

Patients who started treatment between dates:

Service user feedback

Oct-Dec 2020 Jan-March 2021 April-June 2021 Jul-Sept 2021 Combined average

Survey Sent to	318	346	334	423	
Survey responses	94	116	76	93	
Response Rate	30%	34%	23%	22%	27%

[Neutrals/Promoter/Detractor] NPS calculated using the question "How likely are to recommend us to a friend or family member?" Score out of 10.	43	36	39	43	40.25
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Net Promoter Score is always expressed as a number from -100 to 100; the score is negative when a company has more detractors than promoters, and positive in the opposite situation.

Administration and reception.

Please select the appropriate number to indicate the standard of service: 5 Excellent 4 Good 3 Average 2 Poor/requires improvement 1 Very poor/requires significant improvement

Communication prompt and courteous (Score out of 5)	80%	80%	80%	83%	81%
Courtesy and friendliness of staff (Score out of 5)	87%	92%	91%	89%	90%
Ease of booking and availability of appointments (Score out of 5)	82%	80%	83%	83%	82%

Semen analysis appointment (if applicable)

Please select the appropriate number to indicate the standard of service: 5 Excellent 4 Good 3 Average 2 Poor/requires improvement 1 Very poor/requires significant improvement

Facilities for producing sample (Score out of 5)	81%	86%	87%	89%	86%
Obtaining results and clarity of the results (Score out of 5)	79%	81%	82%	89%	83%

Medical consultations

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Meeting with the consultant/doctor (Score out of 5)	83%	84%	84%	84%	83%
Assessment of your case and explanation of your treatment options (Score out of 5)	82%	82%	83%	87%	83%
Time given during the visit (Score out of 5)	84%	86%	87%	87%	86%
Were your appointments on time? (Yes /No)	76%	69%	71%	75%	73%

Nurse appointment

Please select the appropriate number to indicate the standard of service: 5 Excellent 4 Good 3 Average 2 Poor/requires improvement 1 Very poor/requires significant improvement

Clarity of explanation of proposed treatment and what to expect (Score out of 5)	90%	90%	91%	92%	91%
Opportunity for discussion (Score out of 5)	90%	90%	91%	92%	91%
Injection training (Score out of 5)	79%	78%	75%	77%	77%
Were your appointments on time? (Yes /No)	96%	91%	79%	89%	89%

Treatment in general

Please select the appropriate number to indicate the standard of service: 5 Excellent 4 Good 3 Average 2 Poor/requires improvement 1 Very poor/requires significant improvement

Quality of information provided about treatments and procedures (Score out of 5)	82%	86%	86%	88%	86%
Clarity of prices (Score out of 5)	79%	81%	83%	84%	82%
Communication with the clinic (Score out of 5)	76%	78%	79%	82%	79%
Empathy and sensitivity to your situation (Score out of 5)	82%	87%	88%	90%	87%

Staff

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Doctors (Score out of 5)	88%	88%	92%	88%	89%
Anaesthetists (Score out of 5)	92%	93%	93%	93%	93%
Nurses (Score out of 5)	91%	94%	95%	96%	94%
Embryologists (laboratory) (Score out of 5)	93%	95%	95%	96%	95%
Donor team (Score out of 5)	91%	93%	94%	93%	93%
Administration (Score out of 5)	83%	88%	86%	85%	85%

Medi Emo Phone App (if used)

Please select the appropriate number to indicate the standard of service: 5 Excellent 4 Good 3 Average 2 Poor/requires improvement 1 Very poor/requires significant improvement

Did you use the Medi Emo phone app? (Yes /No)	69%	50%	74%	65%	65%
Overall impression (Score out of 5)	73%	69%	74%	73%	72%
Ease of use (Score out of 5)	77%	76%	78%	76%	77%
Medication timeline (drug dosage, etc) (Score out of 5)	77%	73%	76%	81%	77%
Emotional coping and support techniques (Score out of 5)	69%	65%	73%	67%	69%
Mood management section (Score out of 5)	66%	64%	72%	65%	67%
Frequently asked questions section (Score out of 5)	70%	71%	77%	69%	72%
Notifications (Score out of 5)	72%	67%	71%	72%	70%

Patient Support

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Before the start of the treatment (Score out of 5)	80%	83%	82%	84%	82%
During the treatment (Score out of 5)	82%	87%	87%	89%	86%
After the treatment (Score out of 5)	78%	80%	83%	83%	81%

For DORSET NHS patients only. Were you provided with a choice of 3 providers for your treatment (Complete, Southampton; Salisbury Hospital; Bath Fertility) (Yes /No)	56%	70%	38%	38%	50%
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