



Cotswold Fertility Unit Patient Satisfaction 2023

Division:	Women and Children
Site	COTSWOLD FERTILITY UNIT (CFU)
Local Survey Lead:	Mrs Kalpana Reddy FRCS, FRCOG
Report Completion Date:	January 2023
Compiled by:	Mrs Kalpana Reddy, Director of CFU and CFU Fertility nurses

1 Aim

The main aim for carrying out this survey was to measure patient feedback relating their experience during their visit to the Cotswold Fertility Unit. New nurses appointed and trained following difficulty in retaining nurses. The objective was to use the feedback in order to inform any changes needed to improve the service.

2 Introduction

The target group for this survey were patients who visited the Cotswold Fertility Unit at our new site, The Chapel, St.Paul's medical centre, 121 Swindon road, Cheltenham. The first survey since we moved to this new location.

This survey was conducted during September 2022 - January 2023 and the results from this are in parenthesis

3 Methodology

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.

Respondents were asked to put completed questionnaires into a collection box in the waiting area or at reception.

The survey took place during September 2022 - January 2023

57 responses were returned

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

At the appointment

100% of respondents rated the manner and attitude of medical staff as either (92%) excellent or (8%) good.

100% of respondents rated the manner and attitude of nursing staff as either (96%) excellent or (4%) good.

100% rated the opportunity to ask questions as **very satisfied (98%)** and **satisfied (2%)**.

100% rated the privacy, dignity and respect when discussing treatment & attending appointments as **very satisfied (98%)** and **satisfied (2%)**.

97% of respondents rated punctuality of staff for appointments as **very satisfied** and 3% were not 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.

89% of respondents rated the manner and attitude of admin staff as either excellent or good

Qualitative comments:

Was there anything about the service you found particularly helpful? And Free comments

- Medical staff been so friendly, calm and knowledgeable
- How at ease all staff have made us throughout the process! It's a worrying time and I have always felt looked after and at ease
- Staff have always been so friendly and calming. They have always gone the extra mile for us, it's definitely not 'just a job' for them
- Happy to accept calls to ask questions anytime
- Regular checks by doctors after treatment
- Speed at which treatment started
- Being able to ask questions anytime
- Been able to contact at all times
- Friendly and supportive nurses
- Regular scans, reassurance given
- No – great communication process
- Tash & Sarah were absolutely brilliant
- A big thanks to Dr Reddy, Ann and Maxine
- No, everyone and everything was brilliant.
- Thank you so much for everything you have done for us.
- No, very happy with everything
- Being able to contact and ask questions
- Having a number to call out of hours
- Kind, thought and caring staff to be proud of
- Excellent service received with Mrs Reddy
- Good advice
- Information
- The reassurance constantly 'we are not worried' really put me at ease
- When needing to speak to a nurse, they were always prompt at getting in touch & kind & understanding/caring
- Caring nature and genuine interest in our case
- Written information to refer back to
- Everything as this was my first time
- Great nurses, very caring and accommodating of difficult schedules
- Wonderful who go above and beyond and genuinely care a lot
- Lovely staff – very approachable
- Always able to contact
- Very informative, co-operative and helpful with all queries

- Mrs Reddy is always so helpful, understanding and experienced – her advice has been very valuable
- Been able to speak to and see our Consultant when needed.
- Having the nurses email was amazing for any questions and they always replied so quickly
- Having a local satellite clinic made the process much nicer
- Everyone involved have been really helpful
- The nurses were always there to answer any questions and were always really lovely and helpful
- Just all round lovely
- Not made to feel stupid or like any question is basic
- The whole process has been excellent and the staff are amazing
- Being able to call for advice
- Tash was helpful and reassurance
- Easy to contact and team very thorough
- A big thank you who has been excellent throughout the whole process
- It was really caring end to end. The team were super passionate but also gave the right advice at the right time
- No, they were very excellent
- Nothing
- Sarah was just brilliant
- Excellent support, reassurance and communication
- Quick call backs/emails
- Everything, Tash & Sara have been so patient & understanding, really helpful in such a difficult time
- Mrs Reddy is so knowledgeable & reassuring. Thank you, so much
- Nurses were very kind
- Always there when we needed support
- Nurses at scans were really friendly and knowledgeable
- Availability of support, demos
- Nursing staff always very informative
- Sarah professional and very empathetic