Wales
Fertility
Institute

RESPONSE TO PATIENT USER SURVEY QUESTIONNAIRE 2014

Introduction

This questionnaire was compiled by the Lead Andrologist of WFI Cardiff to assess user satisfaction of the Andrology service, by our patients.

The intended use of this questionnaire was as an aid to assessing areas where we can concentrate our individual quality improvement programmes.

Your views and comments are very important to us and we would like to thank you for taking time to complete this survey.

I aim to answer some of the comments and highlight areas of interest, so we may be able to answer your queries and ultimately improve our service to you.

The response was outstanding. 50 surveys issued, 50 responses, a 100% return rate.

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The information leaflet

94% of responders were satisfied with the information leaflet provided, 1% down on 2012. 6 patients responded that it was not applicable. These patients did not realise that the information was on the reverse of the form. The front of the form has now been clearly marked indicating that there is information on the reverse. 88% of all responders stated that the information was easy to follow.

56% of patients who stated that they found it difficult to find the department. 1 patient responded that it was not applicable. The location of the department is stated on both sides of the semen analysis form. It was identified that the link on the form did not take patients to a map of the hospital, this has now been rectified.

The appointment

Patients were asked to state how long they waited for an appointment; the average wait was 5.75 weeks. This is a substantial improvement on 2012 when the wait was 12.1 weeks. The current wait to the next available appointment averages about 2 weeks, though this may fluctuate at certain times of the year due to demand and staffing.

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The reduced wait for appointments has also improved the attendance rate by patients. This year our non-attendance rate is approximately 17%, a significant improvement on 35-40% when this survey was last carried out.
Unfortunately this group of patients either fail to arrive for their appointment or contact the laboratory with insufficient notice to allow us to offer these appointments to other patients.

When you delivered the specimen to the laboratory

76% of patients stated that they travelled to the Hospital by car. 8% stated that they had trouble finding a parking space. 14% of patients stated that they used public transport to get to the Hospital. This is consistent with the previous survey.

100% of patients found the reception staff polite and helpful.

6% felt that they were kept waiting longer than was necessary. This may be due in part to patients arriving either earlier or later than their appointment time. Appointments are booked at 30 minute intervals to allow the Andrology staff to examine the sample before the next patient arrives. However occasionally due to patients arriving at different times to their appointment it is difficult for the member of staff to see the patient immediately on arrival as they may be at a sensitive point of the analysis.

If you have already discussed your results with your doctor

Only 8% of patients indicated that they had received their results before they responded to this questionnaire. The laboratory aims to get the report to your doctor within 14 days. The current time from receipt of sample to report being issued is 6 days.

Other comments

The most common comment was that patients did not understand the significance of the recommended abstinence period and the potential effects on the results.

Significantly also was that patients did not realise that the form they received was printed on both sides.
I would like to thank all of the patients who took the time to complete this survey.

David Sanders, CSci, FIBMS
Lead Andrologist