

## Teamwork and communication Assisted Conception

Helen Kendrew  
Clinical Nurse Manager

*Bath Fertility Centre*

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## Bath



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## Relationships

- Clinic staff
- Patients
- Ancillary staff
- Administrators
- Volunteers
- Inter departmental

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## External relationships

- HFEA
- Health Care Commission
- Primary Care Trusts
- Department of Health
- Professional Societies
- Patient support groups
- General Practitioners
- Media

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## Premises and Equipment

- Fit for purpose
- Health and Safety
- COSHH
- Quality management
- Third party agreements
- Contracts and servicing
- Maintenance
- Capital purchase plan

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## Information and Technology

- Patient records
- Dedicated databases
- EDI
- Invoicing
- Electronic learning packages for staff
- Security

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## Treatments and procedures

- New technologies
- Donated gametes
- Patients seeking treatment abroad
- Single embryo transfer
- Vitrification

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## Staff education and development

- Appraisal
- Mandatory training
- Training and support for new techniques
- Personal training plans

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## Business planning

- Activity
- cycles
- Income generation
- New services
- Impact on workforce
- Redefining of roles

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# Communication



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