



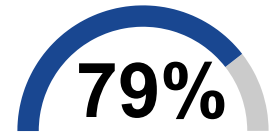
# Experience of Care Survey Results

## NL Fertility Services

April-July 2025

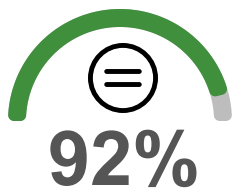
 **79**  
**Responses**

**Overall Satisfaction with Care**  
**Very Satisfied or Satisfied**

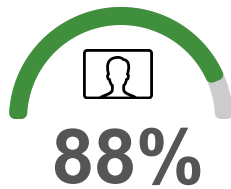


## What We're Doing **Well**

### Experience at Major's Path

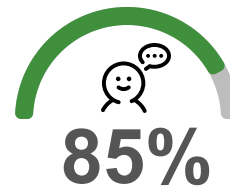


Never felt they were treated differently for any reason (like age, weight, gender)

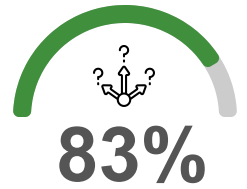


Received service the way they preferred (in-person or virtual)

### Patient Involvement in their Care

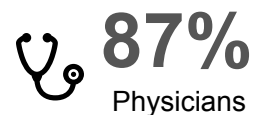
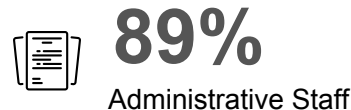


Able to discuss any questions or concerns they had



Involved in decisions about their care

### Agreed that Staff Treated them with Courtesy and Respect



## Where We Can **Improve**

### Emotional Support

**21%** Dissatisfied with the way their emotional needs were met

### Wait Times

**32%** Dissatisfied with the wait for their initial appointment

### Patients Suggested:



More services available at NLFS (16%)



Flexibility with who and when they book appointments (13%)



Dedicated counsellors for mental health support (13%)



Existing staff to have trauma informed practice training (8%)



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<https://engage.nlhealthservices.ca/myvoicenl>



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