

Document title: User Satisfaction report 2014 Leighton

Author: S Brooks

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

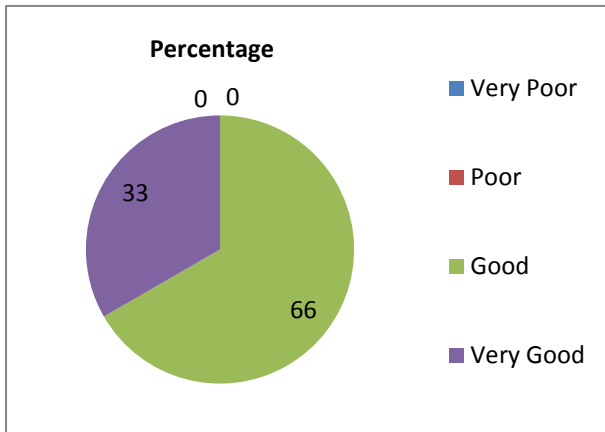
REFERRERS ~ 2014

Summary

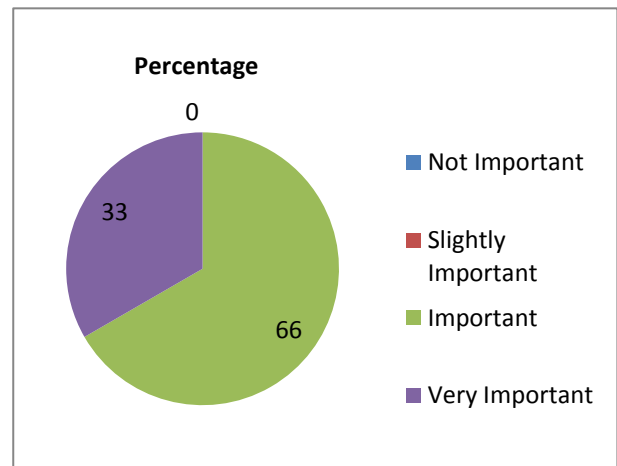
86 questionnaires were sent out in June 2014. Over the next 3 weeks, 3 completed (2.6%) questionnaires were returned and the results collated.

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.



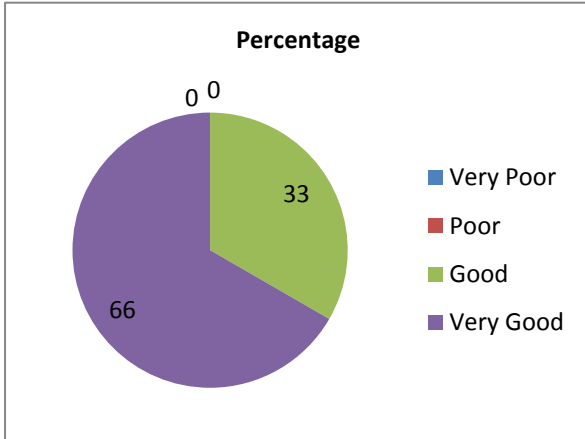
How important is it for you?
 (Scoring Not important, Important, Slightly Important, Very Important)



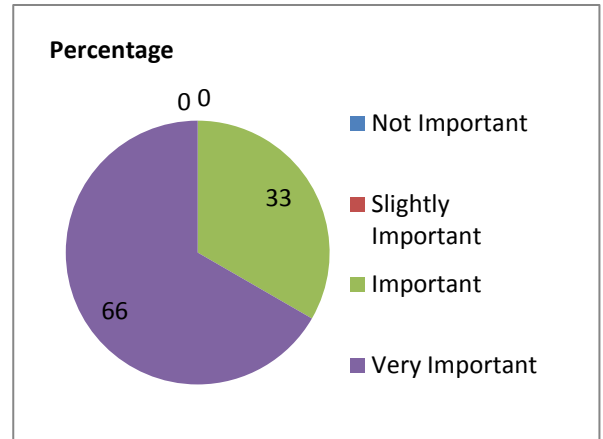
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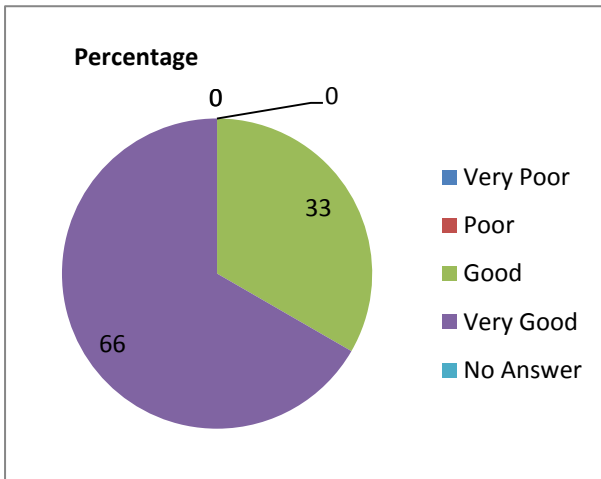
2. Understanding of Referral Process for Semen Analysis.



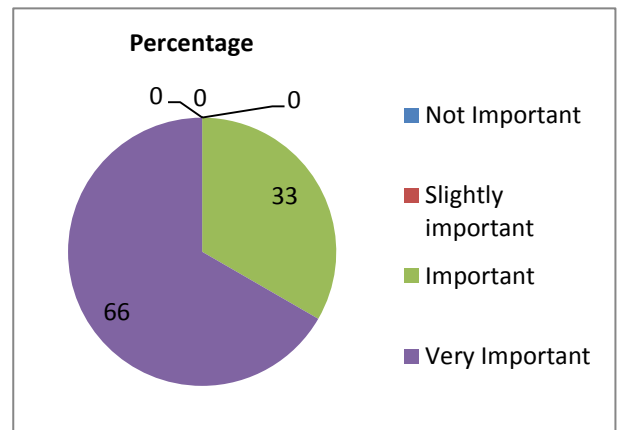
How important is it for you?



3. Waiting time for appointment for Semen Analysis.



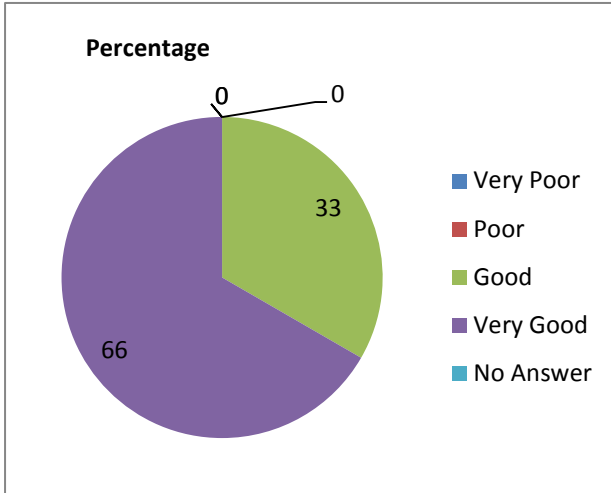
How important is it for you?



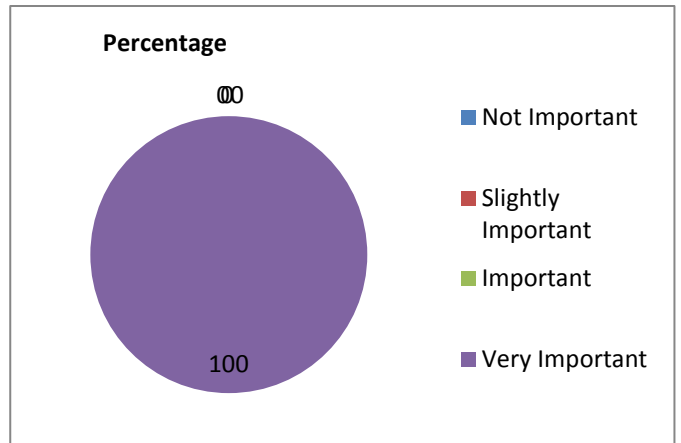
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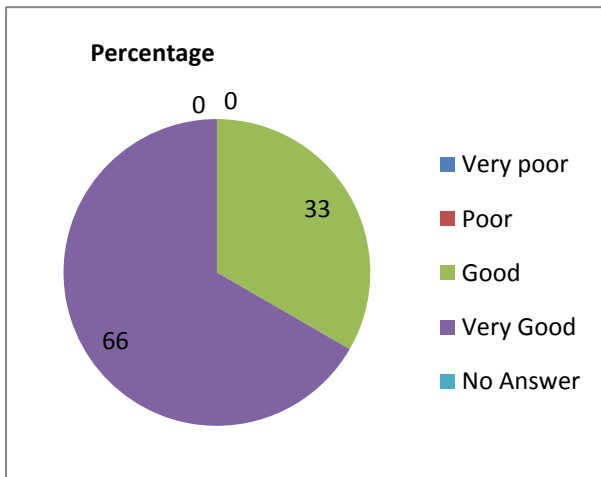
4. Feedback regarding Results.



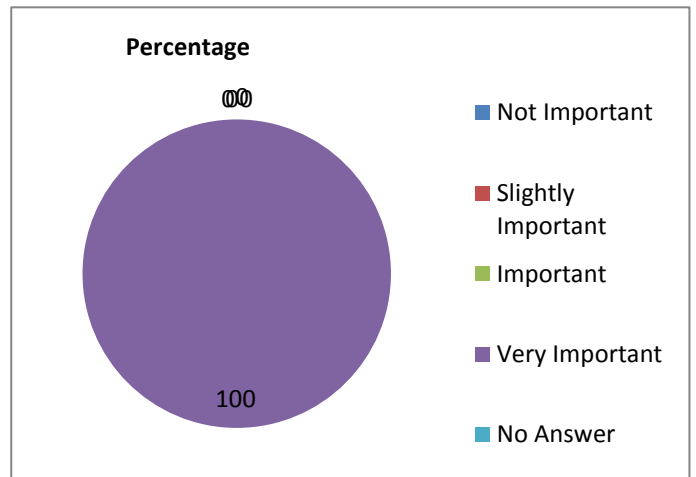
How important is it for you?



4.1 Turn-a-round of results.



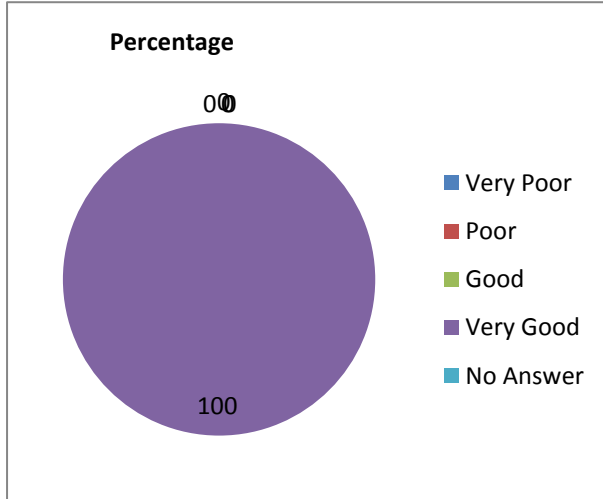
How important is it for you?



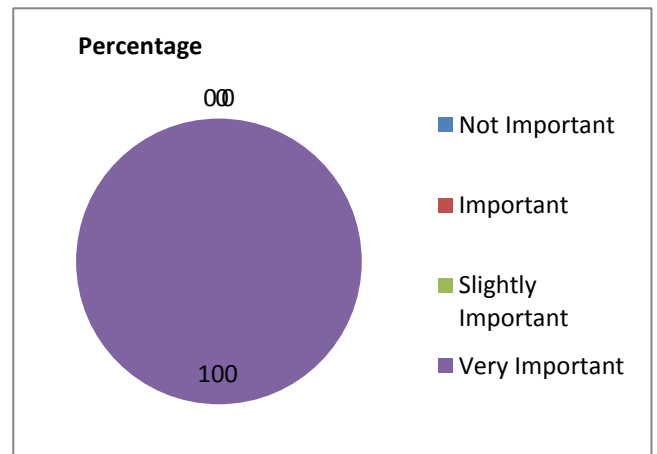
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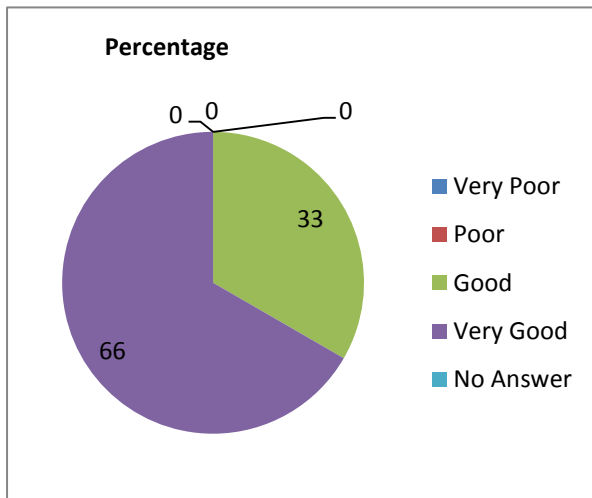
4.2 Information provided.



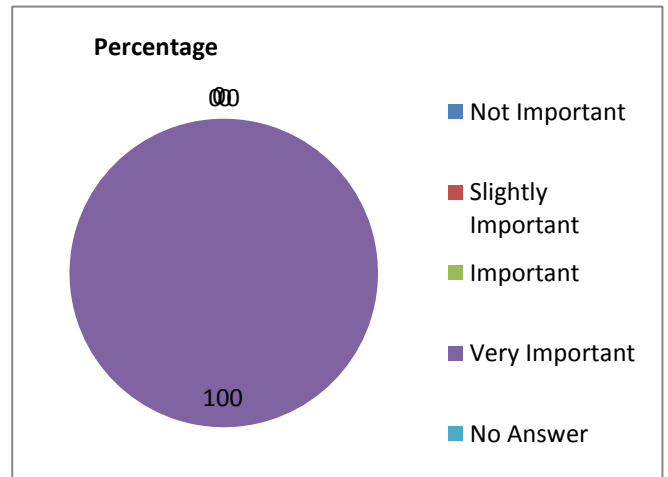
How important is it for you?



4.3 Format of results.



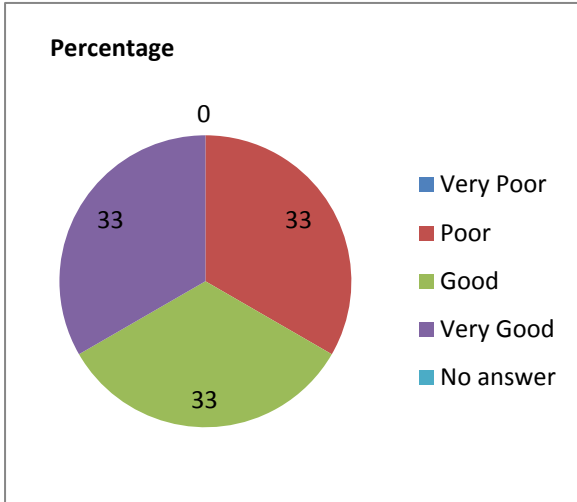
How important is it for you?



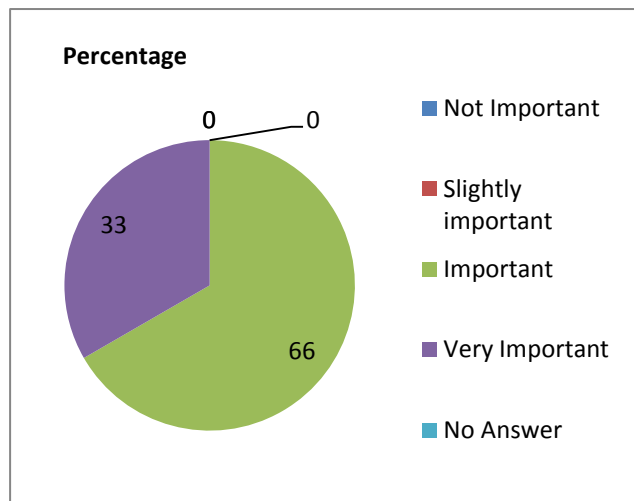
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5. Please rate the accessibility of the Andrology Lab.

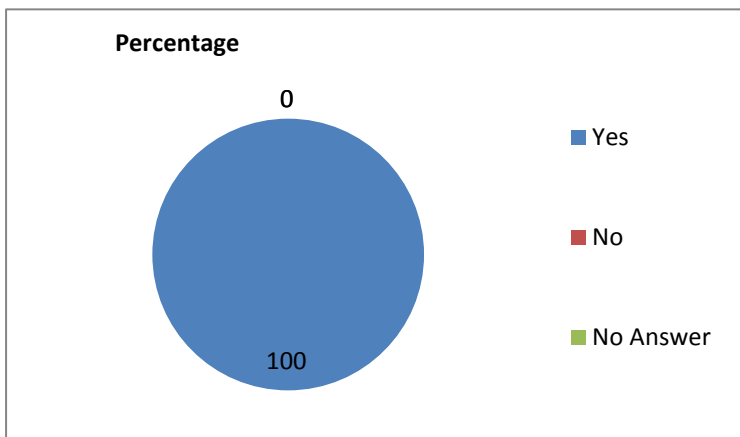


How important is it for you?



6. Additional information.

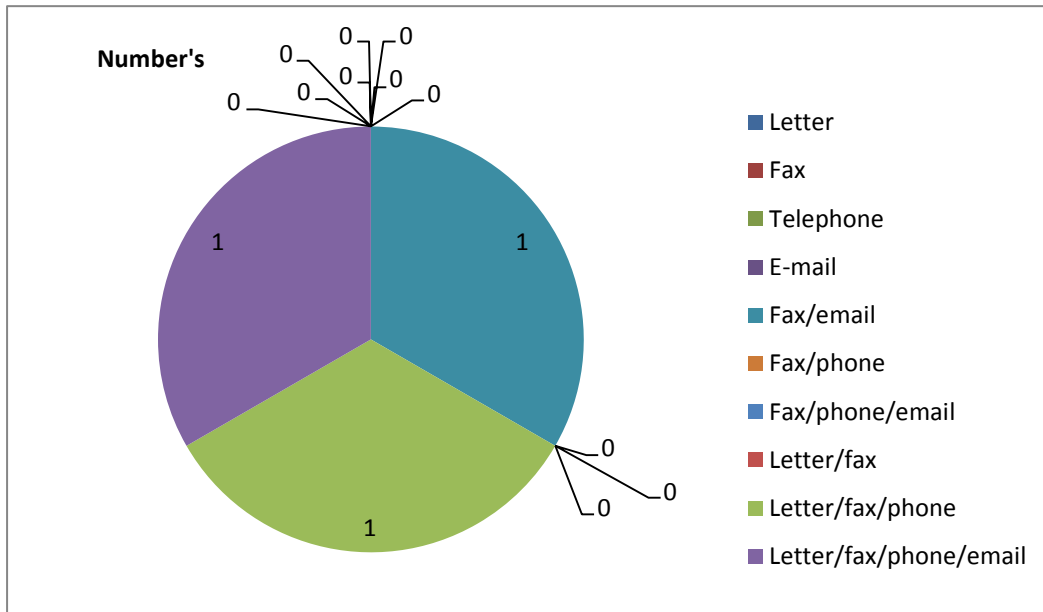
Do you have sufficient information about our Andrology services?



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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	Information leaflet with stepwise process for Pt and Dr	Information leaflets are sent out to patients (after they have seen the doctor) and they are included in the user manuals for the Doctor to refer to.
2	An idiot's guide to quality of sperm to help interpret results	A 'flow diagram' with estimated time scales will be included in all user manuals. Also, normal reference ranges are included on the report.
3	Easier referral form, maybe on choose and book	Referral protocol will be included in the User manual.
4	Telephone access when I am at Aintree for a patient in clinic however, most results now sent over	Revised method for returning of results for this Consultant has been implemented
5	Simply referral process. An information leaflet	See above and included in User manual
6	Can you send referral protocol and criteria	Anyone who requires a semen analysis can be referred. This process is included in the user manual
7	Brief updates on accessing and what services are provided, waiting times etc.	Updating of the Hewitt fertility centre website will hopefully include this in the near future.