



Cotswold Fertility Unit

Patient Satisfaction

2020

Division: Women and Children

Site COTSWOLD FERTILITY UNIT (CFU)

Local Survey Lead: Mrs Kalpana Reddy FRCS, FRCOG

Report Completion Date: January 2020

Compiled by: Mrs Kalpana Reddy, Director of CFU,
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Contents

| Section | Title | Subtitle | Page |
|---------|---|--------------------------------|------|
| 1 | Aim | | |
| 2 | Introduction | | |
| 3 | Methodology | | |
| 4 | Executive Summary | What went well | |
| | | What could be improved | |
| 5 | Review & Dissemination | | |
| 6 | Action Plan: Improving Patient Experience | | |
| 7 | Monitoring of Action Plan | | |
| 8 | Appendices | A: Copy of questionnaire | |
| | | B: Table of findings or graphs | |
| | | C: Qualitative data | |

| | |
|---|---|
| 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 conducted during October 2019 - January 2020 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 October 2019 - January 2020</p> <p>100 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 (95%)excellent or (5%)good.</p> <p>100% of respondents rated the manner and attitude of nursing staff as either (87%) excellent or (13% good.</p> <p>98% rated the opportunity to ask questions as either perfect or very satisfied and 2% 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> |

98% of respondents rated punctuality of staff for appointments as **perfect & very satisfied** and 2% were just satisfied.

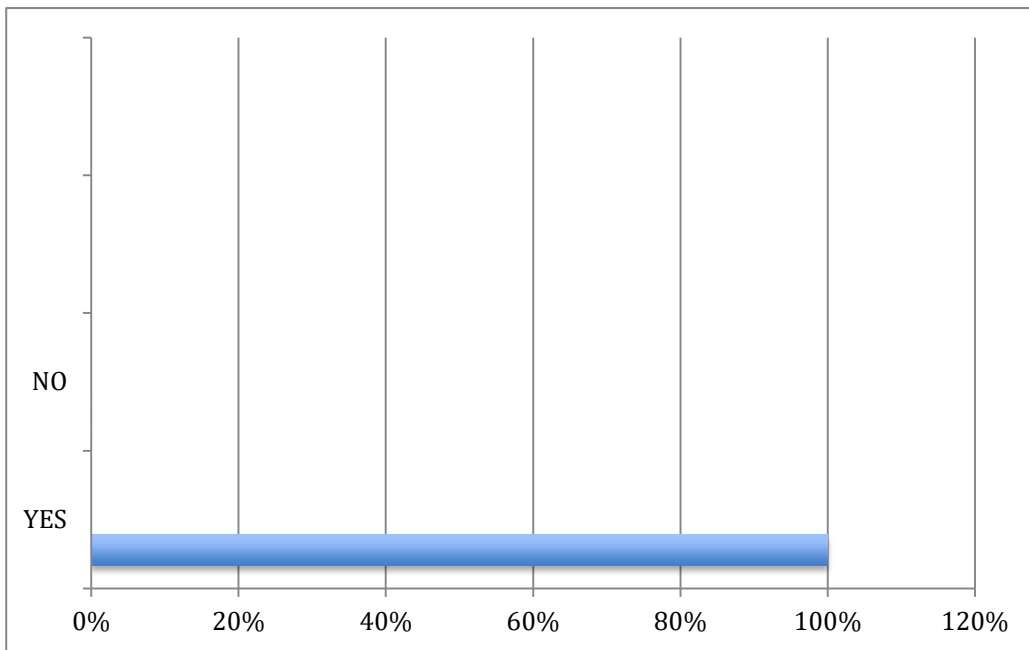
Overall

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.

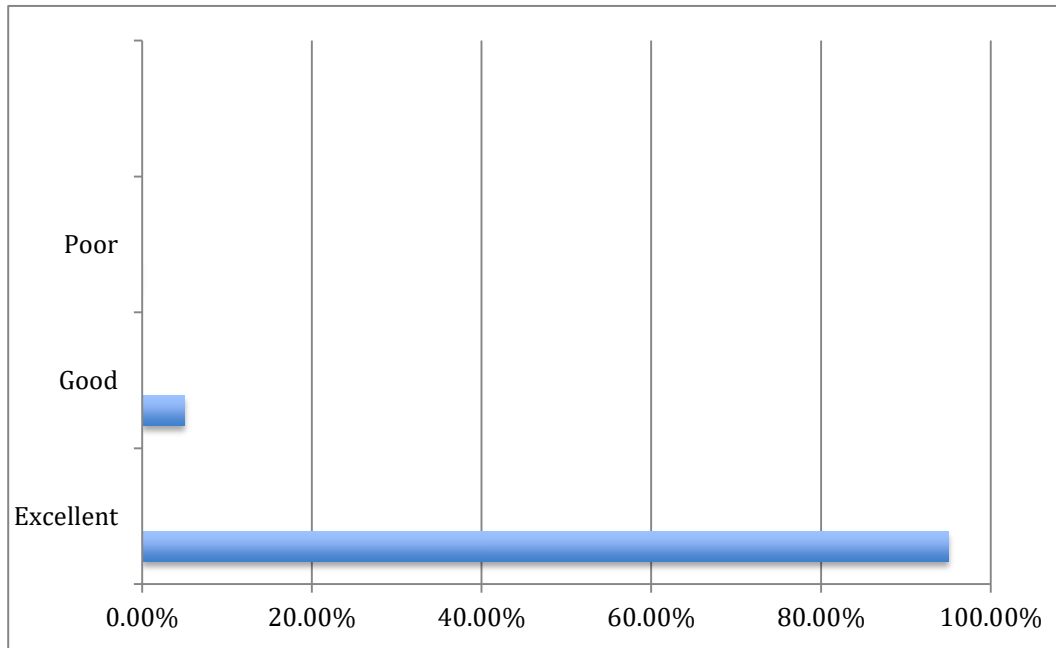
Would you recommend The CFU to a friend or family?



| Answer Choices | Responses |
|----------------|-----------------------|
| yes | 100.00% 100 |
| no | 0.00% 0 |

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

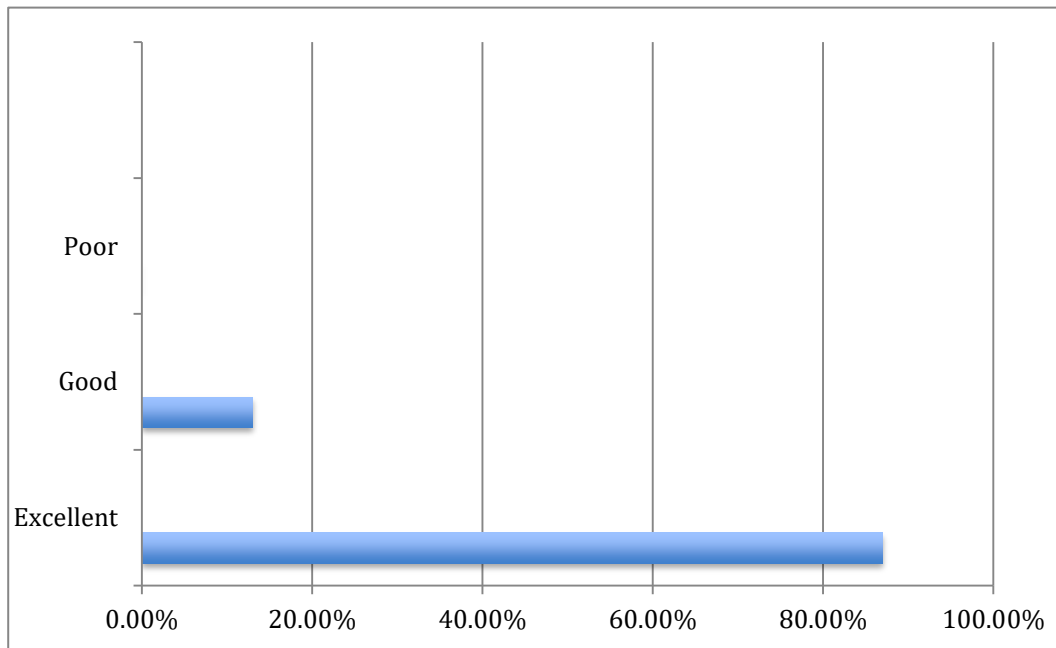
Answered: 100 Skipped: 0



| Answer Choices | Responses |
|------------------|-------------------|
| excellent | 95% 95 |
| good | 5% 5 |
| poor | 0.00% 0 |

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

Answered: 100 Skipped: 0



| Answer Choices | Responses |
|------------------|-------------------|
| Excellent | 87% 87 |
| Good | 13% 13 |
| 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 Dhushy Mahendran 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

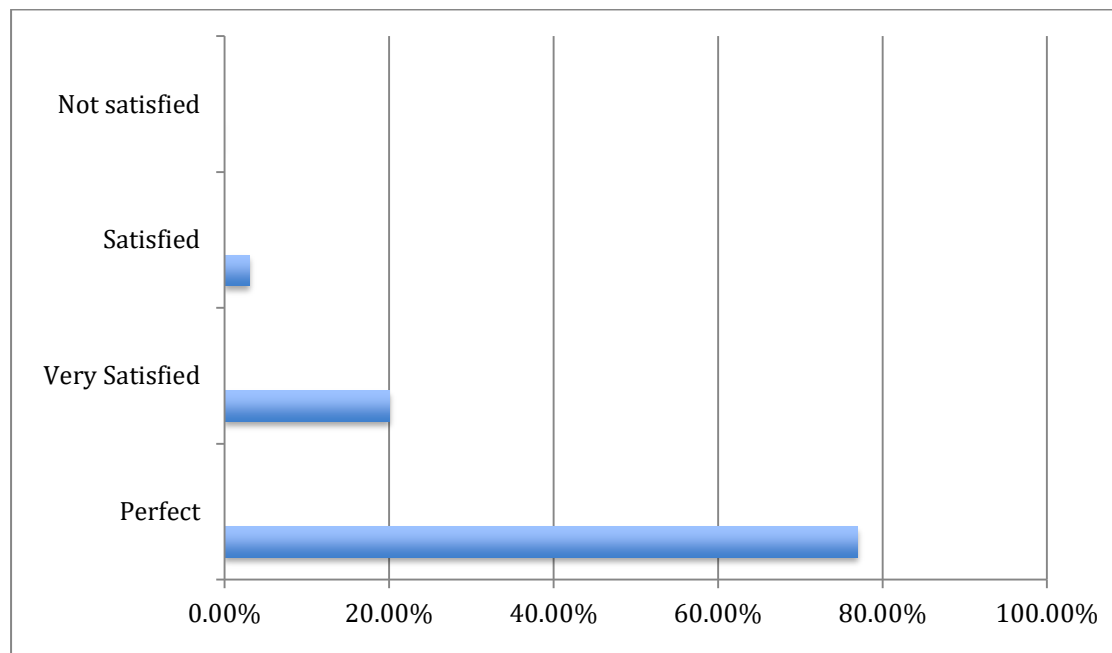
7. was there anything about the service you found particularly helpful

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

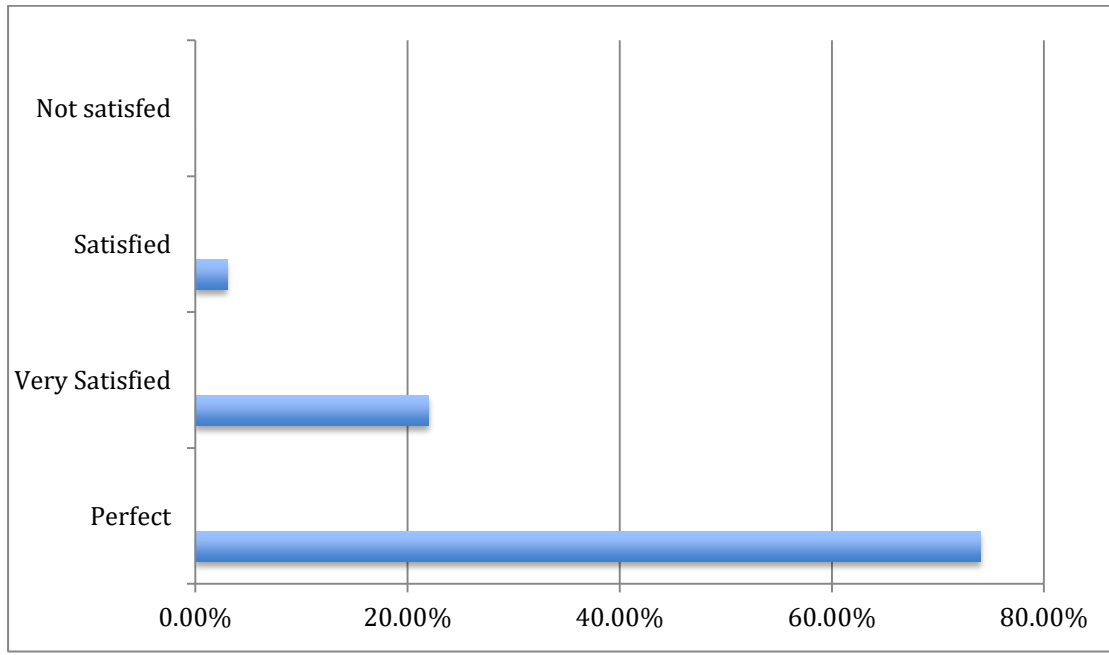
Answered: 100 Skipped: 0



| Answer Choices | Responses |
|-----------------------|------------------|
| perfect | 77% 77 |
| very satisfied | 19% 19 |
| satisfied | 3% 3 |

2. The opportunity to ask questions or any worries

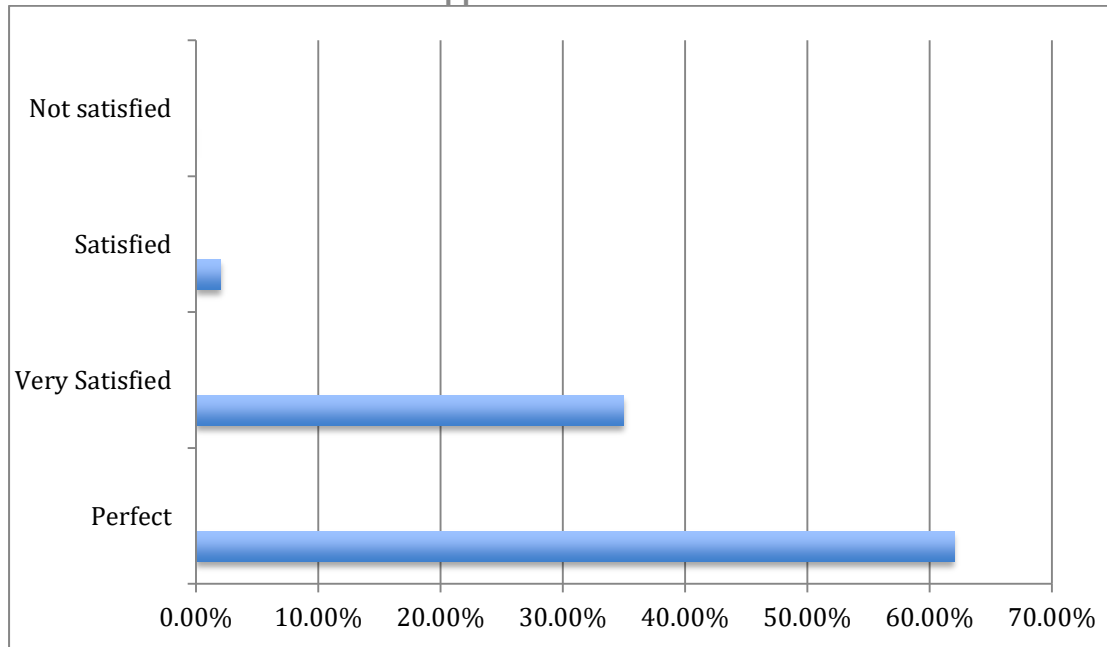
Answered: 99 Skipped: 1



| Answer Choices | Responses |
|-----------------------|------------------|
| perfect | 74% 74 |
| very satisfied | 22% 22 |
| Satisfied | 3% 3 |

3. The punctuality of staff for appointments

Answered: 99 Skipped: 1



| Answer Choices | Responses |
|-----------------------|------------------|
| perfect | 62% 62 |
| very satisfied | 35% 35 |
| satisfied | 2% 2 |

C: Qualitative comments:

Was there anything about the service you found particularly helpful?

- Was not rushed and everyone just been so helpful
- The staff – so friendly and helpful at every stage
- Always on hand to answer questions
- Very caring
- Medical and nursing staff were so polite and helpful
- Thank you so much
- Mrs Reddy
- Very informative, all the staff involved bent over backwards to help us – they were all so kind, in what is a stressful situation
- Friendliness and approachability of the nurses
- Ability to contact by phone with questions and speed in returning calls
- Very helpful
- The support given and quick response to any question
- Dr Reddy's willingness to answer any questions that we had
- Staff were always on hand for advice and guidance
- The emotional support of the clinic has been wonderful. Everyone seems to really care, Thanks to you all. We have an 18month daughter and feel confident and comfortable to try for a sibling with you.
- Had detailed information about everything
- Dr Reddy is clear and concise, trustworthy
- Nurses are friendly and helpful
- Always on hand to answer queries
- Been able to call or email through the patient portal for oxford and have quick feedback and advice
- All good
- The staff are extremely nice and explain fully
- Very welcoming atmosphere
- Staff very friendly and helpful
- Everyone so friendly, made us feel at ease and answered all questions
- Early morning appointments
- Very helpful whenever called with a questions or problem, thank you1
- I have contacted the clinic several times and Anne & nurses have always been very prompt at returning my calls and been very supportive
- No. everything perfect
- Employees were all very helpful and available when I needed a call
- Having a Cheltenham satellite clinic as it was local and a nurse was always available at the end of the phone to answer any questions

- Very direct with information
- How considerate the team have been. When our first try didn't work, the support and kindness they shown really helped me and they put my mind at ease answering all questions I had
- Everything has always been brilliant. Always on time, every question answered, always extremely helpful
- Mrs Reddy is so kind and helpful. Very informative
- They responded to my queries and worries promptly
- Very supportive and reassuring throughout
- Very kind staff
- Everyone was very reassuring and helpful at all times
- Care and understanding of emotional needs
- The kindness shown by all staff at difficult times
- How through Mrs Reddy was at all times
- The fact that someone would always come back to you if you need a question that you asked via phone
- Very supportive
- Detailed information, never rushed, always able to ask questions
- All staff are lovely and put you at ease
- Initial appointment was especially informative and clarified the process
- Staff have been so supportive – but not patronising
- Great staff, personal, easy to contact, always really helpful
- Friendly approachable staff, clear explanations and very supportive
- The breakdown of the cycle results
- Everything from the start to the end is perfect
- Personalised approach
- Very empathetic and confidential
- Every staff member I have been in contact with has been amazing
- Staff friendliness and professionalism
- The kindness of all of team members
- All the staff at CFU go out of their way to listen and do anything they can to help
- Incredible supportive, always at the end of phone

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

POSITIVE COMMENTS

- No – very good service
- Just do not change!
- None
- No – thank you
- No

- No
- No – it's perfect! Thank you!
- No
- None – thank you
- None – thank you
- No
- No
- None at this time, thank you
- None
- Keep doing what you are doing
- No
- None
- None

SUGGESTIONS FOR IMPROVEMENT

- It would be nice if follow up appointments weren't left too long. We weren't fully made aware of how many cycles of IVF under NHS
- If you could have information linked on Oxford portal too
- Waiting room not very private
- Patient access to information – just to review/process in own time (if possible only)
- Potential phone appointments for some sessions would be good
- Email address for nurses
- Counselling in Cheltenham – oxford is too far to travel
- Receptionist to acknowledge you when you turn up for appointment
- More flexible dates for appointments. I work away from home a lot and if an appointment can only be done e.g. Wednesday, I have to either miss the appointment or work. Alternate appointment via phone
- Call back when had a negative result with what will happen next. Felt alone and unsupported at difficult times
- Possible little more focus to the male half when discussing and checking with couple fertility issues
- I was only informed about counselling service after I had negative result. Would have been good to have this before
- Aftercare of failure could do with improvement. You feel you have been left to deal with negative result with no contact
- Specific appointments for phone calls with nursing staff
- At times respect by admin, not clinical staff
- Giving more explanations in between visits
- Contacting the unit to speak to a nurse can be difficult, having to leave a message with the secretary and waiting for a call back is not ideal. At Oxford you can speak to someone straight away