

Information Leaflet



Liverpool Women's
NHS Foundation Trust



Introduction, welcome and important information to read.

Thank you for choosing us for your care.

We are committed to providing you with person centered care and treatment plans tailor-made to meet your needs. Every patient who attends The Hewitt Fertility Centres can expect care provided with integrity and respect, honesty, and compassion, in a non-judgmental environment. Our highly experienced multidisciplinary team is made up of professionals who will provide specialised treatment and work closely with you to support you through your journey of care with us.

Please take time to read this information so you can learn more about what you can expect from us, and we can signpost you to a wide range of leaflets that are relevant to your care.

About us

The Hewitt Fertility Centres (HFC) are dedicated to providing our patients with high quality treatment and we are proud of our personable and individual approach to care. On average we perform approximately 3,000 treatment cycles a year. We are invested in offering the latest technology and innovation inside and outside our state of the art laboratories and have an active research programme that you choose to participate in if you wish.

Our range of fertility services means that we can provide you with everything you need on one site. You can come to us to have your consultation, ultrasound scans, hormone tests and andrological assessment (sperm testing) and your fertility treatment and storage – making it easier for you to co-ordinate your treatment, provided by people you trust. We are proud of our competitive and highly consistent pregnancy rates, which you can view on our website or via the HFEA Choose a Fertility Clinic portal. We believe that individualised treatment and continuity of care are amongst the most important components of our success. You can find detailed success rates of our treatments over recent years on our website www.hewittfertilitycentre.org.uk

Confidentiality

We keep all details of your treatment and care confidential. We always recommend patients inform their GP and other healthcare professionals about their fertility treatment so that medical records are accurate to help other professionals provide safe care.

Before your treatment commences, you will be provided with a disclosure of identifying information consent form to inform us of your personal choices regarding sharing your personal information.

You can read about our GDPR responsibilities on the Liverpool Women's Trust website: <https://liverpoolwomens.nhs.uk/patients/use-of-your-personal-information/>

Duty of the HFEA

The Hewitt Fertility Centres are licensed by the Human Fertility & Embryology Authority (HFEA) to provide fertility treatments (including embryo testing) and storage. The HFEA is responsible for regulating all fertility treatments in the UK. The HFEA are responsible for licensing and monitoring centres to ensure that the highest of standards are maintained in accordance with the law. As such, we have a duty to inform the HFEA of all treatment cycles provided and the outcomes of those treatments.

The Hewitt Fertility Centres operate in strict compliance with the HFEA Code of Practice, with regular inspections ensuring that we provide a high-quality service for our patients.

Your information and responsibilities

It is very important that you provide us with your most up to date details, particularly your current contact information, address, and any updates to your name. If any of your circumstances change, please inform us as soon as possible.

A change in relationship status can have an impact on entitlement to NHS funded treatment but also to your parenthood status if a child is born through fertility treatment. It is therefore extremely important that you let us know your marital status and if this changes at any time.

Prior to any fertility treatment commencing, you will be required to complete HFEA and Hewitt consent forms. This is a crucial aspect of treatment as we need to ensure you fully understand the risks, benefits and evidence to support each type of treatment, and we cannot provide treatment until you have read the relevant patient information and completed the relevant consent forms. You will have the opportunity to ask questions at all your clinic appointments.

Welfare of the child

We are required by law to satisfy ourselves that we know of no medical, legal, or social reason why an individual or couple may not be offered treatment, including anything that may adversely affect the welfare of any resulting or existing child. We make our enquiries by asking patients to complete a welfare of the child assessment form. If necessary, we may need to make further enquiries by contacting your GP or other relevant third parties. We have a patient information leaflet on our website that talks about 'Welfare of the child' in more detail.

Equality, Diversity, and Inclusion

We recognise that Liverpool, Knutsford, Chester, and the surrounding areas are made up of a variety of different communities, each with their own needs and priorities.

We aim to provide fully inclusive services that are welcoming to all and we value diversity. We can provide British Sign Language (BSL) and language interpretation services across our clinics on request. Our clinic venues are fully accessible, and we can make further reasonable adjustments to support patients following prior discussion. We have a very comprehensive library of patient information leaflets on our website, all of which can be viewed in various formats, including translation to different languages, contrast options, and text sizes.

We believe family building is for everyone and that there are many different paths to parenthood. We are committed to providing fertility care at the highest standard, regardless of race, sexual orientation, or gender identity.

Patient experience and feedback

We aim to provide the highest standards of care in addition to a positive patient experience. We always welcome your feedback to help us learn and improve.

Following an appointment at our clinics you may receive a text message asking about your visit. If you had a positive experience, please tell us - we love hearing compliments and assurances that we are making difference. Great feedback is shared with the team.

We appreciate that on occasion we may not get it right and you may wish to raise a concern, so if you feel your experience didn't meet your expectations, please feed this back via your text message link.

You can also provide feedback directly to our regulator the Human Fertilisation and Embryology Authority (HFEA) by visiting their website:

<https://www.hfea.gov.uk/choose-a-clinic/rate-your-clinic>

We always welcome an opportunity to talk through concerns with you so we can work together to resolve any issues. Liverpool Women's Hospital has a PALS and complaints team – you can find contact details on Liverpool Women's Hospital website. This is also the platform to use should you wish to make a formal complaint. <https://www.liverpoolwomens.nhs.uk/contact-us/advice-feedback-complaints/>

Patient Information Leaflets

We understand that there is a lot of information for you to access and read to help you understand the journey ahead. It is good practice to ensure that we have provided you with all the information you need at the start and throughout your care so that you are fully informed, feel involved and know what to expect. There are a wide range of leaflets and resources on our website about the different procedures your care may involve, as well as support and guidance. Please follow the QR codes provided with this welcome letter to access this information.

Attending for investigations and tests

If any tests are required prior to consultation at our clinics, please make sure you attend on the date and time provided or notify us as soon as possible if you need to reschedule. It is important that we have all your test results in time for your consultation. If you fail to attend your investigation tests, we may discharge you back to the care of your GP and request a new referral.

Other standard tests

When you attend for your treatment, there will be a series of tests and investigations we will discuss with you. Some questions and tests may seem unusual to you – for example we will ask you about recent travel and potential risks of viruses such as Zika or Ebola virus. This is because exposure can cause complications in pregnancy. We will also discuss screening tests for blood borne viruses including Hepatitis B & C and HIV. Screening for these viruses is standard prior to all fertility treatment. Viral screening protects our patients, their eggs, sperm and embryos in addition to protecting staff.

HFEA 'Add On' treatments or tests

There are many additional tests or treatments available when seeking fertility treatments, and you may have read or heard about some of them before you attend one of our clinics, or during one of your consultations. These additional tests or treatments are known as treatment 'add-ons' as they may have an additional charge associated with them and may have limited evidence to support their use. Our regulator the HFEA, monitor all clinics for their use of 'add-on' treatments and have

their own information available on their website. We do provide 'add-on' treatments in our clinics and we will provide you with the relevant patient information leaflet which explains the reason a particular test/treatment may be beneficial to you, the evidence and risks, and the costs. We will also refer you to the HFEA website for further information. If you are interested in knowing more about add on treatments, please see our 'treatment add-on' patient information leaflets.

<https://www.thehewittfertilitycentre.org.uk/patient-information-leaflets-and-videos/additional-tests-and-treatments/>

Elective Single Embryo Transfer Policy (eSET)

We want to provide you with safe and effective fertility treatment and, if successful, your baby with the healthiest start in life. That's why we recommend eSET, where only a single embryo is replaced at the time of embryo transfer. Transferring more than one embryo at a time increases your chance of having a multiple pregnancy which does have some serious risks for both you and the babies, with limited evidence of improving your chance of success. For more information on the benefits of eSET, please refer to our patient information library.

Counselling and Support Groups

All patients undergoing fertility treatment have access to our counselling service. We also have support groups available to our patients which are listed on our website.

<https://www.thehewittfertilitycentre.org.uk/support-and-advice/>

Contacting us

Contact numbers:
Liverpool & Chester: Reception and NHS appointments 0151 702 4121/4123 option 2 Private patient appointments 0151 702 4461/4123 option 3 Nurses Station 0151 702 4123/4124/4249 Funding 0151 702 4464 or 0151 702 4481 Finance and accounts 0151 702 4301
Knutsford 01565 653 287 All appointments and enquiries 015165 653 287 or 01565 654 837 Payments and finance enquiries 01565 621 253 Nurses station 0151 702 4078

There is a wide range of additional information about the centres, including our specialist teams on our website www.hewittfertilitycentre.co.uk

Follow us on Facebook – search Hewitt Fertility Centre

