

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, you may either:

- Email the Business Manager at gram.aberdeenfertility@nhs.scot
- Or write to the Business 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

or

Freephone: 0800 377 7330

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

(please note: no stamp required)

Website: www.spsso.org.uk

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

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, the risks involved, success rates, and waiting times. • 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. • 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 	<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.

results/response to previous fertility treatment with us).	
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"> You cannot begin treatment until you have completed all of your information modules and signed all of the relevant consent forms. Please make sure you complete your consent forms accurately. As these are legal documents, we will not be able to proceed with your treatment until all your consents are completed correctly. 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.
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.
If your treatment cycle is not completed	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> 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. 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 does not provide for compensation claims. 	<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	
What you can expect of ACRM	What ACRM expects of the patient/ partner
<ul style="list-style-type: none"> • Our website and costed treatment plan provide a full list of charges • Before your treatment begins, we will provide you with a clear indication of the charges related to the treatment plan you agreed with the fertility specialist. • We will provide you with an invoice which clearly describes the treatment you received and which will correspond with your estimate. • For charges relating to the freezing and storage of samples, we will advise you when you have samples to freeze and store. • One year before your storage period expires, we will contact you to discuss future arrangements. 	<ul style="list-style-type: none"> • Payment by debit or credit card only. • Payment for treatment is made in advance. • Non-payment of invoices will delay the continuation of treatment. • For continued storage charges, you will receive an invoice in advance of your next storage period. It is your responsibility to advise us if you no longer wish to keep any embryos or gametes in storage. You will be charged for storage up until the date of the Withdrawal of Consent form has been signed and received.
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 	

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.

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

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 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 will be given. Otherwise, failed fertilisation with IVF 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 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.

Specific to ICSI

If you do not reach egg collection	If, despite a predicted poor response and with maximum stimulation, you still opt to proceed but do not reach egg collection, then this will be counted as a completed cycle and no refund 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 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.

Frozen Replacement Cycle (FET)

Failed thaw of frozen embryo(s)	We will refund 15% of your treatment charge.
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Thawing of Frozen Eggs, Insemination and Frozen Replacement Cycle

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

Refunds will be made within 15 working days.