

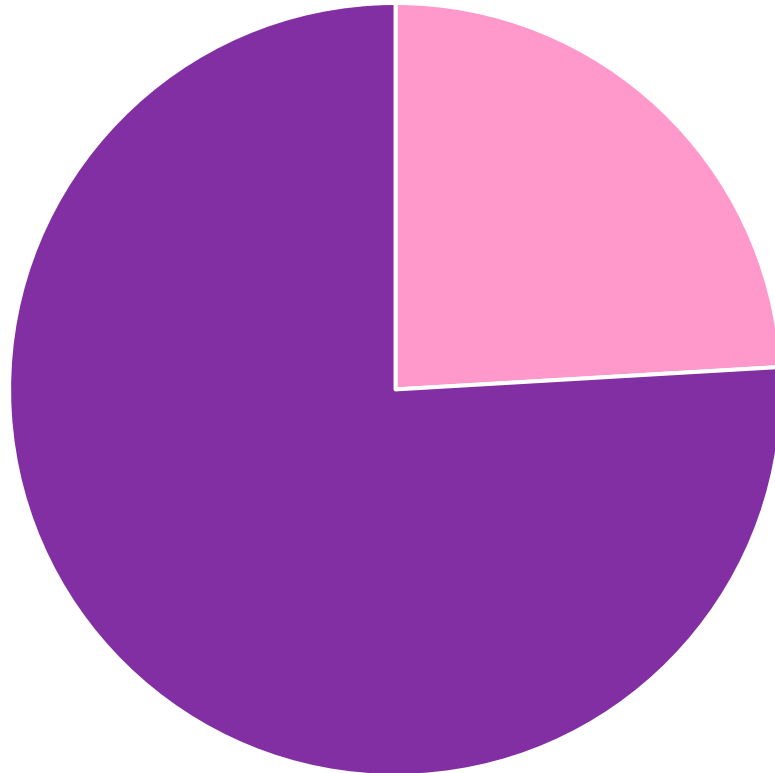
# Complaints Summary 2021

## Complete Fertility Centre

# Total numbers of complaints in 2021

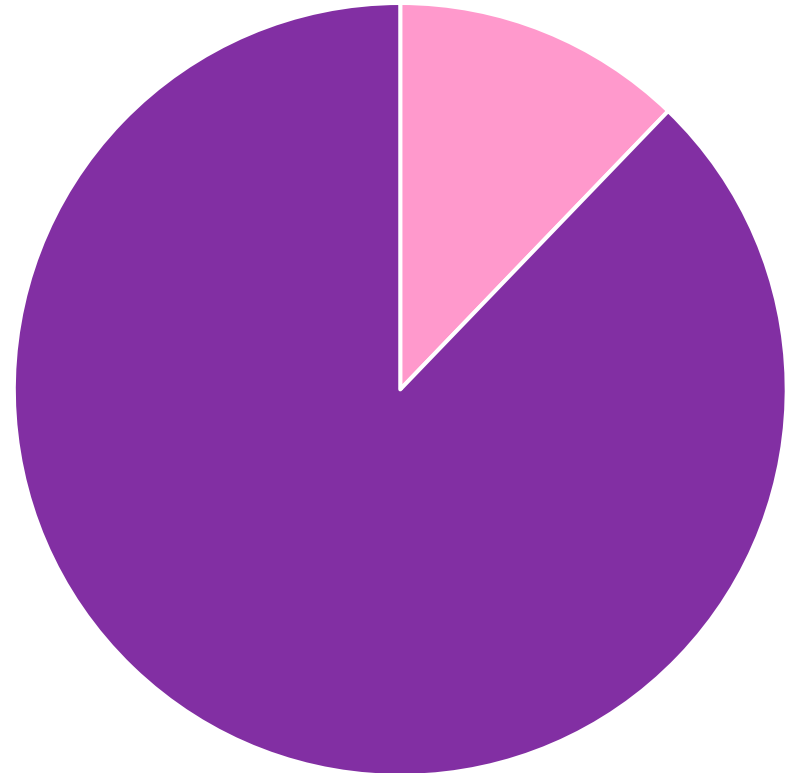
- 55 recorded complaints in 2021
- 2019(43)
- 2020(29)
- Average of 4.5 per month vs 2.4 in 2020
- 13 Outpatients service from 2152 appointments, 0.6%
- 41 Complete Fertility Centre from 1109 treatment cycles, 3.69%
- 5 NHS patients, 36 Private patients

Service



■ Outpatients ■ Complete Fertility

NHS or Private

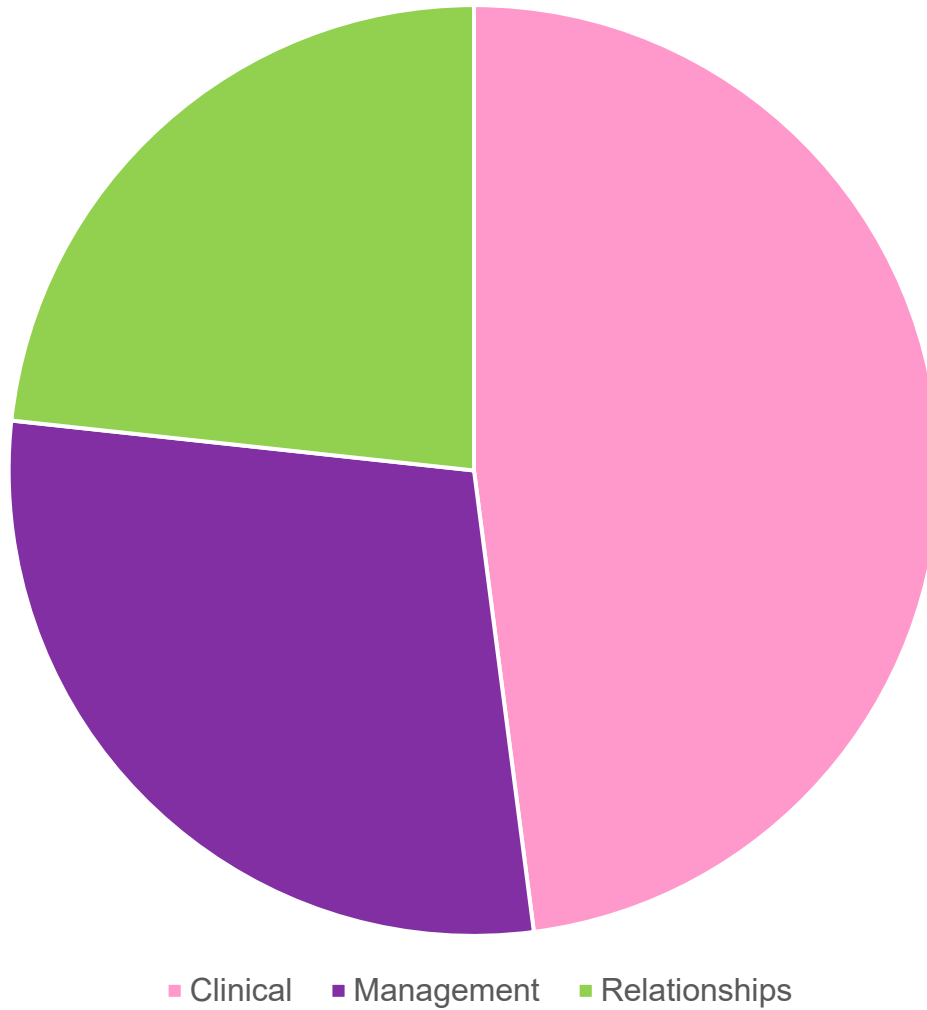


■ NHS ■ Private

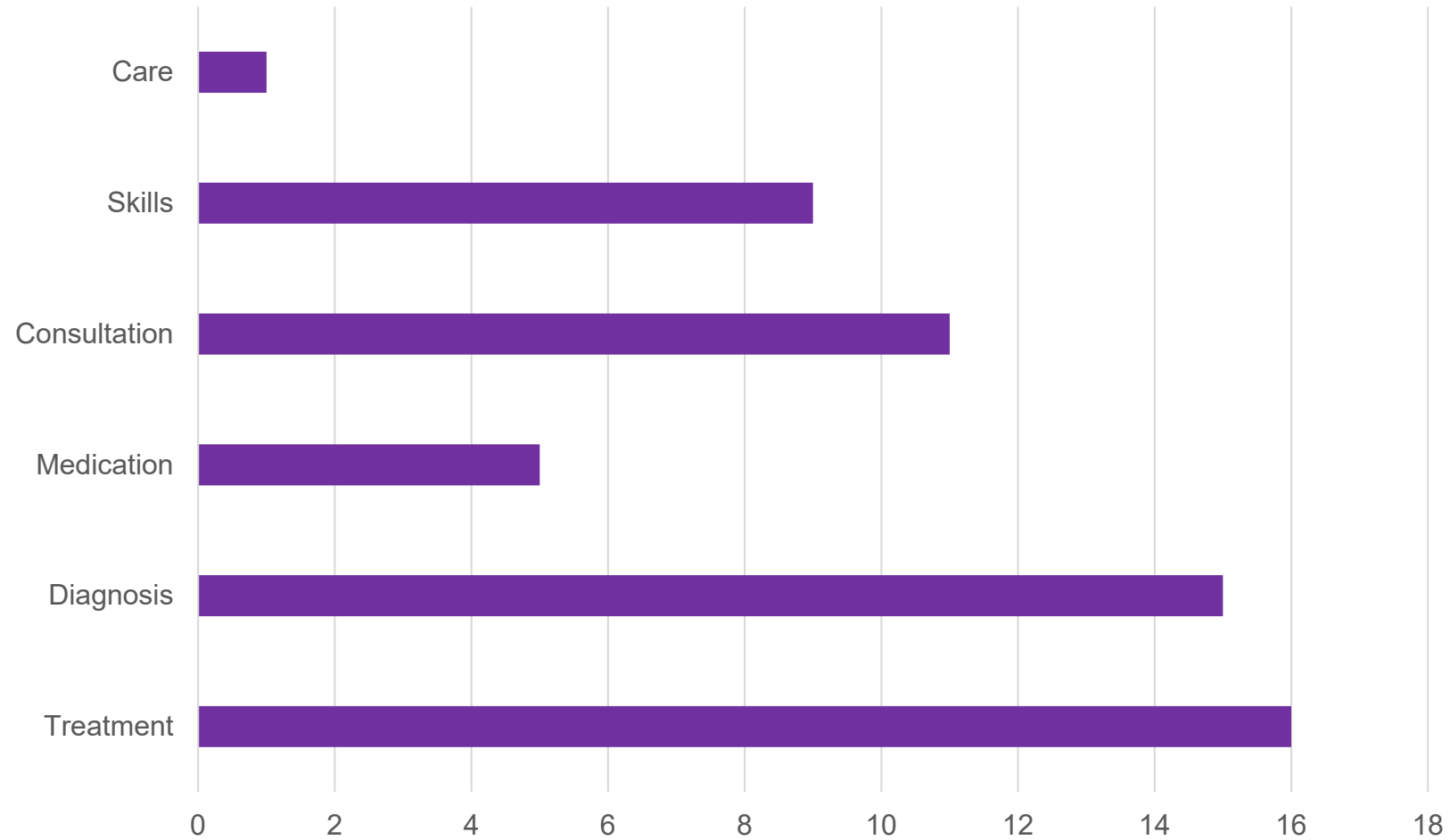
# Categories of complaints

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

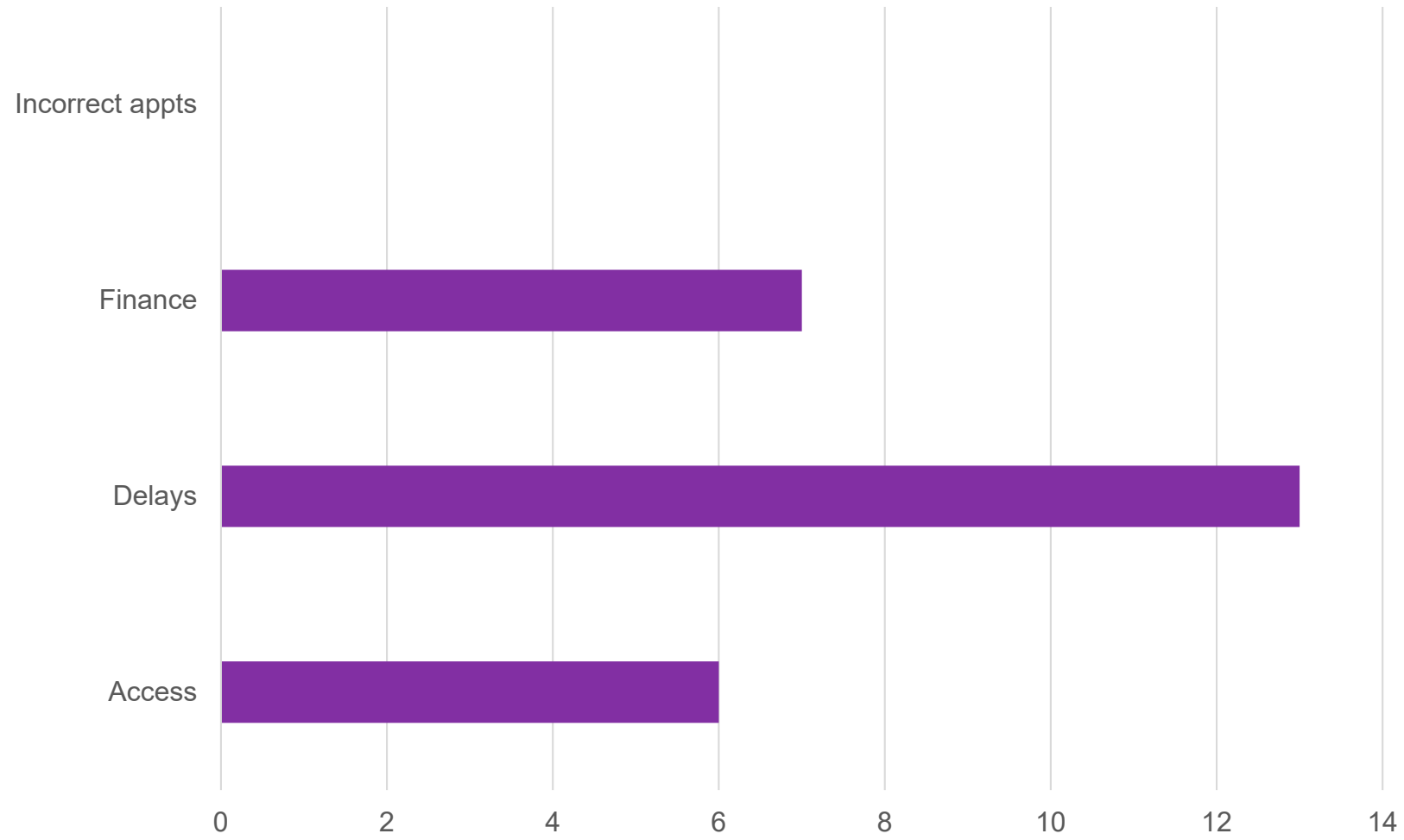
## Complaint area



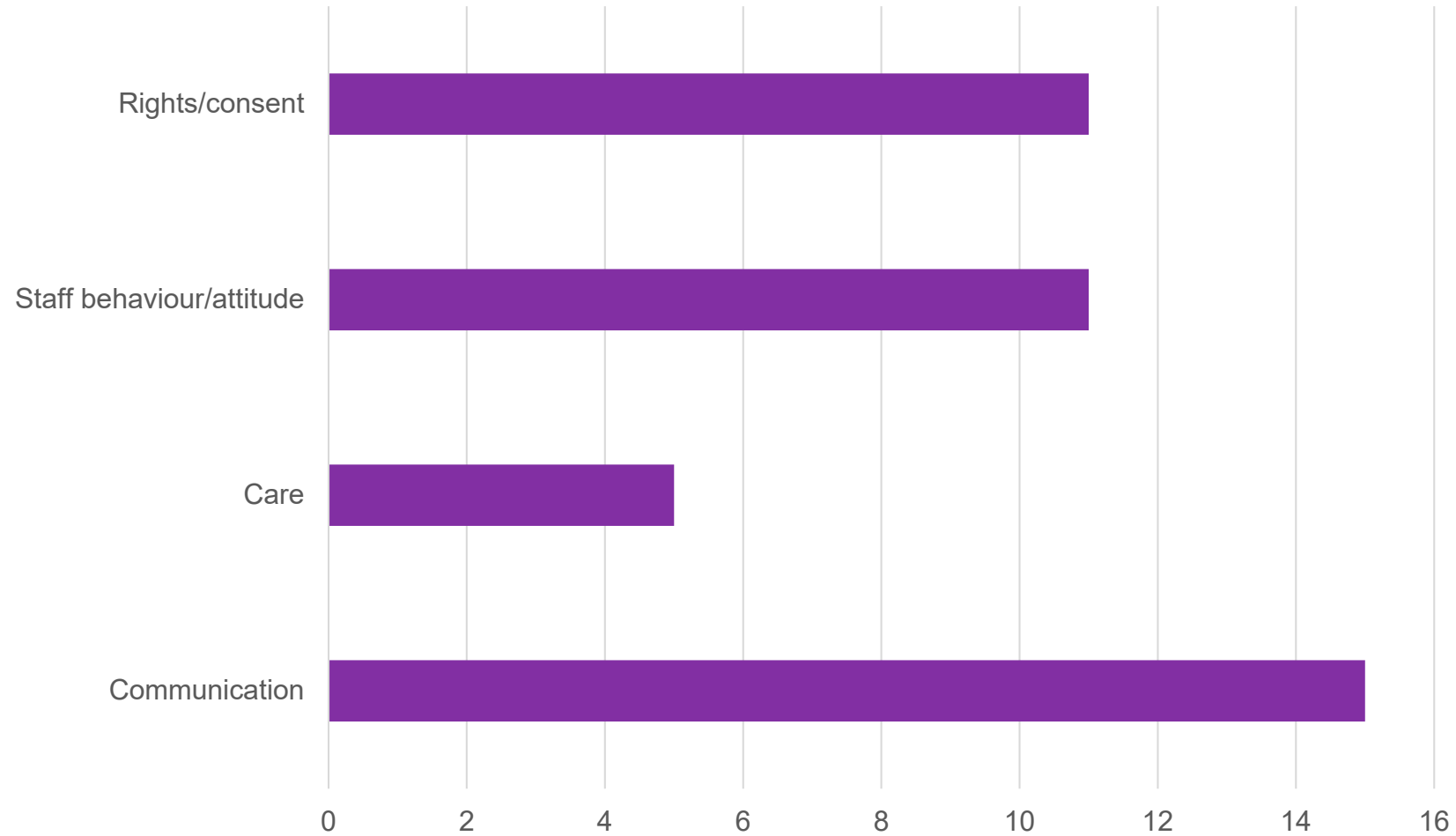
## Clinical



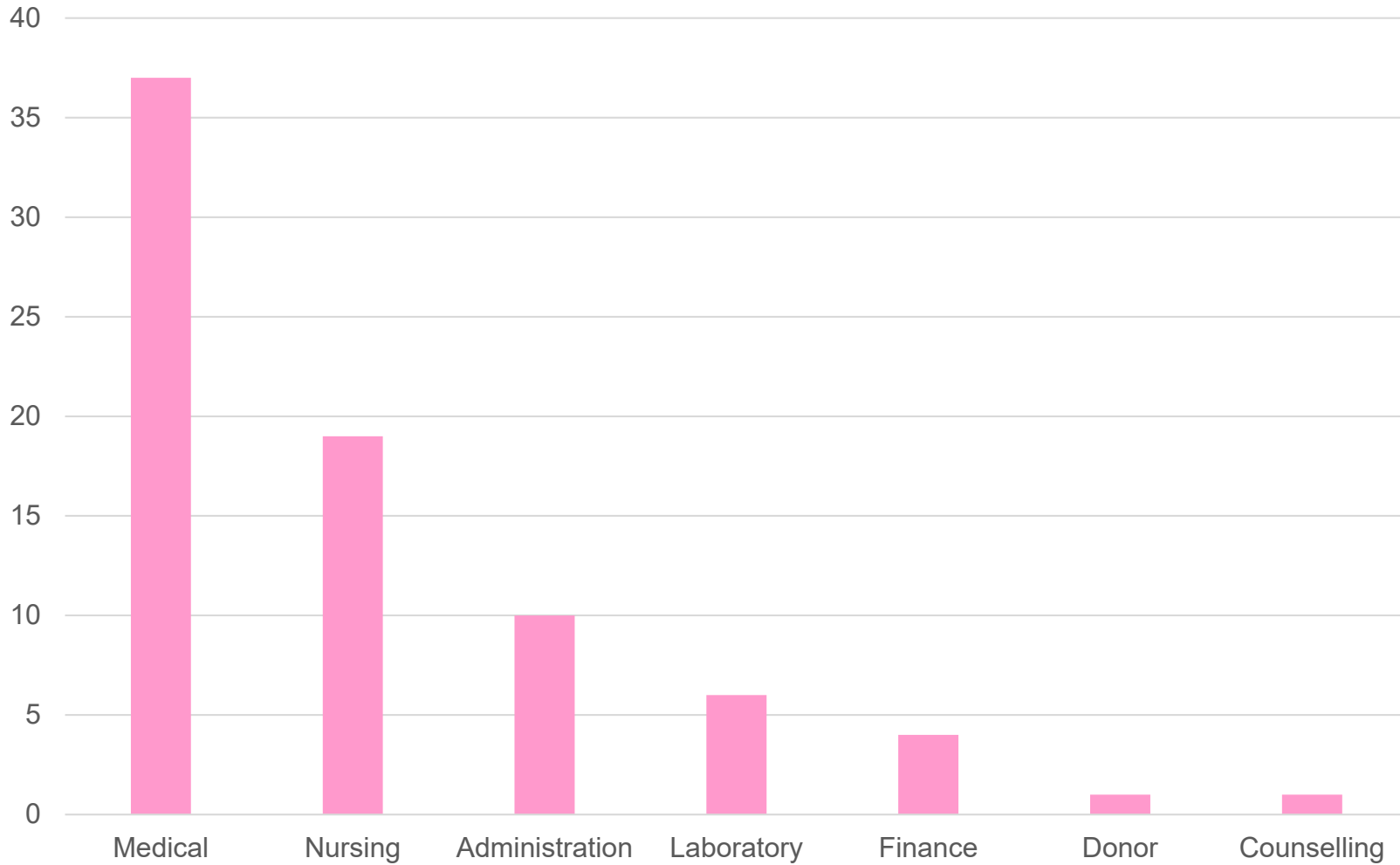
## Management



## Relationships



## Profession



# Learning/Action points

- To improve the Clarity of patient costs.
- To clarify what is involved with a hycosy for patients.
- To improve continuity of care pathway for patients (including results, follow up).
- To look at improving regular Consultant contact with doctors for patients who are in treatment and need more detailed discussions.
- To consider face to face appointment when appropriate and safe to do so.
- Payment taking process review.