Patient Support
Working together for Success
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“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
Staff

• Yoga
  – Feel-good, Emotional, bonding

• Reflection
  – Time for each other

• Counselling support
  – Group sessions with peers
Building a Patient Support Policy

- 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
Your treatment guide on the go

- **MEDICATION MANAGER**
- **APPOINTMENT REMINDERS**
- **ROBUST MEDICAL INFO**
- **SECURE MESSAGING**

- **Today, 8pm**
  - Suprecur 500IU dose
  - Fostimon 400IU dose

- **Tomorrow, 9pm**
  - Pragynl 5000IU

- **Monday 26 Sept, 8pm**
  - Cyclogest 400mg

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Egg donation | Sperm donation | Fertility treatment | Infertility assessment
Recognise different stages of journey

- The Consultation
- Screening
- Treatment Information Appointment
- Treatment Outcome
- 2week wait
- Embryo Collection
- Ultrasound scan
- Embryo Development
- Egg Collection
- Embryo Transfer
- The Consultation

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Thank you for your time.

Happy staff, happy patients.