

# Regional Andrology Service User Survey – January 2017



We sent 100 survey questionnaires to GP practices across the Belfast, Northern and South Eastern Trust areas. We received 36 completed surveys.

The aim of the survey was to provide GPs an opportunity to give feedback on their overall experience of the Regional Andrology Service. The survey included questions on the Semen Analysis referral form, the method of referral, phone contact & the user manual, and a section for users to provide other comments.

**1. The SA referral form was easy to complete**

81% of users definitely or mostly agreed.

**2. The method of referral is acceptable to you**

69% of users definitely or mostly agreed.

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

85% of users definitely or mostly agreed.

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

36% of users definitely or mostly agreed.

58% of users said this was N/A to them

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

44% of users definitely or mostly agreed.

44% of users said this was N/A to them

**6. The RAS advisory service met your needs**

67% of users definitely or mostly agreed

14% of users neither agreed or disagreed

17% of users said this was N/A to them

**7. The RAS interpretive service met your needs**

58% of users definitely or mostly agreed

31% of users said this was N/A to them

**8. Your overall experience of the RAS is good**

91% of users definitely or mostly agreed.

9% of users neither agreed nor disagreed

## **Other comments**

Some users requested an electronic referral system, some expressed difficulty interpreting results and some were unaware of the User Manual (a guide to the service and how to use it)

## **Our response**

The results of the survey demonstrate good levels of user satisfaction, and the comments have been helpful in highlighting areas of the service we can work to improve.

We are exploring with the HSCB the options for providing an electronic referral form on CCG.

An 'Interpretative Comments and Terminology' guide has been developed and added to the RAS User Manual.

We will refresh awareness amongst GPs of the RAS User Manual, through the Belfast Trust GP website.

A note will be 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](http://www.rfc.hscni.net).

We will create a hyperlink entitled 'RAS User Manual' on the RFC website.