

Document title: User Satisfaction report 2014 Liverpool

Author: S Brooks

How Satisfied Are You With Us? Andrology Laboratory User satisfaction results 2014

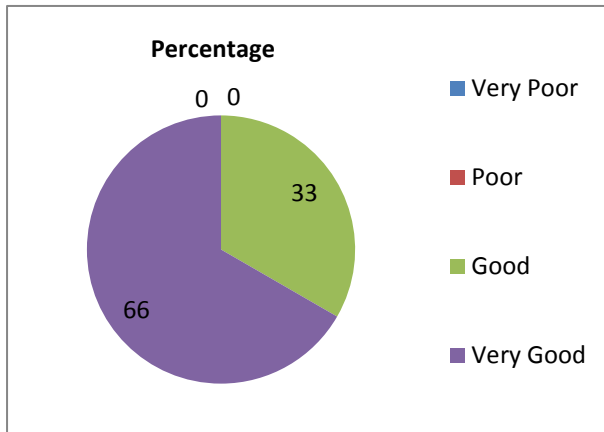
REFERRERS ~ 2014

Summary

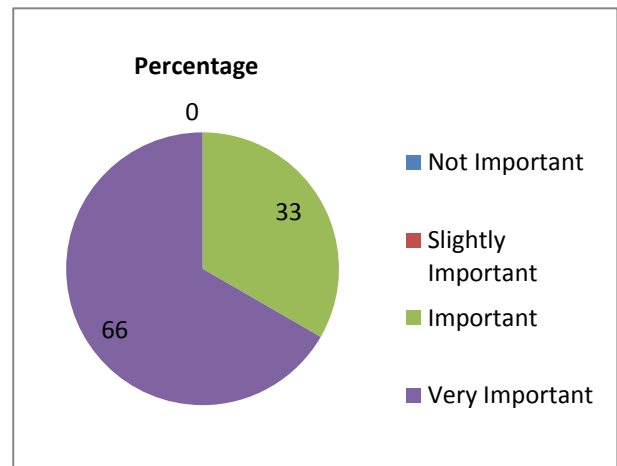
120 questionnaires were sent out in June 2014. Over the next 3 weeks, 9 completed (11%) questionnaires were returned and the results collated.

The results were as follows:

1. How satisfied are you with the overall performance with the Andrology services at the Hewitt Fertility Centre. Scoring: Very poor, Poor, Good, Very good.



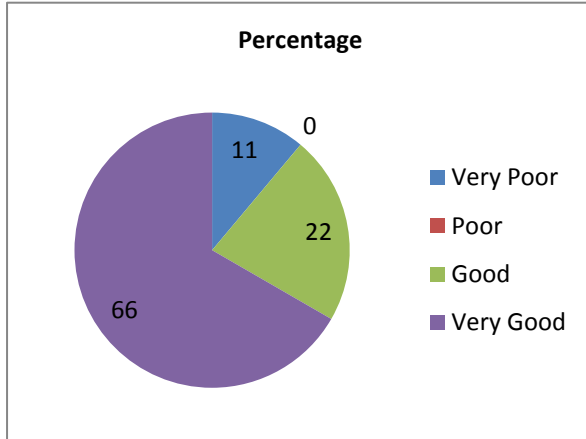
How important is it for you?
 (Scoring Not important, Important, Slightly Important, Very Important)



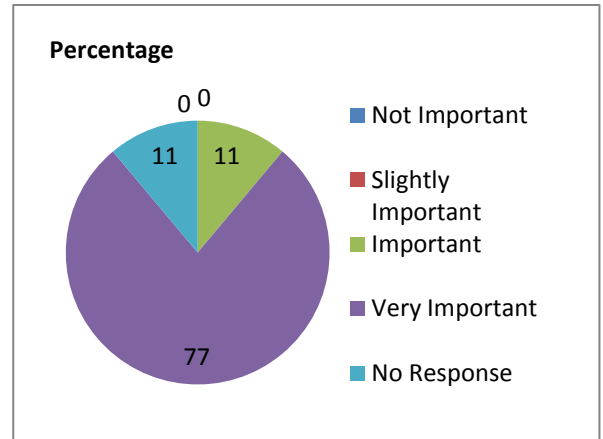
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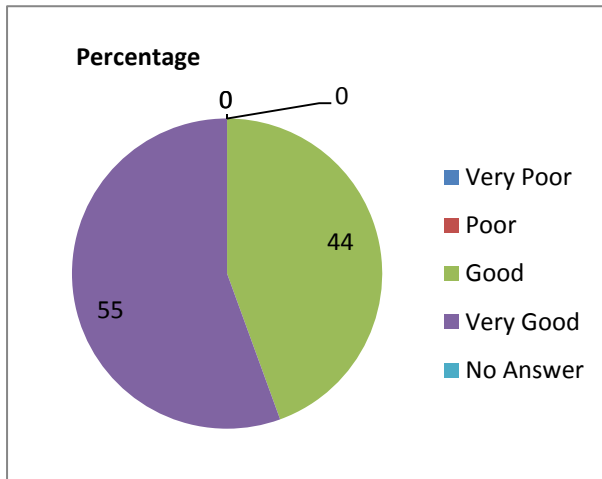
2. Understanding of Referral Process for Semen Analysis.



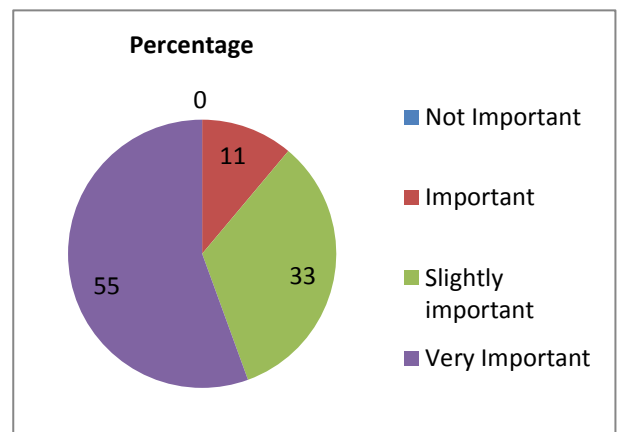
How important is it for you?



3. Waiting time for appointment for Semen Analysis.



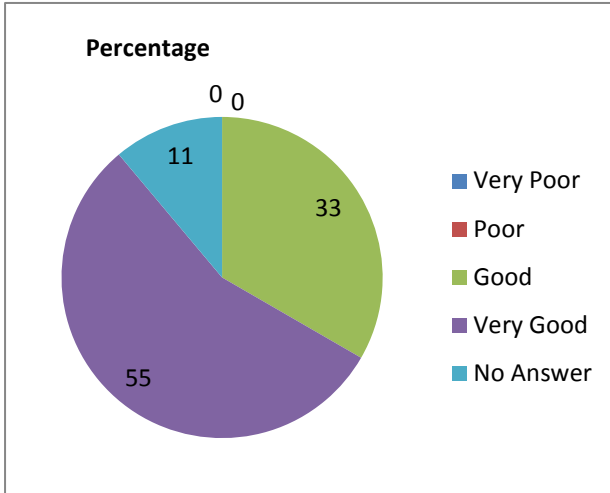
How important is it for you?



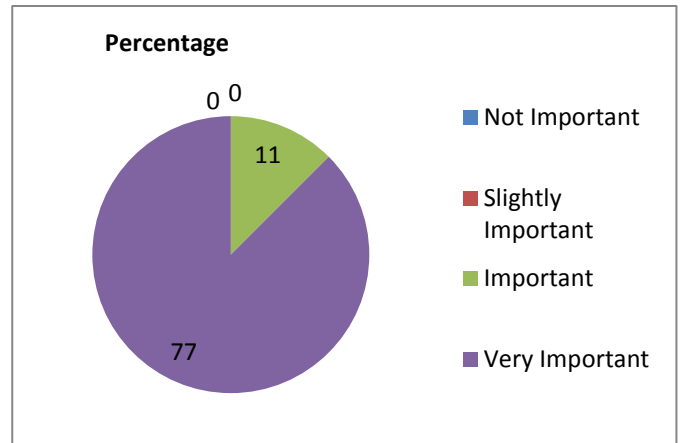
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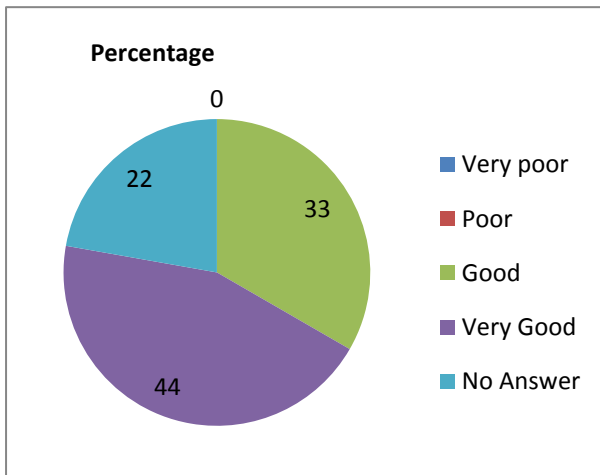
4. Feedback regarding Results.



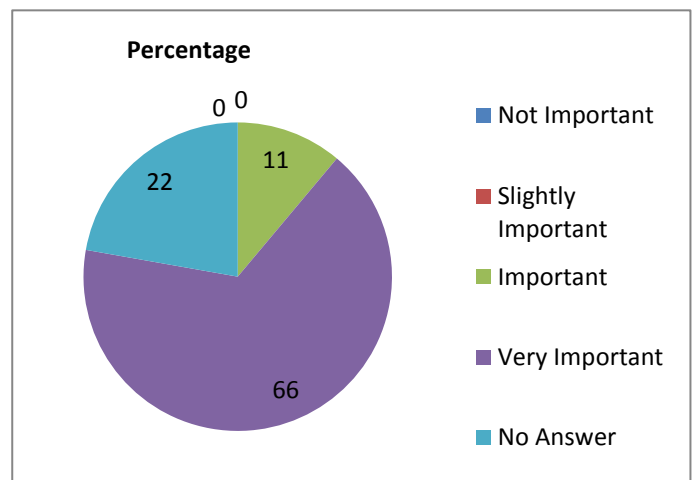
How important is it for you?



4.1 Turn-a-round of results.



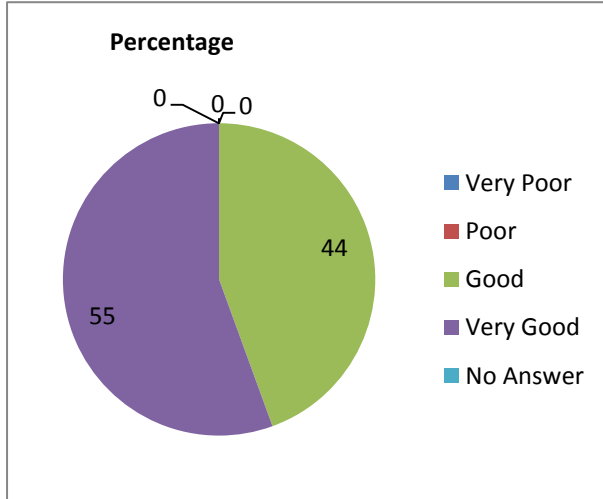
How important is it for you?



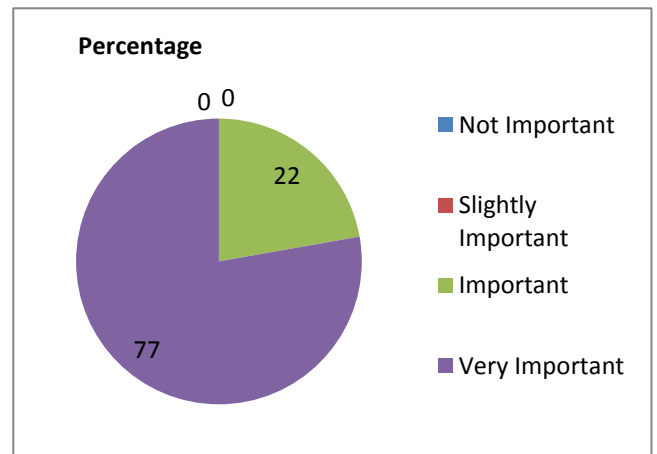
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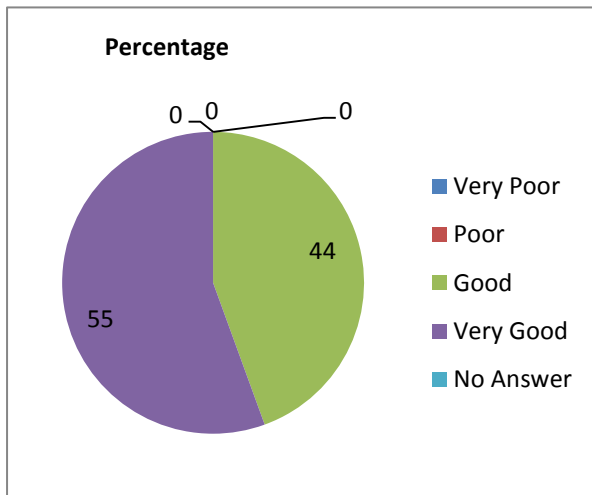
4.2 Information provided.



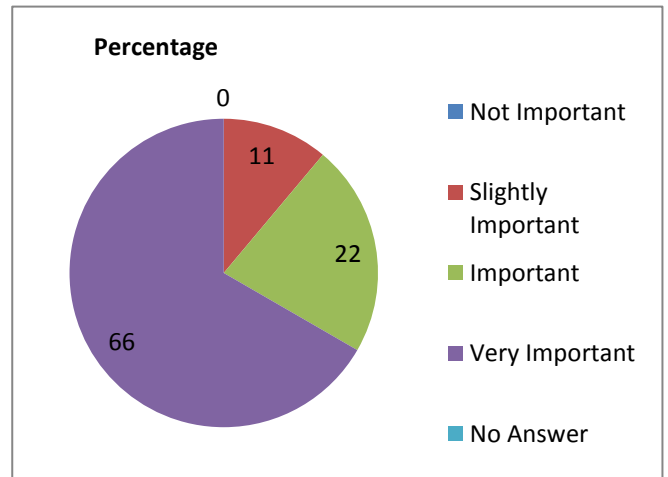
How important is it for you?



4.3 Format of results.



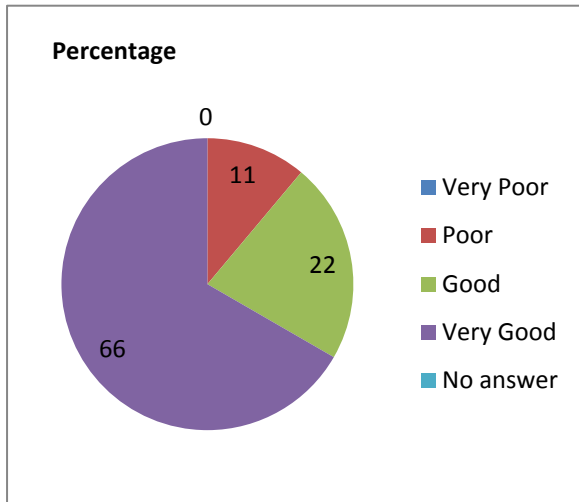
How important is it for you?



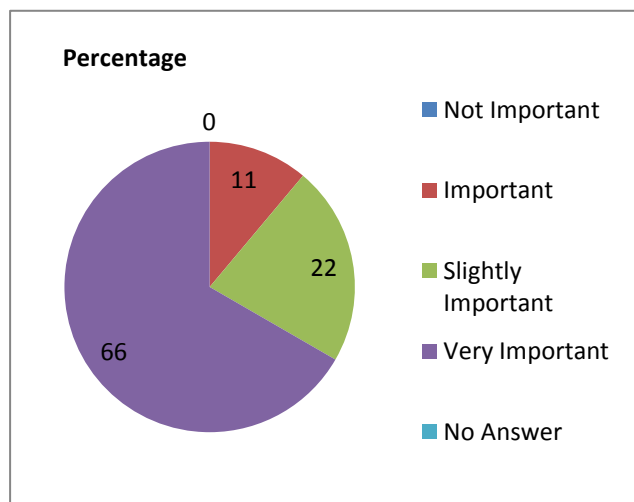
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5. Please rate the accessibility of the Andrology Lab.

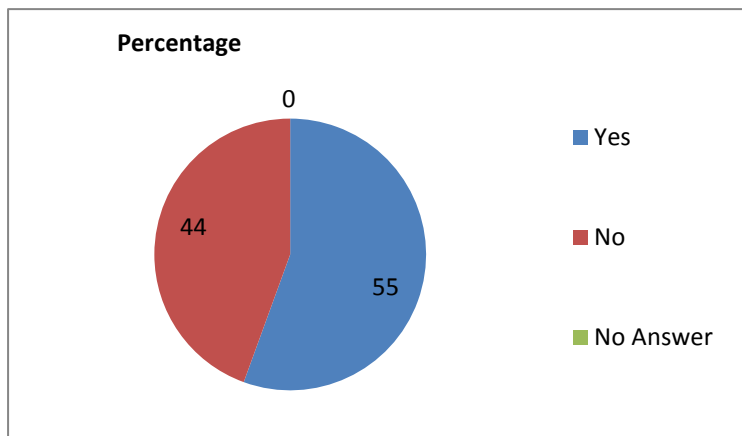


How important is it for you?



6. Additional information.

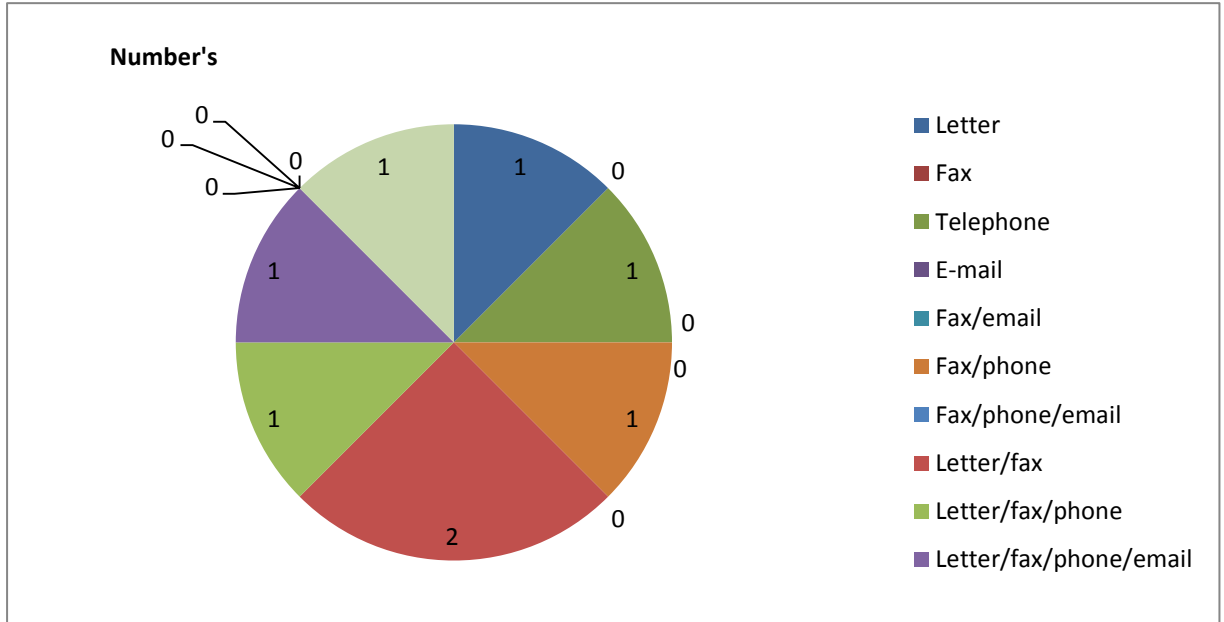
Do you have sufficient information about our Andrology services?



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In which format do you wish to be able to contact us?



7. What could be improved from your point of view?

	Comment	Action
1	Your 2013 results refer to a user manual - What user manual? Why isn't it on the website? Why isn't the referral form available In electronic format and for download on website? I have had to create one from scratch to look like it. Practices (GP's) can migrate forms with clinical systems to auto complete pt details - advantage to you of legibility and accuracy.	Website update in progress this has been taken into account.
2	Extended hours upto 5pm.	Usual staffing however not at all times.
3	Trying to arrange a referral is difficult. I have been on the LWH website, which is not at all clear about how to arrange semen analysis. Either improve your website, or place semen analysis on choose and book.	Website update in progress this has been taken into account
4	Infrequently used service as fertility related diagnosis and vasectomy rates are low.	