

DRM Patient Questionnaire Feedback

August 2021

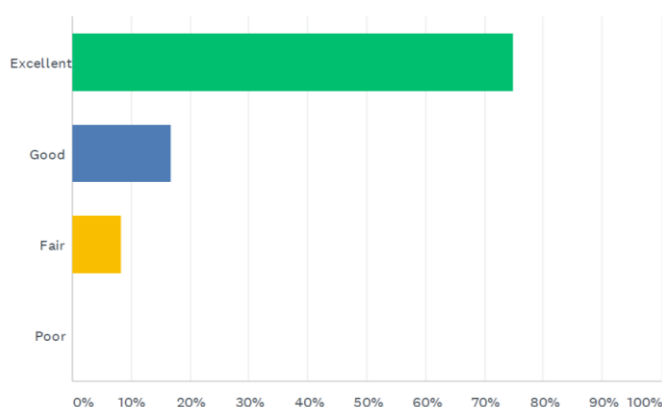
Staff at St Mary's were very caring. When I was sent to another hospital for emergency surgery during 7 week scan they rang the next day to check how my surgery went and if all was okay with pregnancy.

Lisa on reception was lovely as was Laura the nurse in andrology was amazing, calming and explained everything. All your staff were excellent. Thank you.

The staff have been amazing. They made me feel welcome and calm throughout my IVF procedure. I can't thank them enough!

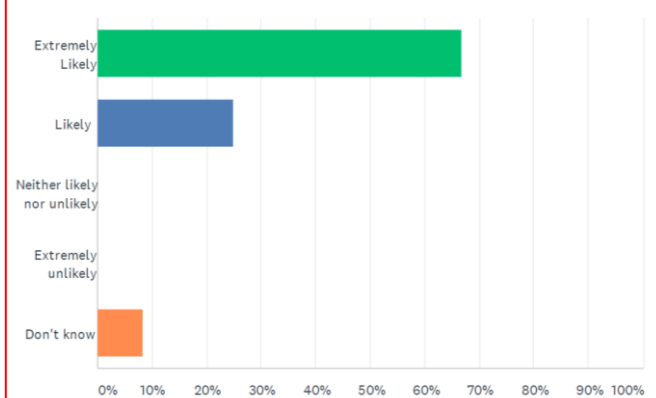
Q32 Please rate your overall experience of our Unit

Answered: 12 Skipped: 0



Q33 Would you recommend Saint Mary's to others?

Answered: 12 Skipped: 0



Action of the month

"Frequently had difficulty reaching the main enquiries telephone number at reception, often put on hold immediately, or hung up on"

Project underway to review the telephone tree and ensure this incorporates a queuing system and phones to be upgraded.