

DRM Patient Questionnaire Feedback

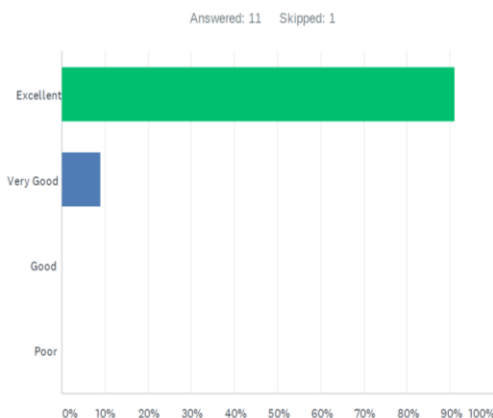
September 2021

The staff (especially nurses and embryologists) have been amazingly helpful, they really are an asset to the NHS. I've never felt more comfortable in a hospital environment than I have at St Mary's. Thank you!

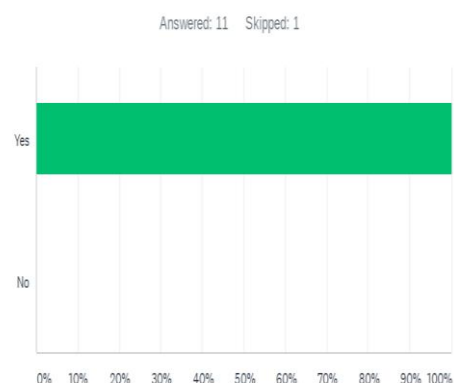
Needed new medication and went to the pharmacy in the children's ward to be sat waiting for an hour and then be told they didn't have it in. Needed it for that evening. Pharmacy communication poor. Nothing to do with the IVF unit at St Mary's though.

Vital service and excellently carried your by friendly and skilled staff.

Q6 How would you rate the Patient Information Session on the Trust website, prior to your first clinic appointment?



Q34 Did you feel safe and secure at this hospital with the Covid-19 procedures that were in place?



Action of the month

To ensure patients are aware that to support secure governance processes medication is unable to be dispensed via the DRM unit.

Pharmacy contacted and communication issues related to top up or new medications discussed.