



***Welcome
to the
Fertility Clinic***

***Information for
patients and carers***

**Fertility Clinic
Aberdeen Maternity Hospital**

Do you have a physical disability?

Please inform clinic staff of any needs you may have relating to your disability.

Do you have difficulty speaking English?

If you have a problem speaking, reading or understanding the English language, telephone interpreting services are available in our hospital.

If you wish, we can arrange for a face-to-face interpreter instead, but we do need to know about this in advance. Please ask a friend to let staff know before you come in to hospital by calling the telephone number on your letter.

Do you have a hearing impairment?

If you have any hearing difficulties please inform a member of hospital staff. Within the Fertility Clinic we have a portable induction loop available if you wear a digital hearing aid. British Sign Language interpreters are also available by arrangement.

If you are a minicom user and need to contact us, please telephone our minicom operator on (01224) 550702. You can also fax us on (01224) 553678.

This leaflet is also available in large print and on computer disk.

Other formats and languages can be supplied on request. For a copy please call Quality Development on (01224) 554149. Ask for leaflet 0087.

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Who comes to the Fertility Clinic?

- Couples who may need help becoming pregnant. Problems with fertility may affect one in six couples.
- Men and women. Problems with fertility can affect both sexes.
- People who have previously achieved pregnancy, but now need help to become pregnant again.

If you wish to come to the clinic

- The appointment is for **both** you and your partner (if applicable).
- If you do not attend, or cancel at short notice the appointment will be wasted and could have been given to another patient who is waiting to see us. However, if the appointment is not suitable, please contact reception as soon as possible to arrange another appointment.
- Please telephone (number below) or write to the clinic to let us know of any change(s) in your name, address, telephone number or GP.

Fertility Clinic Reception

 **(01224) 559230** 

On arrival

Please hand your card in at the clinic reception desk. The clinic receptionist will check your identification details. You will then be asked to check in with the Fertility Clinic nurses and guided to the waiting area. You will be seen according to your appointment time.

We aim to see patients at their appointment time, or at least within 30 minutes of their appointment time. If delays are likely, we will keep you informed of the reason and how long you are likely to have to wait.

What will happen at my first visit?

- Your appointment will take up to 45 minutes.
- The doctor needs to see you and your partner (if applicable).
- You may (both) be physically examined.
- An ultrasound scan may be done on the woman.
- We will tell you if you need more tests and these will be arranged.
- We will take time to explain things to you.
- You can ask questions.

Which tests may be carried out?

Your GP may well arrange some of these tests before sending you to our clinic.



For women:

The day your period starts is Day 1. Blood will be taken on day 21 of your cycle. This will let us measure the level of the hormone progesterone, which peaks 7 days after ovulation. Blood can be taken at the same time to check that you are immune to Rubella (German Measles).





For men:

A semen sample can be handed in to the Andrology Laboratory at Aberdeen Maternity Hospital (second floor). An instruction sheet and specimen container will be supplied by your GP or clinic doctor.

Please arrange your semen analysis appointment at least two weeks in advance of your clinic appointment.

If you live more than one hour's journey from the hospital (or if you often work away) a semen sample can be arranged for the same day as your first appointment. If an appointment for semen analysis is not enclosed and you wish one, please phone the Andrology Laboratory on:

 **(01224) 553211** 

When will I be seen again?

When the results of all your tests are back. The medical staff will discuss with you when you should be seen at the clinic again.

Please arrange a follow up appointment at the reception desk before you leave the clinic.

What can I do to help myself?

Timing of intercourse

When in my cycle am I most likely to get pregnant?

- The first day of your period counts as day one.
- Women who have a 28 to 30 day cycle will normally ovulate somewhere between 10 and 18 days of that cycle. This is your most fertile period.

Having intercourse every two or three days during your fertile period gives you the best chance of becoming pregnant.

Some couples believe that not having intercourse before then will help sperm quality, but this is not so. In fact, if a man does not ejaculate for more than seven days, the quality of sperm decreases.

If you have an irregular cycle, please speak to the nursing staff. You can be given advice about when is **your** most fertile period. You can also discuss with the nurses if you have **any** problems with intercourse. Please phone for advice or to make an appointment. Remember that the nursing staff are available seven days a week for advice and support.

Folic acid

The Department of Health recommends that all women who are attempting to become pregnant take folic acid 400 mcgs (micrograms) daily. This is to reduce the risk of spina bifida. These tablets are readily available over the counter at any chemist/pharmacy.

Weight

Being under or overweight can affect your chances of getting pregnant. Tell the clinic staff if you want to see our dietitian.



Healthy lifestyle

Think about how much you smoke or drink – could you cut down?

Ask questions

The staff are here to help.

Fertility Clinic Nurses

 **(01224) 552719** 

Who can offer me support?

Trying for a baby can be very stressful. The Fertility Clinic sisters are here seven days a week. You might find it helpful to talk to them about how you are feeling. If you prefer to speak to someone not involved in your treatment, you can see our counsellor, Jayne Williamson.

You can phone Jayne direct or ask the sisters to arrange this for you.

Jayne Williamson
Counsellor
☎ (01224) 552628 ☎

How to get here

Directions

The Fertility Clinic is in the Maternity Hospital, which is situated on Cornhill Road, Aberdeen. Please use the postcode AB25 2ZL in route planners and sat-navs.

The map on the back page shows the bus routes and bus stops near the hospital. First Aberdeen services 3, 5, 6, 23 and 40 and Stagecoach Bluebird services 10, 18, 59 and 305 pass the Foresterhill site (routes correct at time of printing).

For more information about public transport (including buses and trains) please call Traveline Scotland on 0871 200 22 33 (www.travelinescotland.com).

If you come by bicycle, there are cycle hoops at the main entrance of the hospital to secure your bike.

Car parking

Please note that the parking arrangements at Foresterhill are currently under review and may change during the lifetime of this booklet.

If you come by car, enter the hospital grounds from either Cornhill Road or Foresterhill Road. Parking can be difficult at Foresterhill, so if possible please avoid bringing your car. **If you need to bring your own car, please allow extra time to find a parking space.**

There is also a large car park for patients and visitors to the west of Foresterhill Road. In addition, Aberdeen City Council provide a large number of pay and display car parking spaces on the surrounding roads.

Please note that the hospital cannot accept responsibility for vehicles or belongings left in hospital grounds.

Parking charges

There is no charge for parking on the Foresterhill site for up to three hours (there is a charge for the council spaces on surrounding roads). Please note that disabled badge holders are not subject to the three hour limit.

You must only park in the areas designated for patients. You may be given a penalty notice if you park inappropriately (such as on double yellow lines, in a disabled space without valid permit, in medical emergency spaces, across multiple bays etc).

Disabled parking

Disabled drivers may park in any of the designated Disabled parking spaces on the site (see map on back cover).

Disabled drivers should not park on the double yellow lines within the hospital site. This is to allow continual access for emergency vehicles, including fire engines. Disabled badges should only be used when the driver is disabled or carrying the disabled person in the vehicle. If this is not the case, badges should be removed from the dashboard and you should not park in a disabled space.

Taxis

There is a freephone for a taxi service available at the main entrance to the Maternity Hospital.

Confidentiality

All healthcare professionals have a duty to protect your privacy and confidentiality. No unauthorised personnel will have access to your records. We comply fully with the provisions and obligations of the Data Protection Act 1998 in storing and processing your information. The booklet “Confidentiality – it’s your right” gives you more information. You can ask staff for a copy or call Corporate Communications on (01224) 554400.

As well as NHS staff, you might receive care from a social worker/carers or others employed by different organisations. They might need to know relevant information about your health. No information about your medical condition, in which you can be identified, will, without your express consent, be provided to any person or organisation outwith the NHS.

Health records

When you attend hospital, information about you is recorded in manual files and on computer. Patients’ health records are an important source of information. Some use may be made of this information for audit and management studies to help improve how we deliver services, to improve the way we treat people or to help improve the health of the general public. We may be undertaking studies to assess the frequency or behaviour of certain diseases. Wherever possible, your personal details will be removed. We take great care to ensure that no patient can be identified. You may also be approached,

and asked to be involved in teaching sessions to help train student doctors, or to take part in research studies. Staff should ask you for your agreement to this.

We hope you will accept that such work is very important for advancing medical knowledge. We therefore ask you to accept that your health records may be used in this way.

If you are concerned about your information being shared, you can object. If this is your decision, tell a member of NHS staff providing your care or write to the Health Records Manager at Aberdeen Royal Infirmary. If you do so, your record will be marked and it will not be made available for audit, research or other studies without your express consent. Before reaching such a decision, you may find it helpful to discuss the matter with those responsible for your hospital care. Sometimes the law allows the NHS to share your information without your permission, for example to notify of an infectious disease.

Data Protection Act 1998 - Your rights under the Act

A leaflet entitled “How to see your Health Records” gives information about your rights under the above Act and how you can get access to your health record. You can ask staff for a copy or call Corporate Communications on (01224) 554400. The leaflet tells you about:

- The information that is collected in the NHS about you
- How that information can be used
- How you can find out more about the information held about you

You can also contact the Information Governance Team on 01224 551549 or email nhsg.infogovernance@nhs.net for further information and advice or to request a copy of your medical record.

General information

Clinical teaching

Aberdeen Maternity Hospital is a teaching hospital where we train students and conduct research. Whilst recognising that you need not assist in teaching or research, it is hoped that you will wish to help us if asked to do so. Please inform the staff if you do not wish students to be present during your consultation.

Refreshments

Refreshments are available in the hospital for outpatients and visitors. These services are provided by drinks and snack dispensers and the Women's Royal Voluntary Service. The WRVS Coffee Shop is situated at the Main Entrance of the Maternity Hospital and is usually open from 10am until 8pm.

Mobile phones

The use of mobile phones **is not permitted** in the hospital except in clearly designated areas. The signals can affect vital medical equipment. Please switch your mobile phone off before you enter the hospital.

Telephones

There are coin operated public telephones available at the main Aberdeen Maternity Hospital entrance.

Smoking

There is no smoking throughout Aberdeen Maternity Hospital.

Travel costs

If you receive Income Support, Working Tax Credit (with Child Tax Credit or with a disability element), Job Seeker's Allowance (income based) or Pension Credit Guarantee Credit, you may be entitled to help with hospital travel costs. If you are named on an HC2 or HC3 certificate or complete an HC5 form, you may also be entitled to help with travel costs. You should bring details of your benefits and appointment card when you attend the hospital.

Please keep any tickets and receipts as proof of travel costs. Reimbursement will only be at the cheapest public transport rate. Reimbursement and queries are dealt with by the General Office, Administration Department, Aberdeen Royal Infirmary.

Fire alarms

The fire alarm is tested every Wednesday morning. Staff will tell you if you should leave the area at any time.

Violence and aggression

The hospital does not accept any form of verbal abuse, threats or actual assaults towards members of staff.

Social work department

There are social workers in the hospital who are willing to discuss any non-medical problems resulting from your visit. You can contact the Social Work Department through the clinic receptionist.

Hospital chaplains

The hospital chaplains are available at any time of day to see you or your relatives when asked to do so. Chaplains are willing to visit anyone – people of any faith or none.

Please do not hesitate to ask the clinic receptionist to contact a chaplain for you.

Compliments, comments, suggestions and complaints

We would welcome any comments you may have. What did you like about the Fertility Clinic/Maternity Hospital? If you wish to praise our staff, comment on our standards of care or any other aspect of NHS services in Grampian, please let us know by completing one of our feedback cards. They are available in all clinics. All compliments, comments and suggestions will be acknowledged and passed to staff.


If you are unhappy with any aspect of the service you receive please speak to the person in charge of the clinic, who will try to resolve the problem as quickly as possible.

If for any reason, you would prefer not to speak to a member of staff, you can **either**

- Complete a feedback card. Please tick the “Complaint” box on the card to confirm you wish to make a complaint, **or**
- Write a letter to:

NHS Grampian Feedback Service
St Martin’s House
181 Union Street
Aberdeen
AB11 6BB

You can also contact the NHS Grampian Feedback Service on:

 **0845 337 6 338** 

Map

Fertility Clinic
Aberdeen Maternity Hospital
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