

# What do patients want from a regulator?

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**What patients want**

# Patients come to the HFEA for information

- More than half of those currently going through treatment, or considering treatment, have visited the HFEA website
- They want to know about clinics, treatment and success rates

# What should a regulator do?

- Regulate the quality of service
- Provide information and guidance
- Monitor patient safety
- Monitor treatment options available
- Formulate policy
- Measure patient satisfaction

# Patients would like to know

- when a clinic's licence is taken away
- if the HFEA is taking regulatory action
- if changes are made to a clinic's licence
- if a clinic is licensed for new treatment

# Patient views on inspection reports

- 83% thought they should include patient experiences
- 67% wanted information on clinical, nursing and laboratory procedures
- 61% wanted to be made aware of problems found during inspections
- 60% wanted information on staff, premises, equipment and other facilities

# What is the HFEA doing well?

- Providing information on treatments
- Publishing success rates
- Getting patient views
- Ensuring safety of medical treatments and scientific developments

# What are patients less happy about

- No regulation of the cost of treatment
- Paying fees to the HFEA
- Less than half feel the HFEA protects their interests

# Is regulation working for patients?

- Regulation is reassuring for patients
- They can get the information they need
- They know clinics are inspected and monitored
- They are not always certain that their interests are paramount