

Aberdeen Centre for Reproductive Medicine (ACRM) is a business unit of NHS Grampian.

Providing Feedback

We welcome feedback and encourage all our patients to highlight positive experiences as well as areas where you feel we could do better.

Please provide all feedback to the centre at gram.aberdeenfertility@nhs.scot

For negative feedback, we aim to resolve any issue you might raise before the need for a formal complaint. However, to make a formal complaint, please email

- Email the Service Manager at gram.aberdeenfertility@nhs.scot
- Or write to the Service Manager, Aberdeen Centre for Reproductive Medicine, Aberdeen Maternity Hospital, Cornhill Road, Aberdeen, AB25 2ZL

Or, if you prefer, you can contact NHS Grampian Feedback Service direct:

- gram.nhsgrampianfeedback@nhs.scot
- Or, write to NHS Grampian Feedback Service, Summerfield House, 2 Eday Road, Aberdeen, AB15 6RE

If you remain dissatisfied with the outcome of your complaint, you have the option of contacting the Scottish Public Services Ombudsman (SPSO). The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure
- Events that happened, or that you became aware of, more than 12 months ago
- A matter that has been or is being considered in court.

The SPSO's contact details are:

Freepost SPSO

(please note: no stamp required)

or

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk

Mobile site: <http://m.spsso.org.uk>

Ensure any printed copies are the current revision before using for patient treatment

Terms and Conditions

General

Providing information	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> During your consultation(s), your fertility specialist will ensure that you are provided with all the information you need to make informed decisions about the range of treatments we offer, the results of any investigations and screening, the cost of those treatments including storage fees, the risks involved, success rates, and waiting times. Our consents management platform; Fertility Consents (MD Consents) has additional information on consent management and process. Our staff will also provide links to the ACRM website for extra information regarding treatment, procedures, funding, data, KPIs and support The information we give you on charges will be from an up to date costed treatment plan which will detail the full range of charges for consultations, investigations, screening tests, medication, treatments, freezing and storage. The CTP (Costed treatment plan) is available on the www.nhsgrampian.org/aberdeen-fertility-centre website Your fertility specialist will counsel you on the best course of treatment tailored to individual need, and based on your medical history (including but not limited to, available results/response to previous fertility treatment with us). 	<ul style="list-style-type: none"> Listen to the information you are given and ask questions so that you fully understand the types of treatment on offer, any associated risks, the full cost of treatment and the likely chance of your success. If you are an existing patient, please let us know of any changes to your name, address, contact details or relationship status. Please note that legal parenthood is determined by your relationship status hence it is important that if there are any changes we are advised so we can allocate you the correct consent forms.

Providing your consent	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> As a legal requirement, we will provide you with all the information you need to understand and complete your consent forms. As well as providing information during your appointment(s), ACRM also uses a proprietary software platform to support the process of providing information and eliciting signed consents. As part of the routine 'work up' of the patient/ partner, staff at the centre will assign modules of information videos, reading material and consent forms which will need to be fully completed before treatment can begin. Prior to commencing treatment, our team will check consents and countersign. You will be notified of any omissions/errors with consents re-issued if required. 	<ul style="list-style-type: none"> Treatment cannot commence until all consent modules and forms are fully completed Please make sure you complete your consent forms accurately 72 hours in advance of your first consultation appointment or if appropriate within 72 hours of treatment commencing. As these are legal documents, we will not be able to proceed with your treatment until all your consents are completed correctly in the requested time frame. Failure to do so will delay your treatment and will force us to cancel your appointment. You will also be required to provide proof of identity and may also need to provide proof of marriage to support any change in surname.

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Your appointment

What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> We do not prioritise self-fund appointments over NHS funded patients. The benefit of treating all our patients equitably is that your waiting time will fall in line with any relevant NHS Scotland national waiting times guarantee. We will be transparent and provide you with an up to date indication of waiting times. We will do our best to accommodate any requested changes to your appointment. However, for medical or other reasons, this may not always be practicable and you may be charged for any missed appointment. 	<ul style="list-style-type: none"> Please tell us 10 working days in advance of a needed change to an appointment, otherwise we will charge you for that appointment. Aggressive or violent behaviour will not be tolerated. As part of NHS Grampian, ACRM takes a serious view of this and will act accordingly. Charges for missed appointments are listed in the Costed treatment plan document

If your treatment cycle is not completed

What you can expect of ACRM	What ACRM expects of the patient/ partner
<p>Sometimes, a treatment cycle is not completed. If this happens, you may be eligible for a refund, but this will depend on why your treatment stopped and how much treatment you received. Please see our refund policy below</p> <ul style="list-style-type: none"> If we cancel your treatment before it starts for any non-medical reason (this tends to be an exceptional circumstance where normal service delivery is interrupted, for example adverse weather), then we will rearrange your appointment as soon as is practicable. Should your treatment have started, then we will make a new appointment for you as soon as is practicable and provide free of charge any replacement treatment or medication you already paid for but did not receive. Our refund policy covers treatment fees only and does not include compensation for inconvenience or other losses 	<ul style="list-style-type: none"> Consultation appointments must be paid for in advance, so as long as you cancel more than 10 working days in advance of an appointment, we will not charge you for any cancelled appointment. There is no charge for the cancellation of a treatment cycle before it begins. If you cancel your treatment after it begins, we will charge you for the treatment so far received as per our refund policy.

Paying for your treatment & storage

What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> Our website and CTP (costed treatment plan) provide a full list of charges Before your fresh treatment begins, we will provide you with a clear indication of the charges related to the treatment plan including storage (1, 2 or 5 years) in the form of a financial agreement via our MD electronic consents platform. This will include a pro forma invoice and a copy of our T&Cs. You must agree/sign this document before treatment can proceed. Our T&Cs also cover any future frozen cycles you may have. We will provide you with a financial and patient declaration and an invoice which clearly describes the treatment you will receive and 	<ul style="list-style-type: none"> Payment by debit /credit card or via BACS. We do not accept American Express payments. Payment for fresh treatment (IVF/ICSI) must be paid before patient calls with day one of their cycle. Payment for frozen treatment must be paid before your nurse appointment. Non-payment of invoices will delay the continuation of treatment. Invoices must be paid within 30 days of invoice issue date unless otherwise stated on the invoice. Treatment protocols will not be issued until payment for treatment has been received.

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Paying for your treatment & storage	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<p>storage charges which will correspond with your estimate.</p> <ul style="list-style-type: none"> Gamete/embryo storage charges are to be paid in advance. In the rare event of no gametes/embryos being frozen, a refund for the freezing cost and storage period will be issued. One year before your storage period expires, we will contact you to discuss future arrangements. 	<ul style="list-style-type: none"> For continued storage charges, you will receive a financial and patient declaration to complete to indicate the storage period you wish to pay for. This will be followed by an invoice. You will continue to be charged for storage up until the storage HFEA expiry date unless you decide to withdraw your consent for storage. If the latter is the case, you will be charged up to the date the withdrawal form is signed. It is your responsibility to advise us if you no longer wish to keep any embryos or gametes in storage. If you are then eligible for a refund, this will be in line with the refund policy below. If you have outstanding invoices relating to storage fees, with no recent contact or plan regarding to payment, the centre may remove or destroy any gametes/embryos from storage. It is your responsibility to ensure you notify the centre of any change of address to ensure you receive any letters from the centre regarding any gametes/embryos you have stored as we are required to contact 12 months in advance of the storage expiry date.

How your data will be used	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> ACRM processes your personal information to provide fertility services. Collecting and using personal information for this purpose enables ACRM to provide you with information tailored to your treatment and treatment charges. The legal basis for this is that processing of your personal data is necessary for us to exercise our official authority under the National Health Service (Scotland) Act 1978, and to generally provide health care. We also have to process personal data to comply with legal obligation under Human Fertilisation and Embryology Act 2008. ACRM also processes your personal information to provide data for academic research and publication. 	<ul style="list-style-type: none"> Please read our data privacy statement- found on our website.

Access to you fertility record	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> You can request a copy of your fertility records through NHS Grampian Information Governance gram.infogovernance@nhs.scot 	

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Refund Policy

We aim to operate a fair and transparent refund policy.

Medication

We cannot provide any refund for medication once we give this to you even if this medication is unused. We minimise the medication given to you but the amount of medication required can vary.

IVF & ICSI Treatment

Sometimes, a treatment cycle is not completed. If this happens, you may be eligible for a refund, but this will depend on why your treatment stopped and how much treatment you received.

To calculate the proportion of any applicable refund, the cost of treatment is split into 3 stages of treatment cycle which make up the cost of the full treatment cycle:

- 1- 40% of the treatment charge is made up of consultation, nurse appointment, monitoring scans and medication
- 2- 45% of the treatment charge is made up of egg collection and embryo creation
- 3- 15% of the treatment charge is made up of the embryo transfer

If there are no suitable embryo(s) to freeze then you will be refunded the freezing and storage charges.

Specific to IVF

If you do not reach egg collection or if there are no eggs to collect	If, despite a predicted poor response and with maximum stimulation, you still opt to proceed but do not reach egg collection or if there are no eggs to collect, then this will be counted as a completed cycle and no refund for treatment will be given even if your cycle is converted to IUI. Otherwise, we will refund 60% of your treatment charge (i.e. we will not charge you for egg collection, embryo creation or embryo transfer).
Failed fertilisation	If, despite being recommended ICSI, you still opt for IVF and if there is no fertilisation, then this will be counted as a completed cycle and no refund for treatment will be given. Otherwise if failed fertilisation occurs when IVF was the recommended treatment, this will not normally be counted as a completed cycle (since there ought to be a reasonable expectation of successful fertilisation using a subsequent cycle with ICSI). On this basis, you will be entitled to a treatment refund of 15% (i.e. we will not charge you for embryo transfer).
No embryo transfer (freeze all) due to medical reasons	If, for medical reasons, we need to freeze all embryos, your first frozen embryo transfer will be free of charge.
Cycle cancelled	If, you decide to cancel your cycle for personal reasons, before any stimulation medication is issued, a full refund will apply.

Specific to ICSI

If you do not reach egg collection or if there are no eggs to collect	If, despite a predicted poor response and with maximum stimulation, you still opt to proceed but do not reach egg collection or if there are no eggs to collect, then this will be counted as a completed cycle and no refund for treatment will be given. Otherwise, we will refund 60% of your treatment charge (i.e. we will not charge you for egg collection, embryo creation or embryo transfer).
If there are no embryos to transfer	This is counted as a completed cycle and no treatment refund will be given.
No embryo transfer (freeze all) due to medical reasons	If, for medical reasons, we need to freeze all embryos, your first frozen embryo transfer will be free of charge.

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Cycle cancelled	If, you decide to cancel your cycle for personal reasons, before any stimulation medication is issued, a full refund will apply.
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Planned Egg Freeze

If you do not reach egg collection or if there are no eggs to collect	We will refund 60% of your treatment charge.
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Frozen Replacement Cycle (FET)

Failed thaw of frozen embryo(s)	In cases where an embryo fails to thaw successfully, further embryo(s) will be thawed for transfer if available. If there is no embryo available for transfer and treatment cannot continue, we will refund 15% of your treatment charge.
Cycle cancelled (Natural/Modified Natural)	For natural frozen cycles, where a cycle is cancelled before the embryo is thawed, for medical or personal reasons, a full refund will apply. If no surge is detected or you have already ovulated, a full refund will apply.
Cycle cancelled (Medicated)	For medicated cycles, where a cycle is cancelled before stimulation medication is issued a full refund will apply. If a medicated cycle is cancelled for personal reasons after the stimulation medication has been issued, prior to embryo transfer, a 60% refund will apply.

Thawing of Frozen Eggs, Insemination and Frozen Replacement Cycle

Failed thaw of frozen egg(s)	We will refund 60% of your treatment charge.
Failed fertilisation from ICSI	This is counted as a completed cycle and no refund will be given.
No embryo for transfer	We will refund you 15% of your treatment charge

Storage of gametes/embryos (per treatment cycle)

Gametes/embryos stored for one year	If gametes/embryos are all used before the one year storage period ends, no refund will be issued.
Gametes/embryos stored for two years	If gametes/embryos are all used and there is at least one full year of unused storage remaining, a partial refund will be issued. Otherwise no refund will be issued.
Gametes/embryos stored for five years	If gametes/embryos are all used and there is at least one full year of unused storage remaining, a partial refund will be issued. Otherwise no refund will be issued.

Refunds will be made within 15 working days.

Mix of Self-funding and NHS funded treatment

We do not allow mixing of funding on any treatment, procedures, medications, storage or any other additional fees. Your treatment will either be fully covered under the NHS or will be fully self-funded as we do not facilitate mix and match of funding at this centre. This includes if donor sperm samples are purchased for an intrauterine insemination then the treatment must continue as self-funded. This also applies for preimplantation testing that embryos cannot be created as part of NHS funded cycle and then send to a private clinic for testing.

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