



## Welcome to Midland Fertility Services

As a new patient you will receive a lot of information from MFS over the coming months. Sometimes this information will be given verbally during a consultation and other times it will be in the form of an 'infosheet', like this, to go into a folder. New patients receive a **Patient Treatment Information (PTI) Folder** at first appointment at MFS to keep safe all the paperwork they receive during treatment. **Once received, please bring the PTI folder to every appointment at MFS.**

This infosheet includes some of the general information you will need to know before and during your first appointment at MFS. It has been compiled to reduce the stress of getting to the clinic and attending your first appointment.

## How to get to MFS at Centre House

For directions to MFS, visit the 'How to find us' page in the 'About MFS' section of [midlandfertility.com](http://midlandfertility.com) or refer to the maps in the Patients' Guide to Services. Follow the street signs to MFS from the A454 Aldridge by-pass, Portland Road and Rookery Lane. For satellite navigation, the MFS postcode is WS9 8LT.

## Parking at Centre House

There is ample free parking at MFS in the street-level car park beside Centre House, or on the roof-top car park, above the shopping centre. Both of these car parks are accessed from Rookery Lane.

Please do not park in any private, numbered parking space off Court Parade as you may be fined. MFS has no control over this and accepts no responsibility for any fines incurred.

## Clinic reference number

All patients are issued with a unique five-figured clinic reference number and are asked to confirm this:

- when making an appointment
- when leaving a message for any MFS staff
- when giving blood or sperm samples
- before an IUI insemination procedure
- before IVF egg collection
- before embryo transfer
- when making a payment in the clinic or by phone

The clinic reference number is one way MFS can ensure confidentiality and security for patients and both partners should be able to give the reference when requested, otherwise phone calls and procedures may be delayed.

## MFS patient ID card

All new patients are issued with a photo ID card detailing their name, patient reference number and a unique barcode. As part of the electronic witnessing technology at MFS, this barcode is also fixed to all tubes, sample pots and culture dishes which contain the patient's blood, sperm or eggs, and embryos. The barcode is scanned at key stages of any clinical or laboratory procedure and matched against the patient's notes before the next stage of the process can continue.

Therefore patients must ensure they bring their MFS patient ID card to each appointment to avoid any delay in treatment.

## Opening hours

MFS has extended opening hours to accommodate patients' busy lifestyles.

Monday to Friday                    7.30am-6.30pm  
last appointment at 6.00pm

Saturday and Sunday            8.00am-1.00pm

Please note:

- early and late weekday appointments are always most popular and may not be available on the day your appointment is required
- patients may see different members of the clinical team throughout treatment but comprehensive patient records mean they will be familiar with key stages of your treatment
- weekend appointments are for day-specific mid-treatment appointments only and not for initial consultation, treatment assessment, treatment planning or follow-up appointments
- urgent calls after 5.00pm will be dealt with by the relevant member of staff and messages may be taken for non-urgent calls and responded to the following weekday. Appointments may be booked by emailing: [thenurses@midlandfertility.com](mailto:thenurses@midlandfertility.com)

## Contacting MFS

Admin enquiries	01922 455911 mfs@midlandfertility.com	M-F: 7.30am-6.30pm S&S: 8.00am-1.00pm
Appointments	01922 455911 thenurses@midlandfertility.com	M-F: 8.30am-4.30pm - or use the email service
Medical/nursing enquiries	thenurses@midlandfertility.com	M-F: 7.30am-6.30pm S&S: 8.00am-1.00pm
Laboratory enquiries	thelab@midlandfertility.com	M-F: 7.30am-6.30pm S&S: 8.00am-1.00pm
Counselling services	07931 520031 anne.owen-williams@midlandfertility.com	9.00am-10.00pm daily
After hours urgent calls	01922 455911	Outside of office hours (see below)
Emergencies	999	In an emergency situation call and request an ambulance

## Out of hours on-call arrangements

Any patient who has started treatment and is concerned about their well-being outside of normal clinic hours should call 01922 455911 and listen to a recorded message for the on-call mobile number. Patients will be asked to call a senior member of the MFS team who will advise of any action to take.

Please note that the on-call number is for serious, treatment-related calls only and patients should not use the number to:

- make or change appointments
- make general enquiries
- call for the results of tests or procedures

## Interpreter services

MFS needs to be satisfied that patients fully understand the information given at consultations and are able to give informed consent to treatment - treatment may be delayed otherwise. It is the patient's responsibility to arrange for a suitable interpreter, aged 18+, to attend all visits at MFS. Some PCTs are able to provide interpreters - contact your PCT to arrange.

## Chaperone services

If you require a chaperone please ask at reception on arrival for your appointment.

## Counselling

The MFS counselling service is available to all MFS patients on 07931 520031. (See the MFS infosheet 'Counselling Services'.)

## MFS Patient Forum

The MFS Forum is an interactive 24/7 virtual patient support group for past, current and new MFS patients. Access it free, on-line at [midlandfertility.com/forum](http://midlandfertility.com/forum).

## Find us on Facebook



Stay in touch with the latest news by joining the MFS Facebook page via [midlandfertility.com/facebook](http://midlandfertility.com/facebook).

## Tune in to Twitter



Catch the very latest news and comment from MFS via two Twitter feeds:

- [twitter.com/mfsIVFmedical](https://twitter.com/mfsIVFmedical)
- [twitter.com/mfsIVFnews](https://twitter.com/mfsIVFnews)

## Embryos don't like perfume

Please avoid wearing perfume, deodorants, aftershave or hairspray at appointments. Sprays contain atomised chemical particles which can contaminate filters in the laboratory equipment. The quality of the air at MFS is closely controlled and can influence outcomes. All patients are asked to be perfume/body spray/aftershave/hairspray free for the benefit of everyone's embryos, but we also ask people to be clean from warm (un-perfumed or not too-perfumed!) soapy water, for the benefit of all.

## Staying in Aldridge

Many patients travel long distances to Aldridge and prefer to stay near the clinic before some appointments, usually egg collection and embryo transfer, to avoid the risk and stress of travel delays. These hotels are conveniently located for MFS - please contact them directly to make a booking:

- Fairlawns Hotel  
Little Aston Road, Aldridge WS9 0NU  
01922 455122
- Travellodge  
Birmingham Road, Walsall WS5 3AB  
0870 191 1823
- Holiday Inn  
M6 J7, Chapel Lane, Great Barr B43 7BG  
0870 400 9009
- Innkeeper's Lodge  
Chester Road North, Sutton Coldfield B73 5BA  
0121 353 7785
- Quality Hotel  
20 Wolverhampton Road, Walsall WS2 0BS  
01922 724444