



Quality Account April 2022 to March 2023

TFP OXFORD FERTILITY

Contents

Welcome to TFP Oxford Fertility	3
Statement on Quality	4
Accountability Statement	4
TFP Oxford Fertility Quality Policy	5
Priorities for Quality Improvement 2023/24	7
Statements of Assurance	10
Review of Quality Priorities 2022/2023	14
Other Quality Indicators	17
What Others Say About TFP Oxford Fertility	19

Welcome to TFP Oxford Fertility

For over 30 years TFP Oxford Fertility have been helping couples to become parents through science, skill and experience in assisted conception.

The Human Fertilisation & Embryology Authority (HFEA) are the regulatory body for TFP Oxford Fertility. The HFEA now also cover the regulatory requirements previously under the Care Quality Commission (CQC) therefore TFP Oxford Fertility are no longer registered with the CQC.

Located close to Oxford city we offer 16 services to both NHS funded and self-funded patients. We provide approximately 2000 cycles of treatment each year.

Facilities

Patient Reception Areas
Consulting Rooms
IVF Laboratory
Ultrasound Scanning Rooms
Theatre & Recovery Area
Embryo Transfer Rooms
Production Rooms
Complementary Therapy Room
Free on-site parking
Satellite monitoring for ease and convenience

TFP Oxford Fertility is part of The Fertility Partnership, a group of national and international clinics specialising in assisted reproductive technology (ART). The Fertility Partnership is the largest provider of IVF in the UK and has some of the highest success rates in Europe. TFP Oxford Fertility is the largest clinic within The Fertility Partnership.

The Fertility Partnership Values

We show that we **Care**

We are specialists our patients can **Trust**

We lead our industry with our **Expertise**

We have a drive to **Innovate**

We make purpose our **Passion**

Statement on Quality

Our Quality Account aims to provide an objective indication on what has been achieved over the last year and to identify where we want to make improvements during 2023-24. Our commitment to quality is evidenced by our high quality performance and aspiration to continually improve both the outcomes and the experience for our patients.

We have a focus on listening to and acting on both positive and negative feedback from our patients in order that we improve or share best practice across the teams within TFP Oxford Fertility. We encourage openness and honesty from all our staff which helps us ensure that we learn from those times when things might go wrong to reduce the risk of avoidable issues.

The delivery of a high quality service has always been at the heart of TFP Oxford Fertility and we want everyone to have confidence that we will provide the best care for all our patients.

The aim of TFP Oxford Fertility is to provide safe, effective and personalised care to every patient. To do this, quality improvement is a key priority for TFP Oxford Fertility through an established Quality Management System certified to ISO:9001 standards ensuring continuous monitoring and review of procedures and processes against expected outcomes.

Our association with the University of Oxford enables us to be involved in research and development in the field of assisted reproductive technologies (ART). We continually review best practice and hold regular planned review of achievement to quality goals.

Our self-funded and NHS-funded patients receive the same standards of care. NHS funded patients must satisfy the eligibility criteria set out by their CCG.

Accountability Statement

This Quality Account covers the reported year 1st April 2022 to 31st March 2023.
NHS / Healthcare providers are required to produce an annual Quality Account

TFP Oxford Fertility Quality Policy

It is our goal to maintain our status as a trusted leader in ART and related services; to be a strong, exceptional service provider and pursue excellence in all aspects of our clinic.

Patients

In our pursuit of excellence, we are passionate and committed to giving you a personalised, evidence-based approach leading to the highest standards of care and support. We will respect your need for confidentiality, privacy and individuality whilst maintaining a balance between the needs of the patient and the welfare of any potential child. We will listen to your comments about our service and respond by constantly striving to improve it.

Colleagues, referring hospital consultants, General Practitioners & Clinical Commissioning Groups

We will work in partnership with you to offer your patients an excellent service. We will provide continuous feedback on their progress (with the consent of your patients). We understand that it is important to listen to your needs and comments in order to improve the service we give to you.

The Fertility Partnership

We will work with our TFP colleagues to meet the strategic vision of TFP by demonstrating the core values of Care, Expertise, Passion, Trust and Innovation to our patients through our behaviours, communication and practices every day.

Staff

We will undertake to provide the best possible working environment to enable you to deliver the highest standards of care to our patients. We are committed to supporting your continual professional development and continuing education. It is important to us to value you, to listen to you and give consideration to your needs.

Suppliers

We will keep to the terms of our agreement with you in return for efficient delivery of cost effective and quality services that will complement our efforts to give high quality care at all times to our patients.

Society

We will practice in a responsible, professional and ethical manner to promote the confidence of the wider society. We aim to maintain and improve our pregnancy rates in a responsible manner and conduct ourselves in a manner befitting a reproductive health global leader.

Regulators (HFEA & ISO)

We will comply with all your statutory requirements and values and continually strive to improve our Quality Management System in order to be seen by you as a Centre of Excellence.

To the best of my knowledge the information contained within this report is accurate and a true account of the quality of our services.

A handwritten signature in blue ink, appearing to read 'T Child', with a stylized, cursive script.

Professor Tim Child
Medical Director, TFP Oxford Fertility
Group Medical Director, The Fertility Partnership

Priorities for Quality Improvement 2023/24

Priorities for improvement are agreed by the TFP Oxford Fertility Management Team. The following priorities have been identified for quality improvement:

Reduction in Multiple Birth Rate

Why we chose this priority	<p>For reasons of safety for the mother and baby it remains a priority to reduce / maintain the multiple birth rate to meet the HFEA target of no more than 10% of all pregnancies.</p> <p>The effectiveness of our eSET (elective single embryo transfer) policy is reviewed annually.</p> <p>A decrease can only be achieved by a reduction in the number of 'two embryo transfers' that are carried out.</p>
Quality domains	Clinical effectiveness and Patient Safety
Work it builds on	Ongoing programme to meet HFEA guidelines
Our key partners	<ul style="list-style-type: none">▪ Our staff▪ Our patients▪ The HFEA

How we will measure / evaluate our progress and success	What we aim to achieve
Continue to monitor compliance to the eSET criteria and record the live birth outcomes	Maintain a multiple birth rate in line with HFEA target <10%

Unification of TFP Administration Protocols

Why we chose this priority	<p>A benefit of working as part of The Fertility Partnership is the sharing of best practice.</p> <p>The Patient Support leads within the Fertility Partnership will agree unified administration protocols and patient information for the patient facing processes from initial referral to medical consultation to which all clinics within the partnership will transition to over the next year.</p> <p>This will ensure all patients enquiring about or accessing services within The Fertility Partnership will receive consistent information and service levels from our Patient Support Teams.</p>
Quality domains	Patient Experience
Work it builds on	New
Our key partners	<ul style="list-style-type: none"> ▪ The Fertility Partnership ▪ Our Patient Support staff

How we will measure / evaluate our progress and success	What we aim to achieve
<ul style="list-style-type: none"> ▪ TFP Unified Patient Support protocols being used in TFP Oxford Fertility 	<ul style="list-style-type: none"> ▪ Move to using TFP unified protocols for Patient Support processes for consistent service delivery and patient experience across the TFP group of clinics

e-Consent for Satellite Patients

Why we chose this priority	<p>It is a regulatory requirement that all patients are provided with information about their treatment, and understand what they are consenting to, prior to providing consent. Currently patients undergoing IVF with TFP Oxford Fertility who choose to use our satellite service complete their consent forms in a paper format. TFP Oxford Fertility patients can use our e-consenting platform which allows patients to access digital education materials at home on PCs, tablet / laptop to watch video or view written information to ensure fully informed consent is provided. Additional benefits to the clinic are automated compliance checks within the system to remove the risk of consent forms being completed incorrectly and improved patient confidentiality with secure data transfer and removal of paper forms.</p> <p>This is a continuation of the priority already started as this has not been fully achieved due to the effects of Covid-19 within our NHS partner satellites.</p>
Quality domains	Patient Experience, Consent
Work it builds on	2021/22 priority – e-Consent implementation
Our key partners	<ul style="list-style-type: none"> ▪ Our patients ▪ Our satellite clinic staff

How we will measure / evaluate our progress and success	What we aim to achieve
<ul style="list-style-type: none"> • Satellite patients using e-Consent 	<ul style="list-style-type: none"> • Improved, focussed consent consultation for patients

Statements of Assurance

Board Assurance

Review of NHS Services Provided 2022-23

During 2022-23 TFP Oxford Fertility provided 16 fertility services to the NHS funded patients under the terms of a number of CCG contracts. TFP Oxford Fertility provides fertility services for 5 CCGs, and NHS England funded patients for the armed services together with PGT-M (Preimplantation Genetic Testing for monogenic disorders).

TFP Oxford Fertility has reviewed the data available to them on the quality of care in all 16 of these services.

The income generated by the NHS services reviewed in 2022-23 represents approximately 34% of the total income generated from the provision of services by TFP Oxford Fertility for 2022-23.

Services provided:

IVF

IVF with ICSI

Frozen Embryo Replacement Cycle

IUI

Egg Recipient Cycle

Egg Recipient Cycle with ICSI

Donor Insemination

Donor Sperm IVF

Surgical Sperm Retrieval

Sperm Freeze

Sperm Storage

Embryo Storage

Embryo Freezing

GP Semen Analysis

PGT

Fertility Preservation – oncology

National Audit

TFP Oxford Fertility did not participate in National Clinical Audits.

Local Audit

TFP Oxford Fertility have a planned programme of local internal audits in line with the requirements of our regulator, the HFEA, and for ISO 9001 certification. Audits may take place more frequently than planned due to issues raised or dependent on past compliance i.e. a risk-based approach.

28 internal audits were completed in 2022/23.

All audit reports are discussed at local Quality meetings to highlight any areas of non-compliance, actions being taken and good practice. Completion of actions are monitored by the clinic Quality Manager.

Local Audit 2022-23	
Laboratory Fertilisation Check	Laboratory Oocyte Collection
Donor Matching Consent & Witnessing	Laboratory Denudation
Submission of Data to HFEA	Storage Consent
Newbury Semen Analysis Service	Donor Recruitment
Information Governance	Witnessing Mismatch
Website Audit	Storage Tank Q
Witnessing	Controlled Drug Register
Infection Control	Laboratory Embryo Transfer
Legal Parenthood	Treatment Consent
Medicines Management and Controlled Drugs	QMR
Cryopreserved gametes, embryos, stored material	Non-controlled Drugs
Sperm and Embryo Cryo Location Folder Audit	Storage Tank K
Confirming and Updating Marital Status	Storage Tank D
Lab Unification IVF Insemination	Lab Unification Diagnostic Semen Analysis and Post Vasectomy Analysis

External Audit	
HFEA Licence Interim Inspection	February 2023
ISO 9001:2015 surveillance inspection	November 2022

Statements from the Human Fertilisation and Embryology Authority (HFEA)

The Human Fertilisation and Embryology Authority (HFEA) regulate all UK fertility clinics. To ensure patients receive high quality care throughout their fertility journey the HFEA set regulatory standards, inspect, and licence fertility clinics.

Patients can find out what the HFEA say about TFP Oxford Fertility and access our inspection reports by visiting <https://www.hfea.gov.uk/choose-a-clinic/>

Data Quality

TFP Oxford Fertility did not submit records during 2022/23 to the Secondary Users service for inclusion in the Hospital Episode Statistics: this is not a relevant requirement for this service.

Information Governance

Information governance ensures necessary safeguards for, and appropriate use of, patient and personal information. We ensure that our Information Governance policies inform our standards and support our procedures. Comprehensive information governance training is given to all new staff at induction with annual refresher training. There is also an ongoing awareness programme within the clinic.

The information governance toolkit is the way we demonstrate our compliance with information governance standards.

The Fertility Partnership performance report states that the 22/23 standards were met on 24/05/2023.

Clinical Coding Quality

TFP Oxford Fertility was not subject to the Payment by Results clinical coding audit during 2022-23 by the Audit Commission.

Infection Prevention and Control (IPC)

A clean and safe environment is important to our patients. TFP Oxford Fertility follow a specific Infection Prevention and Control policy for the TFP Group to maintain an effective clinic wide prevention of clinic-acquired infection and to ensure effective mitigation of the risk of transmission from patients, staff, or visitors to the clinic.

TFP Oxford Fertility has two dedicated IPC leads within the clinic. We continue to provide education to all staff through a mandatory training programme and obtain feedback on the cleanliness of our facilities through patient feedback surveys.

IPC audits demonstrated full compliance to standards.

Safeguarding Adults and Children

Due to the nature of the organisation, safeguarding is important for TFP Oxford Fertility staff.

- We ensure staff are appropriately trained in safeguarding:
 - All staff are trained to Level 2 Safeguarding Adults and Children
 - Staff who are Safeguarding Leads undertake Level 3 training
- We have effective policies and procedures in place which are disseminated to staff
- Implement the principles of the Mental Capacities Act (2005)
- Have safe recruitment processes
- Staff can recognise and report safeguarding concerns

Review of Quality Priorities 2022/2023

This section reviews our progress with the key quality priorities we identified in last years Quality Account.

Reduction in Multiple Birth Rate

Why we chose this priority	<p>For reasons of safety for the mother and baby it remains a priority to further reduce the multiple birth rate to meet the HFEA target of not more than 10% of all pregnancies.</p> <p>The effectiveness of our eSET (elective single embryo transfer) policy is reviewed annually.</p> <p>A decrease can only be achieved by a reduction in the number of 'two embryo transfers' that are carried out.</p>
Quality domains	Clinical effectiveness, patient safety
Work it builds on	Ongoing programme to meet HFEA guidelines
Our key partners	<ul style="list-style-type: none">▪ Our staff▪ Our patients▪ HFEA

What we said we would do	What we achieved
Reduce or maintain a multiple birth rate in line with the HFEA target <10%	2021: 7.6%

Progress

Our eSET (elective single embryo transfer) policy is effective in managing the overall multiple pregnancy rate which has shown in our multiple birth rate of 7.6%.

This is a reduction from 9.2% for live births in 2020.

TFP Oxford Fertility has a continued commitment to balancing the risks of multiple pregnancies for both the mother and the children born from them with the patient choices for their treatment cycle and continually monitors the application of the policy to maintain a balance.

What we intend to do now

This is a key HFEA requirement for all fertility clinics, therefore this remains an ongoing priority for 2023/24.

Implementation of 'Ask Nicely' Patient Experience Software

Why we chose this priority	<p>To have a unified approach across TFP clinics to collecting patient feedback in order to provide a consistent experience across all TFP clinics.</p> <p>Data gathered throughout the patient journey allows clinics to take timely and proactive actions in areas identified for improvement from feedback.</p> <p>To increase patient loyalty and promote repeat cycles with TFP clinics.</p>
Quality domains	Patient Experience
Work it builds on	New programme
Our key partners	<ul style="list-style-type: none"> ▪ Our staff ▪ Our patients ▪ The Fertility Partnership
What we said we will do	What we achieved
<ul style="list-style-type: none"> • Implement a uniform Net Promoter Score ((Friends / family recommendation) process across the TFP Fertility Group replacing multiple methods in place • Provide feedback to inform consistency of the patient experience in TFP clinics • Measure & report accurately on patient feedback • Enable consistent coaching and motivate staff to deliver according to TFP patient experience standards • Ensure clinic can take proactive actions to improve the patient experience • Provide information to Increase patient loyalty and promote repeat cycles with TFP clinics 	<ul style="list-style-type: none"> • Full implementation of Ask Nicely software across all TFP clinics following a successful trial period. • Consistency of survey questions and delivery to patients at 2 random points in a patient journey • Consistent reporting and measuring of patient feedback • Targeted coaching in areas identified below set targets / identified by verbatim comments from patients • Timely responses when poor service / experience has been identified • Increase in number of surveys sent and number of responses received

Progress

TFP have fully implemented the Ask Nicely software across all clinics and is providing real-time patient feedback with responses to negative feedback within 24hrs of receipt.

What we intend to do now

We will continue to refine the approach to gathering feedback and developing business information reports to assist in continuous improvement and accurate measurement.

e-Consent for Satellite Patients

Why we chose this priority	It is a regulatory requirement that all patients are provided with information about their treatment, and understand what they are consenting to, prior to providing consent. Currently patients undergoing IVF with TFP Oxford Fertility who choose to use our satellite service complete their consent forms in a paper format. TFP Oxford Fertility patients can use our e-consenting platform which allows patients to access digital education materials at home on PCs, tablet / laptop to watch video or view written information to ensure fully informed consent is provided. Additional benefits to the clinic are automated compliance checks within the system to remove the risk of consent forms being completed incorrectly and improved patient confidentiality with secure data transfer and removal of paper forms.
Quality domains	Patient Experience, Consent
Work it builds on	2019-20 priority – e-Consent implementation
Our key partners	<ul style="list-style-type: none"> ▪ Our Patients ▪ Our Satellite clinic staff

What we said we will do	What we achieved
<ul style="list-style-type: none"> ▪ Satellite patients will move to using e-Consent 	<ul style="list-style-type: none"> • Commenced training for 1 of 2 satellites • Software implementation for 1 of 2 satellites

Progress

The planned implementation had been delayed due to the Covid-19 pandemic and was carried forward. As the two remaining satellites are linked with the NHS the implementation was affected again this period due to other priorities within the NHS. One satellite has now commenced training on the e-consent platform and has the software installed locally. The second satellite is in agreement to continue implementing locally, but still subject to delay.

What we intend to do now

We will continue to progress the implementation in both locations over 2023/24.

Other Quality Indicators

Complaints

While TFP Oxford Fertility strives to provide consistent excellent care there are occasions when patients are dissatisfied with our service. A complaint is considered a valuable source of feedback and information on how we can improve. All complaints are fully investigated and any opportunities for learning or improvement are acted upon.

Indicator	2021-2022	2022-2023
Number of Complaints*	55	32

** Total of combined NHS-funded and self-funded complaints*

TFP Oxford Fertility takes every opportunity to make changes following feedback, concerns and complaints to improve the care or services received by patients.

As soon as a complaint or feedback is received at the clinic via the General Manager, or any clinic staff member, any immediate or remedial action(s) should be taken – prior to the investigation – in the interest of safeguarding, safety and quality. All complaints are shared with the department / individual / Head of Department named in the complaint to ensure full investigation / learning / remedial actions can be put in place as appropriate.

Complaint reports may be reviewed at the weekly Management Team meeting in order that they are constructively discussed which encourages the sharing of lessons that are learned and an improved understanding of the impact the experience has had on individual patients.

Changes and improvements have been made throughout the year in response to issues raised by complaints and these included:

❖ Service Improvements - Medical

- New pilot of text service for on-call doctor service - currently in requirements gathering phase
- Medical Consultation extended from 30 to 45 minutes to allow real-time admin / follow up time on patient seen

❖ Patient Information – Miscarriage follow up

- New Patient Information sheet on bleeding in early pregnancy

TFP Oxford Fertility has a culture of openness and, after discussion in relevant meetings, actions and learning are cascaded to all staff at the monthly staff meeting. The sharing of learning helps to improve communication and understanding of why improvements and changes are required and to prevent further complaints.

Incident Reporting

In addition to learning from patient complaints TFP Oxford Fertility also capture information internally from incident reports.

Incident reporting is encouraged within the clinic as these either provide us with opportunities to correct practices or develop new ways of working and establish new best practice.

Indicator	2022-2023
<i>Number of incident reports</i>	35
<i>Number of corrective actions</i>	15

Action Category	2022-2023
<i>Documentation Update</i>	3
<i>Staff training</i>	10
<i>Process Update</i>	2

Any deviance from current practice or unexpected outcome of our procedures (clinical or non-clinical) will prompt an incident report.

Incidents reported through this system are generally identified proactively by the clinic but could have potential to impact patients had they not been reported and corrected. Incident reports are reviewed by the department lead, or full management team if required, and any actions taken forward. This is a valuable source for our continual improvement programme.

Incident reports have informed changes to our documentation and process revisions.

The largest category is staff training, where individual process steps may not have been performed in accordance to documented procedure e.g. poor quality document scanning.

It is important to ensure staff follow documented best practice and this remains a robust internal source of information when deviations occur.

What Others Say About TFP Oxford Fertility

HFEA

TFP Oxford Fertility is licenced by the HFEA and has been licenced since 1992.

Last inspection by the HFEA was February 2023 and the current inspection rating is 5/5.

Full details of this inspection are available from the HFEA at:

<https://www.hfea.gov.uk/choose-a-clinic/>

The HFEA now inspect surgical procedures carried out in connection with activities licensed by them which means TFP Oxford Fertility are no longer required to be independently registered with the CQC.

ISO

TFP Oxford Fertility's last ISO 9001:2015 inspection was in November 2022.

ISO reported zero non-conformities in this surveillance inspection.

Statement from NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB), on the TFP Oxford Fertility Quality Account for 2022-23

NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) welcome the opportunity to review and comment on the Oxford Fertility Unit Quality Account for 2022/ 2023. In so far as the ICB has been able to check the factual details, the view is that the Quality Account is materially accurate in line with information presented to the ICB via contractual monitoring and quality visits and is presented in the format required by NHSE/I presentation guidance.

The ICB recognises that 2022/2023 has continued to be a difficult year due to the workforce pressures and the continued recovery of services following the COVID-19 Pandemic. The ICB would like to thank the Oxford Fertility Unit for their continued contribution to supporting the wider health and social care system during the COVID-19 recovery phase.

It is the view of the ICB that the Quality Account reflects the Oxford Fertility Unit's on-going commitment to quality improvement and addressing key quality improvements in a focused and innovative way. Although achievement of some priorities during 2022/23 have continued to be affected by COVID-19, Oxford Fertility Unit has still been able to make achievements against all their priorities for 2022/23 including:

1. Implementation of the "Ask Nicely" patient experience software which provides real time patient feedback within 24 hours of receipt', enabling the Fertility Group to consistently report and measure the feedback and will increase the number of surveys sent and number of responses received.

2. The continued reduction in the multiple birth rate to 7.6% in line with Human Fertilisation and Embryology Authority (HFEA) target of no more than 10% of all pregnancies. This is a reduction from 9.2% for live births in 2020 showing the continued commitment as an ongoing priority for 2023/24.

BSW ICB supports Oxford Fertility Unit's identified Quality Priorities for 2023/2024. It is recognised that some of the priorities described in this Quality Account align to the NHS priorities set out in the NHS Long Term Plan and Operational Planning Guidance. The ICB welcomes continued engagement in the agreed service improvement plan and focus on:

1. Reduction in the multiple birth rate providing a continued commitment to balancing the risks of multiple pregnancies for both the mother and the children.

2. e-Consent for Satellite Patients allowing patients to access digital education materials or view written information to ensure fully informed consent is provided.

We look forward to seeing progress with the quality priorities identified in this Quality Account in conjunction with the continued transition to PSIRF and the formulation of the organisations Patient Safety Incident Response Plans (PSIRPs). We would encourage alignment to focus improvement in key areas.

NHS Bath and North East Somerset, Swindon and Wiltshire ICB are committed to sustaining strong working relationships with the Oxford Fertility Unit, and together with wider

stakeholders, will continue to work collaboratively to achieve our shared priorities as BSW Integrated Care System further develops in 2023/24.



Gill May
Chief Nurse Officer
BSW ICB

Patient Satisfaction

We are committed to listening to the views of our patients and making continual improvements based on what they have said. Gathering and reflecting on people's views is an integral part of our service delivery to our patients.

Feedback from patients experiencing a clinic interaction or appointment is now gathered in real-time via the AskNicely customer experience software. The software allows the patients to tell us about their experience and ensures they get a speedy response from the clinic. The data gathered allows the clinic to understand any area where improvements should be focussed. Results are shared with all staff at the clinic staff meeting.

We are pleased that we maintain a high level of satisfaction across our patients with a good level of responses using the new software.

2022-23 Results:

- 5221 surveys were sent out
- 1062 responses were received - response rate 20.3%
- Net Promoter Score achieved: 66.9

What did people say?

"Made to feel comfortable and was a great appointment"

"Pleased with the entire experience"

"Genuinely made to feel welcome"

"The nurse we saw for our treatment planning appointment was amazing. Couldn't have been nicer or more helpful. The staff I email my questions too are also wonderful and so helpful"

"The most amazing, caring and lovely staff. They really go above and beyond to put you at ease and make the whole process seamless. Thank you so so much"

"We are still going through the process but everything up until now has been perfect"

Q4 2022/23 Feedback

What we could do better

Patients are also asked what could be improved or to provide further information when scoring lower than satisfactory.

Below are the results against the target Net Promoter Score which gives an indication of areas where improvements could be made from survey responses collected between April 2022 and March 2023.

Survey Touchpoint	NPS	Vs Target NPS of 75
Prospective Patient*	53	-22
Initial Enquiry	82.5	+7.5
Patient Information		+25
Evening	100	
Diagnostic		-4.9
Appointment – pre treatment	70.1	
First time Consultation	61.1	-13.9
Treatment Planning – consent	63.3	-11.7
Egg Collection	79.6	+4.6
Embryo Transfer	85.6	+10.6

*Prospective Patient enquiries are not handled in-clinic

Action from Survey Feedback

All responses are acted upon and responded to within 24hrs of receipt from Ask Nicely.

First time consultation

Increase of appointment time from 30mins to 45mins to allow time for the doctor to fully complete any follow up requirements from the appointment.

Development of new Cost of Treatment Plan.

Treatment Planning - Consent

Development of new Cost of Treatment Plan – responses were similar to those received at First Time Consultation in the area of information on costs.

HFEA Patient Rating

Patient feedback is also collected by the HFEA who invite current and former patients to rate the clinic based on their experience.

TFP Oxford Fertility have a rating of 4.5/5

May 2023

TFP Oxford Fertility has been licensed by us since 1992. It is a large-sized clinic offering all fertility treatments, including embryo testing.



Inspection rating



5 / 5

[View inspection rating](#)

Patient rating



4.5 / 5 based on 93 ratings

[Rate this clinic](#)

[View patient rating](#)

IVF birth rate



Consistent with national average



[View birth statistics](#)

Thank you for taking
the time to read our
Quality Account.



Your comments are always welcome
and we would be pleased to hear
from you if you have any questions
or wish to provide feedback

Email us on:

oxford@tfp-fertility.com

Call us on:

01865 782800

www.tfp-fertility.com/en-gb/tfp-oxford-fertility

Write to us at:

**TFP Oxford Fertility
Institute of Reproductive Sciences
8000 Oxford Business Park North
Oxford
OX4 2HW**

