

Donor Service Patient Satisfaction Questionnaire

**1. How did you come to know about Saint Marys Hospital donor services?
(Please tick the relevant boxes)**

- Self-referred
- Through a GP
- Referred by another hospital/clinic

2. What influenced your decision to choose our fertility clinic? (Please tick the relevant boxes)

- Pregnancy success rates
- Referral from a friend
- Location
- A specific consultant
- Cost of treatment
- Clinic's reputation
- Other: _____

3. Please indicate the treatment cycle(s) you underwent:

- IUI
- IVF/ICSI
- Egg collection

4. Please select your age group:

- 20-29
- 30-36
- 37-42
- 42 and above
- Prefer not to say

5. Please indicate the reason for your treatment:

- Same-sex couple
- Single female
- As a donor
- Male partner's results
- Female partner's results
- Prefer not to disclose
- Other: _____

Please indicate your agreement with the statements below:

6. Please provide feedback on your experience of the counselling service that you received

- **The appointment length was adequate.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **The time I waited for counselling appointment after the initial consultation was acceptable.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **The information I received regarding the HFEA and legal implications was clear and sufficient.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **I received sufficient information and support regarding the psychological implications of the donor treatment.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

7. Please provide feedback on your experience of donor clinic appointments

- **Communication with the clinical team was sensitive, informative, and helpful:**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **I was provided with the relevant information that I felt necessary to proceed with treatment.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **I was well-informed about the upcoming steps and what to anticipate during my treatment.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **My questions during the consultation were adequately addressed.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

I was provided with contact details for additional support before and during treatment? (e.g., Salve app, telephone number)

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

8. Please provide feedback on the clinic environment

- **The waiting area was comfortable and welcoming**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **The clinic room facilities were appropriate in terms of privacy and cleanliness.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **The procedure room was clean and had appropriate privacy and equipment.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

- **I have no concern regarding the environment of the clinic.**

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

If you've utilised donor sperm, we'd appreciate your feedback on the selection process. If not, please proceed to the next section.

How satisfied were you with the range and detail of information provided about potential sperm donors during your selection process?

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

How satisfied were you with the number of available sperm donors during your selection process?

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree Unable to Comment

9. Overall, I was satisfied with the donor service at Saint Marys Hospital?

Strongly Agree | Agree | Uncertain | Disagree | Strongly Disagree | Unable to Comment

10. Would you recommend Saint Marys Hospital to others for donor treatments?

- Yes No Maybe

Any further comments regarding our donor service?

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