

Fetal Service Referrer Satisfaction Audit

30 out of 80 questionnaires returned

1. How easy was it to access the service?

Very easy –15

Easy-12

Not easy –3

2. Was the written & photocopied information

Excellent –23

Adequate – 5

Satisfactory - 2

3. Do you feel the patient was well versed about their baby's cardiac condition in order for you to continue with your own counselling?

Yes – 30

4. What 3 things would you change about the fetal cardiology service if any and reasons why?

- Wider criteria for referrals
- More fetal clinics with funding for more Cardiologist sessions
- Shorter waiting times for first appointments
- Direct referrals from senior midwives
- Local service

5. Please provide us with comments about the service

- No comments –10
- 17- excellent/ good service however a pressured service, demand exceeds current service provision
- Patients referred by local obstetricians directly to fetal cardiology bypassing fetal medicine

Audit analysis and actions

New feedback and outcome forms devised. Patients with repeat attendance and structural heart disease were targeted. Since forms contain maternal and patient data printed evidence will be provided. New fetal medicine referral form was designed.

However, when the results were analysed all 17-referrer reported to have had good and excellent service. There was no concern with the service. We will be conducting further anonymized user satisfaction for WHSC-Paediatric Cardiology Audit.