



08<sup>th</sup> March 2024

### **Important Information regarding the Fertility Unit**

I am writing to keep you updated on recent events in the Fertility Unit. If you, your eggs, sperm or embryos have been affected by these events directly, you will have already been contacted by our clinical teams.

We have now had 3 separate incidents in the last year within the unit, which have highlighted errors in a small number of our freezing processes. Tragically, this has, in some cases resulted in a small number of embryos either not surviving or being undetectable. We have external clinical experts investigating these incidents and, whilst they have not been able to find any direct cause to explain this, we have made changes in the unit to prevent re-occurrence of such incidents. These include:

1. All our staff now work in pairs to ensure all clinical activities are checked by 2 healthcare professionals.
2. We have re-checked all competencies of staff within the unit.
3. We have increased the security and access points in the unit.

I would like to apologise to those affected and for the concern this may cause you even if you, your eggs, embryos or sperm are unaffected. I felt, however, that it was essential to keep you fully updated as soon as possible.

We have and continue to be working alongside the Human Fertilisation and Embryology Authority (HFEA) and are keeping them fully apprised of the situation. Today they have suspended our license to practice until May 2024. However, they have made provisions within the suspension for all current patients who are undergoing treatment to complete their treatment and for all eggs, embryos and sperm to continue to be stored in the clinic.

You may have questions regarding this letter and what to do next so we have set up a helpline to answer as many of your questions as possible. Once again, if you, your eggs, sperm or embryos have been affected by these events directly, you will have already been contacted by our clinical teams.

**DETAILS OF HELPLINE: 0208 510 5211 opening hours are from 8am – 6pm 7 days a week.**

Please accept my sincere apology for the distress this may have caused. We will update you with any new developments.

With Best Wishes

Louise Ashley  
Chief Executive and Place Based Leader