

# Patient Support Working together for Success

Debbie Evans, Director of Clinical Services



**HFEA Conference June 2019**



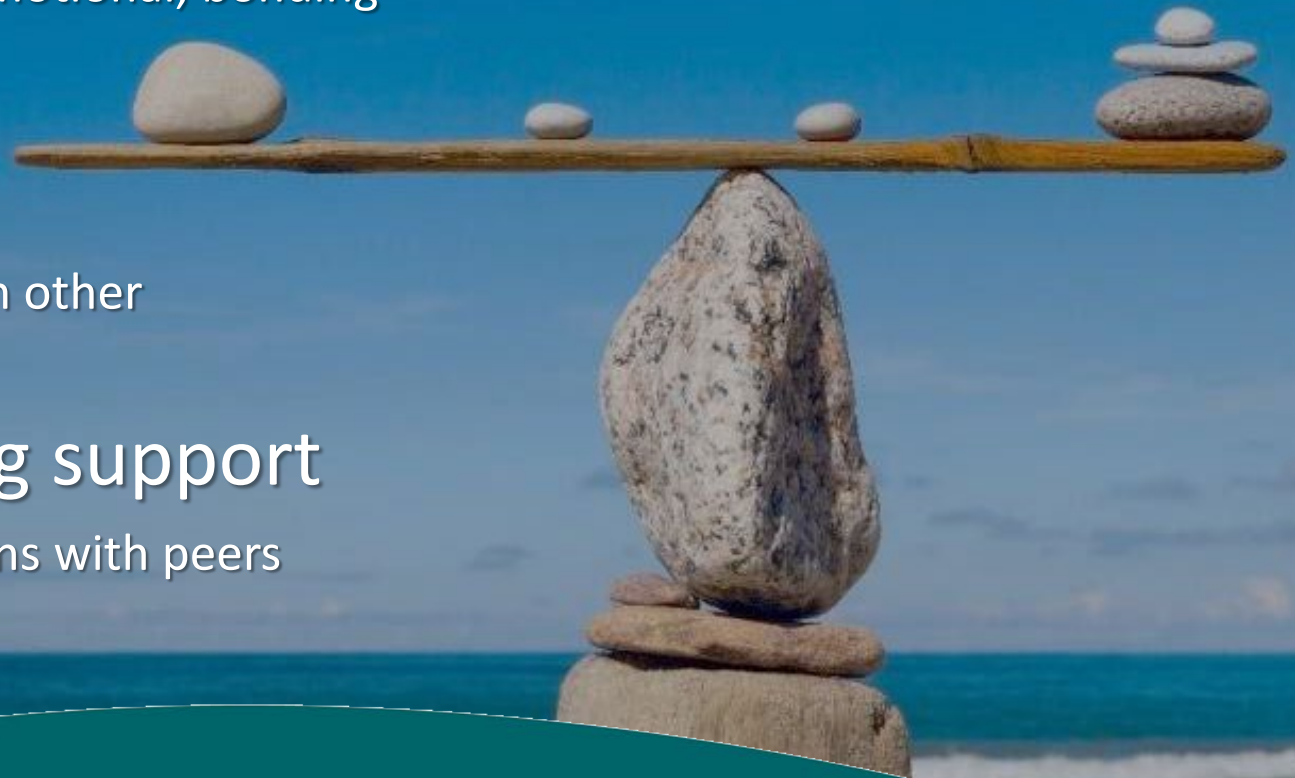
*“Look after your staff  
then watch them  
look after your patients”*

# Staff

- Wellbeing officer
  - Key person to develop a Staff support policy
- Staff questionnaire
  - About Role, environment, competency
- HSE Guidelines – Stress Triggers
  - Demands, Control, Support, Relationships, Role, Change



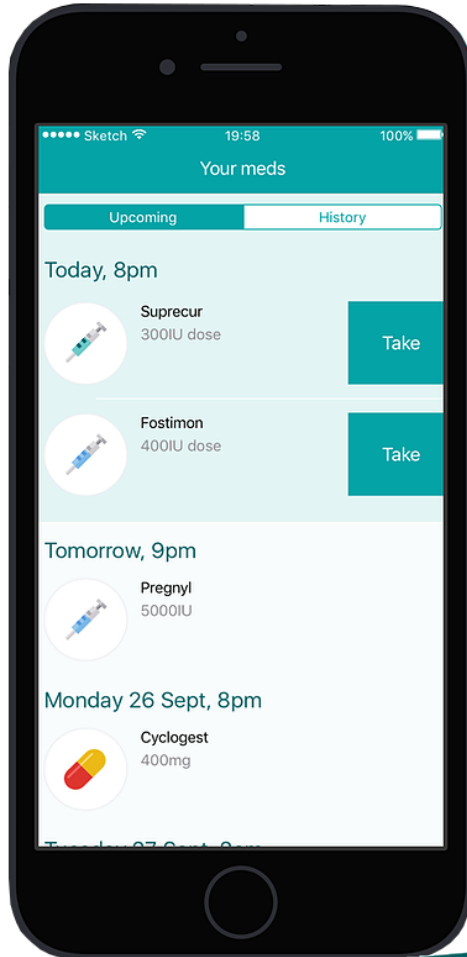
- Yoga
  - Feel-good, Emotional, bonding
- Reflection
  - Time for each other
- Counselling support
  - Group sessions with peers



- Patient Questionnaire
  - Listen to our patients
  - What we do well
  - What we don't
  - Follow Patient pathway – varying needs along path
- Patient support policy
  - Staff discussions – all disciplines
  - Quality meetings
  - Tools to support journey
  - Qualified staff – counselling skills







# Fertility Consents Online



## Log in

Welcome to Herts & Essex Consent Portal.  
PLEASE BRING YOUR I.D. & PASSWORD TO YOUR  
CLINIC APPOINTMENTS.

[Help](#)

This login page is for use only by patients and their partners registered with Herts and Essex Fertility Centre - Herts & Essex Fertility Centre who have a valid login id and password. You must only login with your own id and password, logging in with your partner's id and password could mean a delay in your treatment starting.

Next

[Privacy policy](#) | 2019 ©

Herts & Essex Fertility Centre - demo 01992 785060 [Home](#) [FAQs](#) [Logout](#)

### Treatment information

Your next appointment date was **Sun Apr 28 2019**

Your consent deadline (Tue Apr 23 2019) is in **overdue**

Treatment stage  
**Pre-consultation**

Your ID:  
**EE2104**

Consultant  
**Jyoti Taneja**

### Clinic information

**Herts & Essex Fertility Centre - demo**  
Bishops College, Cheshunt  
Cheshunt EN8 9XP  
01992 785060

### Your informed consent materials

You can watch your modules at your leisure, they do not need to be completed all at the same time. You MUST complete and then acknowledge each module before you are able to complete your consent forms. Some of the consent forms may take several seconds to save. Only press the save button ONCE.

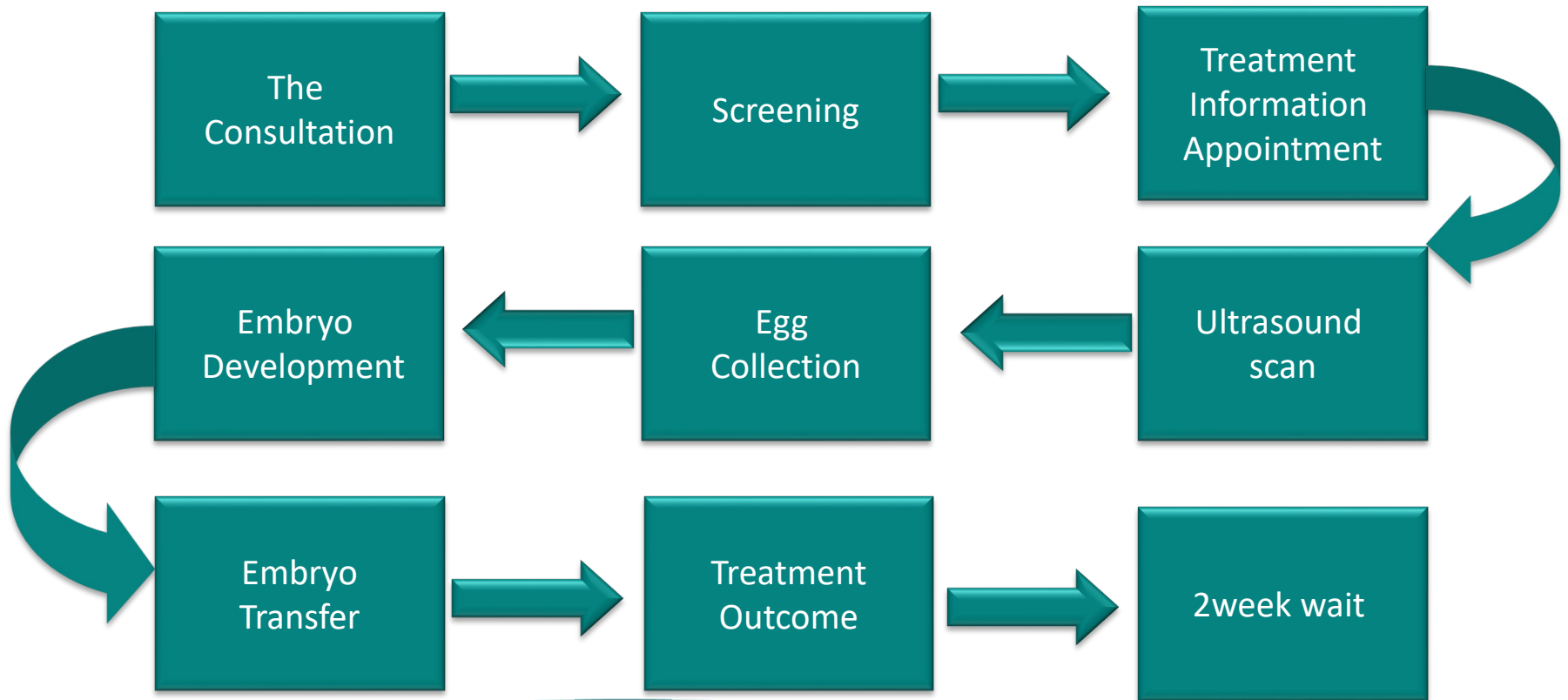
#### 1 GENERAL INFORMATION PACKAGE

Welcome to Herts & Essex	COMPLETED 2/2
Financial information for self-funded patients	COMPLETED 1/1
Counselling	COMPLETED 1/1

#### 2 MEDICAL INFORMATION PACKAGES

Natural conception: menstrual cycle and sperm production	COMPLETED 1/1
IUI and IVF Overview	COMPLETED 1/1
Zika Virus and Ebola Virus	COMPLETED 2/2

## Recognise different stages of journey







## Herts & Essex Fertility Centre

Bishops' College, Cheshunt EN8 9XP | 01992 78 50 60 | [enquiries@hertsandessexfertility.com](mailto:enquiries@hertsandessexfertility.com)

[www.hertsandessexfertility.com](http://www.hertsandessexfertility.com)