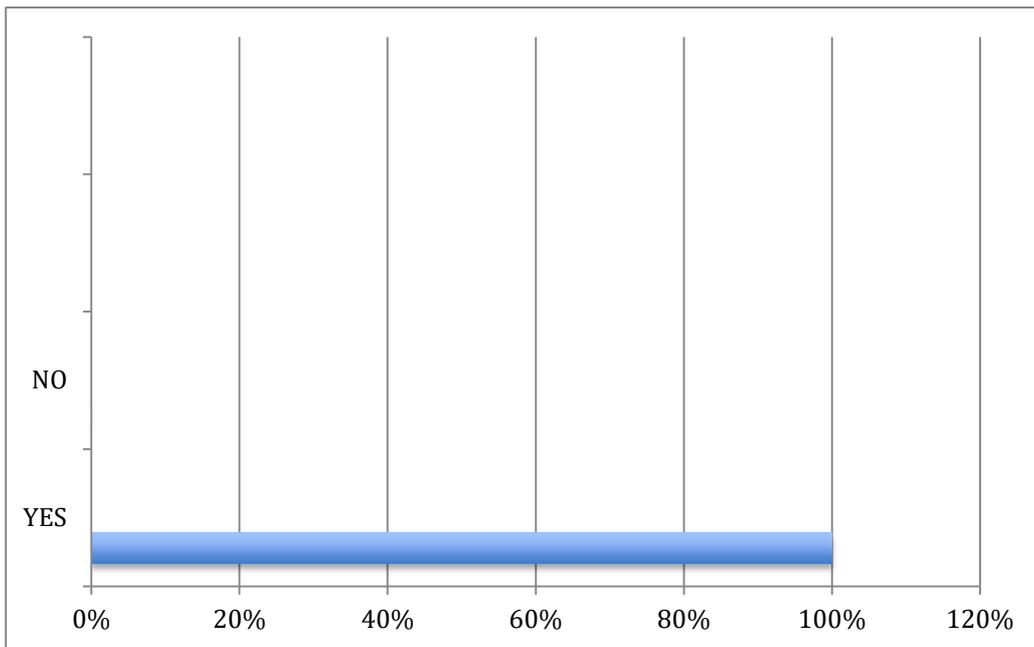
Overall

100% of respondents would recommend CFU to their friend or family

100% of respondents rated the manner and attitude of medical staff as either excellent or good.

100% of respondents rated the manner and attitude of nursing staff as either excellent or good.

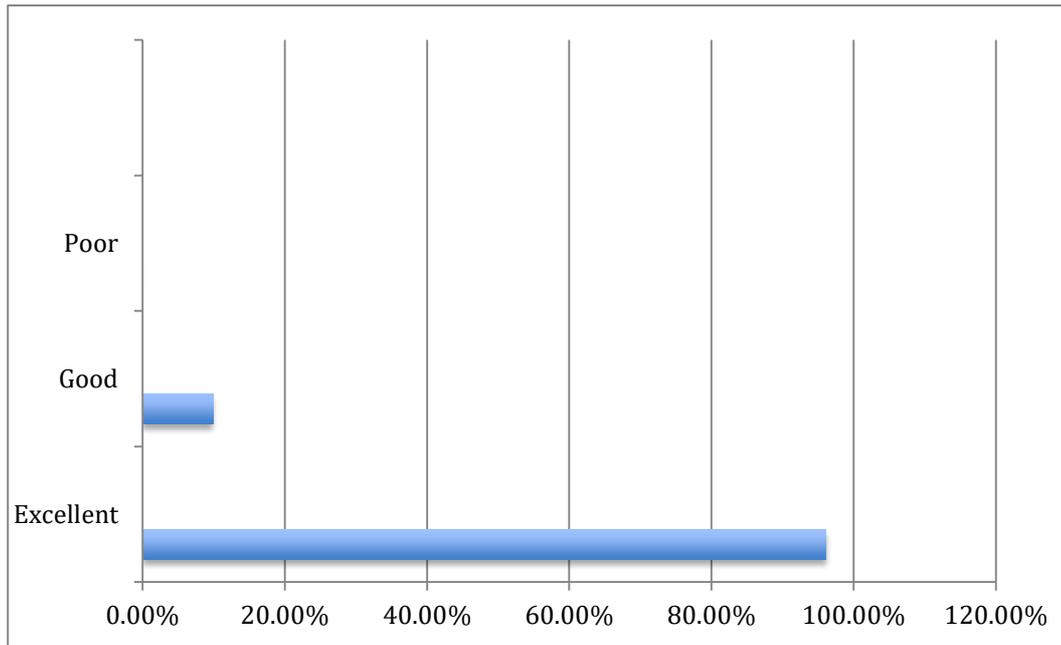
Would you recommend The CFU to a friend or family?



Answer Choices	Responses
yes	100.00% 89
no	0.00% 0

How would you rate the manner and attitude of the medical staff in the Clinic?

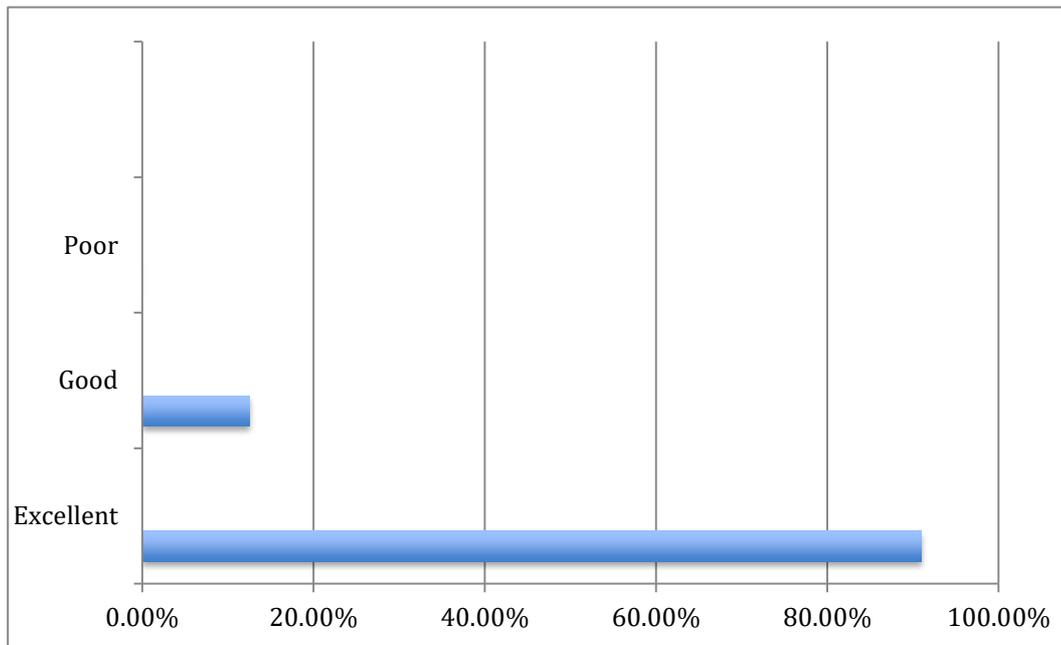
Answered: 89 Skipped: 0



Answer Choices	Responses
excellent	96% 85
good	4% 4
poor	0.00% 0

How would you rate the manner and attitude of the nursing staff in the unit?

Answered: 89 Skipped: 0



Answer Choices	Responses
Excellent	91% 81
Good	9% 8
Poor	0.00% 0

5	<p>Review & Dissemination</p> <p>Mrs Kalpana Reddy, Clinical Lead for fertility will lead the dissemination of the report. The Trust group will involve Mrs Kalpana Reddy, Mrs Judith Hernandez, Mr Richard Hayman and Mrs Deborah Lee.</p>
6	<p>Action Plan : Improving Patient Experience</p> <p>Project lead has provided the action plan in the appendix.</p>
7	<p>Monitoring of Action Plan</p> <p>Mrs Kalpana Reddy, Clinical Lead will monitor the action plan and time scales as shown in the appendix.</p>
8	<p>Appendices</p> <p>A: Copy of questionnaire</p> <p>B: Table of findings (%) or graphs</p> <p>C: Qualitative comments</p> <p>D: Action plan monitoring</p>

A: Copy of questionnaire:

1. Would you recommend The CFU to a friend or family

yes

no

2. How would you rate the manner and attitude of the medical staff in the clinic

excellent

good

poor

3. How would you rate the manner and attitude of the nursing staff in the unit

Excellent

Good

Poor

4. How would you rate the privacy, dignity and respect

you were afforded when discussing your treatment and attending appointments

perfect

very satisfied

satisfied

not satisfied

5. The opportunity to ask questions or any worries

perfect

very satisfied

satisfied

not satisfied

6. The punctuality of staff for appointments

perfect

very satisfied

satisfied

not satisfied

7. was there anything about the service you found particularly helpful

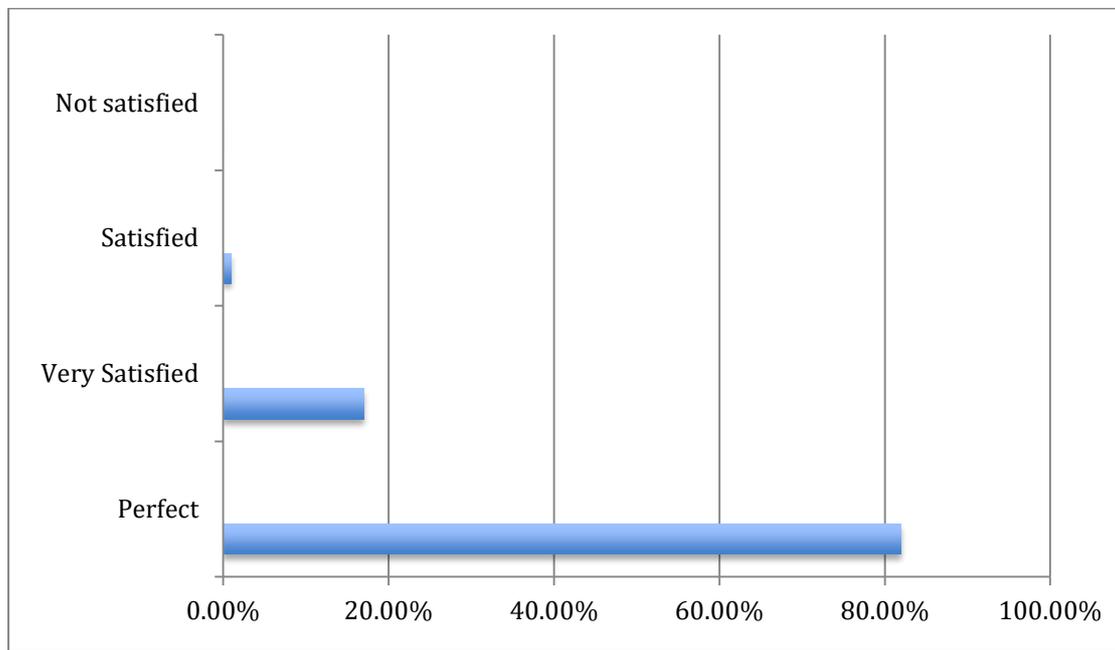
8. Do you have any suggestions as to how we can

improve our service

B: Table of Findings (%) or Graphs

1. How would you rate the privacy, dignity and respect you were afforded when discussing your treatment and attending appointments

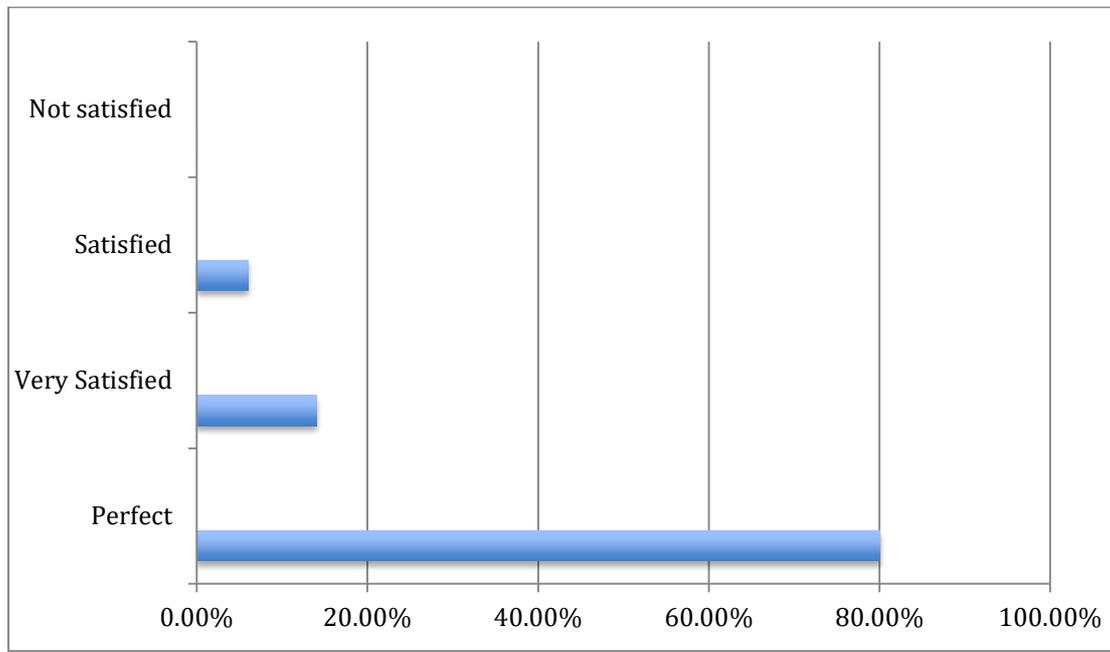
Answered: 89 Skipped: 0



Answer Choices	Responses
perfect	82% 73
very satisfied	17% 15
satisfied	1% 1

2. The opportunity to ask questions or any worries

Answered: 89 Skipped: 0

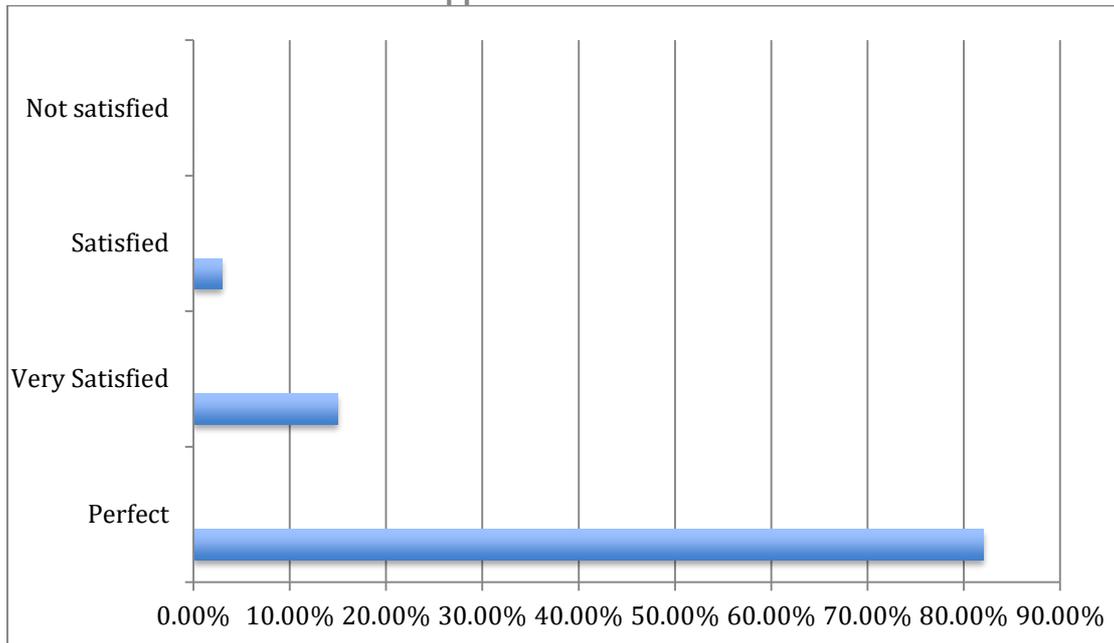


Answer Choices	Responses
perfect	80% 71
very satisfied	14% 12
satisfied	6% 6

3. The punctuality of staff for

appointments

Answered: 89 Skipped: 0



Answer Choices	Responses
perfect	82% 73
very satisfied	15% 13
satisfied	3% 3

C: Qualitative comments:

Was there anything about the service you found particularly helpful?

Mrs Reddy is fantastic- clear, concise, lovely manner. speed of appointments make you feel like they know you, good location

I was always phoned back promptly after ringing with a query

just as a whole, outstanding patient care

flexible and accommodating holistic approach to care friendly

explanations are brilliant

Mrs Reddy has been super lovely & I am so pleased she is taking care of my treatment, a big thank you!

constant care and communication you provide

manner, attitude and knowledge of the staff

Mrs Reddy not rushing us

the ability to call and speak to someone even with minor questions

having the opportunity to ask questions and having them answered honestly

explanations & follow up letters having a unit in Cheltenham (whole process would of been significantly more difficult if there was not a unit here)

staff very professional but also very comforting

good explanation/understanding given to us re why cycle did not work. Gave reassurance for future one. Mrs Reddy is very knowledgeable and positive

I feel the staff allocate ample time to discuss my concerns and reassure me when at appts. All phone calls are always returned and never too much trouble. I feel staff go above and beyond. I would definitely recommend CFU

very friendly and supportive, I felt in safe hands

the ability to make the service feel personal to us

understanding

every part of it was very helpful every single appointment was how it should be - perfect!

kept us updated through every stage

kind friendly and supportive staff

supportive and always available for questions

friendly, efficient, knowledgeable staff. many thanks

empathy towards us!

all the staff are so nice and professional! thank you so much!

n/a

being able to call at any one time with questions mina - fantastic

nurses always phone back secretary excellent

always feel comfortable asking questions

Mrs Reddy's ability to explain and decompress all the facts and treatments

100% fabulous continued support through failed cycle very sympathetic and ever helpful

being able to ring if we had any concerns about our cycle

Mrs Reddy was very kind, reassuring & knowledgeable

reassuring

found receptionist at times to be abrupt when on phone but in person was fine

all questions have been answered morning appointments kind and approachable

explain everything very clearly

everyone is very welcoming and helpful, very happy with everything thank you!

good communication

mrs reddy has been fantastic throughout our journey

the whole team are very supportive and sensitive to the process that we have been going through, and everyone is willing to answer as many questions as you can think of!

all info was explained well

always willing to answer questions

very nice staff very helpful most of all you made me feel comfortable

very clear guidance throughout the whole process very approachable and felt at ease with all the staff

everyone on the team seems to know you so personally, all so caring and understanding.
flexibility with appointments

no all service very good

conversation with embryologist very helpful

staff were all lovely and supportive

Provided detailed information with sensitivity and compassion whilst being positive

The team in both CFU and Oxford are very caring and helpful

very helpful and supportive staff

everyone so kind and friendly really appreciated the support

Honesty

Do you have any suggestions as to how we can improve our service?

generally found the nurses to be excellent- only thought for improvement - the appts with nurses are rushed and not a lot of time to ask questions, sometimes felt like we were being dismissed the focus is very much on the female, for male partners it would be nice if the nurses knew their name and made them feel involved rather than directing everything solely to the female

separate waiting area for fertility treatment

Give some training to the secretary who answers calls from patients on test day. I called with a negative result and she was totally unsympathetic, lynne who called later was lovely however

sometimes the call backs from nurses can taken quite a long time

more privacy when talking to reception staff as they asked confidential information about treatment , more comfortable talking to nurses

better reception service

found aftercare from oxford clinic (especially OOH) to be waiting when issues arose. did not feel I was taken seriously so ended up in A&E and admitted to hospital

no, thank you

no, as you were

nil

no

none

keep up your amazing work!

none

no- thank you for all your help & support thus far!

no- keep up to good work

excellent service thank you

none

not at all

more joined up approach with Oxford (sometimes duplicate info) opportunity to see same nurse when possible for continuity

not really

secretarial manner needs to be gentler

top service and lovely people no suggestions

no

better communication with oxford - we didn't receive our pack until after our consent appt

overall a good experience

no

no

none

carry on as you are amazing staff

no- carry on as you are doing- great job!

scans could be explained a bit more in cheltenham

evening appointments would be helpful, even if late afternoon once a week

n/a

No Many thanks