Standard operating procedure (SOP) · FRT-SOP-005 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 8.8

At a glance

- Every patient is offered psychological support before, during and after treatment.
- The offer is recorded, and the answer is recorded.
- Support is offered again at each major stage and after a loss.
- A patient who accepts is referred the same week.
- Stop and get help straight away if: a patient who is distressed is not offered support, or the offer is not recorded.

1. Purpose

To support patients through the emotional strain of treatment (8.8).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

Fertility treatment brings emotional strain. Offering psychological support during and after treatment, and recording the offer, makes support available when it is needed.

5. Responsibilities

Role	Responsibility	Competence
Counsellor	Makes the offer and provides support	Counsellor
Nurse	Records the offer and the answer	Nurse

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Offer.

- Offer psychological support at the start, at each major stage and after any loss (FRT-FRM-004).

Key point: Offered, not waited for.

Step 2. Record.

- Record the offer and whether the patient accepted or declined.

Key point: The offer is always recorded.

Step 3. Refer.

- Refer a patient who accepts the same week.

Key point: The same week.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
Patients offered support recorded	100%	Monthly	Clinical director	Escalate to chief executive
Accepted referrals seen within a week	At least 90%	Monthly	Counsellor	Escalate to clinical director

14. Records

Record	Kept in	Retention

Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
FRT-FRM-004	Psychological support offer record	Record

17. Evidence

Reference	Note
E-009	Based on NICE guideline CG156 on fertility problems (2013, updated).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- Patient Rights and Responsibilities (A-01)
- **Complaints Handling and Patient Feedback** (T-12)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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