

Regional Andrology Service

User Survey Report

February 2019

Survey

The Regional Andrology Service was established during 2011. A User Group meeting took place in May 2013 and a User Survey questionnaire was developed to provide users with an opportunity to give feedback on their overall experience of the Regional Andrology Service.

The questionnaire covered the Semen Analysis referral form, the method of referral, phone contact & the user manual. An additional section at the end of the questionnaire also encouraged users to make any other relevant comments.

This survey was carried out in February 2019 and it will continue to be carried out bi-annually.

Methodology

100 copies of the User Survey were sent out via post to users who were known to use the RAS. 31 copies were returned.

Findings

Findings of the completed survey are included below. Some surveys users indicated 'Not Applicable'.

Summary of Findings

1. The SA referral form was easy to complete

80% of users definitely or mostly agreed.

2. The method of referral is acceptable to you

93% of users definitely or mostly agreed.

3. The SA report form was received by you in an acceptable timeframe

84% of users definitely or mostly agreed.

4. Any phone contact was easy and dealt with in a professional manner

75% of users definitely or mostly agreed.

5. The user manual provided useful information about the service we provide

69% of users definitely or mostly agreed.

6. The RAS advisory service met your needs

69% of users definitely or mostly agreed

7. The RAS interpretive service met your needs

67% of users definitely or mostly agreed

8. Your overall experience of the RAS is good

76% of users definitely or mostly agreed.

Comments

- Semen analysis requests should continue to be available by paper forms.
- Good service. Waiting time could improve.
- Advice given is sometimes confusing, would be helpful to have a line that says eg normal, no follow up required or low sperm count – refer to fertility clinic. Also, the last user manual I have been sent was in 2007, would be useful to issue updated ones to all GP's rather than 1 for the Practice. (noted does not have a user manual)
- Unaware of services (name given)
- Previous request rejected as our form was wrong version. I didn't see any difference between the 2, felt change was pedantic and obstructive. (noted does not have user manual/ no name given)
- We submitted a form only for it to be rejected, the reason after a lot of contact indicate our form was not the latest version BUT there was no difference in the form only the date of update – this speaks volumes!
- Excellent service
- Help in interpretation, (requested user manual as does not have one)
- -more additional
- I wonder could you resend forms and user manual to ourselves (no name given)
- I would appreciate a note of interpretation at the result and recommendations re follow up

Analysis of Survey Findings

The results highlight good levels of user satisfaction with the RAS.

The main themes from analysis of the questions and comments provided were:

1. A number service users were unaware of the User Manual and requested that this be resent to them, although this had been issued on the GP website. It is still available on the GP website and is also on the RFC website
2. A number of service users requested more help in interpreting reports and suggested providing recommendations in the report re follow up.
3. A number of service users expressed dissatisfaction that their SA request was rejected due to not being on the correct version.
4. A number of the survey forms requested a copy of the user manual/copy of the most up to date forms, but they did not provide their contact details as requested in the cover letter. I would suggest changing the survey (doc no 1030) to include the line – provide your contact details should you wish to be contacted or receive further info – rather than asking for this in the cover letter.

Actions from Survey Findings

Survey findings were discussed at the Governance meeting on 25th June 2019 and the following actions were agreed:

- A note has been added to the Semen Analysis report form to inform users that the RAS Manual is available on the Regional Fertility Centre website: www.rfc.hscni.net.
- A hyperlink entitled 'RAS User Manual' has been added to the RFC website. Whilst the user manual is available currently on the RFC website, it is accessed by following a hyperlink entitled 'more information'. As a consequence, some users may be unaware that it is there.
- An 'Interpretative Comments and Terminology' guide was developed and added to the RAS User Manual in December 2016. Raising awareness of the user manual (as in the previous bullet point) should address this issue.
- A summary of the user survey has been added to the RFC website.