Care Fertility Quality Account

APRIL 2024 - MARCH 2025

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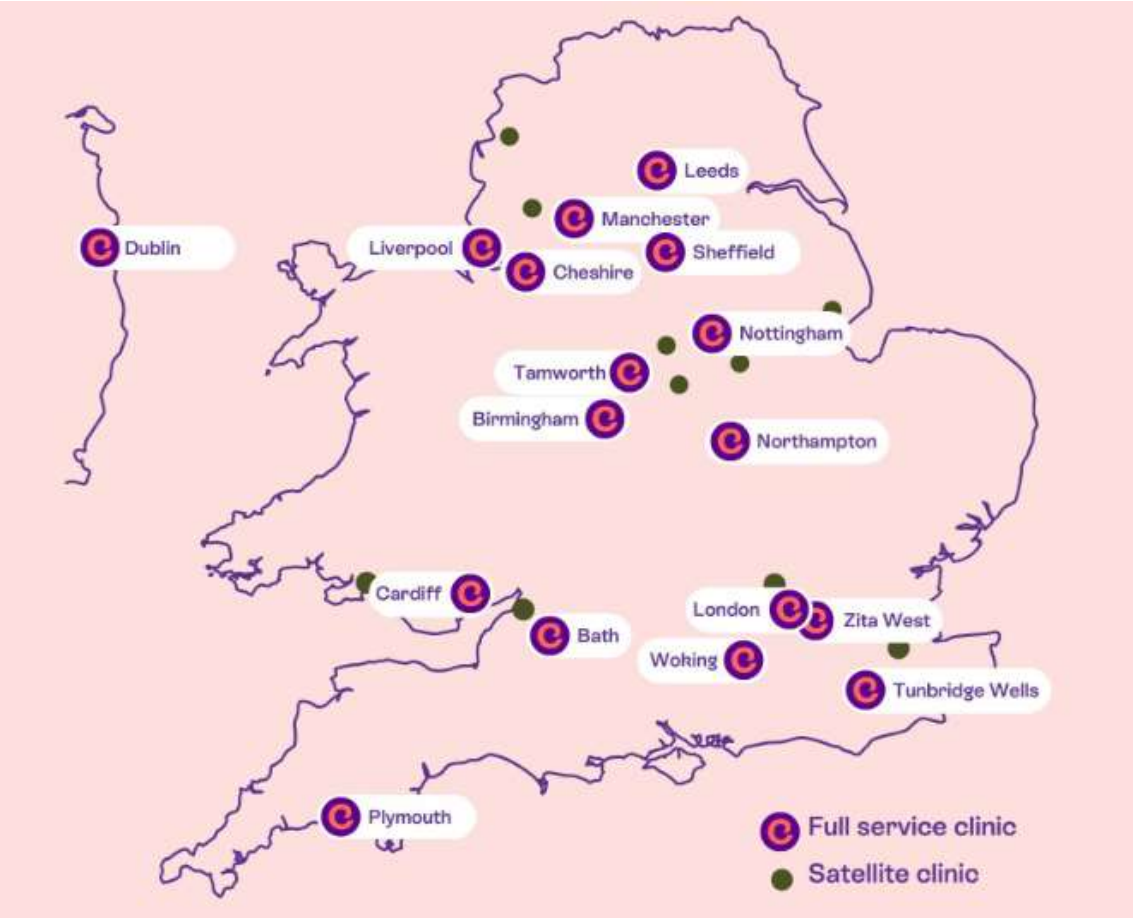
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Care Fertility Clinics



Welcome to Care Fertility

Care Fertility - The UKs largest fertility specialist, with over 25 years of experience in delivering world-class treatments. Our mission is to make family possible for everyone; through compassion, collaboration, and expertise.

Care Fertility offers the widest range of fertility services, in the largest number of locations across the UK. Including, intrauterine insemination (IUI), intracytoplasmic sperm injection (ICSI), in vitro fertilisation (IVF), egg freezing, donor egg and sperm programs, and surrogacy.

Care Fertility is part of an international fertility group (Care Fertility Group), focused on innovation, clinical excellence and market leading patient proposition with strong success rates. Over the last 25 years, Care Fertility scientists and clinicians have driven many of the innovations in the field of IVF and our continuous clinical improvement is supported by and recognised through international collaborations

and publications. Our current work on time-lapse imaging and artificial intelligence is shared internationally.

Our clinics provide a comprehensive range of treatment for the investigation and management of fertility problems and are regulated by the Human Fertilisation and Embryology Authority (HFEA) and Care Quality Commission (CQC). Our staff have specialist skills and knowledge and are committed to providing an excellent level of service and care to all our patients.

We have dedicated Quality Managers who work across our clinics overseeing all matters quality related. They in turn form the Care Group Clinical Governance team to share best practice and ensure cohesion across the clinics.

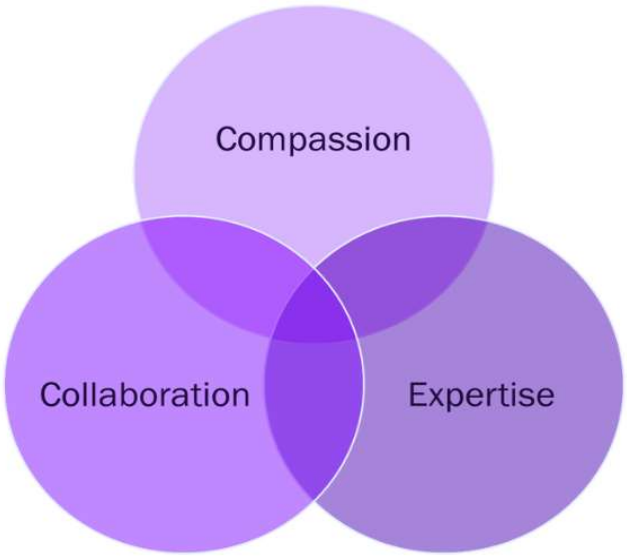
At Care Fertility we provide this quality service and care to NHS funded patients who meet the eligibility criteria set out by their Integrated Care Board (ICB). Individualised patient care and satisfaction is always our primary focus.

Patient safety is our highest priority and our robust recruitment processes, and training programmes ensure that staff are competent and fully trained in all aspects of service provision.

Patient feedback and involvement is extremely important to us; we also rely on other measures of safety and clinical effectiveness which we use to confirm that treatment is evidence based and delivered by appropriately qualified and experienced healthcare professionals.

Inclusivity is at the core of Care Fertility's culture, our brand promise is to ensure patients feel seen, heard and supported every step of the way. We continue to build a culture where everyone belongs, and empathy is shown to all patient groups.

Our values



Compassion
We start by understanding our patients' needs, using our knowledge and expertise to ensure every journey is personal. We provide excellent service to ensure happier and supported patients delivering a healthier, stronger business.

Collaboration
We are a collaborative team that leads with compassion. We work together to create the best possible experience for our patients and colleagues. We welcome more patients every year as we educate and grow the fertility market.

Expertise
We are the experts. We are at the forefront of the latest science, treatments and care. We are curious and develop best practices to support our colleagues and give our patients the best chance of making the dream of family come true. We are the leaders in our industry. We are ambitious and constantly looking to improve and grow. We invest in our teams and the wider fertility community; building an efficient, service-driven, sustainable and financially strong company.

Statement on Quality from Care Fertility's Chief Executive Officer

Welcome to the 2024-25 Care Fertility Quality account which explains how essential quality assurance is to Care Fertility and looks forward to our plans for further quality improvements in the forthcoming year.

At Care Fertility we are dedicated to achieving the best chance of pregnancy for our patients by providing safe, effective and personalised treatment. This is supported by our Quality Management System and continuous quality improvement supported by the representation of quality managers across the group.
Our overall Clinical Pregnancy rate per embryo transferred for NHS funded patients (all ages fresh IVF/ICSI own eggs) April 2024 to March 2025 was 39.8%.

To maintain our position as the UK's leading independent fertility health care provider, Care Fertility will continue its commitment to research, developing new procedures to assist those who seek our help, and in a manner sensitive to local regulation and social requirements in all the geographic locations in which we operate.

We continue to be regulated by our governing body, the Human Fertilisation & Embryology Authority (HFEA), with each clinic maintaining a rigorous inspection and certification process.

Care Fertility is proud to engage and invest in the National Scientist Training Programme (STP). We currently have 20 people on this programme being trained across Care's UK clinics, with 8 due to graduate this summer. A further 3 will be joining the programme in September.

We continue to run our own master's degree in clinical Embryology in partnership with Liverpool John Moore's University, with our first and second cohorts already graduated and have all gained employed within the sector, including 3 accepted onto the national STP training program. Our third cohort, which included 12 International students for the first time, are currently completing their research projects. September 2026 will see the start of our fourth and largest cohort of students to date, into this program.

In addition, Care Fertility are proud to partner with Birmingham City University to offer the MSc Level 7 Module for Assisted Reproduction Ultrasound. Those who complete the course will be qualified to undertake all fertility screening, monitoring, and early pregnancy scans.

Care Fertility staff have also contributed to the development and publication of the Royal College of Nursing standards for nurses performing ultrasound scanning in fertility care.

This quality account details:

- The clinic's priorities for improvement in 2025-26.
- Statements of assurance relating to the quality of services provided by Care Fertility.
- What others say about us.

To the best of my knowledge, as requested by the regulations governing the publication of this document, the information in this report is accurate.

Michael Henry
Chief Executive Officer
Care Fertility Group

Priorities for Quality Improvement 2025-26

	Quality objective	Strategy/Measurement for achieving the objective
Clinical Effectiveness	To maintain clinical outcomes.	This will always remain our primary quality objective as clinical success rates are a direct measure of the effectiveness of treatments provided by Care Fertility. Research and patient feedback support that this is a significantly important metric for our patients.
Patient Safety	Multiple births are considered by the fertility regulator to be the single biggest risk to the health of mothers and babies.	Monthly review of success rates; monthly trend analysis using HFEA benchmarking data; investigation if adverse trends are identified, implementation of corrective and preventative actions as required.
	To ensure that risks of Ovarian Hyper Stimulation Syndrome (OHSS) are minimised.	All OHSS cases recorded on Datix, with severe/critical cases reported to the HFEA and trends analysed to identify any opportunities for learning. OHSS rates reviewed at local and group clinical governance and quality meetings. Should adverse trends be identified, implementation of review and corrective and preventative actions as required.
	To assess and reduce the risk of venous thromboembolism (VTE) for patients undergoing medically assisted reproduction.	An upward trend in cases of VTE was observed in 2022 and 2023 and as comprehensive VTE policy was drafted and implemented in response. We are continuing to monitor occurrences and conduct regular audits of implementation of the policy to ensure the policy continues to be implemented.
	Responding and learning from patient safety incidents (PSIRF)	Effective learning and improvement using the Patient Safety Incident Response Framework (PSIRF).

		We are continuing to promote and embed a culture of 'compassionate engagement and involvement of those affected by patient safety incidents' across the Care Fertility group. We aspire to ensure that where warranted, incidents are fully reviewed using SEIPS principles as set out in our PSIRF policy. Adherence to these principles will be audited in Q3 2025.
	Cyber Essentials Certification.	Cyber Essentials is a government-backed, industry-supported scheme to help organisations protect themselves against common online threats. Care Fertility aim to achieve certification by April 2026.
Patient Experience	Continuous improvement of patient experience during their treatment journey.	A comprehensive review of our patient information documents will be complete by Q1 2026. We are undertaking a review of our complaints policy and will undertake a skills and knowledge gap analysis and then provide support and training in complaints management where gaps are identified

Statements of Assurance

This section of our Quality Account provides the mandatory information for inclusion as determined by the Department of Health regulations and reviews our performance over the last year between April 2024 and March 2025 but reported in June in line with guidance.

Review of NHS Services Provided 2024-25

During 2024-25 Care Fertility provided fertility treatment to NHS funded patients under the terms of a number of Integrated Care Boards (ICB) contracts.
Care Fertility provides fertility services for 89 ICB's, NHS England funded patients from the armed services and NHS funded treatment with preimplantation genetic testing for monogenic genetic conditions (PGT-M).

Care Fertility has reviewed all the data available to them on the quality of the NHS services provided. The income generated by the NHS services reviewed in 2024-25 represented c. 20.6 % of the total income generated by Care Fertility.

Total number of NHS patients	**NHS cycles (% total cycles)**	
Clinic	**April 2023 – March 2024**	**April 2024 – March 2025**
Nottingham	533 (21.5%)	628 (26.9%)
Northampton	309 (13.4%)	388 (14.2%)
Manchester	535 (19.6%)	661 (24.9%)
Sheffield	321 (23.2%)	290 (23.1%)
London	16 (0.9%)	12 (0.5%)
Tunbridge Wells	390 (25.6%)	434 (28.3%)
Birmingham	41 (2.5%)	28 (1.6%)
Bath	225 (15.9%)	211 (16.0%)
Chester	411 (24.3%)	165 (18.0%)
Tamworth	10 (1.7%)	3 (0.5%)
Woking	388 (21.7%)	382 (22.7%)
Leeds	1182 (26.0%)	1663 (30.4%)
Plymouth		210 (13.5%)
TOTAL	**4361**	**5075**

Participation in Clinical Audit

National Audit

There were no national clinical audits that were relevant to fertility services and therefore Care Fertility did not participate in the national programme.

Local Audits

Care Fertility has a robust audit schedule which evaluates key aspects of the group and individual clinic systems and processes. The audit schedule ensures conformance to national regulatory requirements such as the HFEA standard licence conditions and Code of Practice and Care Quality Commission Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

It is an HFEA requirement that all aspects of practice in a licensed clinic are audited at least once every two years

Audits are performed using an audit tool format which is kept under continuous review where new/revised guidelines or regulations are introduced.
Our current programme audits the following aspects of practice :

Adverse Incidents	Medical Gas Safety and Handling
Annual Consumable and Equipment Traceability	Medicines Management
Annual Witnessing	Multiple Birth review
Complaints Management	Patient Records
Compliance with Donor consent	Perioperative pathway
Confidentiality	PGT-A and embryo testing
Consent	Procurement, processing and transport of gametes and embryos
Controlled drugs	Provision of information
Counselling	Research and Training
Donor recruitment	Satellite Clinics
Donor Screening	Screening
Extended Storage	Sedation
Import and Exports	Staff recruitment and competencies
Infection, Prevention & Control	Storage of gametes and embryos
Laboratory Process Validation	Surrogacy
Legal Parenthood	Third Party Agreements
Liquid Nitrogen Safety and Handling	Welfare of the Child

Audit reports and outcomes are discussed at local and group Clinical Governance and Quality meetings to highlight any areas of non-compliance, the actions being taken and good practice shared. Completion of actions is monitored by the local Clinical Governance and Quality manager through the Datix system.

Participation in Clinical Research

All patients (including NHS patients) have an opportunity to consent to the donation of embryos that are not wanted for treatment to HFEA licensed, research ethics committee approved research programmes. These embryos are allocated for research purposes with the patient's full consent.

Use of the CQUIN payment framework

No Care Fertility clinics participated in the Commissioning for Quality and Innovation payment framework during 2024/25

Statements from the Care Quality Commission (CQC)

The Human Fertilisation and Embryology Authority (HFEA) and Care Quality Commission (CQC) have agreed to work together to ensure the safety of people who use services but to minimise regulatory burden. Only Care Manchester, Northampton, and London remain registered.

Statements from the Human Fertilisation and Embryology Authority (HFEA)

The Human Fertilisation and Embryology Authority (HFEA) regulate all UK fertility clinics and projects involving research with human embryos. To ensure all patients receive high quality care throughout their fertility journey the HFEA licence, inspection calendar and Code of Practice.

To find out more information about what the HFEA says about each Care Fertility clinic and our latest inspection reports please visit: https://www.hfea.gov.uk/choose-a-clinic/

Statement on Data Quality

Care Fertility did not submit records during 2024-25 to the Secondary Users Service for inclusion in the Hospital Episode Statistics: this is not a relevant requirement for this service.

Care Fertility does submit comprehensive data on every cycle of fertility treatment undertaken to the specialist fertility regulator, the HFEA. This data is validated and subject to audit by the HFEA to confirm accuracy and quality. Data quality is a significant priority and allows accurate evaluation of clinical success rates both by Care and the HFEA. The HFEA provides access to non-identifying information for secondary users, and can also supply identifying data to both research organisations (if the patient consents) and to children born from donation.

Our Information Governance policies continue to inform our standards of record keeping which support and evidence the delivery of care and treatment. Records are regularly monitored for accuracy, completeness, and legibility providing timely identification of quality issues and any remedial steps required.

Data Security and Protection Toolkit attainment levels:

Care Fertility takes its responsibilities towards personal data very seriously. It recognises GDPR, Data Protection Act 2018, Common law for Confidentiality and the HFE Act 1990 requirements for personal data. Care Fertility is also required to complete the Data Security and Protection Toolkit - an online self-assessment tool that is used by organisations to measure and publish their performance against the National Data Guardian's ten data security standards.

Care Fertility goes much further, and as part of a continuous improvement process, Care Fertility works to bring "Data Protection by design and default (GDPR Article 25), into everything we do, with key risks identified by an active corporate risk log, and controlled an ongoing data security improvement plan which is subject to Board level scrutiny. The continuous improvement process is also shown through the Toolkit submission, and has once again met the standards required for the 2024-25 Toolkit.

Infection Prevention and Control

The aim of infection prevention and control activities is to maintain an effective clinic wide programme for the prevention of clinic-acquired infection and the containment of infection brought into the Care Fertility group by patients, staff or visitors.

Our Infection Prevention Control committee meets bi-annually to develop and implement infection control measures across the business. An infection prevention and control lead nurse from each clinic attends this committee meeting and provides advice, training and guidance on infection control within their clinic.

Healthcare Associated Infections

Infection	2024/2025
MRSA positive blood culture	0
MSSA positive blood culture	0
E. Coli positive blood culture	0
Clostridium difficile hospital acquired infections	0

Safeguarding

Care Fertility takes a broad community approach to establishing safeguarding arrangements.

Prevention Strategies include:

- Mandatory training for all staff
- Having effective policies and procedures in place which are disseminated to staff
- Listening to the voice of the adult, family, carers and provider staff
- Empowering service users to recognise and report safeguarding and quality concerns
- Promote and implement the principles of the Mental Capacity Act (2005)
- Using safe recruitment processes
- Monitoring incidences and data for patterns and trends

Freedom to Speak Up

Care Fertility has a specific freedom to speak up and raising concerns (whistle blowing) policy which details how staff can speak up and the support they will be provided with. Care Fertility has a dedicated Freedom to Speak Up Guardian who has been given special responsibility and training in dealing with whistleblowing concerns.

All staff are required to complete the Care Fertility mandatory eLearning module Freedom to Speak Up (Whistleblowing). The eLearning module covers the following areas:

- What is whistleblowing
- Who can raise a concern
- Roles and Responsibilities
- How to raise a concern
- Raising concerns with an outside body

Any whistleblowing events, the outcome of their investigation and what actions have resulted are reported to the Board on an annual basis

Patient safety

In line with NHS England's new approach to learning from patient safety incidents Care Fertility have adopted the Patient Safety Incident Response Framework (PSIRF). Incidents are logged by category on our Datix system and reported to the Board. Our Datix dashboard is a live 'at a glance' tool designed to enhance transparency across our clinics and inform local action where negative trends are identified. Datix allows any member of staff across the business to report an incident and record any immediate or remedial action taken. Once an incident is reported Quality Managers review the information ensuring that the severity and categorisation of the incident have been correctly assigned. In addition, they ensure that any proposed actions have been completed, lessons learned identified and shared.

Sharing learning across the organisation is key to improving quality of care for our patients. Where a serious incident has occurred a shared learning tool is circulated

to all clinics to highlight the lessons learned and recommendations identified following investigation.

We have robust governance procedures and identify opportunities for improvement from all sources including audit, incidents, feedback and complaints.

Care Fertility Clinical Governance model



Number and % of NHS treatment cycles affected by an incident of any grade between April 2024 - March 2025
(% as a function of total number of NHS cycles provided)

Clinic	Severe OHSS	Never Events	HFEA reportable incidents	Total number of incidents
Nottingham	0.2% (1)	0.0% (0)	0.8% (5)	61
Northampton	0.0% (0)	0.0% (0)	1.0% (4)	68
Manchester	0.2% (1)	0.0% (0)	0.6% (4)	78
Sheffield	0.0% (0)	0.0% (0)	1.4% (4)	35
London	0.0% (0)	0.0% (0)	0.0% (0)	1
Tunbridge Wells	0.0% (0)	0.0% (0)	2.8% (12)	59
Birmingham	0.0% (0)	0.0% (0)	0.0% (0)	1
Bath	0.0% (0)	0.0% (0)	1.9% (4)	26
Chester	0.0% (0)	0.0% (0)	0.6% (1)	0
Tamworth	0.0% (0)	0.0% (0)	0.0% (0)	14
Woking	0.0% (0)	0.0% (0)	0.8% (3)	34
Leeds	0.2% (4)	0.0% (0)	0.8% (14)	154
Plymouth	0.5% (1)	0.0% (0)	0.5% (1)	22
TOTAL	**0.1% (7)**	**0% (0)**	**1.0% (52)**	**531**

Source: *Incident reporting system Datix*

Patient Experience

Patients are at the centre of the service we provide and Care Fertility places a high value on patient feedback to ensure any opportunities for improvement are taken.

All patients are asked to provide feedback post consultation and again post treatment. These responses are then analysed and shared with relevant stakeholders on a quarterly basis.

Complaints, and concerns are logged by category on our Datix system and reported to the Board. Our Datix dashboard is a live 'at a glance' tool designed to enhance transparency across our clinics and inform local action where negative trends are identified.

During 2024 - 25 92% (655) of the NHS patients who completed our post treatment questionnaire reported they would be likely or extremely likely to recommend Care to others.

We believe we have an open and transparent culture and aspire to listen to and act on all feedback – both positive and negative.

Clinic	Total Number of NHS patient Complaints
Nottingham	4
Northampton	4
Manchester	5
Tunbridge Wells	3
Woking	1
Leeds	11
Plymouth	2
TOTAL	**30**

Source: *Care Fertility complaints system*

At Care Fertility we understand that fertility treatment may often be emotionally draining, and patients sometimes need to make difficult decisions about treatment options that could have significant emotional impact. As a result of this all of Care Fertility patients are given the opportunity to receive implications counselling prior to commencing treatment. Patients also have access to fertility support counselling with our professionally qualified counsellors during their treatment journey.

Ensuring our patients feel supported throughout their treatment journey is very important to us. Patients are asked to rate the level of support they received during their treatment. During 2024 - 2025 97% (700) of the NHS patients who completed our post treatment questionnaire reported the level of support they received during their treatment as excellent, very good, or good.

What our patients say

"The best healthcare professionals that have ever worked with me"
(Care Fertility Sheffield)

"Nurses and doctors are always very friendly, show empathy and make me feel comfortable during the appointments"
(Care Fertility Chester)

"All Care family was absolutely fantastic and went above and beyond to do my treatment. Massive thanks to everyone involved"
(Care Fertility Leeds)

"The nurses on my treatment had been just the loveliest women and made me feel so calm and comfortable. Really appreciated them"
(Care Fertility Woking)

"The nurses at Care London are absolute angels. Very nice and positive young women that seem to really take their job to heart!"
(Care Fertility London)

"We couldn't have had a better experience. Staff have been so kind, helpful and informative at such an important time"
(Care Fertility Tunbridge Wells)

"Everyone I have been in contact with has been absolutely lovely, professional and Caring"
(Care Fertility Bath)

"This is our second time using Care after a successful first round and considering the process, the staff at Care really have helped and supported us every single step of the way. Huge thanks to all at both Tamworth and Birmingham"
(Care Fertility Tamworth & Birmingham)

"CARE staff have been friendly, kind and helpful. It is clean, calm and comfortable. Everyone I met helped me to feel confident and relaxed. The team were knowledgeable, reassuring and checked in with me regularly. I can't thank everyone enough"
(Care Fertility Manchester)

"This is the second time I have gone through IVF at Care Fertility in Northampton, all been amazing throughout my journey, I'm so thankful!"
(Care Fertility Northampton)

"Great experience again for our second embryo transfer. Everyone super helpful, caring and efficient"
(Care Fertility Nottingham)

"Care Fertility were amazing and extremely informative. Every step my partner and I felt supported so thank you for everything"
(Care Fertility Plymouth)

Review of Quality Performance 2024-25

	Quality Priority	What we said we would do…	What we achieved
Clinical Effectiveness	To maintain clinical outcomes.	This will always remain as a quality objective as clinical success rates are a direct measure of the effectiveness of treatments provided by Care Fertility. Research and patient feedback support that this is a significantly important metric for our patients.	Overall Clinical Pregnancy rate per embryo transferred for NHS patients (all ages fresh IVF/ICSI own eggs) April 2024 to March 2025 was 39.8%. An improvement in comparison with 35.3% the previous year. Clinical pregnancy rates, along with a suite of clinical outcomes and laboratory indicators, are reviewed on a monthly basis by individual clinics using our new reporting platform: Power BI. This allows clinics to interact with a variety of metrics and compare their outcomes within the Group. Any key performance indicators (KPIs) that fall below the target continue to trigger an investigation and improvement plan. These are discussed and reviewed at monthly Clinical Governance meetings and Quarterly Performance Reviews.

Patient Safety	Multiple births are considered by the fertility regulator to be the single biggest risk to the health of mothers and babies.	Monthly review of success rates; monthly trend analysis using HFEA benchmarking data; implementation of root cause analysis if adverse trends identified, implementation of corrective and preventative actions as required.	Overall Multiple Birth rate for NHS patients April 2024 to March 2025 was 1.2% compared to 1.4% the previous year. Multiple birth rates continue to track well below the HFEA's 10% target in all clinics. Individual clinics continually monitor their multiple birth rates on a live Power BI dashboard.
	To ensure that risks of Ovarian Hyper Stimulation Syndrome (OHSS) are minimised.	All severe/critical OHSS cases recorded on Datix, reported to the HFEA and trends analysed to identify any opportunities for learning. OHSS rates reviewed at local and group clinical governance and quality meetings. Should adverse trends be identified, implementation of corrective and preventative actions as required.	7 cases of severe OHSS (0.1% of all NHS cycles) were reported 2024/25 - all were reported to the HFEA and investigated. No adverse trends were identified.
	Adoption of the Patient Safety Incident Response Framework (PSIRF).	PSIRF sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety. During 2024/25 we will be updating our policies to incorporate PSIRF and providing training to our staff to reflect improved response to patient safety events as recommended by the NHS.	Director of Governance completed relevant training. Policies have been updated to reflect PSIRF. Datix incident reporting platform updated to reflect principles of PSIRF investigation. Quality Managers completed HSIB Systems approach to learning from patient safety Incidents training.

	To assess and reduce the risk of thromboembolism (TE) for patients undergoing medically assisted reproduction.	All cases of VTE are recorded on Datix, reported to the HFEA and trends analysed to identify any opportunities for learning. VTE incidents reviewed at local and group clinical governance and quality meetings. Should adverse trends be identified, implementation of corrective and preventative actions as required.	VTE champions have been appointed across the group. A study day was held in January 2025 to increase knowledge and expertise. VTE eLearning module in development.
	To assess the risk of ectopic pregnancy for patients undergoing medically assisted reproduction. To reduce the risk of misdiagnosis of Ectopic Pregnancy.	Ultrasound scanning USS focus group to be established to enable staff to share experiences learning and best practice. Pregnancy scanning SOP to be referred to Care Fertility's guideline review group for review and/or update to provide clear guidance on referral criteria where there may be a risk of ectopic. In accordance with recommendations made in The Healthcare Safety Investigation Branch investigation into the diagnosis of ectopic pregnancy guidance to be developed on the information that should be provided to support referral to early pregnancy units to standardise and improve the flow of information Action to ensure ultrasound scan images can be recorded and stored.	Monthly focus group meeting in place. Pregnancy scanning SOP and Patient Information document reviewed and updated. Care Fertility are proud to partner with Birmingham City University to offer the MSc Level 7 Module for Assisted Reproduction Ultrasound. Those who complete the course will be qualified to undertake all fertility screening, monitoring, and early pregnancy scans. Care Fertility staff have contributed to the development and publication of the Royal College of Nursing standards for

			nurses performing ultrasound scanning in fertility care.

Sustainable Care Fertility

Care Fertility is committed to work towards a sustainable future. This is to ensure that we positively impact our staff, our patients and the communities where we work. Care Fertility's sustainability strategy for 2025 - 26 will be to continue to:

1. Enhance the measurement of our Greenhouse Gas emissions, and take related action to improve Care's Carbon Footprint
2. Increase the share of renewable energy in our operations
3. Leverage the use of installed solar panels and our electric car scheme
4. Reduce waste within our laboratories
5. Identify opportunities to further improve sustainability across the Care Fertility Group

Care Fertility Nottingham have been selected by Vitrolife as a pilot clinic for a sustainability project which involves the advanced recycling of Vitrolife packaging with Teracycle. Care Fertility also gift equipment and supplies to the charity Nature Safe, which is an organisation that works to genetically profile and safe tissue samples from endangered species across the UK and the world.

How to provide Feedback on the Account

Care Fertility welcomes feedback on the content of its quality account and suggestions for inclusion in future reports.

Comments should be directed to:

Debra Bloor **Group Director of Governance** Care Fertility John Webster House Lawrence Drive Nottingham Business Park Nottingham NG8 6PZ	**Michael Henry** **CEO** Care Fertility John Webster House Lawrence Drive Nottingham Business Park Nottingham NG8 6PZ

Statement of Directors' responsibilities in respect of the Quality Report

The Directors are required under the Health Act 2009 and the National Health Service (Quality Accounts) Regulations 2010 as amended to prepare Quality Accounts for each financial year.

In preparing the quality report, Directors are required to take steps to satisfy themselves that:

- the content of the Quality Report meets the requirements set out in the NHS Guidance
- the content of the Quality Report is not inconsistent with internal and external sources of information including:
    - Clinic/Board minutes and papers for the period April 2024 to March 2025
    - Papers relating to quality reported to the Board over the period April 2024 to March 2025
    - Feedback from the HFEA
    - Feedback from CQC

- The performance information reported in the Quality Account is reliable and accurate

The Quality Report is robust and reliable, conforms to specified data quality standards and prescribed definitions, is subject to appropriate scrutiny and review; and the Quality Report has been prepared in accordance with annual reporting guidance.

The directors confirm to the best of their knowledge and belief that they have complied with the above requirements in preparing the Quality Report.

Debra Bloor
Group Director of Governance



Michael Henry
Chief Executive Officer

