



Regional Fertility Centre Information



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1. Welcome

This booklet is designed to give you some useful information about the Regional Fertility Centre (RFC).

The services provided by the RFC include investigations and fertility treatments. We aim for these services to be provided in a prompt and courteous manner, with the involvement of couples in decision making and planning care/treatment in a comfortable environment with confidentiality assured.

2. Website

The RFC website provides information for patients undergoing fertility investigations and fertility treatment, as well as signposting and advice for anyone who is considering fertility treatment and wants to find out more. The site also contains a section dedicated to health professionals who are seeking information about the services at the RFC and require details of how to refer patients. Included are maps to show where both the Royal and Grove RFC clinics are located. Please see website for more details – www.rfc.hscni.net

3. Location & How to Find Us

The RFC is based over two sites.

For initial and review appointments prior to treatment patients attend the RFC Outpatient Department situated within the Grove Wellbeing Centre, 120 York Road Belfast BT15 3HF.

For directions to the RFC Grove Outpatient department please visit www.grovewellbeing.com

Patients undergoing any fertility treatments attend the RFC Treatment Centre situated in the Royal Jubilee Maternity Services building on the Royal Hospitals site. The RFC has a separate entrance off the main walkway in front of the Maternity Hospital which is opposite the visitor's car park. For a map displaying the location of the RFC on the Royal site visit www.rfc.hscni.net

Following any IVF/ICSI treatment, patients will attend the RFC Treatment centre, Royal site for any follow up review appointments.

4. Car Parking

At the Grove Wellbeing Centre -

There are 150 parking spaces accessible from the York Road entrance adjacent to the Grove Wellbeing Centre. Parking is free.

At the Royal Hospital site -

The visitor's car park is situated opposite the hospital. The entrance to the car park is sign posted around the hospital site. There is a charge for parking and tickets must be paid in cash at the payment machines in the car park before returning to your car. The demand for parking spaces may cause delays, so please allow adequate time to avoid missing your appointment.

5. Alternative Transport

To the Grove Wellbeing centre -

- **By bus**

From Belfast city centre, take the 2A/2B/2D/2E/2F Metro services from Donegall Square West to Monkstown or Carnmoney. These services all pass by Grove Wellbeing Centre.

- **By train**

The nearest train station is Yorkgate Station, which is in York Street, around ten minutes' walk from Grove Wellbeing Centre. Services depart from Belfast Central Station.

- **On foot**

The Grove is located around 20 minutes walk from Belfast city centre. From Royal Avenue, head towards Yorkgate Shopping Centre in York Street. Continue on from York Street until it turns into York Road.

To the Royal Hospital site -

- **By bus**

From Belfast city centre Citybus run regular services leaving Castle Street, Belfast along the falls road to the hospital on routes 12, 13, 14 and 15. Routes 80 and 81 also leave Castle Street, stopping at Upper Queen's Street near the City Hall and at a stop just outside the pedestrian entrance to the Royal on the Grosvenor Road.

A special Royal Hospital bus (route 95) leaves from Donegall Square East at the side of the City Hall at 7.10am, 7.30am and every half hour after that, stopping at Howard Street and the Europa Bus Centre and railway stop in Great Victoria Street.

- **By train**

The nearest train station is Great Victoria Street station, around twenty minutes' walk from the Royal Hospital. The Royal Hospital bus stops at the station. See 'By bus' section above.

- **On foot**

The Royal Hospitals site is located around 20 minutes' walk from Belfast city centre. From Great Victoria Street head turn left at the Grand Opera House and head for the Grosvenor Road. Keep straight along Grosvenor Road, the Royal Hospitals site is located on the left side.

6. Opening Hours

RFC Grove Outpatient Department

Monday – Thursday 8.30am – 5pm Friday 8.30am – 2pm
(Except for Bank Holidays)

RFC Treatment Centre Royal site

Monday – Thursday 7.15 – 5.00pm
Friday 7.15am – 4.30pm
Sunday 8.30am – 12.30pm
(Except Bank Holidays)

Regional Andrology Service

Monday – Friday 8.00am to 4.00pm
(Except Bank Holidays)

7. Catering Facilities

Grove Wellbeing Centre

There is a 'Street' cafe is situated on the ground floor of the Grove Wellbeing centre

Royal Hospital site

There is a cafe on the lower ground floor of the Royal Jubilee Maternity Services open to patients Monday – Sunday 8.30am – 2.00pm & 2.30pm – 6.30pm

There is also Spoons Cafe located in the main Royal hospital building. Spoons Restaurant is situated on level 2 just above the main reception desk and this is open 24 hours a day.

8. How to Contact the RFC

- **By Mail:**

RFC Grove Outpatient Department

Grove Wellbeing Centre
120 York Road
Belfast
BT15 3HF

RFC Treatment centre

Regional Fertility Centre
Royal Jubilee Maternity Service
Grosvenor Road
Belfast
BT12 6BA

- **By Fax:** 028 9063 4435

- **By Phone:**

RFC Grove outpatient department

Outpatient appointments are arranged centrally by the Belfast Trust appointments office. To enquire about your outpatient appointment or to cancel your appointment, contact the Helpline - 028 9063 4700 Monday to Friday between 9am – 8pm giving your hospital number. To speak to administration call 028 90635888 and choose option 1.

RFC Treatment Centre Royal Hospital site

To speak to administration staff about your treatment appointments, or to speak to a nurse or embryologist if you are undergoing treatment call on 028 9063 5888.

9. NHS Services Provided by the RFC

The Regional Fertility Centre (RFC) clinic is licensed and regulated by the Human Fertilisation and Embryology Authority (HFEA) in accordance with the Human Fertilisation & Embryology Act and offers a comprehensive fertility service including full investigation of male and female fertility problems. Please refer to the HFEA website <http://www.hfea.gov.uk> for further information.

Treatment Options Available at the RFC

Ovulation Induction (OI)
Stimulated Intra-Uterine Insemination (IUI)
In-Vitro Fertilisation (IVF)
Intra Cytoplasmic Sperm Injection (ICSI)
Gamete and embryo cryopreservation
Frozen Embryo Transfer (FET)
Egg Donation
Sperm Donation
Embryo Donation
Surrogacy

You will be given information on treatment options by your Doctor when a decision on appropriate treatment is made.

In addition, the RFC offers a service where we store sperm or eggs for men or women who are about to undergo a treatment or procedure which may affect their fertility in the long term such as chemotherapy or radiotherapy or certain types of surgery.

For more information on treatments available in the RFC please refer to the website (rfc.hscni.net)

10. Private services provided by the RFC

The following treatments are also available on a private basis in the RFC.-See the current price list for details of costs.

In-Vitro Fertilisation (IVF)
Intra Cytoplasmic Sperm Injection (ICSI)
Gamete and embryo cryopreservation
Frozen Embryo Transfer (FET)
IVF or ICSI Treatment using Egg Donation
IVF or ICSI Treatment using Sperm Donation

Other services available on a private basis are-
Early Embryo Viability Assessment (Eeva)
Endometrial Scratch
Embryo re-freezing

There is usually no waiting time so after the decision on treatment has been agreed with your Consultant you can arrange your treatment.

11. Quality Accreditation

The RFC is committed to providing an excellent service to all its patients in a supportive and caring environment. The clinic has an accredited quality management system which is compliant with the requirements of ISO 9001:2008 and CPA.

12. Eligibility for NHS funded treatment – for current information please see the RFC website

If you do not have internet access you may contact the RFC administration team for information.

13. Body Mass Index (BMI) & Fertility

BMI is a measure of body fat calculated from a person's weight & height. The internationally accepted range for BMI is from 18.5 (underweight) to 30 or over (obese).

Women with a BMI over 30 take longer to conceive compared to women with a lower BMI.

Women who have a BMI of 29 and who are not ovulating will increase their chance of getting pregnant if they lose weight.

Women with a BMI of greater than 35 are not treated in the RFC due to the risks associated with treatment and reduced chance of success.

14. Smoking & Fertility

Men who smoke have poorer sperm quality than men who do not smoke.

Research has shown that women who smoke take longer to get pregnant and require nearly twice the number of IVF attempts to conceive as non-smokers. Women who smoke also have an increased risk of miscarriage both in natural and IVF pregnancies. Similar effects on fertility are seen in women who don't smoke themselves but are exposed to tobacco (passive smokers).

15. Research

The RFC strives to ensure that all those who use the service receives the best care that is currently available and are involved in a wide range of research into the causes and treatment of infertility. Such projects are undertaken by RFC staff and sometimes in collaboration with other researchers such as Queens University staff.

You may be contacted to ask if you are prepared to take part in a specific research project, and our staff will ensure that you have all the written and verbal information necessary to make that choice.

You do not have to take part in any of these research projects. This will not affect your treatment or care in any way.

16. About Your First Appointment

Your first visit may take up to 40 minutes but subsequent clinic visits are usually shorter.

Some investigations may be carried out at your consultation (blood tests, scan, physical examination), while others may be arranged for a later date (blood tests, semen analysis etc).

Should you need further appointments your Doctor will discuss this with you. There may be waiting times for certain investigations and treatments.

What happens next?

- **Investigations**

After your initial consultation you may have a number of investigations to assess and determine the way forward for treatment.

- **Results**

Results of any investigations will be discussed with you at your review appointment.

17. About Your Review Appointment

It is important that if you did not bring photographic ID to your first appointment that you bring this to your review appointment.

At the review appointment, results of any investigations undertaken will be discussed and it may be decided that further investigations are necessary or a decision made about treatment.

You will be given information about treatment at your review appointment. It is important that both partners are present at this appointment as either partner may be required to have another blood test and be present when the necessary documents are to be completed and signed for proposed treatment.

If further assessment is needed the Doctor will discuss fully the nature of this and why it is necessary.

18. Patient Information about Treatments

Specific information relevant to your treatment will be given to you by your consultant and is also available on our website.

19. Change in Personal Details

Please ensure that you inform the RFC if you change your name, address, contact phone number or GP.

20. About our Appointment System

Outpatient appointments are arranged centrally by the Belfast Trust appointments office. It is important that partners attend initial and review appointments otherwise investigations or treatments may be delayed.

Cancelling or Changing Appointments

To cancel or change your appointment, contact the Helpline - 028 9063 4700 Monday to Friday between 9am – 8pm giving your hospital number.

Initial & Review Appointments

You will be sent a letter asking you to phone the main appointments office in the Royal in order for you to select a suitable appointment date and time. After this is booked, if this appointment is no longer suitable please contact the Helpline - 028 9063 4700 Monday to Friday between 9am – 8pm giving your hospital number In order to reschedule this appointment.

If you do not attend this appointment without notifying the appointments office you will be discharged from the service and your GP notified.

If you cancel a re-scheduled appointment you will be discharged back to the care of your GP.

The first and review appointments must be attended by both partners. If one partner cannot attend, you must re-schedule this appointment to a more suitable date and time.

Semen Analysis

Appointments for Semen Analysis are carried out in the Regional Andrology Service which is situated in the Royal Maternity Hospital, Level 1.

21. Identification

To confirm your identify when making enquiries or changing appointments we require you to provide your hospital number. This can be found on previous appointment letters.

It is essential you keep this number safe as we may be unable to progress your enquiry or book you an appointment without this number.

22. Confidentiality

The RFC will ensure that information provided in confidence by patients will be kept confidential and disclosed only in the circumstances permitted by law (according to the HFE Act 1990, amended 2008). Records of all patients undergoing licensed fertility treatment are kept within the RFC and are not permitted to leave the RFC at any time.

23. Staff Identification

All Belfast Trust staff carry photographic identification.

24. Text-Phone for those with a hearing disability

Royal National Institute for the Deaf provides a telephone relay service for people with hearing disability. This enables people who are deaf or hard of hearing to telephone people who do not have a text-phone. Teams of specially trained operators, all of whom have signed a strict code of confidentiality, transcribe text from a text-phone in to speech and vice-versa. For further details contact Typetalk 0151 494 1000.

25. Foreign Languages

If you do not speak English, the Belfast HSC Trust will arrange an interpreter to be in attendance at your appointments. Please make your request for this service in advance of your appointment or by informing the main appointments office when selecting a suitable appointment. If already attending the RFC, please let a member of staff know that you require an interpreter for future appointments.

26. Support & Counselling

The RFC recognises the importance of emotional and psychological support for patients undergoing fertility investigations and treatment.

A counselling service is available to patient's before, during and after investigations and treatment. Patients can attend as a couple or an individual and can have up to six counselling sessions without charge.

For certain types of treatment referral for counselling is viewed as a routine part of the process

More information on the counseling service and how to arrange an appointment is available on our website.

27. Comments, Complements & Complaints

We aim to provide high quality services. If you have a comment, complement or complaint about one of our services, please let us know.

If our performance is not up to standard or if you are unhappy, we need to know so that we can learn and improve the quality of service we provide. We will take your complaint seriously and treat it in confidence.

Making a complaint does not affect your rights and will not result in the loss of any service you have been assessed as needing.

Anyone who uses any of our services can complain. You can also complain on someone else's behalf, although you will need their consent.

You can make your complaint in the way that best suits you. This can be face to face, on the telephone, in a letter or by email. You should try to provide us with details of:

- how to contact you;
- who or what you are complaining about;
- where and when the event that caused your complaint happened; and
- where possible, what action you would like us to take.

You should try to complain as soon as possible, usually within six months of you becoming aware that you have a cause for complaint and normally no longer than 12 months after the event.

If you are unhappy with something, you can speak to any of the staff who are dealing with your

treatment or care and they will try to resolve your concerns straight away. If they can't, they will tell you what to do next.

The Belfast Trust also has a Complaints Department who can help you. You can contact the complaints department as follows:

Complaints Department

Musgrave Park Hospital

McKinney House

6 Floor

Stockman's Lane

Belfast, BT9 7JB

Tel: 028 9504 8000

Email: complaints@belfasttrust.hscni.net