

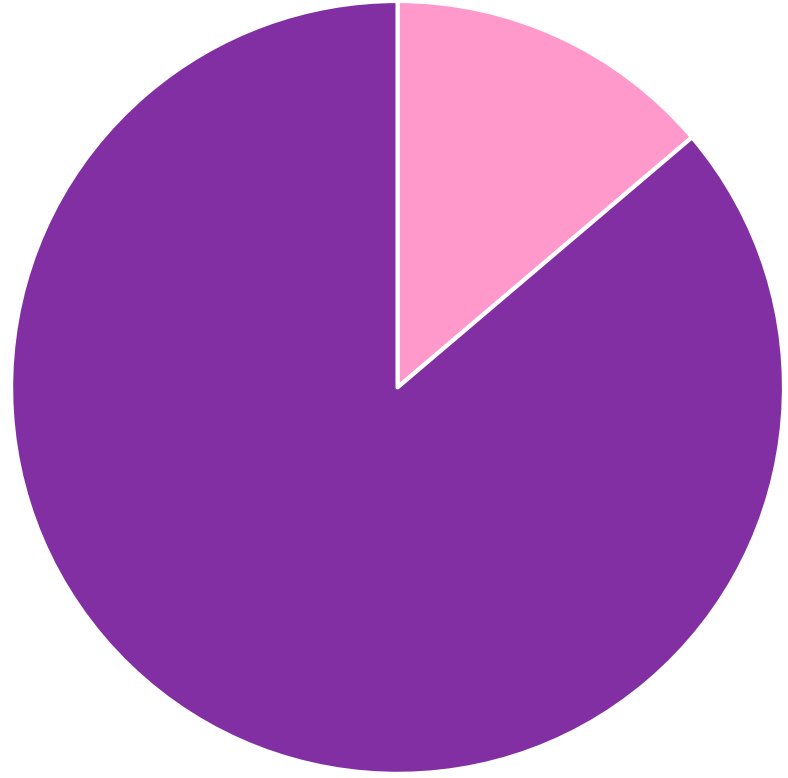
# Complaints Summary 2020

## Complete Fertility Centre

# Total numbers of complaints in 2020

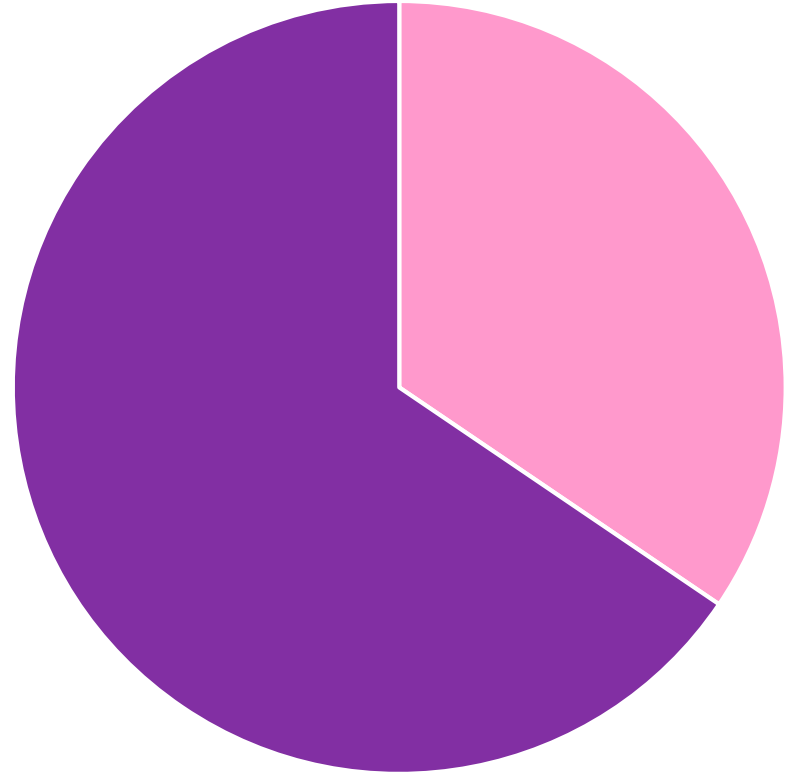
- 29 recorded complaints in 2020
- Decrease of a third from 2019, 29 vs 43
- Average of 2.4 per month vs 3.6 in 2019
- 26 written, 3 verbal
- 4 Outpatients service from 2257 appointments, 0.18%
- 25 Complete Fertility Centre from 811 treatment cycles, 3%
- 10 NHS patients, 19 Private patients

Service



■ Outpatients ■ Complete Fertility

NHS or Private

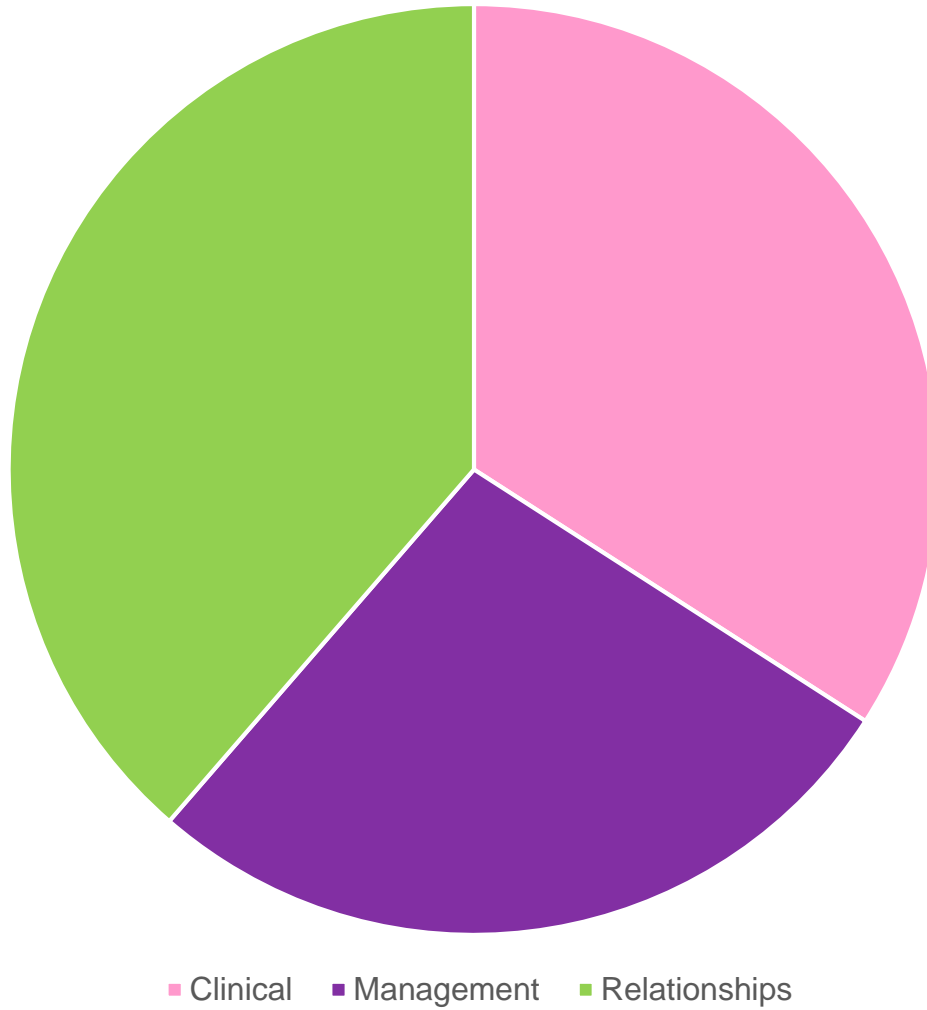


■ NHS ■ Private

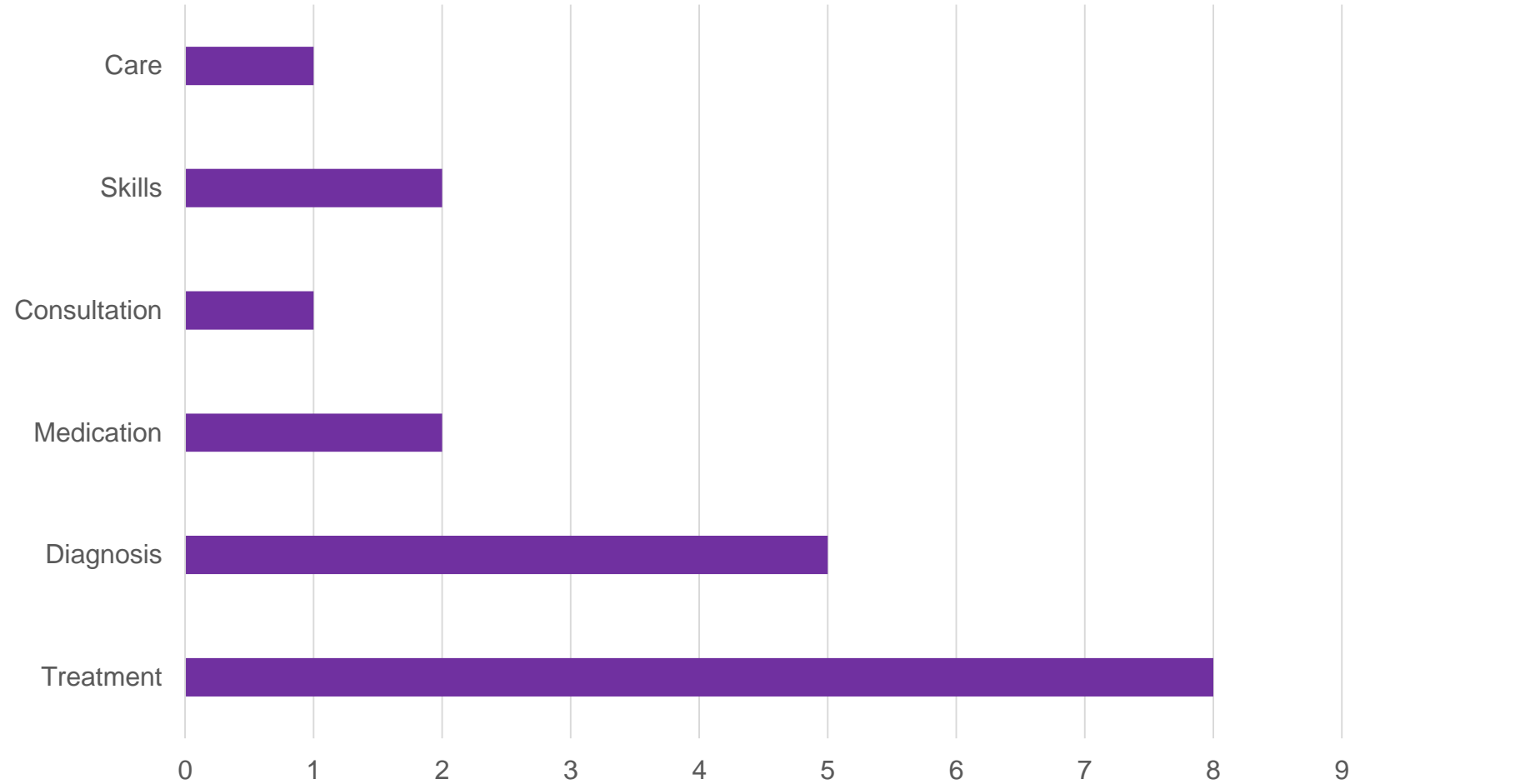
# Categories of complaints

- Area:
  - Clinical (quality and safety)
  - Management (institutional issues, timing and access)
  - Relationships (communication, caring, patient rights)
- Profession:
  - Medical, Nursing, Administration, Laboratory, Finance

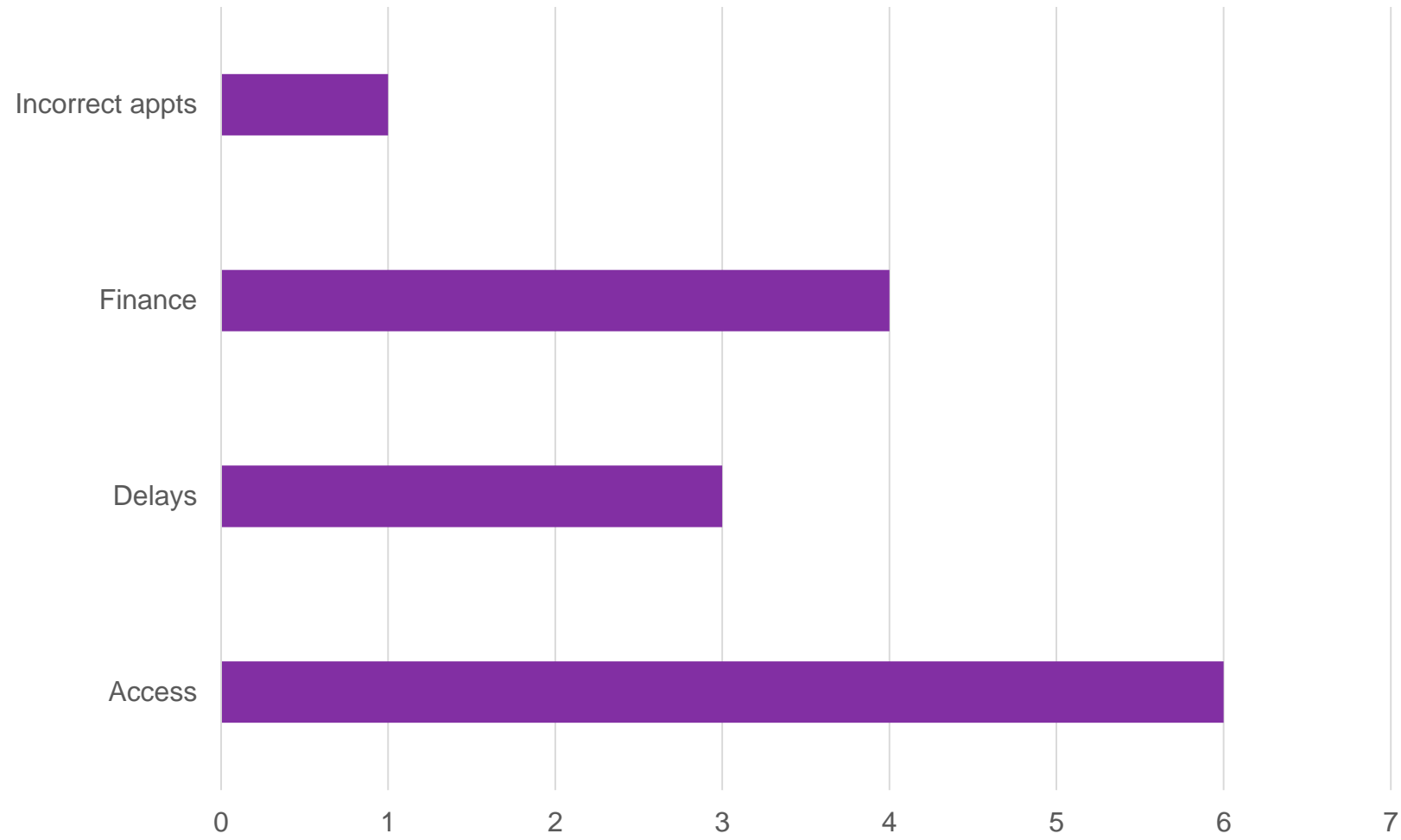
## Complaint area



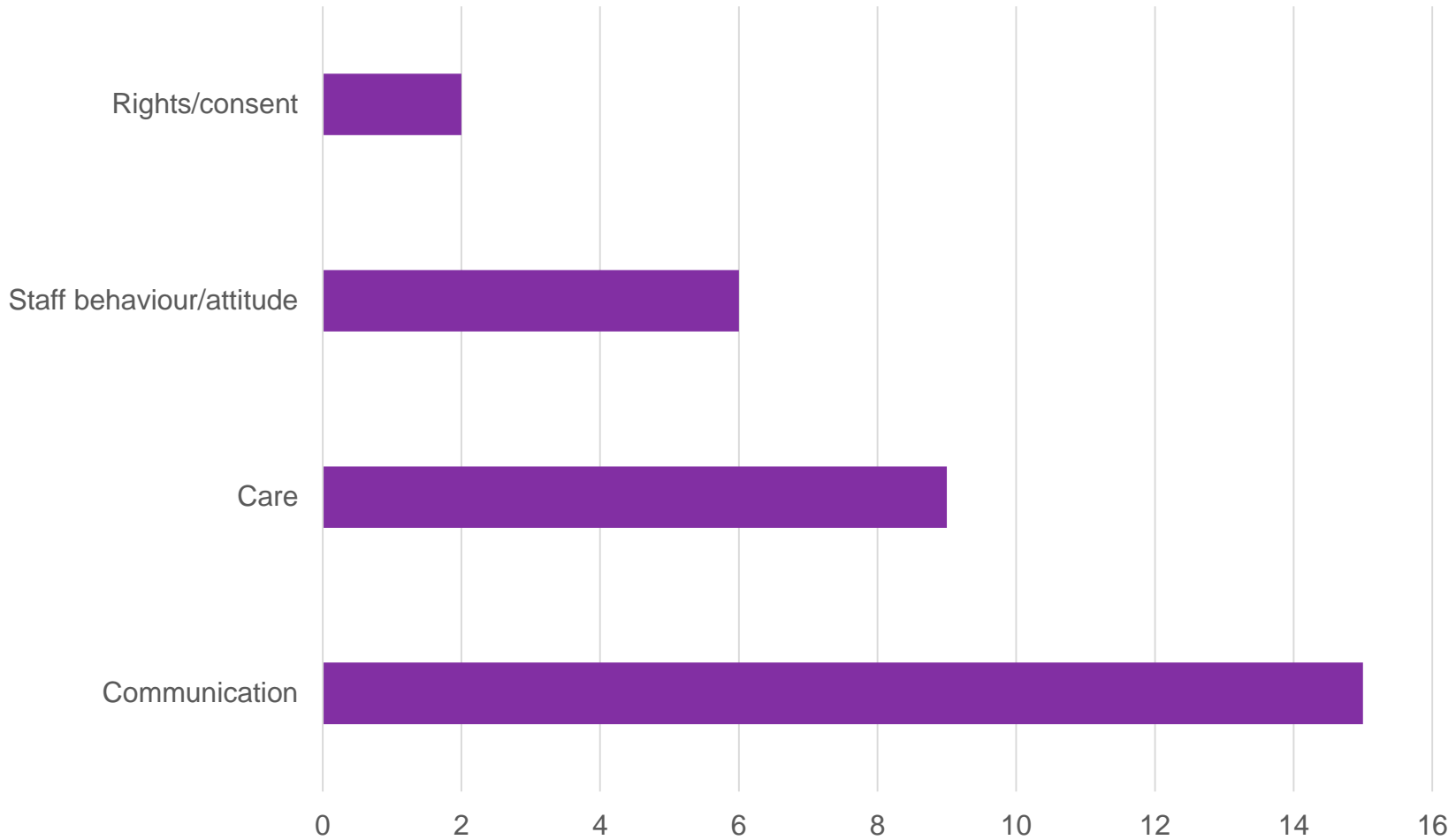
## Clinical



## Management

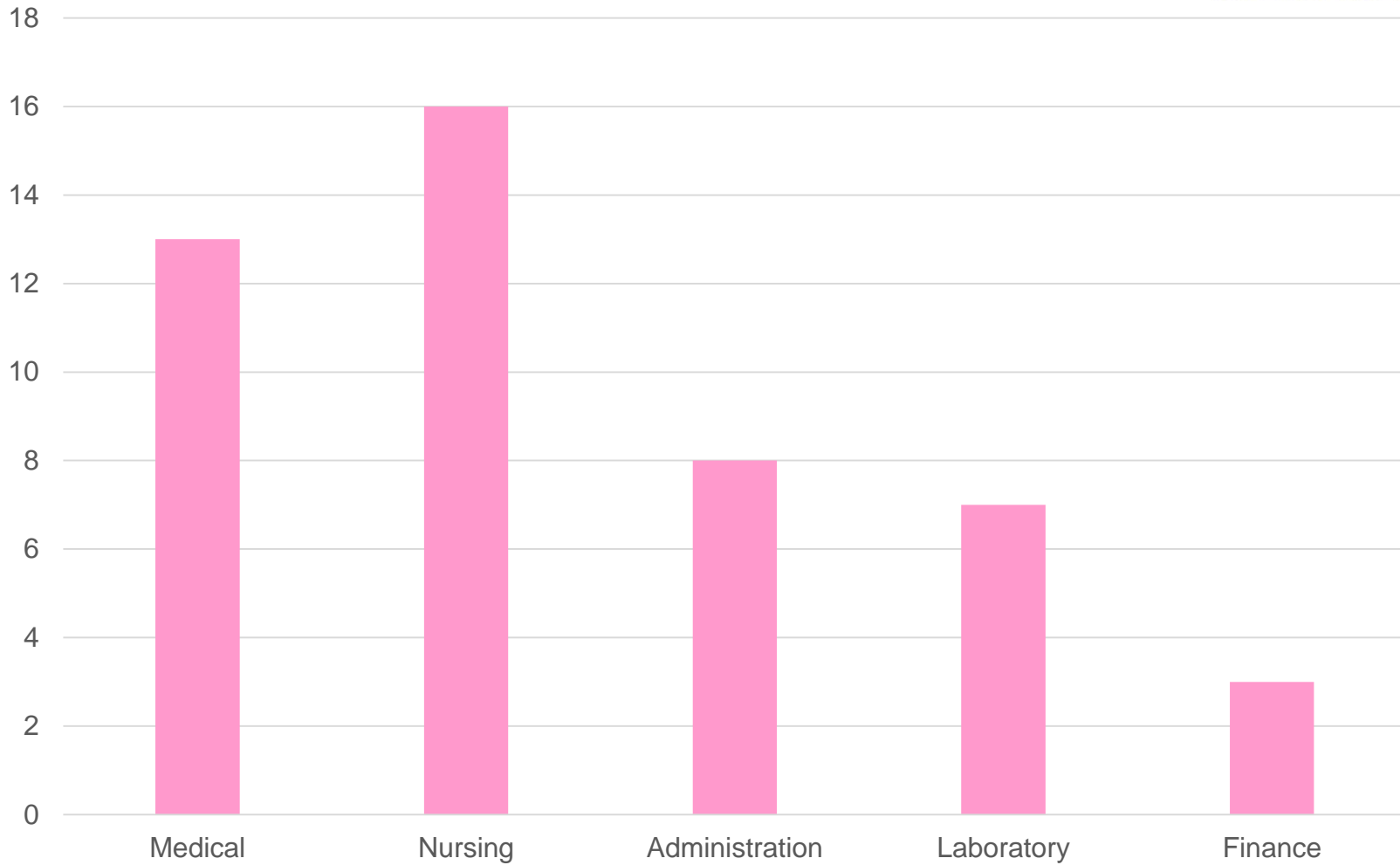


## Relationships





## Profession



# Learning points

- Further staff training provided in patient support
- Process of obtaining pregnancy test results reviewed
- Additional measures taken to reconfirm consent prior to thawing embryos
- Use electronic medical records system to facilitate accurate communication between teams
- Patients informed of the allocation of an hour time slot within which they will be contacted for a remote consultation instead of a specific appointment time
- Adaptation of phone systems to accommodate staff working remotely