

Document title: User Satisfaction interim report 2014 Chester

Author: S Brooks

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

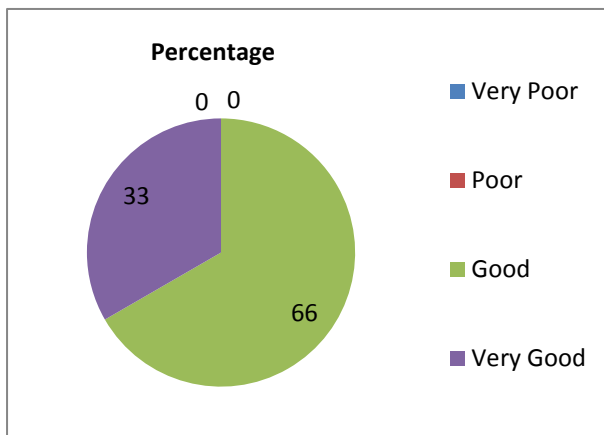
REFERRERS ~ 2014

Summary

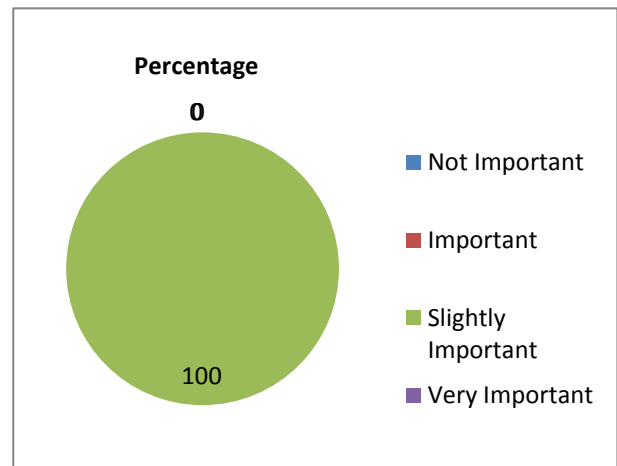
64 questionnaires were sent out in June 2014. Over the next 3 weeks, 3 completed (2%) questionnaires were returned and the results collated.

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.



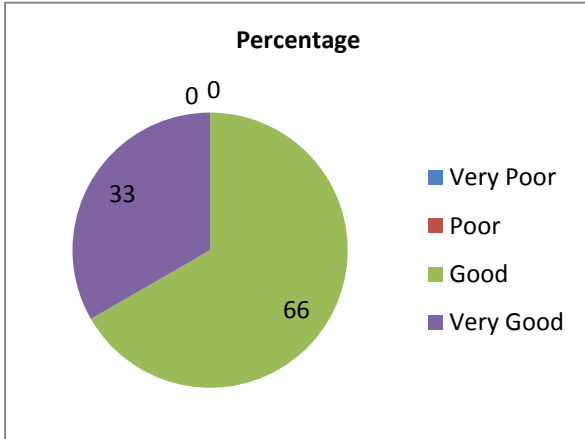
How important is it for you?
 (Scoring Not important, Important, Slightly Important, Very Important)



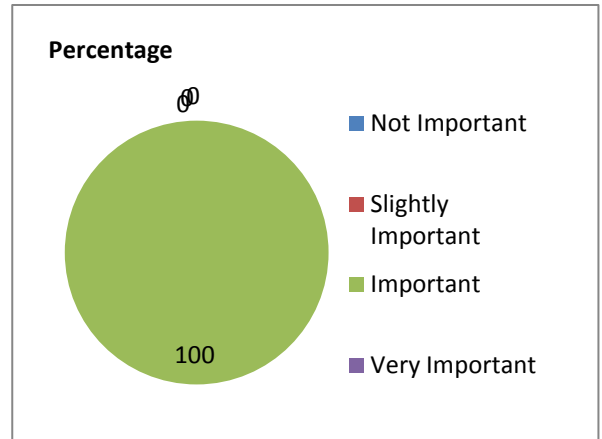
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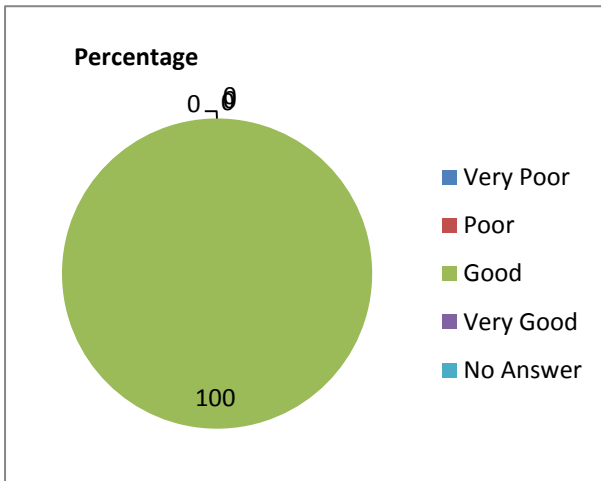
2. Understanding of Referral Process for Semen Analysis.



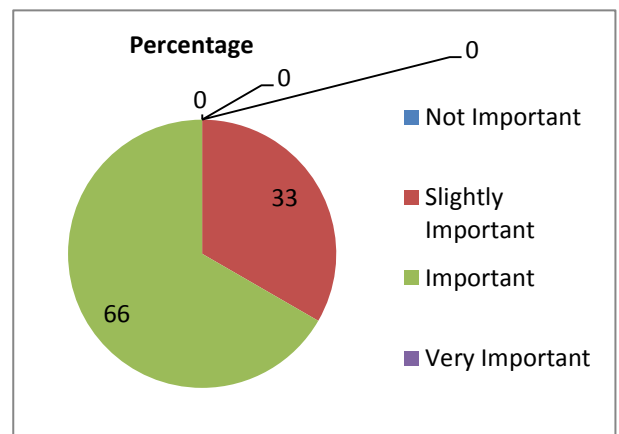
How important is it for you?



3. Waiting time for appointment for Semen Analysis.



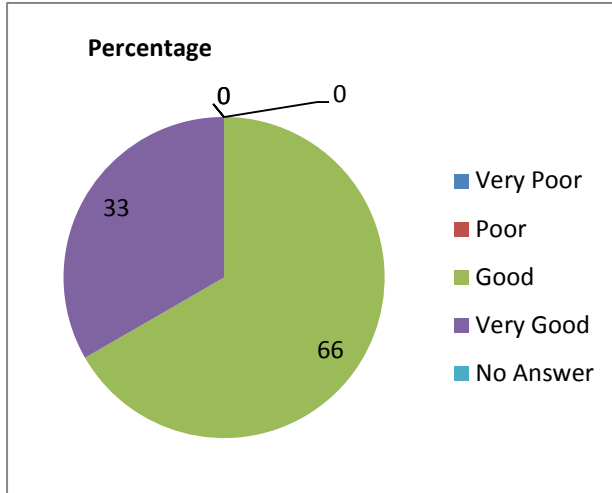
How important is it for you?



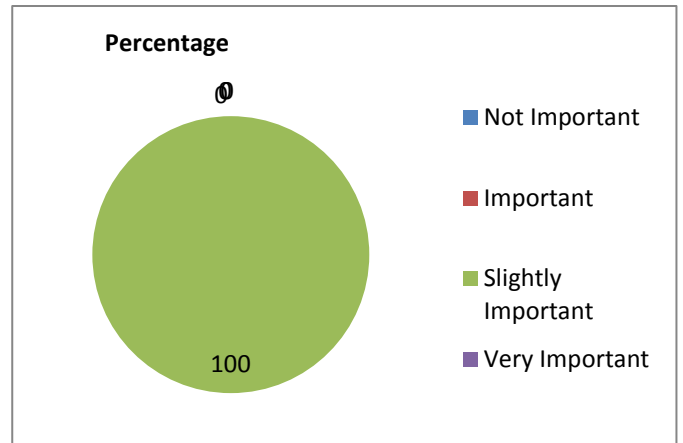
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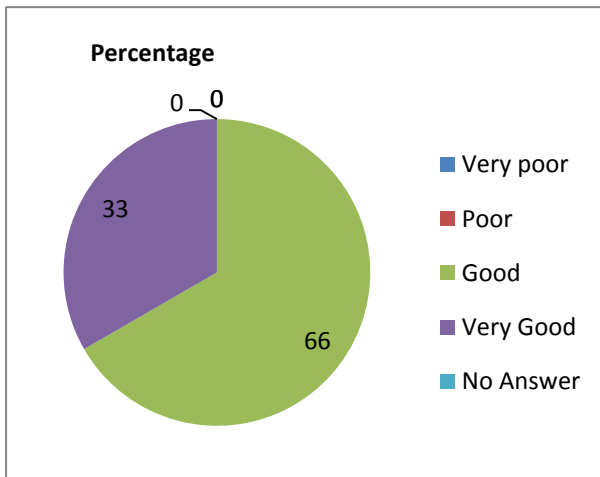
4. Feedback regarding Results.



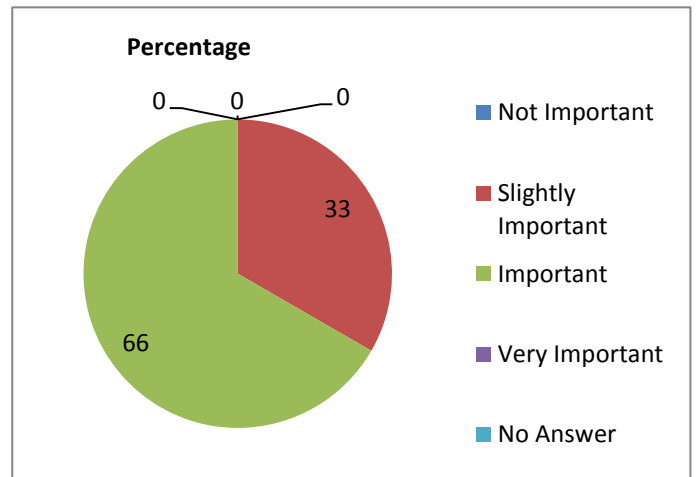
How important is it for you?



4.1 Turn-a-round of results.



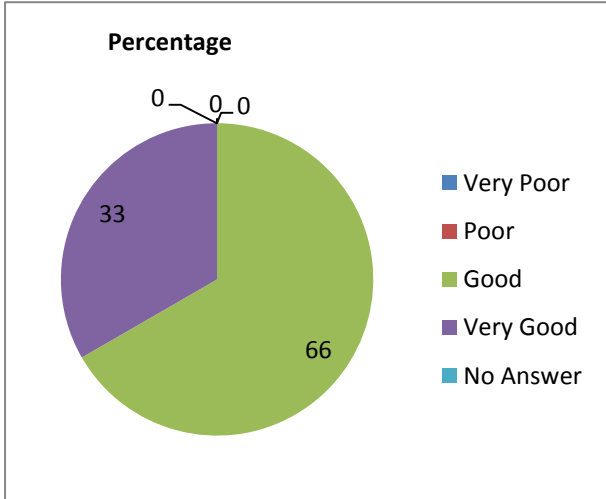
How important is it for you?



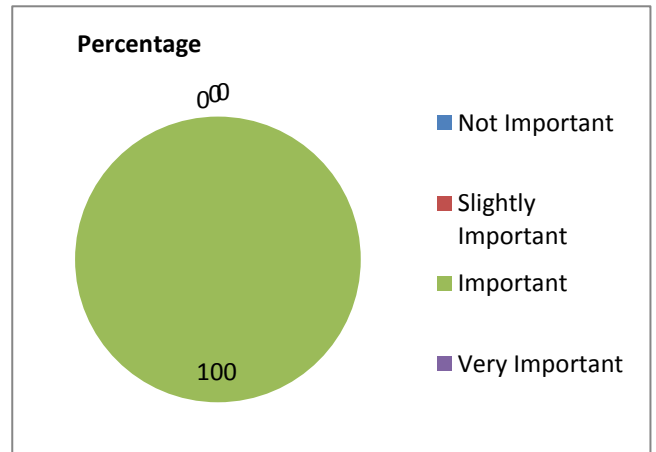
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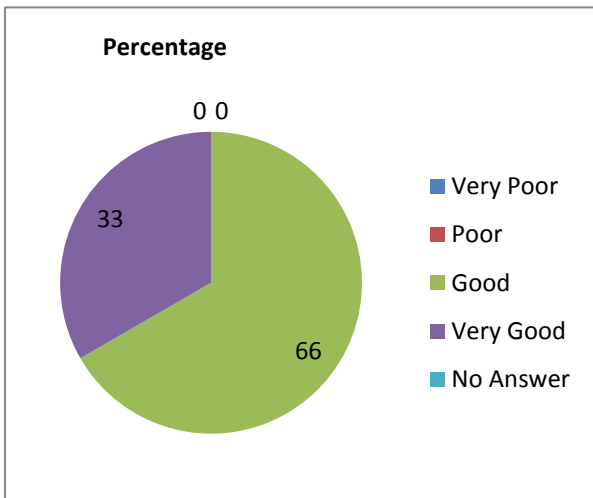
4.2 Information provided.



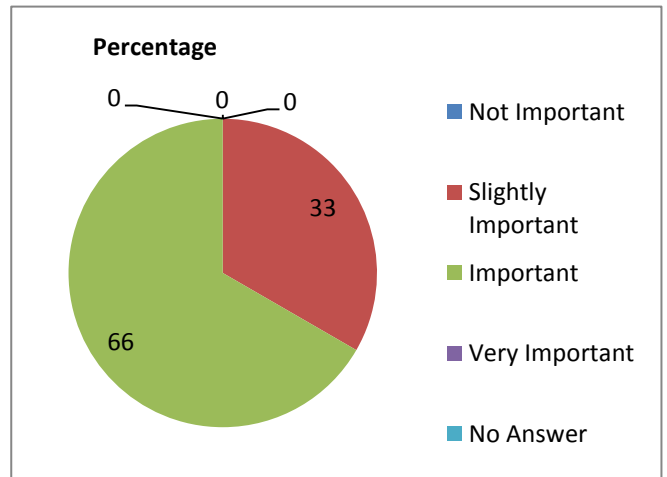
How important is it for you?



4.3 Format of results.



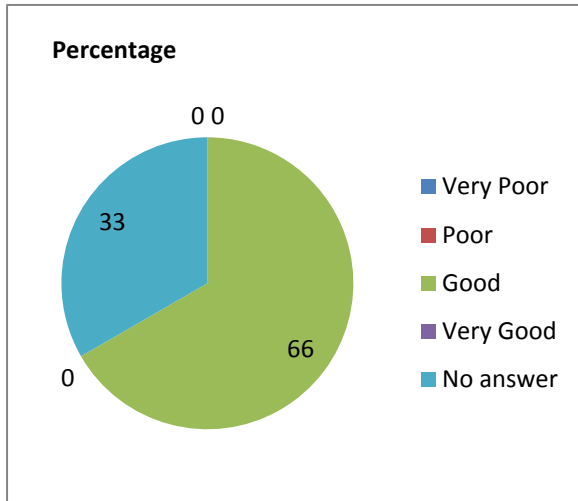
How important is it for you?



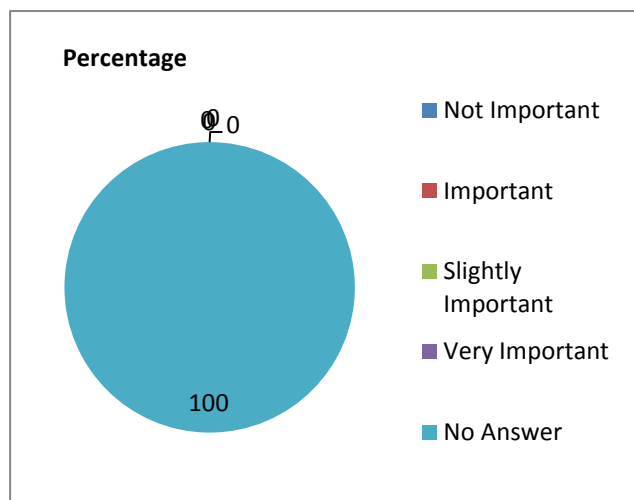
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5. Please rate the accessibility of the Andrology Lab.

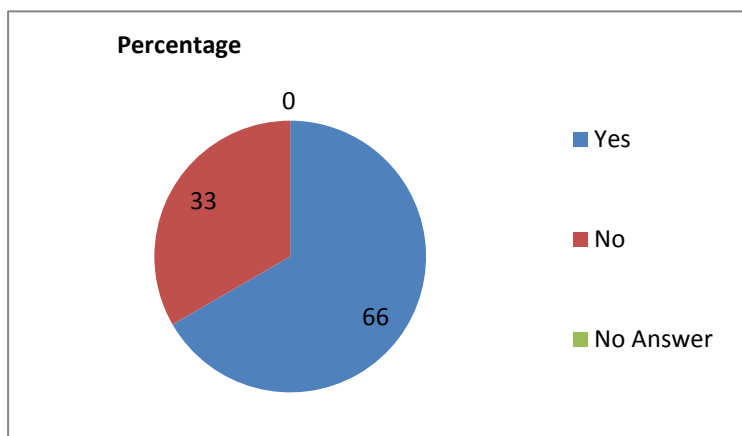


How important is it for you?



6. Additional information.

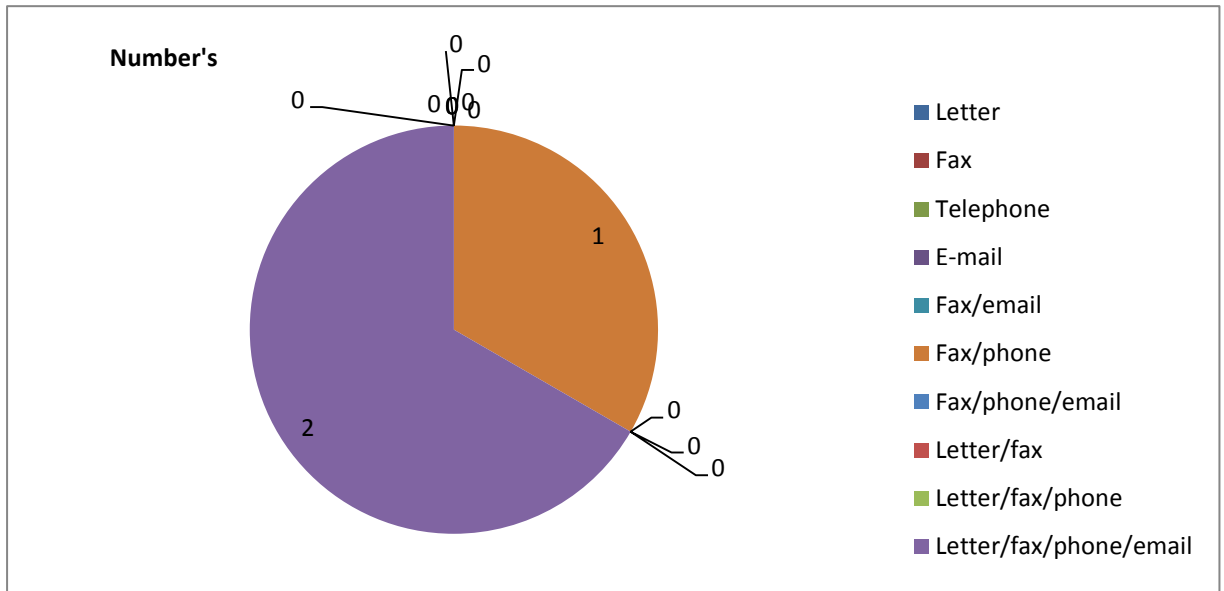
Do you have sufficient information about our Andrology services?



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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	Perhaps give information leaflet. Website details for GP's.	Website development in process