

The Life FertilityCare Programme Client Audit 2013



Life FertilityCare Clinic

Questionnaire results 2013

In November 2013, the Life FertilityCare clinic sent out 130 questionnaires to clients, who had attended the FertilityCare clinic at least once. 42 questionnaires were returned giving us a return average of **32.3%**.

When quantifying the information, the questionnaire was divided into 7 sections and overall satisfaction levels for each have been assessed. Satisfaction levels were measured from the questionnaires by calculating the total amount of marks possible and the actual marks achieved and working out the percentage.

42 questionnaire responses were returned. 20 were completed by the wife, 2 by husband and 20 by both the couple.

Section 1: Waiting Periods

According to the returned questionnaires, the time period to see the physician was about right for 37 out of 40 (92.5%). Only one of these mentioned a time and this was 3 months. Three clients reported that it took too long and one of those specified that it took 2-3 months.

The waiting time for the Practitioner was assessed as about right by 39 out of 40 who responded to this question without being specific about the time interval. General time interval when stated was 2 weeks.

Section 2: Clinic Premises

Out of a possible 367 marks (ie: 9 per questionnaire answered), the Life FertilityCare Programme achieved 357.

Marks were lost in the following places:

- 1 client struggled to find the clinic location
- 4 clients found the environment only fairly clean.
- 5 clients found the toilets only fairly clean.

**For clinic premises, the Life FertilityCare Programme
achieved an overall satisfaction level of 97.3%**

Section 3: Life FertilityCare Programme Physician

Out of a possible 168 marks, the Life FertilityCare Programme Physician achieved 166.

**The Life FertilityCare Programme Physician
achieved an overall satisfaction level of 98.8%**

One client felt that when they asked a question they could only sometimes understand the answer.

One client reported that they only sometimes had confidence and trust in the physician.

Section 4: Life FertilityCare Programme Co-ordinator and clinic staff

Out of a possible 168 marks, the Life Fertility Programme Co-ordinators achieved 164.

Two clients responded they only sometimes got an answer they could understand.

Two clients responded that they only sometimes received an answer within 3-4 days.

**The Life FertilityCare Programme Co-ordinator and clinic staff
achieved an overall satisfaction level of 97.6%**

Section 5: Other Staff (i.e. Practitioners)

Out of a possible 166 marks, (points deducted for one unanswered question) the remainder of the Life FertilityCare Programme staff achieved 162.

- Three clients said they only sometimes felt supported by the practitioner.
- One clients said they only sometimes had confidence and trust in the teaching ability of the practitioner.

The Life FertilityCare Programme Staff

achieved an overall satisfaction level of 97.5%

Section 6: Care and Treatment

The following table shows the question and answers given to the questions relating to care and treatment.

* The number in brackets indicates the total number of responders to that question.

	Definitely	To some extent	No		N/A
Were you involved as much as you wanted to be in decisions about your care and treatment? (42*)	37	5	0		
	Yes	Sometimes	No	I had no worries or fears	
Did you have someone in the Life Fertility Programme to talk to about your worries and fears? (42)	31	4	1	6	
	Yes	Sometimes	No		
Were you given enough privacy when discussing your care and treatment? (42)	42	0	0		
	Definitely	Somewhat	No		
Has this programme improved your understanding of your reproductive health? (42)	36	6	0		
	Yes	To some extent	No	I did not need explanation	I had no medicines
Did you understand the purpose of the medicines prescribed to you? (42)	32	6	0	0	4
	Yes	Sometimes	No	I did not need explanation	
Did you know where to find out about possible side effects to medication? (42)	31	2	4	2	

Comments relating to the question about improvement to understanding of reproductive health: I have known already about my fertility but getting to know NaProTechnology helped me to learn recognise peak; of my own personal issues particularly; the programme has been hugely important to us conceiving, understanding my reproductive health & supporting it in a way that does not come into conflict with our faith & beliefs , or risks my health. It has also strengthened our marriage - it is wonderful!; so much so that we have been able to talk to others about reproductive health or signpost them on to Life; we have a very knowledgeable practitioner which helped my husband a lot to understand my cycle; we have learnt so much and it has all been explained so clearly to us; I thought I was well informed before beginning the programme after 2 years of wide reading/BBT charting, but my husband and I have both increased our knowledge considerably.

	Yes	No	Can't remember	
Did the Life Fertility Clinic staff tell you who to contact if you were worried about your treatment? (42)	36	0	6	
	Yes	Sometimes	No	
Do you feel you are treated with respect and dignity? (42)	40	2	0	
	Excellent	Good	Poor	I'm not in a position to comment
How do you rate how well the physician and practitioners worked together? (41)	27	12	0	2

We note 2 comments saying that drug information sheets or more information on drugs would be useful.

Section 7: Experience with the Life FertilityCare Programme.

Clients were asked: **Did the use of the Creighton Model FertilityCare charting method enhance your couple communication?** 33 (out of 39) couples ticked yes; 5 ticked No and one ticked don't know;

Comments: My husband became more supportive and understanding; definitely, happy that my husband got involved too; it has brought us closer together and we have made decisions about our family together, which has been very much down to using charting; this is definitely the most positive aspect of using this method + we learnt to talk to each other about some awkward personal issues; we talked a lot about our involvement in the fertility care model and possible outcomes; we both know what's going on in each menstrual cycle;

On a sliding scale between 1-5, (1 being very unhappy, 5 being very content) our clients were asked how they would rate their experience with the Life FertilityCare Programme. Out of a possible 210, the Life FertilityCare Programme achieved 199.

Marks were lost in the following places:

- 1 client rated their experience as being a level 3.
- 10 clients rated their experience as being a level 4.

**The Life FertilityCare Programme, for this section
achieved an overall satisfaction level of 94.7%**

We asked our clients two further questions, to which more than one or more options could be selected:

Would it have been helpful if information about NaProTechnology was available in

GP practice? 40 (out of 42 returned questionnaires)

Fertility clinic? 24

Other? 10 (comments: Church, parish, pharmacies, NHS fertility clinics, NHS gynaecologists)

How do you think NaProTechnology treatment should be financed? (40 replied)

NHS 36 (Comments: 'at least to the equivalent to the free IVF cycle the NHS offered us, this could be an alternative '; 'if they finance IVF why not NaPro?', 'however there would be issues if only offered to married couples'; 'there should be more alternatives on the NHS not just IUI and IVF, NHS would have you think there are NO other alternatives—simply NOT true';)

Private health insurance 9

By individual couples 8

Friends/family 0

Charity 7

Other 1 (not specified)

What did you like about your care?

- We both felt that we were treated with dignity and respect by professionals with shared values and beliefs.
- Both Ira Winter and Dr Carus treated us with attention and compassion. We felt the consultations and Skype meetings were very thorough and unhurried, and that our own opinions and observations were - for the first time - considered, rather than dismissed. This was radically different from our previous experience.
- That we were treated like individuals and not just another number. It was nice to feel that everyone at NaPro genuinely cares about you as a couple and wants to find a solution to our infertility.
- They treated both of us with great respect and care and really listened.
- It is focused on the natural fertility of each individual person.

- Personal approach, great support and advice, in line with Catholic principles, non clinical (unlike NHS fertility clinics)
- Open communication, support and sound guidance. Wide knowledge of the Physician and Practitioners.
- Felt that all my concerns re cyclical/hormonal symptoms were actually listened to and taken seriously.
- Being involved in the whole treatment, being explained health/fertility issues as well as medication, etc, high quality of care, confidence. Time provided for a consultation - about 1 ½ hour session - vs 2 minutes offered by NHS consultant at hospital.
- Professionalism
- A positive approach to the management of problems.
- Always when I did send the email with the request or any problem, you answered back so quickly we loved it and we really appreciate it.
- Very holistic, couple-based treatment. I feel "Life" have journeyed with us through out sorrows and uncertainties and rejoiced with us with the birth of our first child.
- We felt empowered to make decisions and were helped very step of the way. Many thanks!
- Physician and practitioner were very easy to talk to, non-judgemental and very supportive.
- It was ethical in every way. It was realistic - not giving false hope yet also giving possibility that couples who the NHS tell their only hope is IVF et al, can conceive naturally by learning about their own fertility and working to maximise it and/or treat treatable problems.
- Individual attention which was related to our particular situation.
- Ira and Anne always remember you and give a very personal treatment.
- The physician had thoroughly reacquainted herself with our notes after a gap of 3 years since we last had contact with her.
- Personal, caring, they don't give up on you.
- Easy access + good guidance.

- The explanations made sense. Our circumstances as a couple were taken into account.
- It was personal, you don't feel like just another patient.
- The human attention - Dr Carus was the ONLY doctor who looked at us in a caring way. The availability and professionalism of Ira and her attention to the person.
- It was very personal, we felt very comfortable and able to share any concerns and fears with both physician and practitioner. We felt that we were taken much more seriously than we were by the NHS. My reproductive health was checked more thoroughly, the advice given was of much higher quality and the treatment was far more beneficial,
- Individual approach, staff very responsive.
- Personalised, friendly, thorough, good and prompt communication, flexible appointment times.
- My husband and I were treated as individual couple. Our wishes were always respected. We felt supported throughout treatment by Dr Anne - who always answered my emails, even those with a bit silly questions. I would like that Doctor and Napro Instructor involved more my husband into observation. It would be useful if both husband and wife were present during physician and practitioner appointments as a requirement.
- V close contact with Anne + Ira
- The session and coaching from our Creighton Model Instructor. Sessions with our instructor were always very complete, punctual and clear
- It is personalised to us. Staff and patient and do not rush you. Treatment is not financially motivated.
- It is particular to you. Aimed at finding out what your specific infertility issues are.
- Everything!

Is there anything that could be improved?

- Can't see anything bad.

- Progesterone results via NHS: An explanation of the NHS upper scoring so in later pregnancy you can more quickly work out that a private blood test is needed.
- More Saturday appointments. Beverages available in waiting room.
- More centres around the UK. More physicians who could help with male infertility eg uro-andrologists.
- The prices are quite terrifying but if compared to eg, IVF done privately they don't look that high.
- Maybe, set up more branches/clinics in other parts of the country. More days with consultant on duty.
- There was often so much to take in in our appointments that there wasn't even time to write much down. Some printed documents to take away would be useful.
- Milk for the tea and coffee. Updates with success stories.
- More clinics around the country.
- It is a shame that this is not more widely available and not available on the NHS. I feel privileged to have access to the technology as a concept, as well as the funds to travel and pay for treatment. But it should not be a privilege, it should be available in the same way that other fertility treatments are available. This isn't a criticism of Life FertilityCare, but rather the nation and the rest of the medical profession for its scepticism.
- Spreading NaproTech to a wider audience, in parishes, GPs, all channels
- More people need to know about it.
- More clinics throughout the country
- Video clips of charting process. Small/short clips
- A Scottish clinic or the Dr doing scheduled visits to Drs rooms in Scotland.
- More connection with GP. Funding of tests.
- No, not by the Life FertilityCare staff/programme; yes, recognition and funding from the NHS
- A phone app to assist with charting would be good allowing couples to easily record and view the monthly planner. This could be accessed on-line by yourselves also.

Any other comments?

- Very helpful. Respond quickly by phone and email.
- Wish you had a branch in *Glasgow*!
- We felt there was something of a judgemental attitude where our ethical position may have varied from the practitioner.
- Excellent service, highly recommended. So different from "standard" NHS fertility treatment.
- More adverts about NaproTechnology should be available all over.
- Please advertise/provide information so people seeking help can more easily find you!
- We're satisfied with our current treatment with the clinic
- Just thank you for everything!
- This is the only place - and we have been to numerous NHS and private clinics - where we felt that we were being treated with any sort of human sympathy. I strongly believe that this humane and holistic treatment should be more widely available. The enquiries I made of my GPs surgery and of NHS specialists demonstrated no knowledge of it at all, and referred us to IVF waiting list immediately. We are very happy to pay for treatment, but I can't help thinking the NHS could save a lot of money by funding it.
- There are some apparently simple fertility issues that can be dealt with in via this method meaning IVF is not always necessary.
- I would like dietary instructions to be included as a part of treatment as I am convinced that it matters.
- We have a very knowledgeable practitioner which helped my husband a lot to understand my cycle.
- My husband couldn't be treated by NaproTechnology Physician and we had to contact someone else to help him with his infertility. He felt disappointed by NaPro.
- Very happy with the service. A satellite clinic in the London area would be handy!

- Website looks good.
- Website has got nice colours and is user friendly. Easy to find information needed.
- Staff appear to be there solely to support and assist you.
- It's a shame I had a miscarriage.
- We feel that NaProTechnology is an important, successful alternative to IVF, to which we morally object, but also feel that IVF is not a good solution to fertility issues. We think the NHS should consider NaProTechnology.
- It's just normal professional treatment. Nothing extraordinary, That's why NHS should fund.
- It should be offered by GP as 1st option - they just refer you to the fertility clinic and you wait. This could be done whilst on the waiting list.
- NaProTech should be widespread, everywhere. We found unacceptable that when visiting the GP the only alternative option is IVF regardless of ethical considerations.
- It should be more widely discussed as an option for couples generally.
- The NHS and government: not fund treatment for fertility, but education on reproductive health using this method should be available through GP and taught/made available in schools. There is too much unnecessary mystery about the woman's reproduction!
- Thank you, thank you, thank you!

What happens next?

In response to comments from clients:

We are wondering if difficulties with getting timely appointments relate to clients with specific Sat appointment needs, as we don't have a waiting list. In the short term we won't be able to offer more Saturday clinics, however, we will incorporate this into our strategic planning.

We will offer individual milk containers for tea / coffee.

We will develop more client information. There are plans for developing a booklet similar to the one provided at the second appointment for the first appointment with information specific to phase one.

We continue to review the patient information booklet at least annually.

We will continue to promote the use of the back of the client information booklet for notes.

We are developing a web-based communication tool for practitioners. Practitioners are encouraged to contact the clinic at least every two months.

We will include a link to the audit summary through this newsletter

We have been able to attract the annual American Academy for FertilityCare Professionals conference to come to the UK in July next year. We hope this is an opportunity to raise the profile of NaProTechnology in this country.

Additionally:

A phone app for charting is being developed and in trial—we have no date for when it will be available though.

We recognise the need for more centres to improve accessibility for couples. We are limited by inadequate numbers of trained, practising NPT physicians and most importantly FertilityCare practitioners to work alongside them. We seek every opportunity to talk to interested doctors, medical students and healthcare professionals.

We have a blog and a forum on the www.lifefertilitycare.co.uk website, which was a request from previous audits. Comments and feedback on articles helps us get a higher ranking when other people who have never heard of us search the web.

Facebook users can find and become fans under **Facebook/Lifefertilitycare** and **Twitter** users can follow us now under **LifeNaPro**. Given the lack of advertising funding, current clients can assist in getting more demand and therefore more clinics going, by becoming more interactive via these sites.

**In total, the Life FertilityCare Programme achieved
an overall satisfaction level of 94.7% (last year
93.1%)**

This booklet is now available for public viewing when requested.

Life FertilityCare clinic

1 Mill Street, Leamington Spa, Warwickshire CV31 1ES

www.lifefertilitycare.co.uk or fertilitycare@lifecharity.org.uk or 01926834654

LIFE FertilityCare is run under the auspices of the Life Hospital Trust, as registered national charity No: 1031019; Life House, 1 Mill Street, Leamington Spa, Warwickshire CV31 1ES.

FertilityCare trained staff adhere to the professional code of Ethics of the American Academy of FertilityCare Professionals (www.AAFCP.com).