

TVVS
Patient
Satisfaction
Survey
2025

Introduction

The document below contains **anonymised comments** from our **service feedback questionnaire** supplied to every **private** and **NHS** patient following the procedure.

Quantitative feedback is available here <https://vasectomy.me.uk/real-time-patient-vasectomy-feedback/>.

This document only contains comments by patients. We analysed 568 patient feedback records below between 16/12/2023 and 9/12/2024.

[Dr Kittel has added his responses to the comments listed in this document in brackets]

Feedback BEFORE the procedure (Booking, Webinar)

1. Excellent and informative
2. Good webinar. Very Informative and answered many questions prior to the procedure
3. Webinar was very good and provided. All information required.
4. **Excellent insight in to the procedure and how you need to prepare yourself for this. Webinar was very well structured and any questions that were raised were answered.**
5. Booking was simple and straightforward. The webinar was engaging and informative.
6. The webinar was very helpful and answered a lot of questions as well as covered topics I hadn't considered before
7. Informative and additional questions were answered. Very helpful
8. Very informative and took time to answer questions
9. Very helpful and reassuring
10. **I really liked that when I called, the person on the other end of the phone seemed to know my situation personally. Asking how I'm feeling about it reassuring me etc.**
11. Brilliant set of information, thanks
12. I thought it was well organised, professional and humorous in places which really helped, put me at ease.

13. All information was covered in the webinar
14. Very helpful and informative.
15. Clear and professional. Only issue was timing pretty much exactly when kids are having bedtime - could a lunchtime slot work better for dads?
Dr K That's an option we can explore
16. Information pack and webinar were excellent and informative.
17. Great. Very informative and well managed.
18. Very useful webinar, prepared you for the day.
19. All good, webinar was clear and helpful
20. **Booking, payment, consent forms and the webinar are all very slick and informative. I had looked at alternative private vasectomy and the relative cost was astronomical (x5!), like flying first class when business is perfectly good enough (and still way better than economy!)**
21. Dr Kittel's surgery is focussed on doing a really good job and at a very reasonable price, it makes private vasectomy accessible and affordable. For me, after a previous NHS vasectomy and a private reversal, private was the only option and this turned out to be a really good choice."
22. Webinar was very informative, answered all questions and concerns I had
23. **Dr Nicholls was brilliant; very friendly and extremely informative.**
24. Very informative
25. The webinar was explained to me very well so I was made of aware what would happen during the vasectomy and the after care.
26. Webinar was useful and appreciate the efficiency this brought to the process as there were many patients to try through.
27. Was only given roughly 24 hours notice of webinar meeting - could have missed the appointment. *Dr K: Were you a late booking, we aim to give the appointment well in advance.*
28. Very informative webinar with plenty of time to q&a, left no questions unanswered.
29. Very clear and concise - I didn't arrive without knowing what to expect which is the perfect outcome
30. Very informative and professional.

- 31. Really informative and professional but also delivered in a friendly and approachable tone
- 32. Everything was very professional and well set up and the procedure was very quick and painless.
- 33. The webinar was very informative and light-hearted making it easy to understand, very well presented.
- 34. **I think you guys did an AMAZING job of informing and reassuring me, helping me understand the process.**
- 35. A good insight to the procedure from start to finish. Able to freely ask any question.
- 36. Very informative and relaxed
- 37. Webinar was useful. Dr Kittel provided lots of very useful info.
- 38. The webinar was very helpful and staff were also very helpful replying to emails with more information.
- 39. **I found the transition from the old NHS contractor to be lacking on their behalf but was reassured once you guys picked up the baton. Communication was clear and explained the process going forward. The wait wasn't a problem for me, but knowing what was happening was important.**
- 40. Excellent very easy amazing staff made to feel at ease.
- 41. Very clear and informative
- 42. Very friendly and professional and easy to speak to someone in person
- 43. All was great, thanks! Still no pain at all - was it a scam?! :-)) Couple of comments for potential improvements. I did not understand what a 'webinar' was, I thought it would be a quick one-to-one, so it was a bit of a shock to see other patients' names and faces as the meeting started. Would be good to include instructions on anonymity *before the meeting* for people who care about that aspect. Dr K: *Thank you for this suggestion. We have since made the changes you suggested to our [webinar preparation information link](https://vasectomy.me.uk/vasectomy-webinar-how-to-prepare/):
<https://vasectomy.me.uk/vasectomy-webinar-how-to-prepare/>*
- 44. I wouldn't have thought about instant ice packs if one fellow patient hadn't asked. Would recommend including that in the standard info. Dr

K: That is also a good suggestion. We will aim to include this information

45. Everything very easy and straight forward. Always lots of help and information.
46. Clear guidance, Responsive to questions, Made me feel welcome
47. All very easy and straight foward
48. Everything was very easy and simple to follow along with.
49. Very informative and straightforward
50. Everything was explained perfectly.
51. Staff at the office were easy to reach and very helpful with any questions asked. Webinar very informative and made to feel comfortable about the procedure beforehand.
52. Well organised, informative and friendly.
53. I found the webinar very informative and a valid method of answering any further questions.
54. All good professional service
55. All very good and clear, no info missed.
56. Your website and the webinar provided all information I needed. The support provided on phone was great too. Booking was easy
57. The webinar was very helpful especially as it gave the opportunity to ask questions and have confidence that I knew what to expect.
58. Very good and informative
59. Everything was fine.
60. My lead nurse was excellent and relaxed me very well.
61. Great thank you
62. Had to reschedule my first appointment and this was very easily done via email with a quick response, thank you.
63. Everything came through with plenty of notice - the webinar was very helpful and informative.
64. All advice and guidance was well presented
65. I felt the webinar was very helpful. it helped me to understand what happens on the day of the procedure, what happens during the procedure and the after care and it certainly put my mind at ease.
66. Excellent information. All bases covered. Great experience.

- 67. Very accommodating with schedule changes
- 68. Was very nervous about a vasectomy and how much it would hurt, was listed with another provider who completely failed in their duties.
- 69. The webinar was very informative and helped to prepare me for the surgery
- 70. Very informative
- 71. I thought the webinar was great. The group conversations meant that I got to hear the answers to questions I would not have thought to ask. Good to save an extra journey too
- 72. The webinar was really informative and helped put any concerns I had to rest. I had a much better understanding of what to expect and also dispelled some myths and rumours I had heard. Thank you.
- 73. really informative, made you feel at ease and was a fun webinar
- 74. All good, very informative all along the way
- 75. Very good
- 76. Clear resources, easy to book, short waiting time.
- 77. Booking the appointment was an absolute breeze from a very helpful person that explained the process clearly. During the webinar everything was explained perfectly, with simple language
- 78. Everything was fab. Thank you. Very informative. I was a bit confused about the amount of time I would need. I only booked a day in, I hadn't realised I would need the two days after the day of surgery. I may have taken the 48 hours too literally though.
- 79. The webinar was excellent. There was a lot of information to take in, but it was all accessible subsequently.
- 80. Very clear information and received well in advance. Excellent support.
- 81. Would have preferred a wider choice of times
- 82. Excellent service, booking was simple, webinar was clear and concise, and very reassuring. The various forms however, were a little confusing - at times it wasn't clear which ones I had completed and which ones were outstanding.
- 83. It was very well done and informative
- 84. The fact I can call a mobile number and quickly speak to a person is amazing- in comparison with all other NHS referrals. Reception team

- were helpful and understanding. The webinar was useful and to the point.
85. Very simple process and great use of electronic signature to make it easier.
86. Informative and got what i needed
87. Very straightforward and informative webinar ,
88. Easy process to book. Very insightful webinar. Dr Kittel answers all questions very expertly.
89. Really good, everything was clear with a good bit of humour.
90. Informative, helped to settle any worries or concerns prior to the appointment
91. Everything was booked fast. Maybe within a week
92. Webinar was fantastic, answered all my questions and was easier than a face to face appointment.
93. I had the webinar, which was conducted and delivered brilliantly, my only suggestion would be to have a few short video testimonials from guys that have had a good experience in it.. that would help with reassuring the nervous
94. Excellent communication and covered all aspects of procedure and all questions I had were answered by the emails I received.
95. Very good feedback and made me feel more confident in getting the procedure done.
96. A really great experience. Everyone was very welcoming and put you at ease. The whole procedure was painless and quick. Highly recommended.
97. Quick and had all the answers to my questions. The open forum at the end was also very informative
98. Fantastic webinar with all the information required. I think what would be really helpful is to have a checklist of all the forms that a patient needs to sign before the appointment; there was a lot of talk about different forms and forms being emailed at different points. If a list is provided pre-op, then patients can tick them off as they go to make sure everything that is required has been actioned.

- 99. Booking a convenient time and attending the webinar was easy and convenient.
- 100. I think the information provided beforehand was very comprehensive and I found this really useful. My only complaint is that there is a very long time, about 4 months, between the webinar and the procedure.
- 101. Very professional and satisfactory prices , amazing people being so helpful
- 102. So easy to do. Every step explained right down to the last details. And even if you have any questions they are answered straight away. Perfect!
- 103. If possible I would try and find a means where people can confirm their attendance without needing to send or display personal information in the webinar.
- 104. Very good very informative and didn't feel like I couldn't ask a question
- 105. Great webinar service with very good information. All questions answered with vast knowledge.
- 106. Very smooth process - I appreciated the 'opt-out' rather than 'opt-in' approach
- 107. Very efficient, lots of information, I wish the forms were named so you knew which ones were which to keep track of your paperwork progress.
- 108. I found it very straightforward to book my vasectomy. The staff were also very accommodating when I had to change my date (twice). The webinar was also very good. Dr Kittel gave us lots of information in a clear way and was helpful in answering questions.
- 109. Very clear and well communicated
- 110. Nothing
- 111. After waiting so long on the Oxford waiting lists it was great to finally be put into a smooth running machine and feel like something was going to happen. Normally with work I struggle to pay attention during zoom conferences, however I found Dr Kittel's, very engaging and at the right level for the target audience with some humour added in to make everyone feel at ease.
- 112. Very clear and professional.
- 113. All very straightforward

- 114. Very smooth process with strong communication on next steps through each part of the process. Flawless.
- 115. The booking process was super easy and stress free (phone conversation, the payment process, booking confirmations/info provided etc.). The webinar was really useful too and answered most if not all the questions I had. The webinar was very good. Not just informative, but also did a good job to reassure and put at ease anyone who might feel apprehensive about the procedure. Webinar was clear and concise. All information was given in a clear and concise manner with plenty of opportunity to ask further questions if required.
- 116. Consultation was good. Everything worked well
- 117. Very clear and explained things well
- 118. Booking and webinar were very helpful
- 119. I felt comfortable through the whole process especially on the day of the procedure. It was very quick and painless.
- 120. Loads of information lots of facts easy to understand.
- 121. Webinar is a great idea but a bit daunting with the number of people being 40+. Having smaller breakout rooms in zoom and having a lead nurse in each one to answer questions may provide more questions and engagement from the room. But for giving info to a large group effectively it's a great idea
- 122. Highly informative and professional, I found the webinar surprisingly enjoyable and was reassured by Dr Kittel's wealth of experience.
- 123. I was kept well informed and up to date with any changes to my appointment and the webinar was very detailed and clear.
- 124. I very, very happy with everything!!
- 125. Clear, from COVID times, but still relevant. Helpful and informative.
- 126. Very impressed with the speed with which my GP referral was processed and I received an appointment. Excellent communication via email and text. The webinar was informative but casual and entertaining enough to put the mind at ease!
- 127. Booked on the phone and the nurse really put my mind at ease. All questions answered. Detail from the webinar gave me an idea of the

- procedure and possible outcomes. A further question regarding the procedure was then answered by Email, so I felt fully informed.
128. The webinar was very good, I felt well informed and everyone's concerns were eased.
129. Perfect
130. Webinar was very informative and engaging, taking the time to go through the before, during and after.
131. The webinar was great, it really put me at ease and was very informal rather than overly clinical while being informative
132. Excellent webinar, humorous, well informed and reassuring.
133. All communication was straightforward and concise. Anyone I spoke to was very helpful and pleasant. The admin process was perfect for me, all done remotely.
134. Dr Kittel was hugely informative, engaging and put me at ease
135. Very good, easy to ask more questions and get information
136. All good and team was very helpful
137. I think the webinar was very useful and all questions answered in a professional manner
138. I found the tone of the webinar helped put myself at ease immediately. All those who presented were calm, approachable and professional. A few jokes dropped in here and there certain also helped to remove any tension on the call. Was certainly well worth attending. Thank you
139. Very informative and helpful
140. Easy to book the appointment and the webinar provided valuable information.
141. All easy to follow and good information provided, website doesn't look great and had my name sent to the whole group before webinar, just felt like the technology doesn't match up to the people side of the procedure, as your whole team are lovely and caring!
142. Webinar very informative.
143. I found both the webinar and booking easy and informational, made understanding the procedure very straightforward

- 144. Easy to book vasectomy and appointment arranged soon after referral. Webinair was useful in understanding procedure and addressing any concerns.
- 145. Very clear information and a lighthearted approach by Dr Kittel made for a relaxed atmosphere.
- 146. Really easy process
- 147. Staff were super friendly and patient with me when trying to work out the best date to book in my vasectomy, I didn't feel pressured at all which is a great opening experience
- 148. Very informative, reassuring and Dr Kittle's was welcoming.
- 149. Very informative webinar and the doctor came across as very professional and helpful and amusing which lightened the mood and allowed the flow of the webinar to go smoothly
- 150. The webinar offered all the information needed. It backed up what was already on the website.
- 151. All very easy to book and lots of information at my fingertips
- 152. Pre-operation preparations and information sharing was gold. It has been a very sleek and easy process to go through prior to the op. Couldn't have asked for a more streamline process.
- 153. Wonderful briefing, clear communication, great q&a
- 154. Booking was quick and easy, and the webinar was handled well, answering all of the questions and reassuring all the attendees about the procedure
- 155. Session was easy to book onto, was informative and lighthearted
- 156. I was surprised how quickly my referral came through, booking was straight forward. Webinar was very informative and reassuring.
- 157. Very helpful and informative.
- 158. The webinar was very informative and put me at ease.
- 159. Excellent webinar. Felt relaxed and all the information was concise. My questions were answered well
- 160. Webinar was very helpful and answered my questions
- 161. The booking and build up to the procedure was quick and efficient - minimising any anxiety that might otherwise have been experienced.

- 162. Really helpful as there are always unique and specific question to each individual that can't/don't get answered in the 'generic' guides handed out before the procedure. Appreciative of the doctor and staff for giving up there extra time to do this.
- 163. Very easy, quick simple and efficient. Webinar helpful.
- 164. Excellent
- 165. The Webinar was excellent & full of useful information.
- 166. The entire pre-vasectomy experience was excellent; clear communications, very engaging material and differing methods of delivery. Everything was clear and easy to understand. The team were also highly responsive to email and questions.
- 167. Everything fr booking, to emailing forms over was fantastic & understandable. Webinar Dr S Nicholls covered everything , and was very reassuring.
- 168. The webinar was very informative and made me feel comfortable with getting the procedure.
- 169. The whole booking and consultation process was efficient and helpful.
- 170. VERY STRAIGHTFORWARD AND CLEAR
- 171. Everyone was very friendly and accommodating. I had a few changes in timing and they helped fit in a great time slot after I had gone through the required training sessions.
- 172. They are a very professional team and I was well-informed through the process.
- 173. 5 stars
- 174. Very pleased with the service from the outset. Webinar was simple, clear and pitched at the perfect level.
- 175. Great website with clear information. Friendly staff. Informative resources all along the way. Excellent that everything published openly and anonymously - all clinics should do this.
- 176. Webinar was informative and useful. Communication from the practice was excellent right from the time of booking up to the procedure.
- 177. Webinar was very informative. Would potentially have been good if there was any specific guidance tailored to partners/spouses on what to expect re: recovery etc.

- 178. I had my procedure carried out yesterday and have to say they have been brilliant from the time I booked to after the procedure. 10 out of 10 for being informative, attentive and professionalism. The aftercare package and information again reflects this, I would definitely recommended this clinic for anyone thinking of having a vasectomy.
- 179. The Webinar was fantastic, Dr Kittel was very informative but also kept it nice and light hearted. Very happy with how this went!
- 180. Good content and informative.
- 181. All very good
- 182. Such a simple and pain free procedure
- 183. All communication beforehand was extremely professional, prompt, and put my mind at rest. I could not fault any part of the experience.
- 184. The webinar was really straightforward,i think its a good way to inform people. The booking was easy. Overall the service was excellent.
- 185. Very good. Everything was explained to me and I knew exactly what was happening.
- 186. Very nice people who made me feel comfortable
- 187. The process was friendly when I first made contact following referral. Everything was explained. Clearly at every stage. The webinar was informative and also eased concerns over the process
- 188. The process of booking was very simple, discrete and the briefing covered any concerns and dispelled any rumors.
- 189. Very informative
- 190. Great informative webinar
- 191. Good Booking experience and contact along with information about the process and before/after care.
- 192. Great initial call with lots of insight on what to expect. I also think the follow up zoom meeting was very well conducted and again gave all the information needed pre surgery
- 193. Very clear and lighthearted making you feel comfortable about the whole procedure.
- 194. Very easy to carry out
- 195. Great, straightforward and informative.

196. Very informative, most questions were answered in the webinar before needing to be asked
197. Excellent and informative webinar
198. It's was helpful to discuss what was going to happen
199. The webinar was very informative. This was my 2nd vasectomy as my first failed (at a different clinic) and I learnt so much more this time around than I did before
200. All very clear and concise...a lot of information to absorb though!
201. Very in depth and straightforward.
202. Very thorough and covered all aspects.
203. Information all very clear on the webinar. Only slight criticism is the number of emails, took a little searching to find information when needed.
204. Rearranged webinar for me due to work commitments, very helpful.
205. At first I was not keen at doing the webinar but so glad i did as it was very informative and fun to go through.
206. The booking procedure was easy and simple, the webinar explained everything about the procedure and answered any questions. The information pack that gets sent out prior has everything you need to prepare prior to surgery and after care advice. All very well laid out and easy to follow.
207. Communication / Webinar before the surgery was exactly what was required to allow you the knowledge of the procedure and what to expect after the procedure. Allowing questions also helped to put any concerns to rest.
208. Any and all instructions were clearly and comprehensively communicated. I didn't need to ask a single question. Very impressed.
209. Great I've explained everything it was very easy to follow And made me feel very comfortable
210. Everything went well, there were no issues.
211. A forgiving and understanding experience with my poor organisation. Allowing me to continue with the operation by taking the time to consult with me and clearly communicating extra fees regarding my unplanned absences

- 212. very straight forward, good patient materials, clear pricing
- 213. Info was useful
- 214. All very easy to use and understand very impressive set up and informative from the start.
- 215. The webinar was very useful and covered all queries I had.
- 216. Excellent webinar. Informative and reassuring. Thank you!
- 217. The whole experience was very helpful and easy.
- 218. Webinar was done 2 weeks prior to surgery, very informative and any questions answered
- 219. Webinar and all the pre information was great. I would say you could add the part about not showing for 2 days afterwards.
- 220. Excellent, very informative and reassuring.
- 221. The webinar before the vasectomy was very informative and professional
- 222. The webinar was very informative and friendly. They tell you all you need to know about your procedure and your recovery. They are happy to answer any questions you have.
- 223. The referral and booking process was seamless and forms were easy enough. The webinar with Dr Kittel was informative and helped answer some outstanding questions however I had to take the post webinar quiz twice as I got two answers wrong. Other than that it was straightforward enough.
- 224. Excellent website especially the Q and A's which answer all the delicate questions that gents want to know the answer to!
- 225. Everything was detailed and explained clearly.
- 226. Fantastic experience, everything I was told has been correct, honest and open So glad I came to you.
- 227. Webinar was very informative well presented in a reassuring way. Dr Kittel was very professional but in a charismatic and engaging way.
- 228. Everything went quickly and smoothly? I don't remember the nurse's name but she was very nice and polite?
- 229. Found it very informative and that it was a great place to get any questions answered beforehand, specially when others ask questions you hadn't thought of.

- 230. The pre vasectomy experience was excellent. Very straight forward, very well explained and informative and any questions were answered. I had confidence in the team.
- 231. Very informative. A lot of content emails and texts although due to the amount of communication there was, I would have found it useful in one of the last emails if there was a checklist or similar just to make sure I had completed everything/done everything as there was a lot to read and fill in which I almost missed because of work and I wasn't quite sure if I had done everything required.
- 232. Webinar was very well informative
- 233. Found the instructions and advice clear and easy to follow. The webinar format works well and, overall, the information provided prepares you for the operation and aftercare.
- 234. Webinar was excellent. Right amount of detail and some good Q and A.
- 235. The webinar was very informative and put me at ease
- 236. Great idea to do it this way, informative and useful.
- 237. Very well organised.
- 238. Extremely informative and professional. Made it very easy to understand what to expect during and after.
- 239. very good and went into detail on everything made me very reassured
- 240. Well explain.
- 241. The webinar was brilliant, it really put my mind at rest and gave me great confidence in the team. It had a great amount of humour throughout also. Booking was very easy and simple. The team were great at communicating everything with me.
- 242. Webinar started 30 mins after the scheduled time and not communicated efficiently.
- 243. This was very useful and definitely worth attending.
- 244. Webinar was really good
- 245. booking and getting an appointment were very easy, the webinar was really well presented by Dr Kittel also made me feel very at ease.
- 246. The booking process was very easy and flexible. The webinar was very informative but also relaxing, funny and open.

- 247. It would be useful for the reminder text message prior to the appointment to contain the address or a hyperlink.
- 248. The whole process has been excellent. Cannot fault any of it.
- 249. 10/10 totally transparent and always on the end of the phone for any questions.
- 250. Webinar was a big help and put my mind to rest
- 251. I booked for next day so there wasn't time for a webinar face to face, but I watched the video link I was sent and it had all the info I needed.
- 252. Everything well explained all questions answered
- 253. Webinar was really good quality and everyone was made very comfortable to discuss questions.
- 254. From contacting the clinic and to the registration and webinar, all the information's had been very specific and clear.
- 255. **Great webinar and I felt especially lucky that I had Dr Nicholls do the webinar as well as my procedure. It was nice to have seen her already in a way.**
- 256. Very clear details on the process, preparation and aftercare.
- 257. Extremely easy process, whilst going private for this procedure, I wish the NHS was set up in this way using web forms and webinars to provide pre-procedure administration and education it could save so much wasted time.
- 258. Very comprehensive webinar. Explained everything simply and to the point. Backed up by the welcome pack that enabled me to refer back to the notes. Allowed me to work out what I need to do before and after the procedure.
- 259. Communication was excellent. Phones were answered which was great as I had 2 last minute appointment changes. Staff was always friendly and patient with me.
- 260. Very good information when i first rang and very well organised.
- 261. We had problems with connection but that was about it. The webinar was very informative.
- 262. Information was very clear.
- 263. There was very good and clear communication and advice all through the pre-vasectomy process.

- 264. Really good experience the staff were extremely friendly and welcoming
- 265. All fine. Few issues with signal. But ultimately, everything was understood.
- 266. Very good and informative. There was a 1 hour delay to getting started though.
- 267. Good communications and informative video conference call helped me to understand what was going to happen and to stop me worrying too much about the procedure
- 268. The doctors zoom did not work so a lot of information was missed. As this was a call was with a lot of people, a lot of joint time was wasted. A pre-recorded video would have been fine with an optional webinar for questions: *Dr K: Sorry, we had 1 or 2 webinars with real technological difficulties. We apologise for this, it is not our usual experience.*
- 269. Everything was straight forward with all the information and i liked that i was receiving emails regularly for reminders e.t.c.
- 270. Very straightforward
- 271. The webinar was great. It was informative and light-hearted in its delivery which was reassuring.
- 272. Was very happy with the advice and information of what to expect before vasectomy. Staff was very helpful.
- 273. very good, chance to ask questions etc.
- 274. Very professional and polite staff.
- 275. The webinar seemed very informative, though there were a few connection issues but the Information provided before and after via email links were more than helpful.
- 276. Webinar was informative and entertaining.
- 277. Very helpful and presenters very informative and put mind at ease
- 278. Booking system to very simple & easy & the webinar was extremely informative & makes you feel at ease
- 279. I felt very well prepared and organized ahead of my vasectomy. The booking experience and webinar was straightforward.
- 280. Very easy to get booked in. The staff were really friendly and we're able to answer my questions well. The webinar was a really good way to

learn about the procedure and actually seeing Dr Kittel on the webinar before the procedure did put me at ease.

281. Everything leading up to the vasectomy was spot on clear and easy to understand
282. The whole experience from first appointment to surgery was very easy, questions answered and any instructions and information were clear to follow.
283. It was excellent
284. Consultation webinar was very informative, with a great use of humour to put people at ease.
285. **Excellent! Very informative, reassuring and confidence inspiring. Sensitively handled too! Thank you**
286. **The whole process beforehand was smooth informative and helpful. I personally didn't have too many questions before the procedure took place. The webinar was good, informative and cleared any grey areas that weren't covered beforehand. Dr Kittel is incredibly knowledgeable and made the webinar a relatively enjoyable experience even cracking the occasional joke here and there which really calms the nerves.**
287. Straightforward process and very friendly.
288. The webinar was fantastic. It's great that it was provided outside of working hours. It really helped to put my mind at ease for the upcoming procedure.
289. No issues, slick and professional.
290. Clear information, very well organised.
291. Mobile number was a bit of a red flag, had to look for reviews to confirm you're a professional company (which I do believe you are). Also, lots of emails with various links and documents, would be easier to put everything in one place. You were quick to kick out a noisy webinar attendee which was welcome. *Dr K: Our mobile number **07973663355** is mainly for business WhatsApp, it actually re-directs into our landline **01628 969077** and so does our corporate number, which is **0345 2255775***

292. The booking process was very easy. Ample information was supplied at each stage and I felt well informed. The webinar was similarly informative, I was unable to attend a live one but found the pre-recorded one sent to me entirely suitable
293. All good. It would have been nice to see upcoming availability on the website.
294. Very knowledgeable, easy to ask questions, very informative.
295. Webinar was good and prior info was clear.
296. Very comprehensive information provided before the procedure. Lots of opportunities to ask questions, very professional.
297. Very clear and professional
298. Everything was great, though you may want to look at the description of the clinic pictures in the pdf your send out, the descriptions don't quite match up
299. I felt reassured, easy to understand what was to be expected before I arrived .
300. Very clear
- 301. Webinar is a very good idea prior to the procedure, very useful.
Booking and communication very good**
302. Nothing to add.
303. Clear, concise and well constructed
304. Very relaxing and very informative can't fault it
305. Good info, communication and useful webinar. Couldn't fault it
306. Lots of information. Most useful for me was the check list of what you should/shouldn't do on what day. Generally thought this was very slick in comparison to other NHS provided experiences. Reminded me of the smooth running of the COVID vaccine.
307. Everything was first class from the minute I booked, great communication and very informative.
308. The information pack and webinar was exceptionally thought through and well planned out. Everybody has been extremely engaging
309. The webinar was really helpful. I was glad for it! There was confusion in what time it began. The email said it was at 6:30, but then a text came through at 6:30 saying it was a 7pm, which I deduced was because Dr

Kittle was running late - it could have just been a miscommunication but the email said 6:30. If late just best to say that. The impression was given that the expected time was 7pm when it wasn't, according to the email sent me. I wanted to be on the call and so was late for a meeting as a result. But the session itself was excellent. The visuals helped me understand the procedure more. One question I had that I would have appreciated having answered is how to help the scrotum relax in advance of the surgery. In middle age 'the boys' sometimes relax and hang low, wonderfully often after some red wine or when first waking up. But as I age I notice they turtle in more than they used to. I imagine many, like me, want them to be relaxed as possible going into the surgery. So advice as to whether there is anything one can do would have helped. I used a hot water bag as my wife drove me down for the surgery, which seemed to help. I would have asked the question (my camera was on), in as humorous a way as possible, on the call were it not for it starting late and me having to go black screen and sneak away before it finished. *Dr K: Good idea, we have a warm water bottle in-house for "turtle scrotums". But we could mention it for the journey in patients with tight scrotums.*

- 310. Excellent session and delivered all required information. Would be beneficial to cover the showering restrictions for greater understanding.
- 311. Staff were all very helpful.
- 312. Everything was efficient and well managed
- 313. Dr Kittel and the rest of the staff on the webinar were extremely informative and kept the whole experience professional yet light-hearted to bring a positive vibe that could often be seen as quite taboo! The webinar felt like a great addition to give reassurance, answer any questions, and talk about the procedure and what to expect.
- 314. Clear, precise and comforting.
- 315. **Excellent, helpful staff seeking to arrange the most optimal appointment date; pre-procedure information pack was superb with all information clearly provided.**
- 316. I found the webinar very useful and reassuring

- 317. Very informative webinar
- 318. Booking team were great. Webinar was informative and reassuring. Communication was good
- 319. Amazing service, nurse and surgeon very calming and reassuring given my dislike of hospital visits. Booking very easy through NHS and webinar was also very good although a lot of points covered in the paperwork received beforehand.
- 320. Once I got through the GP phase. Very prompt service and the most comprehensive communication made the whole pre surgery process very easy and reassuring.
- 321. A very simple, convenient process.
- 322. The booking process was simple, and the webinar details and access was clear.
- 323. Well informed and plenty of information before, during and after.
- 324. I thought the webinar was great, Dr. Kittel has a great sense of humour and for me it really lifted the mood.
- 325. Very easy and simple, doing a webinar saves so much time by not having to physically go in for an appointment
- 326. Experience before the vasectomy was all good.
- 327. Suitably informal, whilst also informative. It was valuable.
- 328. All very helpful and clear
- 329. The website was a wealth of knowledge , from the 1st phonecall I knew this was the place I wanted to have my procedure , the webinar Q&A was very informative and it was great to actually meet the surgeon to ask any questions that could not be found on the website , personally I didn't have any questions because I felt like id learnt all I needed to know from the website, but then some of the other guys asked about things that I hadn't even thought about so it was very worthwhile**
- 330. Having a vasectomy is not something to be taken lightly and I had already delayed having one for a year previously due to financial constraints. I had done some research and knew that TVVS was the best provider, due to Dr Kittel's non scalpel technique. Booking the procedure was very straightforward and I received a call to book the**

procedure within the same day. I was provided with some simple forms to fill in and send back, basic medical history etc, and was given a date for Dr Kittel's webinar for around 2 weeks after the initial booking. Webinar was very good, I had already watched Dr Kittel's videos via this website and he came across as professional and very confident in his own abilities. As a result, I never once felt nervous in the run up to the physical appointment.

- 331. Everything was very straight forward and easy to understand. Also explained well so any fears were easily put at rest in a relaxing and informative way.
- 332. Overall a very good experience with booking and communication. The webinar explained everything my wife and I needed to know.
- 333. Booking was very quick and easy and the team were able to update on earlier slots that became available
- 334. Webinar was excellent and very informative
- 335. It was very comprehensive, maybe even too comprehensive.
- 336. **Very welcoming, very professional, everybody friendly, painless very quick and efficient, helpful. Tbh I couldn't fault the availability, the place, the staff everything was top notch! Thank you all.**
- 337. The webinar is very informative and makes it a lot easier to discuss in the comfort of your own home.
- 338. Although I didn't take part in the Webinar due to my personal timings I was sent a very informative pre-recorded video, explaining in detail the procedure in a very calm & matter of fact way. I was very reassured & someone was always available to speak to over the phone prior to my appointment.
- 339. It was a great way to understand more about the procedure and to meet Dr Kittel . It helps put your mind at rest.
- 340. Very easy and clear and a good use of time as online
- 341. **Booking was very easy; friendly staff on the phone and was even able to change appointment time with no issue. Before finding TVVS I had requested quotes from local private hospitals. Spire, Ramsey and Circle Health were all slow to respond, were lacking important information about the procedure as it's all done through call centres,**

and were quoting up to £4000 plus tests. I had gone back and forth with them for several weeks, so when I managed to get all information, pricing and book in a single phone call with TVVS it was a very pleasant surprise! It was an easy decision to make given that everything was included, whereas the private hospitals were careful to exclude any further tests or unforeseen follow-ups from their pricing.

- 342. Very informative and professional.
- 343. The team were very friendly and booking was easy, the webinar was informal and effort was made to answer every question.
- 344. "Brilliant. Lots of information
- 345. Made to feel at ease"
- 346. Organisation and communication was professional and excellent.
- 347. All good, informative and sets out all you need to know.
- 348. Straightforward booking process and very informative webinar.
- 349. "Very friendly and helpful staff helped with several questions I had prior to booking, and guided me through the booking process.
- 350. I found the webinar to be very informative and light hearted, perfect for setting my mind at ease before the procedure."
- 351. All very easy. Webinar was run very well and super informative.
- 352. The experience prior was very informative, felt like I went into it feeling like I knew what to expect.
- 353. Very informative
- 354. Very helpful in getting my procedure done considering I had issues getting to my appointment on time. Thank you to Dr Kittel and the team.
- 355. Really clear information and excellent communication throughout.
- 356. Lots of information, all very clear.
- 357. Generally speaking, it was a really good, fast & efficient process. I would say that it was confusing when initially booking, having to pay and then not knowing what would be happening next - for a short time, money just appeared to go into a black hole and there appeared to be nothing else happening. Making your processes clearer before payment is made, would be better in my view. *Dr K: Please can you be a little*

more specific? Did you book via the internet or telephone? What happened then?

- 358. Very comprehensive and friendly overview and what to expect. Dr Kittel has a very good call way about him has obviously done this a lot and likes to reassure everyone that it is a cake walk. The pre-op information left nothing out about what to expect before, during and afterwards
- 359. All perfect
- 360. Really good service throughout. Webinar was useful however only the very basic information was given about the procedure (i.e. basic overview of procedure) I may have liked more information about what to expect. Eg small room, cauterisation being used, keeping clothes on.
- 361. No email reminders/chasers sent when I hadn't booked the vasectomy.
Dr K: We will discuss your comment at the next meeting and see how we can sort this issue out. Generally, we can easily send automated texts for events, but it is much harder for "non-events", because no entry was made in the clinical record.
- 362. Very professional procedure. Communications excellent at all times and all information for aftercare very informative. Have recommended to friends in similar circumstances
- 363. Very informative and comfortable environment. Team make you feel relaxed and free to talk.
- 364. I didn't feel nervous beforehand, as this procedure is clearly bread and butter for the surgeon. The webinar would have calmed any nerves if I had had any though.
- 365. No issues whatsoever. Brilliant service overall.
- 366. TVVS provided a very detailed information about the surgery and aftercare.
- 367. Smooth experience and was offered an early spot before the original date. Very well organised
- 368. Everything was professionally handled
- 369. Webinar was useful and was good to get the slides after
- 370. Was all very clear and a great help to have the discussion beforehand
- 371. Smooth, efficient, helpful, personable. Nothing but good things to say.

372. Information is all relevant and clear. It was good to have the webinar with others who ask questions i did not think of.

Feedback DURING the procedure

1. Excellent care and made me feel very comfortable, well informed and cared for- thank you
2. Procedure was really straight forward. I felt completely at ease and happy that Dr Kittel provided extra care and consideration regarding my pacemaker.
3. I'm sorry, I cannot remember either of the nurses names that assisted on the day. Both were really friendly and professional.
4. Despite the nervousness from myself, both Dr Kittel and the nurse were both engaging and professional to ensure that the operation was delivered smoothly and successfully.
5. Very good care throughout the procedure, both were very good at keeping me chatting through the procedure and keeping my mind off of it. Very approachable and caring staff
6. The lead nurse was amazing! Patient, kind and so supportive. I'm just sorry I forgot her name.
7. They made me feel relaxed and knew every step of the procedure. At ease
8. Felt at ease and comfortable throughout
9. **I was honestly really nervous about it, I built everything up so much in my head. Soon as I met Sr Chantelle she really put me at ease didn't ask me too many questions which I was grateful for and she just explain everything clearly. Dr kittel came in we made a few jokes which relaxed me, then I had a chat to distract me with sr Sarah and it was done. Easy as that. I couldn't believe it. 1 week later now I feel good, I honestly cannot thank you all enough. Amazing place you have created.**
10. The procedure was quick and painless. There was friendly conversation throughout and despite being nervous overall the procedure was fairly stress free.
11. Very reassuring and calming.
12. **Both Sarah and Dr Nicholls were excellent putting me at ease. Sarah**

13. **deserves a lot of praise here. I absolutely started to freak out, almost uncontrollably. Sarah's personal care and attention to connect with me was incredible and calmed me down over an intense feeling 10 minutes or so. Her focus was completely on me and my mindset, genuinely caring. I could not have gone through with the procedure without her intervention, she made ALL the difference. Then when Dr Nicholls entered the room she too was immediately disarming, relatable and real. I felt completely cared for and in very safe hands, despite my fears. The 3 of us talked the entire time, distracting me from my thoughts about what was happening. It felt fairly quick.**
14. I was nervous of having the procedure but both Dr Nicholls and the nurse were wonderful, no pain felt
15. Thank you for looking after me
16. Lovely doctor and nurses. Made me feel very relaxed during the procedure.
17. I might have preferred a little warning about the discomfort when the Dr was feeling around my testes before putting the anaesthetic in
18. Possibly more of an understanding about when the actual procedure started and was finished. I didn't want to watch but I would have liked to know.
19. Great relaxed environment to help with nerves
20. Made me feel very comfortable and relaxed
21. Very good. Was quick and efficient. Experience was made as relaxing as possible.
22. Very helpful team.
23. Having had a positive previous NHS vasectomy experience carried out by a GP with an interest in minor surgery and vasectomy I found this to be very similar. Informative, personable, discreet. Dr Kittel explained what he was doing, when I should expect parts of the procedure to be uncomfortable and what to expect afterwards. Clare was great, again, friendly, polite, discreet, all really good.
24. **Feel terrible not remembering both the nurses who assisted as they were so lovely. I felt faint and they were really considerate and supportive**

- 25. The experience was great, I was made to feel very comfortable and everything was clearly explained.
- 26. Yes. I was asked a lot of questions to take my mind away from the procedure which I thought was very helpful.
- 27. Very professional
- 28. Such friendly and professional staff, felt very at ease with nursing staff and Dr Kittel too was very friendly and professional.
- 29. Was not given enough anaesthetic before the procedure - felt a lot of pain with the first tube being cut. As a precaution I was given more anaesthetic on the second just in case.
- 30. **Absolutely exceptional. Honestly could not fault it at all. Spotless clean, lovely people, beautiful premises. Felt lucky to be able to go this clinic**
- 31. Very nice nurses and the doctor. Made me feel comfortable before and during surgery. Very minimal pain and nurses and doctors kept my mind away from the surgery.
- 32. **Honestly the whole thing was a breeze. I was so anxious leading up to the procedure for a host of reasons but I needn't of been. All things considered I felt like I still retained some dignity and everyone was great at helping take your mind off things. The procedure took all of 10 mins and I had very very minor discomfort afterwards. I am amazed**
- 33. Despite some complications due to varicose veins, the team worked well, were reassuring and informative
- 34. I was nervous and they were brilliant at distracting and reassuring me
- 35. Again, everything was very relaxed and well explained.
- 36. **It was SO GOOD. my first instinct was to leap off the bed and give the doctor a high-five! I was so impressed, I almost didn't realise anything was happening. They were all such lovely people too. Dare I say, it felt like just having a chat and a laugh, which was fantastic given the circumstances.**
- 37. All very relaxed and well looked after.
- 38. All staff were super friendly and it was so quick and efficient

39. "I was slightly apprehensive and nervous going into the surgery, but Dr Kittel's relaxed (but professional) demeanour provide comfort and confidence.
40. His ongoing dialogue helped provid insight into progress with the procedure."
41. **I'm a talkative person and to have that reciprocated to the point I was surprised the procedure was done was welcomed, even more so looking back on it now! I actually consider it as the most relaxing medical 'experience' I've ever had. There was an excellent balance of professionalism and friendliness, creating a welcoming environment.**
42. Very relaxing as surgery goes.
43. I can't remember her name but the nurse was excellent at putting me at ease. The whole process and procedure was smooth and stress free.
44. Put me at ease straight away
45. It was a great experience, Sarah handled it very well on the bedside, promptly comforting me during injection pain and filling me in about the ""inconsequential"" hydrocele surprise. I really liked the choice between having Dr Kittel explaining what he was doing vs getting distracted talking about something else! (I opted for the latter). The only thing was I wasn't prepared to make that choice, so could be good to give patients a heads-up in the PPP.
46. Clinic was lovely and clean. Everyone was very help and clear on what was happening. Doctor and nurses made it a very calming environment for the procedure, making me feel relaxed and comfortable throughout.
47. Sophie was very relaxed but professional. The two nurses on hand were exceptionally welcoming. Generally it was a very positive experience
48. Very polite and talking to me during the procedure as my nerves where playing up on me but kept me calm
49. I would just like to say thank you for making it a quick and easy procedure for what could be an awkward situation.
50. All staff were very friendly and reassuring
51. Everyone in the clinic did a brilliant job. A very pleasant experience indeed.

52. Great experience, both Dr Nicholls and nurse (apologies, can't remember her name) made me feel very comfortable and kept me chatting in order to take my mind off of the procedure, really appreciated this.
53. I think my Nurse was Chantelle, she was very friendly and professional. The information on what was happening was clear and helpful. I thought the team was fantastic.
54. I was made to feel very relaxed, at no point was I rushed. The entire process was explained in clear detail and I felt that I was able to ask any question I could have thought up!
55. Thanks for making me comfortable during and after the procedure
56. The procedure was quick and I was made to feel comfortable throughout
57. Such lovely people, was a bit nervous as I've not got much real estate downstairs lol but made me feel at ease, would 100% recommend great service and a lovely bunch of people. Thank you so much
58. I cannot praise Dr Kittel and his clinical team enough, their warming and friendly approach along with professionalism made the experience relaxing, comfortable and took away all my nerves. I can say that I felt no pain or discomfort during the procedure.
59. It was reassuring to have been talked to and be able to have a conversation during the operation.
60. I did NOT get asked whether the anaesthetic worked and I could feel the left side, which was extricating pain. This was a big mistake and really affected my experience to the detriment. *Dr K: I am very sorry to hear your experience was less than perfect. We will discuss your case at one of our future clinical governance meetings and see what we can learn from your specific case.*
61. All fantastic, thanks so much
62. The procedure was much more enjoyable than I imagined. The team were very friendly and kept me distracted with conversation the whole time whilst still checking I was ok.
63. The procedure was very attentive and easy. The nursing staff made me very comfortable before the doctor came in. Once the doctor arrived

she explained everything and made the whole procedure very comfortable. For a procedure that can feel uncomfortable for a male they made it a very comfortable and relaxed environment.

- 64. Apologies I can not remember the nurses name but she was great at explaining everything and supportive during the whole process.
- 65. Nurse (so sorry forgot the name!) was excellent with a lovely bedside manner. Dr Kittel was very calm, assured and easy to talk too. Absolutely nothing negative to say, only positives!!
- 66. The procedure went very smoothly, other then the anaesthetic injection I didn't feel anything and it was over quickly. Dr Nicholls and the lead nurse talked to me the whole way through the procedure which I felt helped with taking my mind off of what was going on down below!
- 67. Again - very professional, helpful through what could have been awkward! Very positive experience during the procedure
- 68. Staff were kind and reassuring throughout
- 69. Sarah was amazing beforehand preparing me and talking me through, then both Nikki and Dr Kittel were amazing for the procedure.
- 70. The staff were amazing and made me feel very at ease. They also made the experience enjoyable. Can't thank them all enough
- 71. Both were very professional and kept me calm and relaxed throughout my procedure. I felt comfortable and looked after the whole time
- 72. I was very glad Dr Nicholls did not tell me what she was up to (after the local anaesthetic) and instead was continuously discussing other things.
- 73. The experience was, I think as good as a vasectomy could be. Dr Kittel and Nikki were professional yet warm and relaxed throughout. The kit-kat and coffee was a nice touch too.
- 74. **Was a really pleasant experience , was put at ease throughout and made comfortable. The nurses were great and did a great job distracting me from "the procedure". Always checking to see if I was OK and if I needed anything. You can tell these guys really care about people. I really wish I wasn't so bad with names so I could thank them personally.**

75. **The nurse and doctor were incredibly nice. We chatted the whole time and before I knew it we were done! I did not get any pain after the procedure. And haven't experienced any yet it has been 4 days since procedure.**
76. I was so shocked at how comfortable they made me feel, to the point I didn't even realise she had started my procedure. No pain during or after.
77. So welcoming and caring, putting me at ease at a anxious time. They were extremely friendly and guided me through the process. A great team all round
78. It would be nice to be offered choice to wear face mask or not given limited protection it offers.
79. I am so ashamed that I cannot remember my nurse or doctor name, I think it was due to a little bit of nervousness that had crept in the surgery room. They both made me feel completely at ease, completely professional and awesome and I felt that they were genuinely interested in what I was talking about. If I could have the procedure done again I would want them both there to do it.
80. I had thought to bring headphones but the process was so quick and everyone so warm and chatty I barely registered what was going on.
81. It was excellent.
82. Very professional and clean. Clear guidance given and a quick procedure.
83. Wasn't really informed on what was happening during the op
84. Very painful initially
85. The dressing was well stuck down but was not on the wound. I kept it on for 7 days as instructed expecting a bigger wound underneath than below, but there was no wound. I don't expect the wound would have healed without a trace in a week. So no point having dressing.
86. It flew by. Was kept very much at ease the whole procedure
87. I feel sorry I cannot remember the assisting nurses name. She and Dr Nicholls were absolutely first class. They were everything I hoped for- calm, knowledgeable, chatty, empathetic. You have a seriously awesome team and I would definitely recommend you to others.

88. Getting to the clinic was easy. I used the toilet facilities before my procedure at 9:00 and unfortunately there was no toilet roll and the bin was full. The toilet check chart was 2 days behind, this did make me question what else has not been done. There were some marks on the ceiling of treatment room 2 that I was staring at thinking, is that blood?
Dr K: We are very sorry you had a less than ideal experience. We will ensure this is the exception, not the rule. We like our premises to be clean and comfortable.
89. Quick and efficient.
90. I honestly cannot remember the nurse's name but she and Dr Kittel help put me at ease as I was very anxious about the procedure.
91. Very relaxed environment. During the procedure I was at ease and I was updated with what was happening at every step.
92. No issues, very good interaction during the procedure which eased nerves.
93. Very friendly and approachable, made the experience much easier
94. Dr Kittel and Nurse Nikki were great. They had me at ease with good conversation and music during my first ever surgery. Was actually a nice experience and can definitely recommend
95. The surgery was fantastic, everything was explained by Dr Kittel and was super professional which made me feel at ease. Didn't really feel any pain and was super quick.
96. nothing to add, I was cared for extremely well and put completely at ease.. procedure was flawless and pain free
97. Nurse Clare was so kind and put me at complete ease. Very professional and a real asset to TVVS.
98. Felt at ease and was very surprised how quick the procedure was. Both Chantelle & Dr Nicholls were very professional and helped calm any nerves. Fantastic hospitality from start to finish.
99. Both surgeon and nurse were amazing. Made me feel very safe and welcome.
100. The procedure was fantastic and thanks to both Dr Kittel and the nurse for being so welcoming, kind and understanding.

- 101. Procedure was done professionally and I was treated very well and made to feel comfortable.
- 102. Both Dr Nicholls and Sr Chantelle were really professional, put me at my ease, and made the procedure as pain free as it could be.
- 103. The Dr and nurse were considerate and professional. Despite slight delays in timings, once begun, the procedure was conducted in a highly competent and relaxed manner/environment, conducive to minimising anxiety and stress.
- 104. **So lovely atmosphere made me feel so relaxed and calm . Doctor and nurse were fantastic so good really appreciated service**
- 105. Sorry I cannot remember the nurses name, she did tell me. She was lovely and very informative and comforting throughout. The Dr was amazing again very informative.
- 106. I was very happy with how my procedure went!! All the staff are amazing, Very easy to talk too and very informative and considerate constantly asking if I was ok and if I needed anything
- 107. Really sorry can't remember the nurse but she was fantastic and very caring. Lovely lady.
- 108. After the local anaesthetic had been applied and operation was just beginning I felt a very sharp 'electric' shock, which put me quite on edge for the rest of the procedure. Dr Kittel gave me another dose, which reduced but didn't eliminate the pain. Other than that. Ok.
- 109. I would have liked to be talked through what was happening step by step rather than being talked at and feeling like it was interrogation but I guess it is a distraction technique.
- 110. Dr Nicholls and Sr Chantelle were lovely. They made me feel at ease and we had a lovely chat throughout the procedure.
- 111. Staff made me feel very at ease. Conversation was a good distraction from what was going on
- 112. Nurse was extremely friendly and reassuring.
- 113. The procedure was much quicker than I expected
- 114. All the staff was very helpful and friendly couldn't ask for a better service

- 115. The team were very good at making the whole experience as comfortable and reassuring as possible.
- 116. Made a potentially uncomfortable experience as normal and straightforward as possible with excellent bed side manner. Couldn't have asked for better care
- 117. Both Nurse Nikki and Doctor Kittel were phenomenal during the procedure, both very personable and reassuring throughout each step. The procedure itself was over before I knew it, the constant talking/distraction techniques were top notch.
- 118. Both Dr Kittel and the nurse who's name I have forgotten, were very professional, but also personable throughout the procedure. The procedure itself was extremely quick, but it did not feel rushed in any way. I felt at ease throughout.
- 119. **The experience was the best ! They make me very comfortable and talked to me during the process, helping take my mind out of the procedure. Was painless and smooth procedure.**
- 120. The procedure happened so much quicker than I expected. There was a tiny bit of pinching pain at one point, but overall, it was a great experience. I particularly enjoyed the small talk (some may not, but it made the procedure feel so much more laid back and casual).
- 121. During the procedure both Dr Little and the nurse, I'm sorry I forget the name, were both very professional. The nurse keeping the conversation flowing to help both distract and relax me from what was going on.
- 122. Everyone was professional and friendly. I was made to feel at ease.
- 123. Dr Kittel and the attending nurse did everything possible to put me at ease and explained their actions as they were going along.
- 124. Great job. I felt so secured and relax for every step.
- 125. Everything went so smoothly and quickly it was unbelievable
- 126. All really good, everything explained didn't let me go until they where happy wound had stopped bleeding.
- 127. Nikki was great and very helpful during the procedure
- 128. Very calming and friendly. Felt at ease
- 129. Dr Kittel was very friendly and explained everything that was happening, he was very professional throughout the procedure.The

assistant was very friendly and explained everything she was doing and what would happen during the procedure.

- 130. Lovely person, is very good!
- 131. Professional, supportive, painless
- 132. Excellent care throughout and Nikki did a great job keeping me chatting and putting the mind at ease. Very empathetic and caring. Dr Kittel was friendly, professional and very quick with the operation. No complaints!
- 133. Both were so reassuring, professional and made the whole experience very stress free.
- 134. I would like to thank the nurse for holding my hand during the procedure and for Dr Kittel just talking about holidays and travel to take my mind off of things. I am extremely scared of needles and operations/blood, and everything was done extremely quickly, as painlessly as possible and professionally.
- 135. I didn't mention it but I'm haemophobic, I have a terrible fever of my blood, my nurse Nikki and Dr Kittel were fantastic at keeping me talking and my mind occupied during the procedure, other than a tiny nip from the needle I didn't feel a thing.
- 136. Perfect
- 137. As pleasant as can be expected :) Nikki took the time to make sure I was comfortable and reassured. Dr Kittel explained the process and was engaging throughout.
- 138. The experience was great. A lovely clean surgery, fantastic staff and lovely care throughout. I enjoyed the conversation which really took the stress away
- 139. Surgery was very straight forward, everyone was very kind and gave enough information on what was happening. After the surgery they continued to be attentive and kind in approach. A very welcoming experience.
- 140. We had a good chat about football so I forgot about the procedure
- 141. Efficient and reassuring
- 142. All the care I received on the day and leading up to my procedure was amazing

143. Nurse and Doctor where very good, friendly and made sure I was comfortable throughout
144. I am afraid I cannot remember the name of the nurse but would like to offer my many thanks for her calm nature and discussion to help keep me occupied during the procedure. I do however remember she mentioned she was born in Hillingdon Hospital and previously lived around Uxbridge. If this helps identify who the nurse was please pass on my thanks. I would also like to offer my thanks to Dr Kittel for the procedure. Was very quick, approachable and calm. I have also had very limited discomfort afterwards.
145. The nurse was talking to me throughout the procedure which was a great distraction. Dr Kittel was informing me of updates throughout too. They made the procedure relaxing and the time seemed to fly by.
- 146. I had no idea how I would respond during the procedure - as it turns out, maintaining conversation with my nurse to distract myself from what was happening below became really important for me. The hardest part of the procedure was when the nurse had to momentarily attend the computer to check something - around that, I'm thankful there were two people in the room, and that my nurse (probably having seen dozens of men respond the same way) was able to keep up with my runaway conversation.**
147. Very good and very punctual, the only thing I didn't really have any comprehension of was how long the operation would take, this was explained at the beginning but I couldn't find it in any of the info packs to tell my wife how long she would be waiting!
148. I was made to feel very comfortable. The team were extremely friendly
149. Really good both nurse and doctor explained everything well
150. Before starting the procedure it was tested if I could feel anything and I said no, but at the half way point when switching sides I experienced a sharp pain. I think it should have been tested that I couldn't feel anything on the other side before proceeding.
151. Staff very helpful and friendly - made the experience much less stressful
152. Really easy and relaxed environment. Absolutely outstanding service, almost effortless.

153. I was made to feel calm and everything was explained, I cannot speak highly enough of how my procedure was managed
154. Clear explanation of procedure and friendly and reassuring approach from the nurse and Dr Kittel.
155. Made me feel really at ease as I was very nervous about surgery. Very professional and easy to talk to
156. The nurse (and her observing colleague) immediately put me at ease by being super friendly, chatty and informative. Dr Kittel was then equally as reassuring when he arrives, talking me through the procedure but also engaging in some lovely chat keeping my mind occupied and any anxiety at bay. I really appreciate the friendly and professional approach displayed by all members of staff
- 157. It was as if we were all hanging out. I have anxiety (medically diagnosed) and i felt comfortable throughout the operation and aftercare.**
158. Friendly nurse and doctor. Extremely quick and no problems whatsoever
159. The only thing I felt was the needle for the anaesthetic. Took me a bit by surprise, but that is probably me. 10 minutes later and all was done.
160. The nurse and the doctor were very friendly and chatty to help me take my mind off the procedure. Thank you very much for that
161. The process during the procedure was care rich and informative. I felt looked after and in good hands
162. Dr Kittel and Nikki were both professional and very friendly, keeping me calm through the procedure and ensuring great aftercare in an understanding and warm manner
163. The procedure was carried out quickly, however, there was considerable discomfort and some pain during the procedure due to a hernia repair which was advised beforehand as per the forms and a direct discussion with the lead nurse over the phone. No explanation was given during the procedure, no advance warning of any complication or of what to expect was advised. *Dr K: We are sorry you had not enough information. It is correct that patients with previous operations, scarring etc can sometimes experience more pain. On the*

other hand we do not want to scare patients with previous surgery away. The balance on how much or little to tell can sometimes be difficult and how much they want to know is different for every patient.

164. Was made to feel very comfortable and relaxed when the opp was happening lovely conversation with nurse and doctor the nurse in hand was a lovely lady very pleasant and friendly
- 165. Very quick, very efficient, very German :)**
166. Very friendly and reassuring.
167. I was dealt with great care and was put at ease by the nurse and Dr Kittel, the procedure was fast and painless.
168. Procedure was much quicker that I had anticipated. The whole process was dealt with to a high level of professionalism.
169. I was made to feel at ease before, after and during the procedure. Efforts were made to personalise the experience and connect with me, to help take my mind off the procedure and make me feel as comfortable as possible.
170. Very calming and efficient staff, quick procedure and didn't feel a thing.
171. Absolutely excellent. Dr Kittel so nice and friendly.
172. Excellent from start to finish, was cared for & made to feel extremely comfortable.
- 173. The procedure was done superbly from entering the building, through to treatment, aftercare and leaving. I left the building exactly 30 minutes after entering. In terms of professionalism and care – it was clear what was happening at all times and almost entirely painless (only the anaesthetic going in was felt). Dr Kittel is as pleasant, caring and funny in person as he is on his YouTube video and at the Webinar in person. Going to the dentist takes longer and hurts more!**
174. Arrival was welcoming by the receptionist. Very welcoming from SR Nikki & Dr S Nicholls. They talked to me through the whole procedure and we even had a laugh during which was surprising as was nervous at first, but now look back and not sure why I was.
175. The surgery was great. I was made to feel very welcome and made comfortable. I was mostly worried about the injections but they were administered brilliantly.

176. Dr Nicholls was fantastic. In all honesty, I was very worried prior to the operation – I am not good with pain. Dr Nicholls was very calm and caring, and I had absolutely nothing to worry about. I could barely feel anything during the procedure and have had a very good time afterwards with no issues.
- 177. Dr Kittel was very friendly and allowed me to watch , explaining the procedure as he performed it .** *Dr K: Very few patients choose to watch the procedure, probably only one every 500 to 1000 patients. But for the scientifically interested patients who want to watch we can often elevate the couch and I am happy to do a running commentary where this is wanted. Yet, I have to admit, I didn't even want to watch my own procedure. I guess I knew what was happening and just didn't want to know.*
178. The team were very friendly and helped make the situation much easier to go through.
179. Very professional and excellent staff.
180. Excellent. I apologise for forgetting my nurse's name but she was lovely, engaging and helped make the process much easier to deal with.
181. Efficient procedure. I was first patient of the day. Everything was ready and on time. I was done by 09:30.
182. Made me feel very at ease throughout the procedure, and informative and helpful afterwards.
183. Was one of the most painless experiences I've had in a surgery, was painless and quick!
184. Incredibly efficient - procedure was completed within 10-15 minutes. Dr Kittel and team were excellent, would have no hesitation recommending to others.
185. Chantelle was professional and set my mind at ease straight away and throughout the procedure.
186. Nikki and Dr Kittel were both very lovely, easy to talk to, and straightforward with the process. Thank you both so much!
187. Very calm and welcoming.
188. Very friendly, put me at ease. Very good.

- 189. The Nurse was such a lovely person and kept my mind at ease after coming in fairly tense. Dr Kittel also made this a very easy procedure and is such a wonderful character!
- 190. I could not praise the team enough. The procedure was pretty much painless, and Dr Nicholas and the nurse were extremely reassuring to me. I felt I was in very safe hands, and would now recommend the procedure to my male friends!
- 191. The procedure was all explained to me, during the actual procedure the staff were friendly and chatty, and it helped pass the time and made it more easy. The procedure was a lot faster then i thought it would be, there wasn't any issues it was all straightforward.
- 192. They were both amazing. Made me feel at ease. I was very nervous but they calmed me right down.
- 193. Very nice people who make me feel comfortable
- 194. The staff were great. Friendly and chatty that helped keep my mind of the procedure. They were compassionate and encouraging
- 195. It was very quick, fairly painless and I was fully engaged throughout the procedure.
- 196. Efficient and professional
- 197. Very professional and a great team making you feel comfortable and good conversation
- 198. Quick and easy
- 199. Very good experience overall and quick procedure with nurse and Dr commenting throughout to put me at ease.
- 200. Felt very relaxed and the time flew by. No pain during the procedure and was happy with how it went overall
- 201. Sophie and the nurse were both amazing. Couldn't of asked for a better procedure. Very friendly and just made it all so comfortable
- 202. No all very smooth very little pain and recovery has been great
- 203. Seems like the anesthesia didnt work or wasnt tested to be effective as the excruciating pain from the initial cut almost made me faint and go into shock. Could have done without that experience.
- 204. Dr Kittel and Nikki were friendly, warm and personable - creating a relaxed atmosphere and putting any nerves at rest.

205. Relaxed and interesting
206. The experience was professional and concise
207. They put me at ease and was very caring during the procedure
208. They were brilliant. Very calming, reassuring, professional and fun.
209. Was a good process and carried out swiftly. I liked how the nurse made conversation during the procedure to take mind off what was happening.
210. Chantelle had an excellent bedside manner, she was very welcoming and friendly.
211. Very polite and professional.
212. Was made to feel at ease and could not believe how quick the whole procedure was!
213. Nurse Carolyn and Dr Nicholls were absolutely brilliant. Put me at ease from the moment I got there. Pain free and no complications. Thankyou
214. Nurse was very nice and looked after me very well.
215. Apart from a little pain as I needed a little more local anaesthetic, the procedure was very smooth and went quickly. I felt totally happy and relaxed throughout.
216. The doctors and nurses were absolutely fantastic made you feel very easy about what they were about today
217. The procedure went OK, I had no issues during it.
218. very quick, no felt pain, negligible discomfort for brief moments, lovely distractive conversations with the nurse - i believe it was Nikki but the experience is sort of a blurry memory due to how nervous I was, the nerves were relieved quickly by the nurse and I felt very looked after in the good literal hands of Dr Kittel
219. Perfect. Very friendly.
220. Efficient. Very friendly and clearly good at putting patients at ease.
221. Dr K and Nurse (so sorry I can't remember name) were amazing. Chatting really helped to put me at ease. V caring.
222. Put me at ease and explained everything as it was done very helpful.
223. As I was a bit nervous about the procedure I think the doctor and nurse did very well at putting my mind at ease and were able to distract me with friendly conversation.

- 224. It was fine and went very quickly
- 225. Very quick and competent. I felt totally at ease throughout and fully informed with what was happening.
- 226. It was very easy and the team made me feel welcome. It was dealt with very professionally and made me feel at ease.
- 227. I admit to being a bit worried beforehand, but the whole experience was excellent - quick, efficient, but also calm and caring
- 228. The procedure was much quicker than I anticipated, the nurse was very friendly and chatted away and before I knew it, the surgery was done.
- 229. Great distraction through the procedure. No complaints
- 230. As good as can be expected. Obviously not an enjoyable experience but the team were absolutely brilliant.
- 231. Both Dr. Kittel and Sr Chantelle displayed a lot of compassion whilst maintaining a very high level of professionalism
- 232. The nurse was very friendly and calming from the start until the end of the procedure and did all she could to keep me relaxed. Doctor Kittel was very funny and we got chatting. It seemed my procedure was over before I knew it.
- 233. Lead nurse Jane and Doctor were amazing through the process. They really helped me relax as I was an absolute nervous wreck before the procedure. Hats off to them, their humour and professionalism deserves recognition
- 234. Procedure was very straight forward. Minimal pain. I was made very comfortable by Leanne. Highly recommend people to use this clinic and the team
- 235. Very seamless
- 236. Both nurse and Doctor kept me calm by talking and chatting about holidays etc. very friendly and professional.
- 237. Fantastic everything was as said
- 238. Was very calming and relaxing atmosphere. They both took patients mind off procedure by also talking about other topics.
- 239. The procedure was quick and painless. I am very satisfied. The doctor and nurse are very nice staff.

240. Was great, felt calm and at ease the whole way through, couldn't feel anything at all down there. Happily chatted to the nurse throughout who was lovely. Dr. Kittel was great and it was all over so quickly.
241. It all went perfectly. I can't think how it could be be easier. All very calm and perfectly orchestrated. Communication was constant.
242. The nurses where very pleasant and made sure I was comfortable.
243. Very good.
244. I experience a bit more pain that I had expected, in the beginning of the procedure but later I did not.
245. There was minimal wait time before and I found the procedure to be stress free and painless. Both Dr. Kittel and the nurse did well in making me feel at ease in a potentially uncomfortable situation.
246. Very impressed. Painless procedure and expert care from Martin and Chantelle.
247. The conversation that was happen was distracting in a good way
248. Both Dr and nurse were great at non-obviously keeping me at ease throughout the procedure.
249. Absolutely no pain during the procedure. Fantastic nurses, very professional. Surpassing all procedures have been done so well I had no pain and complications at all .
250. The whole procedure was extremely well done. Fast and very little pain other than a small scratch and ache lasting 2-3 seconds during anaesthesia. The only comment was a personal one, and really not a complaint at all, more of a suggestion for patient relaxation: Both the Nurse and Dr Kittel were talking a lot to try and keep me distracted, which was appreciated, but due to the noise from the extractor, and the masks, I found myself unable to hear the conversation, and it lead me to tune out of the conversation and become more internalised that the two of you were working hard to avoid. I think a small adjustment of asking more questions from the patient, especially ones that require lengthy answers would be good. There was a point where I was asked a question and I used the opportunity to give as long an answer as I could and it helped distract me considerably. Whereas a small period where Dr and Nurse were talking inaudibly to me for around a minute or two

made me start to notice myself getting hot and enter beginning stages of panic. Again, this really isn't a complaint, everyone was lovely, and made me feel very comfortable and I would highly recommend your service to others. Merely a suggestion. Thanks team. *Dr K: Thank you for your comment. We will discuss this with the team as the skill of distracting patients can always be improved!*

- 251. During the procedure I was having a difficult time, but the doctor and my lead nurse especially, Chantelle, were absolutely fantastic. She calmed me down professionally and effectively. She definitely deserves a big thank you from me.
- 252. Relaxing, friendly, smooth and quick.
- 253. made me feel at ease when having the procedure
- 254. Excellent procedure
- 255. **The procedure itself was nowhere as bad as I thought it'd be. There was slight discomfort for the local anaesthetic but beyond that no pain at all. Both the nurse and Dr Kittel explained what was happened and we had a lovely chat through the procedure.**
- 256. Was happy with everything.
- 257. Dr Kettel and the nurse [sorry can't remember your name] made me feel very relaxed and comfortable throughout the whole procedure. So much so I didn't really notice the surgery happening.
- 258. Very good, Dr Kittle was very comforting, quick and did an excellent job of keeping me distracted.
- 259. Sophie was excellent at distracting me from what she was doing with conversation
- 260. Sr Carolyn was great very natural which was exactly what i needed.
- 261. I had some complications where the anaesthetic didn't take immediate effect, causing pain! However once we had control the procedure was quick, pain free and the aftercare was very competent following the initial hiccup.
- 262. Both doctor and nurse were very good, welcoming, relaxing and most of all aware of any issues with discomfort and or pain

263. The procedure itself was very quick. My nurse was very comforting and professional, made me feel at ease throughout. The procedure was pain free and the whole experience was in my opinion excellent.
264. I still had some sensitivity on both sides and required additional anaesthetic. 2 separate consultant friends mentioned this was because I am fair haired which is a common finding that I would require more anaesthetic than the average person. *Dr K: An interesting and new comment I was not aware of. The = studies I found after your comment show it is redheads that require more local and general anaesthetic. Thank you for making us look this up! There have been a number of studies which one can search for on the internet, this is one <https://pmc.ncbi.nlm.nih.gov/articles/PMC1362956/>*
265. The nurse and Dr Kittel were excellent and made me feel at ease the whole time.
266. Put me at easy straight away. Very relaxed and professional throughout. Explained what was what as we went through procedure
267. Very well-rehearsed team, professional at all times, although in a very clinical environment was made to feel at ease, given a good amount of conversation aiming to distract from any anxiety
268. All went very well, just the right level of explanation of what was going on, not too much or too little.
269. Very professional and friendly
270. The medical staff made me feel like home and talked to me during the procedure. Very professional.
271. Both the Dr and the nurse were fantastic at putting me at ease. They were extremely personable and got me talking straight away about my business and hobbies etc. I felt very lucky to have the procedure at this clinic for this reason.
272. Very good
273. I was very nervous but they helped keep me calm and distracted. Dr Kittel was fast and worked quickly to make any uncomfortable moments pass quickly and finish the procedure.
274. I was a little nervous beforehand but after chatting to both the nurse and Dr Sophie they made me feel calm and comfortable. I only fleet the

initial needle and nothing after that. The conversation flowed and distracted me throughout which really helped.

- 275. Friendly and calm start of the procedure. I think both dr and nurse did their best to keep me engaged in talking while the procedure was happening. In my case I think there was a bit too much of an attempt to distract from the process as dr and nurse cross talked a bit and this made the conversation harder to follow. Overall I get it as it could be a stressful operation for most people and they may need to be fully distracted. Excellent surgical experience overall
- 276. Sorry i can't remember their names but they were both brilliant.
- 277. A picture on the ceiling would really help ?. I definitely wasn't going to look down.
- 278. Nurse was amazing
- 279. Dr Nicholls and Nikki put me at ease immediately. The procedure was quick, everything going on was explained clearly and we had a good chuckle as well.
- 280. Dr Kittel got my name wrong. 18 ops in a day might do that to you, but it would have been comforting to know he had taken time to know who he was operating on. That attention to detail was an expectation. *Dr K: Correct, getting a name wrong is not acceptable. After your case I asked the nurses to ensure proper introductions.*
- 281. The whole process was quick, efficient and very professional. The nurse and Dr Kittel helped to put you at your ease.
- 282. The doctor helped me relax with easy to understand commentary as he was carrying out the procedure
- 283. Very efficient and friendly. Kept me distracted.
- 284. It was a great environment with everyone being friendly and reassuring and it made me feel at ease. Very professional and the procedure was quick and clean too.
- 285. Both Dr Kittel and nurse were very good. My Nurse was lovely, professional and calming.
- 286. I was constantly reassured during the procedure which was over quickly.

287. Both Dr & Nurse were amazing, made feel so comfortable and before you knew it, the procedure was done. Very pleased with the experience.
288. Was made to feel welcome and comfortable.
289. nurse and dr did good job of keeping me distracted during the procedure.
290. Made to feel at ease and staff were very polite and helpful and also professional.
291. Both doctor and nurse were very welcoming. They both tried to calm my nerves but unfortunately the noise from the extractor fan and the face masks made it difficult to hear / understand.
292. Dr and nurse kept me very relaxed talking but also letting me know what was going on etc
293. Surgeon & Nurse were extremely friendly & made me feel comfortable & safe. So comfortable in fact I barely noticed the procedure being performed
294. I enjoyed being kept occupied with conversation and appreciated how comforting and professional the team were.
295. Very quick and virtually painless procedure. Dr Kittel and the nurse (sorry I don't remember her name!) chatted with me throughout making it very relaxing.
296. Apologies but can't remember lead nurse's name but she was so nice, caring and welcoming and made me feel so comfortable before, during and after vasectomy can't put into words how great she was but 10/10 across the board for her, please let her know how great she was. Dr Kittel was also amazing kept me calm with general chit chat and seemed really interested in me and my life, assured me all the way through procedure and again can't put into words how great he was 10/10 for him also.
- 297. The Nurse was very chatty and calming and really helped to distract me from the procedure! - the atmosphere is actually very relaxed and the care both pre and post procedure is 10/10 - the cold can of coke afterwards was a great pick me up as well**

298. The procedure better than I expected the nurse and doctor made me very comfortable and at ease
299. The nurse who looked after me was great - very reassuring and a pleasure to deal with. I think her name was Chantelle.
300. I felt very looked after - and the conversation during the procedure helped!
- 301. Absolutely exceeded my expectations. Absolutely zero pain and the procedure was very quick. Leanne and Dr Kittel made me feel at ease throughout.**
302. I felt very reassured and cared for. My lead nurse was superb as I was very anxious about the procedure. Dr Kittel was also friendly and confidence inspiring.
303. Dr Kittel is quick and efficient. I had no problems with the procedure at all.
304. Both Dr Kittel and my nurse were brilliant, they made me feel very at ease
305. It was super easy. Barely noticed it going on and surprised when Dr Kittel said it was over as I thought he was only preparing!
306. I was very impressed with Dr Nicholls. She was really friendly and having a lovely chat really took my focus away from the actual procedure.
307. My procedure was excellent the doctor and lead nurse were brilliant at putting me at ease.
308. Excellent, professional and friendly.
309. Procedure was carried out well. Knew I was in good hands from start to finish.
310. Towards the beginning of the procedure, there was one moment where I became uncomfortable, I was checked by both Dr Kittel and Sr Nikki until this feeling passed. I felt fully informed throughout the procedure.
311. I was blown away at how quick it all was. No pain at all, just a bit of a strange sensation. I genuinely worried for nothing.
312. Put at ease with conversation about everything except procedure. Was over faster than thought.
313. Thanks to Nikki for making the experience more comfortable.

- 314. Nikki was very attentive and caring during the procedure when I started to feel unwell.
- 315. Great and very quick
- 316. Very calming and supportive
- 317. The procedure was quick and painless. I've had worse experiences at the dentist :)
- 318. From start to finish the whole process was very efficient. I was treated well and the Dr Kittel and the nurse tending to me (Dr Kittel's work wife, I didn't catch her name sorry) were very warm and friendly. I was seen early as the person before me hadn't arrived yet and was almost done before my appointment time.
- 319. My experience was very good, I felt I was being looked after, safe and knowing that my Doctor had over 25years experience, it definitely helped me feel reassured . Felt no pain whatsoever after the injection that I hardly felt . And it was all over before I knew it.
- 320. The cutting of the second tube did produce a short intense period of pain which the doctor said he would explain after. He didn't and I forgot to ask.
- 321. Very quick and a very smooth process. Felt at ease the whole time.
- 322. It went well.
- 323. Really good at diverting your attention away from the procedure and before you knew it the procedure was done with no pain or discomfort.
- 324. Put at ease by the wonderful staff and all questions answered
- 325. Nikki was lovely as was my doctor. Put me and ease and made it quite fun and relaxed
- 326. Had a pleasant chat and did not experience any significant discomfort.
- 327. Very quick and easy, pain free, a tattoo is much much worse!
- 328. Dr Sophie Nicolls conducted my surgery. She was extremely competent and thorough putting me at ease throughout the whole procedure. Caroline likewise was very supportive. I have had numerous procedures and whilst strange to say this one has exceeded my expectations in a positive way to date especially when considering its nature.
- 329. It all went really well. Dr. Kittle and Nikki are obviously very competent and work well together as a team. The setting of the building was very

clean and professional looking, which I appreciated. There was a slight complication in my procedure - where on the second side I could feel the cauterization and jumped a bit. It was no big deal, and I could have managed without more local freezing, I am sure. But they were prompt in responding.

330. During the complication, there were lots of chatty questions that were intended to take my mind off any discomfort, which I appreciated the intent of. My personality is such that I found that annoying and would have been fine just with quiet or information about what was happening. A question on the scale of pain from 1-5 would have resulted in an answer of 2-3, even though the initial stab or sear made me react.
331. That said, Nikki had a lovely assuring tone and presence about her, and did give helpful information at times as to what was happening, and I liked that. She was great and calm in the prep work as well. Really clear, giving options, etc. She was also personal, sharing a bit about her own family and her upcoming trip to Rome, which I enjoyed.
332. Given the slight complication, some assurance from the doc that all worked in the end would have helped. If there was any uncertainty, I would have rather we kept at it, even with some pain. But I trust all went well.
333. It wasn't explained what the extra drug given at the end was for. It was only said that it was a good drug that would help. I think it was in response to the slight complication, so it would have been good to know what it did exactly.
334. During the procedure I was asked if I played rugby, and scar tissue was noted, which I found insightful and interesting and wondered more about the significance of (as I had played rugby and ice hockey, and had been 'canned' a few times, once I think really severely in ice hockey, not rugby). But I was glad that question was asked. I already trusted in Dr Kittle and Nikki, and that insight only further helped me trust their expertise more.
- 335. Overall, I thought it was an excellent service and well worth the price. I trust it all 'worked', and have recovered far more quickly than was**

estimated. I had a busy weekend ahead and was able to manage it all well, resting where I could. But their warnings helped me take seriously what resting and icing I could in a very hectic post operation weekend. I'm a go go go guy, so it being emphasised that I needed to rest was a good thing to say to me. Thank you.

- 336. Very professional service
- 337. My nurse, Nikki, was fabulous. She made the whole situation feel as normal as an appointment at the dentist, without the nerves! Conversation was fun and reassuring while having a positive and professional attitude. Nikki helped get me prepped for Dr Kittel who did my vasectomy - the only thing I felt was a small pinch initially. After that, nothing! Both were very attentive and the casual conversation during the 15-20 minute surgery kept my mind at ease. Dr Kittel's professional attitude left no doubts in mind at all. Thank you both for such a pleasant and easy vasectomy.
- 338. No hassle, excellent professionalism.
- 339. I was made to feel very relaxed and comfortable during the procedure
- 340. I was a bit nervous - the team were very reassuring and the procedure was much quicker and less painful than I expected
- 341. Nurse was good at talking about other stuff to distract from the procedure. Dr was good and reassuring. Even when at a tricky part confident and capable was good.
- 342. Nothing bad to say, kept me very calm given my nerves and worries, kept talking to me to help keep calm.
- 343. A very relaxed experience, had a nice chat and it was over in a flash.
- 344. Put me at ease, explained what was happening, answered any questions, quick painless experience
- 345. Dr Nicholls and RN Jane were fantastic. Made to feel at ease throughout.
- 346. I was so nervous, but from start to finish both Dr Kittel and the nurse were both calming and reassuring. I felt the procedure may have felt awkward, but I didn't feel awkward or embarrassed at all. A safe environment and lovely people.

347. Process was very good, both Sr Leanne and Dr. Kittel were very re-assuring and good at distraction from what was going on.
348. Very professional, made me feel at ease with general chat
349. I was made to feel very comfortable and kept in conversation throughout the procedure to take my mind off it.
350. I felt very cared for, and informed
351. On the whole, Dr. Kittel and Carolyn were excellent at keeping me informed and calm.
- 352. I was surprised how quick I was on the table after opening the door but in hindsight, as a nervous patient I think this was the best way forward. Once on the table the whole procedure must have taken around 10 mins and didn't really experience any pain just slight discomfort but both the nurse and doctor were very good at keeping me chatting to take my mind off what was going on. it was over before i knew it.**
353. The surgery itself was so straightforward. The clinic was well appointed, clean and reflected the professional nature of the staff involved. I was lucky to have the man himself, Dr Kittel, perform the surgery and despite laying down and being prepped for surgery, I was greeted warmly by him. Both his and the nurse (whose name I have sadly forgotten) bedside manner were impeccable. Very little was needed in the way of explanation, but we had gotten onto an interesting discussion on Autism as the pre-prep was being undertaken and other than being laid on a surgical bed, you would never have known by the way we were conversing that Dr Kittel was even performing surgery. I would say that is the true measure of a surgeon and there is no doubt Dr Kittel is a master of his profession.
354. All very relaxed. And comfortable. Didn't feel any awkwardness throughout and very professional
355. I felt comfortable and well informed and felt the surgery went well.
356. The team made me feel very much at ease and looked after from the moment I arrived to the moment that I left
357. Made me feel very relaxed. The procedure was pretty much painless

358. Super quick efficient, and managed to have a laugh while being explained everything. Was all straight forward and didn't feel a thing.
359. Both Dr Kittel & Nikki were professional yet friendly & incredibly easy to talk to, reassuring me and chatting naturally throughout the procedure. They were attentive to my needs throughout and the surgery itself went by surprisingly quickly and was about as stress free as it could have been! Incredibly impressed by the whole thing.
360. The procedure was painless and the staff were so friendly and caring that it put me at ease.
361. **Entering the surgery was extremely welcoming, very clean, calm & friendly space. My main apprehension was the needle of the anaesthetic, but the nurse literally held my hand during this process! although I barely felt a thing, tiny needle! Procedure took no longer than 15 mins & I was given a cup of tea & biscuit at the end & made very welcome for the time I had to spend before being discharged. Dr Kittel & the nurse both talked & distracted me throughout the procedure, I didn't feel any discomfort at all. Very supportive & painless experience.**
362. Chantelle the nurse was amazing. She really helped with my anxiousness by talking to me and supporting me. Even held my hand!!! Dr Kittel was also amazing, working very quickly and professionally, explaining every step.
363. I've forgotten the name of my nurse already (sorry!), but a big thanks to her for putting me at ease during the procedure. Both her and Dr Kittel were friendly and professional.
364. Made me feel completely at ease and very comfortable.
365. Was a very good experience. I was very nervous about procedure but was put at complete ease by both the surgeon and nurse.
366. The nurse was very friendly and chatted through the procedure while Dr Kittel worked. I did feel some pain with the initial needle and ultimately needed 3 doses of anaesthetic. They informed me when they were half way through and when extra anaesthetic was going to be applied. Overall, slightly uncomfortable at times, but nothing to worry about. Seemed to take about 15mins. *Dr K: It is correct, some patients*

*need more anaesthetic and we tend to test and stop if this is the case.
90% of patients are painfree after the first dose.*

- 367. Very helpful. Informative
- 368. Made me feel at ease. Chatting to me during the procedure"
- 369. Very satisfied with how the procedure was handled.
- 370. Professional and personal.
- 371. Dr Nicholls and Sr. Carolyn were very attentive. Dr Nicholls explained what was happening at every stage and we conversed throughout the procedure.
- 372. Dr Kittel was very relaxed during the procedure, engaging me in conversation to take my mind off things. The nurse who looked after me (apologies I can't remember the name) was very friendly and explained everything concisely. The procedure was over in no time at all, very efficient!
- 373. Sr Nikki was superb throughout the procedure, with general chit chat to ensure my mind was off what was being done. Dr Kittle was equally as friendly and kept me at ease.
- 374. I was impressed with just how easy and simple the whole process was. Dr and nurse were ultra professional, which was expected but also very comforting. At the same time very warm and reassuring. I think any concerns or questions i had were answered before I asked them.
- 375. **While i thought the whole thing was going to be quite awkward it was much less awkward than i feared. No pain or discomfort to speak of during the procedure"**
- 376. The staff explained the risks and got my consent to go ahead which I felt comfortable and informed to give. There was an instance where my right vas hadn't taken the local anaesthetic well and resulted in me feeling pain during the cauterisation. Absolutely not an issue with the delivery of the local as that side had some slight issues with pain prior. More local was administered and the rest of the procedure went without incident.
- 377. Made a very awkward situation calm and swift. A very professional job done by all.
- 378. Really relaxed and chatty which helped me feel calm throughout.

379. Generally excellent and communicated well. Carolyn especially made me feel cared for and showed good empathy. Dr Kittel came across as being kind, but if I'm being hyper critical, was perhaps a bit too "matter of fact". I would say again, I'm being picky, but while 15,000 vasectomies is reassuring in one sense, I feel it's important to recognise this is my first time and what's insignificant to him (understandably), can be extremely significant/scary for the patient. I understand time is rarely on his side! *Dr K: Sorry if our personalities did not fully gel. I agree, generally, I am a little more "matter of fact" and the nurses more empathetic.*
380. I felt in safe hands and the conversation really helped with the nerves. There wasn't a lot of explaining what was happening but I'm not sure that would have helped. Rather us speaking about job, family, the weather was much better. A super skill of the doctor.
381. Bedside manor was very good. Quick procedure. Seemed very efficient.
382. Quick, professional they were really good at taking your mind off the what was happening and made it seem quick and effortless. Amazing team!
383. Very calm atmosphere. Good chat about broken down cars and skiing helped to draw the attention away from the procedure.
384. No issues whatsoever. Brilliant service overall.
385. The operation was carried out very competently by Dr Kittel and the nurse. I neither felt any pain during the operation, nor needed to take any pain killers afterwards.
386. Dr Nicholls and the nurse made me feel very comfortable during the process
387. Very calming
388. All very relaxing and everything well explained.
389. Both the nurse and dr were great. Great at distracting from the procedure.
390. Everything was very clear, well communicated and efficient.
391. I did feel very slightly nervous as I lay down and before it began, probably because I've never had an operation down below and it was via local so had a last minute worry about not being able to stay still. No

- problems during the procedure though and Dr Kittel was attentive, communicative and remembered me and my circumstances which certainly helped me to feel at ease. I felt like I was with a friend and in safe hands. The procedure itself was very quick and this would have been more surprising before Dr Kittel said he's performed 15 thousand
392. Can't remember their names, but both doctor and nurse were very good and made me feel comfortable and relaxed

Feedback AFTER the procedure (Nurse Aftercare, Video)

1. Excellent
2. Aftercare was really relaxing.
3. Video was very informative.
4. Very clear and concise, giving me excellent guidance on how to take care during the recovery period.
5. The nurse took time to ensure I was clear with aftercare, answered my additional questions and made a lovely cup of tea which was really needed!
6. Very informative. Information provided by email and leaflets
7. Felt informed and cared for
8. Perfect
9. Clear and easy to follow.
10. The coke and KitKat were much appreciated!
11. "Sarah's attentive care continued right after the procedure, checking on me almost the entire time I was in the recovery room with my partner.
12. Please pass my comments on to Sarah, I will never forget her and what she was able to do for me, Sophie too of course, but Sarah's interpersonal skills are incredible and it simply would not have happened if not for her. Thank you."
13. Well briefed from the nurse
14. Could do with advice on how to go no 1 and no 2 (given you are meant to have pants on all the time even in the shower)- I kind of had to just work it out myself as a 'best guess'.
15. Handled very well and the information given really useful.
16. A lot of instructions and dates make it a bit confusing
17. Got everything I needed from the video afterwards as well as a Kit Kat!
18. I don't remember the video, but so helpful sharing it afterwards via email.
19. Again, all very good, the whole process including the 'recovery' room with a cuppa and the video (with a link to watch again later) was very well organised and built on obvious experience of what we really need.

20. Aftercare instructions were very easy to understand and follow. I've followed all the advice and up to now 6 days after the procedure, I've had no issues
21. All very clear and helpful
22. Explained well. And I have been doing what has been suggested to help with the healing process.
23. Very clear instructions regarding aftercare, great support if needed. Fortunately I had no issues whatsoever, little to no pain relief following procedure. For me it was a walk in the park, would rather this procedure over getting tattooed any day.
24. Fantastic. Could not fault how warm and friendly was. Makes the experience very comfortable
25. Left no questions unanswered.
26. Lovely cup of tea. :-)
27. I felt well looked after
28. Very happy and was a perfect cup of tea ?
29. Easy to follow the instructions.
30. Yes - its been adequate
31. Very informative and clear to follow.
32. Spot on
33. Video was useful and provided good guidance about recovery.
34. I had contact with 2 or 3 nurses during the procedure, so I can't remember which one was the lead nurse. They were all very competent and caring though, so I'm very satisfied with their service.
35. "I appreciated being able to have the link to the recording in the follow up email.
36. The video covered everything and was a good method to do this."
37. Excellent
38. I really liked the "subtitles" in the video, as my mind was racing a bit and I could not really focus on what was being said. Great to have the info emailed anyway.
39. Great information and support on after care.
40. N/A
41. Lovely cup of coffee!

- 42. Very helpful, the video to revert back to was great. It maybe helpful to explain to others that bruising will be prominent.
- 43. Again, the process was made very clear and explained in full, I was made to feel at ease throughout my entire visit. The complementary cup of tea was very tasty.
- 44. All in all very good, i liked the fact they turn you around very fast, but still doesn't feel rushed. Nurses and surgeon very nice.
- 45. Great service all in all. Thank you
- 46. **I was particularly impressed and equally grateful for all the nurses and staff that helped me after the procedure as I went slightly faint from the adrenaline. The nurses quickly took control and had me feeling better within minutes! They were extremely professional and caring so thank you!**
- 47. Thorough and well laid out aftercare which has been provided in 2 formats with a video in the recovery room shortly after the procedure. This leaves no question unanswered and provides pathways for further help if needed.
- 48. All OK.
- 49. Sarah was brilliant
- 50. Aftercare instructions were very clear and the nurses checked on me regularly.
- 51. The nurse explained everything and made sure I was happy and understood the aftercare.
- 52. The after care video was very useful and explained a lot of what needs to be done and what will happen in the 7 days after the surgery.
- 53. All the information has been useful and very helpful. Very impressed by the quality of the process
- 54. I was encouraged to stay until I felt well enough to leave
- 55. All instructions were clear.
- 56. Aftercare was precise and informative
- 57. Again very informative and easy to engage with
- 58. Some of the verbal advice on post-surgery underwear, showering, lifting etc could be added to the welcome pack (which mainly focuses on surgery prep). I watched the aftercare video at the surgery but some

advice seemed different from what Dr Kittel said at the webinar (no showering for 48 hours after surgery recommended in the video, for example). *Dr K: I do not specifically comment on showering in the webinar unless asked as I do not want to give even more information. I leave the aftercare to later. But when I am asked I usually advise 48 hours no shower.*

- 59. Aftercare was very clear and the website, which I consulted a few times afterwards offered good resources for any questions I had.
- 60. **Appreciate that you guys held me back for a bit to make sure I was good before setting off on the road. Again, can tell you guys care about people so thank you. Told to contact if I had any issues. I've not had any so not needed but I'm sure it would be 5 stars!**
- 61. They were thorough and clear.
- 62. 10/10 from the nurse. Just everything about my experience I can't fault.
- 63. A really useful resource, felt informed all the way
- 64. Clear video simple resources
- 65. Absolutely brilliant and made sure that i understood all the aftercare procedures and how to book my follow up appointment
- 66. Attentive and helpful advice given. Excellent support available if needed.
- 67. **Loved you emailed me the video. I watched it again later to check some of the details re showering so good to see it straight after AND have a copy of it.**
- 68. She was Informative and helped make me feel a bit more relaxed.
- 69. Attentive. Made the whole experience easy and any stress or anxiety I had was quickly gone.
- 70. aftercare instructions were informative, and easy to follow
- 71. **I had zero pain in my after care. I was waiting for the local anesthetic to wear off then be in pain but the pain never came**
- 72. Aftercare was great from Chantelle, the video explained everything which was required for me to do and was also sent via email so I could look back at it if needed at a later date. The cup of tea and biscuit was spot on.
- 73. very well cared for, including the tea and kitkat!

- 74. Excellent, healed up within 4 days following advice given to me.
- 75. All great- the video was really helpful.
- 76. Aftercare was excellent and everything was explained well to me.
- 77. Aftercare was really good, the video worked well, it was really good to have it available online so that I could go back and rewatch as and when I reached each milestone in the recovery process.
- 78. I bought an ice pack for my post-operative care. It would have been nice if the clinic had a freezer on site in order to maintain it's temperature.
Dr K: So sorry, we will not be able to fit a freezer, every space is planned, but we shall recommend single use icepacks in the future.
- 79. Instructions were well explained again very professional
- 80. Watched the video after my operation which I think may have been longer than the operation. The nurse came to check on me and to see if I had any questions. And I was out the door when I was ready.
- 81. Very well explained
- 82. Perfect with great instructions.
- 83. All helpful
- 84. The aftercare is a little confusing with all the times and a few grey areas, also the information was given seemed to differ from the information in the pack to the information in the post care room.
- 85. The video was informative and clear. I had one doubt about whether to use paracetamol/ibuprofen as I thought the information in the booklet was different from the video in this regard. The nurse answered my query and said she would look into this potential discrepancy.
- 86. enjoyed my tea and biscuits, the video was good too as it addressed most questions
- 87. Again explained everything and made sure I was ok I had water and everything I needed
- 88. All good
- 89. Everything in the aftercare video was clear and concise. My wife was able to join me in the aftercare room which was lovely. I experienced a bit of dizziness and sweating, Nikki came to my aid to help relax me, she would only let me leave when she was comfortable.
- 90. Very helpful and informative!

- 91. The aftercare video, instructions and online content covered everything. There was no question unanswered (for me anyway).
- 92. The aftercare video you watch after the procedure explains everything you need to do very well, and if there's anything you miss or are unsure of a link to the video is sent via email and any questions you might you might have immediately afterwards the nurse is able to answer them for you.
- 93. All seemed clear.
- 94. The only thing I felt could have been better with the after care instruction was more information regarding washing in the days following the procedure. I was informed about how long not to shower or bathe for but information regarding how long to wear underwear in the shower for and the level of cleaning that could be undertaken would have been beneficial.
- 95. In previous surgeries I have got infected. I explained this to dr kittel who prescribed me with antibiotics there and then. Unfortunately I did start to feel unwell after the first day with flu like symptoms. However a quick phone call with the surgery, dr kittel said to take the medication. Few more days rest and nearly at 100% other than some dull aching. *Dr K: If a patient tells me they have had problems in the past I do actually listen, because it is rare, but so avoidable! I just wish you had started the antibiotics straight away.*
- 96. I'm glad that the 5-7 day pain was mentioned as if I hadn't read about it I would have been concerned.
- 97. **Really good, Dr Kittel came and re checked incision for bleeding and applied another dressing and was only allowed to leave once he was happy.**
- 98. I appreciated the kitkat
- 99. Clear and informative
- 100. The assistant was very informative she very kindly got me a coffee and a kit mag during the aftercare video.
- 101. Everything ok
- 102. Clear, accurate, helpful.

103. Clear instructions provided and opportunity to ask questions. Nurse provided a drink and snack and allowed me to rest on my own before leaving.
104. The video was very informative. Nurse gave me a KitKat and a can of Coke, though offers of Tea and Coffee were also available. Was checked prior to leaving and given instructions on how to send of my sample. Only thing I'd bring up, it would have been good to have been moved to a room away from the theatre, as I didn't want to really hear the next patient. *Dr K: Our walls are soundproofed, but the doors could be better! However, the building has one of the highest soundproof ratings available for refurbished buildings and passed the local test with flying colours. Today there was a workman in clinic playing loud rock music and I could not hear it when we closed the doors to the theatre.*
105. Aftercare instructions were spot on although in my case it took me 2 weeks to recover from the bruising and the aches.
106. Perfect
107. All positive!
108. Fantastic instruction all very clear and efficient
109. The documents and the video continue to be good reference points for the aftercare.
110. Clear and helpful
111. Very good and giving me all the info I need
112. Chantelle was great, very professional and puts the whole situation at ease, all very well explained.
113. Was very clear, concise and helpful
114. Very pleased with the aftercare information. Any question I had was already in the FAQ's and I really appreciate being emailed the link to the video to watch again afterwards.
115. Only thing I would suggest is to add some pictures of what your balls will look like with all the bruising cause I was a bit shocked how my balls turn black and purple. *Dr K: This is a good idea, but I am not sure whether or not most other patients would want to see those. Most patients heal without "blue balls". This is the first time someone requested this. If we get more requests we will consider it.*

116. **Nice touch to give coffee/tea while watching the after video**
117. Again, super relaxed, really impressed.
118. Clear video and option to watch back if required.
119. Very informative and a lot of support available
120. **It's great to have received aftercare information from the nurse in the procedure room, to then have the benefit of the video, and then written notes handed to me. To then also have the email to the website is also welcome. Having the information available from multiple sources is great for those of us who learn/take in info in different ways, but moreover it's removes any worry that you might miss an important detail as you know it's all there to refer back to**
121. Ace! Very clear and lovely nurses.
122. **An abundance of useful information and good advice as to how to looks after yourself once the procedure is completed**
123. All was clear with the video, discomfort in the days following were not the best, but again, that is probably me.
124. Good to have the video on hand. I've referenced it a few times since arriving home
125. Thanks for the coffee
126. **Aftercare was clear and well structured. I feel like I have the knowledge and material I need to recover well.**
127. **Absolutely superb after care with 2 coffees and repeat checks**
128. Great and comprehensive video, and great support afterwards
129. The post procedure aftercare was very good, the video informative. The only downside is that you can clearly hear the next patient in the procedure room, which would also mean they can hear any conversation in the aftercare room. Not so private. Very clean and functional.
130. Brilliant short video which I've stuck to, resulting in minimal discomfort.
131. Clear and concise information and guidance.
132. Information is easy to follow
133. Nurse was very helpful and sympathetic. Aftercare video was informative and relevant.

134. Instructions were clear, and all effort was made to ensure I was comfortable following the procedure and I understood how to take care of myself in the following days/weeks.
135. Again, nice and quick, no hanging around as long as u have a driver. All good.
136. **Very good aftercare; I had zero pain, zero swelling and zero need for help beyond the clear and helpful material. I knew exactly who I needed to contact and why but following the guidance kept me pain free and I recovered very quickly.**
137. All run smoothly , was placed in waiting room with tea & biscuits. Watched the aftercare video and then was checked on , and told I can go home.
138. **I was given a lot of care and also information. Left with a smile on my face on my face which is crazy to say after having a vasectomy**
139. I sent in a photo of my wound after 5 days and got a prompt response to re-assure me
140. It was clear and easy.
141. Amazing
142. Also excellent. Felt very well looked after
143. Video was informative and useful - nurse was very caring and friendly.
144. All questions were answered very well, and aftercare instructions were well explained!
145. No comments
146. The Nurse explained the next steps and kindly brought me a snack and cup of tea, whilst I watched the checkout video.
147. All aftercare was exemplary, no problems at all.
148. Very nice people who made me feel comfortable
149. Following the video specific questions were answered
150. Not well articulated video but face to face care was second to none
151. Efficient and professional
152. All staff was fantastic and super helpful and friendly
153. Again, good video and clear explanations on after care and specific information about showering etc was very useful.
154. Well briefed and didn't leave with any unanswered questions

- 155. Easy to understand and rested alone. Nurse made sure I was happy and has no questions before letting me leave
- 156. Not necessary as really smooth
- 157. Nurse was attentive for the aftercare and was able to answer any questions I had
- 158. n/a
- 159. Excellent instructions and FAQs
- 160. Yes all good here and video again very thorough.
- 161. Instructions clear and easy to follow
- 162. Everything is explained in the after care video.
- 163. Aftercare video did help with the recovery period and all questions were answered allowing me to leave with confidence of what was required of me over the coming days.
- 164. Nothing to add - the aftercare is as thorough as every other part of the process.
- 165. They were clear.
- 166. after care is well explained, all the recovery materials post-appointment are easily accessible
- 167. the aftercare materials were very good- pretty much all symptoms i recieved post surgery were covered - especially the recurrence of pain approx a week after
- 168. Nurse checked in after the vid. Very good, thanks
- 169. Very good
- 170. Yes they were, the only thing I wasn't sure of was the washing afterwards. I think the doctor mentioned I shouldn't shower for 48 hours but I didn't see that mentioned in the aftercare pack. Also it wasn't completely clear about where to use the ice pack, i.e. should it be used on the wound itself or on the abdomen. This was answered by the doctor when I asked. *Dr K: Please read it again, it is part of the aftercare pack.*
- 171. Again, everything was covered off very well by the nurse. Take it easy, follow the instructions and it will be fine!
- 172. Excellent
- 173. The video link was very helpful.

174. After surgery I sat and watched the aftercare video, even got a cup of tea and a KitKat while I watch.
175. nothing to say, all good.
176. Very clear and informative.
177. Very useful video. It give you something to focus on while you get yourself together.
178. Wonderful care from start to finish, felt @ ease throughout the whole process from start to finish.
179. Nothing to note apart from being thorough and informative and echoes the aftercare pack
180. Clear instructions and given plenty of time to take everything on board and recover before leaving.
181. Very fast and easy great video explained all I needed to know
182. Everything professionally.
183. Was very informative and a great way to sit and take a minute after it had happened. All the information was clear and concise which made it clear what I had to do for a speedy recovery.
184. no complaints at all. You are an excellent team and caused no stress whatsoever
185. Again, very good. I was impressed with the aftercare and not feeling like I overstayed my welcome.
186. The aftercare video needs to be updated, it mentions stuff about aftercare pack with items that I thought would have been given ie ice pack, pain killers and tight underwear. None of this was given so the video needs to be updated. How ever it was very nice of the nurse to give me a spare ice pack thank u
187. The instructions were clear, and I followed them with almost no after effect and no complications.
188. Video in recovery was very clear and helpful
189. Very good overall, just one suggestion to consider providing tips on how to go to the bathroom (for #1 and #2) since that proved tricky initially!
Dr K: I do need more specifics on what was tricky? You can go to the toilet as normal, not sure what the issue is. I could only imagine someone with a huge scrotum having to support it a little?

190. **Aftercare was like in 5star hotel, coffee and the KitKat .**
191. All good. The whole business operation is a very smoothly run machine, it's quite impressive.
192. Efficient and effective. Professional and very calming.
193. was well looked after the procedure and i felt i could ask questions whenever i wanted
194. The video was very informative, and I was checked on numerous times before I left. I was given plenty of opportunities to ask questions and felt very well looked after
195. Was happy with everything.
196. Very good, I strictly followed the advice and found my recovery both quick and painless with no pain and very little discomfort.
197. Great video.
198. The nurse was very thorough and detailed
199. Checkout again was very informative, reassured by my nurse. Instructions for aftercare were well explained. Cannot fault this process.
200. Again 10/10. Very professional and relaxed
201. Short instructional video was all that was needed, great way to reinforce safety post procedure
202. Perfect, felt very well looked after.
203. **The video and package are very clear. I was checked regularly at the after care room and the tea and chocolate were a nice bit of kindness.**
204. Specific and clear instructions and she made sure before I left that I have all the information's I need.
205. Video was informative however I felt a little bit light headed in the room and would have been nice to have access to a window for some fresh air. All other instructions clear and useful. *Dr K: It was a hot summers day and the AC unit in your room was not working for which I apologise. It has since been fixed and all AC units are now working perfectly. We also just had our annual AC inspection service*
206. Very clear and good.
207. Great video about the after care with a printout to refer back to.
208. The whole process was slick and very professional."

209. After care instructions were clear and well stated. I still called in a few times so far as I've had some questionable things happen with me and each time the nurses have been patient and helpful
210. Very well looked after and informative video! nice cup of tea;)
211. Fantastic aftercare coffee and a Kit Kat
212. Checkout was simple. All clear and easy to understand
213. **I fainted during the video. I feel like the video explained the procedure in some detail that may not have been what I needed to hear straight away. After care sure, but maybe not necessary to revisit the op at that point. After fainting I didn't watch the rest of the video and didn't feel like I missed any info from it. Carolyn was excellent throughout. This was my first time. He explained the black out could have been an adrenaline release, however I was not nervous at all before or during the procedure. Carolyn was very reassuring. *Dr K: Fainting is a reaction due to the drop of ones blood pressure. Even if you say you were not nervous there must have been a stress reaction as you fainted after your surgery. This is related to Adrenaline initially increasing, but then lowering your blood pressure, because it has a very short life span in the blood (this, the short life span in your blood, is by the way the reason why in allergic reaction you often have to re-inject adrenaline on a number of occasions). By the way, this is the reason why we recommend you to not drive yourself and be accompanied by another person.***
214. The explanations were good and links were received for the video if you needed to watch it again, which was useful.
215. The by-day checklist is great. Could have done with more waterproof plasters. Generally v clear and well organised to minimise complications. *Dr K: We prefer for you to keep the plaster on for a week. We do provide one replacement plaster, but not the original silicone dressing for a variety of reasons including the difficulty of competent application.*
216. All questions answered before I left and involved my partner in what was needed as part of rehab
217. Very good idea of speeding up the process.

218. Very happy after the procedure with clear instructions.
219. Very good.
220. **Checkout and aftercare were all good, the post-procedure video was helpful and allowed me time to relax before heading home. I was glad for the bag of frozen peas I had with me for the car ride home. I have been following all the aftercare instructions carefully and my recovery so far has been without issue.**
221. The nurse was very clear and thorough with providing details and answering my questions.
222. To understand if I need help I only have to call you for advice. which has set my mind at ease.
223. aftercare video clear and easy to understand.
224. Easy to understand and helpful.
225. Very informative
226. All very helpful and laid out exactly what I needed to do
227. The instructions when very clear & easy to follow. Made me feel like I had nothing to worry about
228. Video was clear and made perfect sense and able to understand what I MUST do to prevent and issues and aware of any of any arise I, again nurse was lovely to me even made me a coffee for after such a great experience for a procedure that can be daunting
229. She was excellent
230. Leanne kindly made me a coffee whilst I watched the aftercare video, then took the time to double check everything was understood afterwards.
231. **I was extremely well cared for and not rushed at all. I left feeling well informed about care and next steps.**
232. Compared to the last time I received any type of hospital care, The information provided is clear and makes sense.
233. Excellent.
234. Carolyn was brilliant throughout the whole experience put me at ease and answered all my questions
235. Great aftercare guide. Follow the instructions and you will be grand.

236. More clarity could be provided on the aftercare instructions for dosages, it states ""take 2 ibuprofen tablets every 6 hours"" but these can be obtained in 200mg, 400mg and 600mg doses. All other instructions, I found clear and informative: *Dr K: You are correct, we mention it in the webinar, but also need to mention it in the aftercare instructions.*
237. All good here too. Maybe a wider selection of sweets would be nice? I can't eat gluten so couldn't eat the biscuit, but I also fainted in the recovery room so something sugary might have helped.
238. Very good, the chart is an easy way to abide by what to do and when.
239. Good coffee and posh biscuits!
240. Excellent after care, nurses were kind patient and helpful
241. "I forgot to ask why the second vasectomy caused a short burst of intense pain.
242. I have a lot more bruising and soreness on that side one week on.
243. Photos of typical bruising might be helpful."
244. aftercare video was useful to watch in the recovery room Aftercare pack and Explanation from the nurse very good
245. Again, no issues
246. Clear info
247. Again, very good.
248. First class like every other element of the process.
249. Everything was very clear and great that you are given time to reflect on next steps prior to leaving I.e. watching the video. The whole thing has been very well thought out!
250. The video was very helpful. It could likely be updated, one rough edit in it. But I found it really clear and easy to follow. A smart way to do it.
251. I was offered coffee and chocolate after my vasectomy while watching the aftercare video. I was given my aftercare pack by Nikki who made sure everything was as clear as possible before sending me on my way. Again, a very pleasant experience.
252. Aftercare video has small error near the end where the video freezes, but audio keeps playing
253. The aftercare was fine and I was given clear instructions and advice

254. My nurse was amazing looked after me very well, introduced herself before going into the appointment amazingly reassuring during and other the procedure
255. I apologise to the nurse who processed my appointment for being unable to recall her name, but she was a delight throughout, attentive and considerate. I felt completely at ease and cared for.
256. Very patient, explained the aftercare required, the video was very informative.
257. So far, the instructions have been clear and easy to follow.
258. My nurse was very calming and knowledgeable and gave me all the information I asked for. Lovely lady."
259. *Everything was explained perfectly, you leave after watching a video which is also available in an email you get after in case and everything is written down in the aftercare pack.*
260. All good
261. I think it would be helpful to add in the video about position during the day and night. Is it best to sleep on your back or can you sleep on your side? Is it advisable to stay lying down or seated. I clarified these but it's worth adding to the video *Dr K: We do not add this information as many people turn in their sleep without knowing and we do not want to unduly worry patients about something they cannot influence.*
262. checkout/aftercare procedures were fine, watched the video but didn't absorb much in I was in a state of shock/astonishment that I had actually gone through with it and it wasn't that bad. I watched it again from the link when I got home. for the rest of the day I didn't move, applied the ice and took painkillers just in case. I woke the next day to zero pain just a very slight dull ache that i didn't even need to take any medication for , again I took it easy for the rest of the day. *Dr K: We are aware patients do not always take in the information, this is why we send you the email with the video link to watch it later again.*
263. The aftercare is very straightforward and provising you follow the instructions, there is no reason that you can't recover efficiently. I am writing this, 5 hours post Op and feel like the recovery will be a breeze as loing as I don't do anything silly, it really is common sense.

264. I cannot comment on any changes or enhancements in instruction
265. Again, very good and well explained aftercare. The staff were very helpful and made sure we know what the aftercare was.
266. All the aftercare instructions were very clear
267. Easy guidelines to follow for aftercare
268. Everything I needed to know was answered or told to me so again very grateful and a fine experience.
269. Nikki was able to answer my questions, and I was brought a hot drink by the receptionist that was greatly appreciated whilst watching the aftercare videos! Only possible note I can think of is that the aftercare video specifically mentions not ""making love or having sex for 7 days"" where, after clarifying with Nikki, the intention is for no sexual contact of any kind, including masturbation for 7 days and this possibly could have been made clearer. *Dr K: Thank you, we will consider this for the next edition of the video.*
270. Checkout was pleasant. Great care again.
271. Very good aftercare video & information. One week on I followed all advice & despite minor bruising I have very little discomfort.
272. The aftercare instructions are great and following them closely. Chantelle done a great job ensuring I was okay before I left and making sure I had all questions answered.
273. Everything was clear and I had multiple opportunities to ask questions. The video was a little stilted but otherwise got the information across.
274. All explained very well.
275. Again, the nurse very helpful and kind. All information was provided, and I was under no pressure to leave until ready.
276. "Lots of helpful information. I would of liked a spare dressing. As mine came off after 2 days. *Dr K: A spare dressing is in your aftercare pack, possibly it slipped behind the aftercare sheet?*
277. The aftercare video explained everything and did not require any questions answering.
- 278. Aftercare instructions were very clear. It was nice to be able to relax and watch the video with a coffee and have my wife present. All my questions were answered by the nurse before I left.**

279. Superb video, and good information pack given
280. This is only after the fact but i don't believe the aftercare video speaks about sleeping position. As a side / front sleeper I did a quick check on the internet (as it was outside of phone call hours). Found that i should sleep on my back, which i have. Not really a problem but i could be highlighted to people what the recommendation is. *Dr K: As per comment earlier, but we will discuss this in our next meeting as there are now 2 patients who have mentioned this.*
281. The nurse on the day was fantastic, she really made me feel so at ease throughout the checkout process. aftercare was great and informative too
282. Very comprehensive and the quick reference guide was an excellent idea.
283. Really useful
284. Perfect!
285. The video is very comprehensive and informative and gives you all the do's and don'ts
286. All good.
287. Explained clearly and having the video and printed out recovery matrix to refer back to was very helpful.
288. Great and informative! Every concern is covered
289. Carefully considered video helped, rather than just a leaflet or email. The grid of dates in the pack/email was very useful for checking afterwards, too.
290. Very clearly explained.
291. Yes helpful video. The use of tech was a great way of increasing efficiency
292. All very well explained and very clear
293. Very straightforward and I had no questions.

Where could we improve further?

1. Excellent service and support- thank you
2. No improvements. All information provided in all formats was clear. The directions were very clear and the video that shows you the patient experience coming to the clinic was a nice touch.
3. It would be good to be able to buy a kit from you with recommended underwear, and ice packs, etc. I had to work out what was suitable and had to worry about whether I purchased the most suitable products. If I could have purchased a recommended kit, then I would have. *Dr K: Not a bad idea or we could put together a kit recommendation for after your vasectomy.*
4. Would recommend
5. I think you all have got it down to exactly how it should be. The procedure was amazing the staff excellent and extremely efficient. The only thing I could say is that I would have preferred it if it was patients only in the waiting room at the front. As this made me feel slightly uncomfortable and possibly not as relaxed. *Dr K: We do understand your concerns, but we recommend relatives to be present for safety reasons, particularly during the aftercare and to drive the patient home, so the safety interest of the patient unfortunately outweighs this request.*
6. Very difficult to identify where to improve. At a push, to have a receptionist stationed at the desk. Otherwise, there really is nothing to improve on, just keep doing what you're doing.
7. Nothing everything was done professionally
8. No further improvements, maybe less emails, paper works and shorter documentation.
9. More/wider parking spaces
10. All good thank you.
11. All in all, a very positive experience, I am now 4 days post-op and the recovery has been as the surgery explained. Listen to the advice, take the pain relief and especially ice, it works wonders! The pain and swelling is very manageable, you really do need to rest and let time and your body do the rest. As an experience it's not a lot different to say having a tooth out. a bit uncomfortable, not what

you'd want to do every week but Dr Kittel and his team make it as easy and as pleasant experience as it can be and I would certainly recommend them.

12. I wouldn't change nothing that isn't broken. Staff was welcoming and friendly. The surgery was very clean and quiet to make you feel more relaxed.
13. Nothing to improve
14. Very well-run clinic.
15. The pre op organisation with mail and multiple questionnaires can be a little confusing
16. Very relaxed environment liked the documentaries on the TV in the waiting area. All went a lot better than I've expected.
17. I think you have it covered
18. Talking to to my friends about this - to the point I wish I was on commission! ;)
19. No comment to make.
20. Good model: in and out within the hour.
21. Honestly, I'm very satisfied with every aspect - the staff, the building, the preparation, the procedure itself, the aftercare, the price. I really can't think of much that needs improvement.
22. **Difficult to say as I expect this is a service that needs to cater for all types. For me, I really appreciated the honesty during the handover from the previous NHS contractor; it wasn't the best service we were coming from and your honesty from day 1 was refreshing - it felt like dealing with humans rather than robots! Thank you**
23. Parking
24. Felt very comfortable and at ease throughout the process. Certainly, would recommend.
25. Nothing else apart from the above minor suggestions. The premises were fresh, modern and clean. Great HD screen and good choice of Attenborough action. Would highly recommend.
26. There was a lot of information provided and some of it was heavy to read - long paragraphs in emails and the layout could have been a bit more friendly
Dr K: That is a really interesting comment, and we will discuss this and consider doing some work on our paperwork!
27. N/A
28. Can't think of any improvements

- 29. Could not think of any way to improve, really great service.
- 30. I think all information was great and it's hard so pick any negatives
- 31. Tough question! I really don't have any valid suggestions to put forward. TVVS made the experience as easy as it could possibly be in my mind.
- 32. I honestly can say that I do not see any improvement. Overall, I had a short and stress-free experience with ample opportunities to ask questions or concerns. From when TVVS took over my care I had a date within a few weeks. Pain free experience with the procedure explained to me throughout. Dr Kittel was warming and welcoming alike his staff.
- 33. Nothing to improve from my opinion
- 34. Very impressed with the service from booking to procedure. Thank you.
- 35. No need for improvement - every single bit of the experience was caring, attentive, and comfortable. Thank you so much"
- 36. No improvement needed, fantastic service by fantastic and professional people. Thank you to all the staff for making my procedure run smoothly and making me feel at ease and comfortable on the day.
- 37. I've struggled to get in touch with an aftercare question but other than that the experience has been as good as we could have asked for
- 38. Thanks to Sarah, Nikki & Sophie
- 39. My experience was amazing, I couldn't recommend the team high enough. I don't think you could improve much. The whole team were lovely and reassuring.
- 40. I felt my whole process from start to finish was brilliant. All the information, facilities and staff where amazing
- 41. All very smooth and efficient - I was even seen early which is always a bonus. Staff were very friendly and supportive.
- 42. **Special thank you to the team for looking after me. I can't imagine I will see you guys again, but you were all absolutely beaming with positivity which was super refreshing. Keep doing what you do and I wish you all the best in life. Regards D (name removed)**
- 43. Nothing it was a great experience.
- 44. I don't think there is anything the practice can improve on
- 45. Maybe a large kit kat afterwards :-)

46. Potentially let people drive themselves and home shorter than two hours. You can drive after having a dental op and this seems no different.
47. I would like to thank the whole team at the clinic for their professionalism, care and person touch, that made this procedure very easy to understand. You helped me feel completely at ease and I knew I was in good hands at all times. Thank you all so much
48. Nothing comes to mind. The staff were exceptionally friendly and reassuring.
49. Put the dressing on the wound.
50. I can't believe I say this but no you cannot improve any further. Based on my experience up until today I reassured and well informed all the way through, I felt welcomed when I walked into the surgery, and I was very well looked after even though it was a very busy day (as one of the staff members mentioned). Honestly there is not a single thing you could have done differently to make me happier with my visit. Keep up the good job.
51. Toilet checks before opening would be great and just check the ceiling cleanliness. It would have been good to have a blanket and to be cover with as got cold waiting with my pants down!! But with that all said, I'm 3 days out and I can't believe how good I'm feeling. Not trampolining but driving, taking kids to school and cooking tea. Key thing has been Kool-paks!! Buy a couple of boxes and use them every hour as instructed and everything will be fine!! Thanks TVVS for a way better recovery than I had expected!! Thank you Dr Kittel. *Dr K: Sorry if the checks were not up to scratch on the day in question. Your comment was noted and improvements were made.*
52. have an office in oxfordshire :)
53. No improvements. All was perfect
54. Honestly don't think anything could be improved, from start to finish everything was explained and the procedure itself was as relaxing as it could be.
55. as mentioned above, a few testimonials from gents that have had the procedure on their experience would go a long way to help reassure people.
56. Nothing keep up the good work. ??
57. No everything was great and I've already spoken to a couple of friends who were considering the service about how good you guys have been.

58. I guess this is true of all NHS procedures, I think the only thing I would like to improve is the waiting time between referral and webinar and then the procedure itself
59. From start to finish a very well oiled outfit. Very efficient and very professional. The surgery was spotlessly clean and actually really welcoming.
60. Nurses are an amazing asset to the team.
61. The Dr was great didn't mind having a conversation with me to help with my nerves whilst he was carrying out the procedure.
62. I'd rather do this again than go to the dentist for a check up.
63. Thank you so much."
64. Really good efficient service. Congratulations on winning the Oxfordshire contract and the new building. Keep up the great work in the future!
65. Very efficient process, well managed from start to finish.
66. In my eyes you can't!! The procedure went smoothly the staff were fantastic!
67. You all do a fantastic job. Nothing to improve.
68. Since the day of the operation I've had no discomfort, beyond a very low intensity ache.
69. **A great service, feel like I was well looked after and felt like I was the No1 priority.**
70. I can't think of anything I would change. The staff were all very friendly and I felt looked after from my very first email to the clinic until I left, post-vasectomy.
71. Nothing
72. nothing springs to mind, only hope is an Oxford lab will be available in the next 20 weeks so don't have to get a sample to High Wycombe
73. No need to
74. Great job
75. Nothing I can think of
76. Nothing further to improve from my experience. Only thing that could've made it even more better was if the clinic was closer to London, but I suspect this might push the prices up if it were in inner London.
77. Everything was great. The only suggestion I would make was to send an email confirmation when someone completes their webinar quiz to confirm it's correct etc.

78. When the appointment times are set, not to be ringing the day before to change the appointment. Moved my appointment an hour and a half later than it were planned because of cancellations. Not sure how a cancellation makes the original appointment later but other than that mishap, everything else was fine. *Dr K: You are warned in the very first Application Form this may happen and you should take the day off. The reason is that surgical lists change because people cancel last minute, or staff are going off sick. In your case we had a sick staff member, and the replacement nurse could only work certain hours.*
79. Overall a fantastic experience. I felt relaxed and comfortable along the way and cannot fault Dr Kittel and his team.
80. No areas for improvement - all excellent!
81. Very tiny thing, perhaps stock full sugar Coke? :-). *Dr K: Not sure how you would even be offered a Diet Coke. We usually only stock full sugar coke for "medical" reason as the sugar and caffeine helps people to recover quicker when they feel a bit faint. Must have been a bit of carelessness on behalf of the staff. Sorry.*
82. To sum up I would just add to anyone concerned about the pain and the procedure, you couldn't be in better hands so don't worry.
83. Perfect
84. I think there was some discrepancies in the welcome pack sent with the booking from memory the pricing quoted seemed to be an older price so that may need to be updated. Everything else was outstanding
85. None
86. I would have valued more feedback from Dr. Kittel throughout/after the procedure. Just some reassurance that everything went A-OKAY. I can only imagine how routine the procedure feels for Dr. Kittel by now, but it's my first and only and to an organ I've always been quite sensitive around. Just a thumbs up and quick confirmation that the procedure went as routinely as any other would spare me some worry as the day 5-7 aching starts to set in. I'm aware I could have asked, but the entire process is so quick (Which is great) that I'm practically in the car home before I have time to wonder how it went.
87. I found the car park much smaller than initially expected from the materials you had sent. We arrived in a Volvo estate but my driver didn't feel

comfortable trying to manoeuvre the car into even the Disabled bay and ended up parking on the road.

88. No improvements, outstanding, thank you

89. "The whole process from start to finish was easy and very professional - i would not hesitate to recommend the surgery. Very pleased and a thoroughly fantastic experience, the nurses were great both during and after the surgery and Dr Kittel was brilliant"

90. **I came to you following recommendations from two friends, I will now equally be recommending your services to anyone else interested. Honestly, I can't thank you enough for the kind and professional service I received throughout**

91. I'm not sure to be honest. I am very pleased and recovering well with zero pain or discomfort.

92. No improvement needed. It's a very slick operation

93. No other comments, all was and is well.

94. Nothing.

95. I am unique and had a problem with the anaesthetic need to add to the warnings / prelim process going forward

96. Overall, a very efficient service with very good communication up to the point of procedure. In my case though, I feel that a hernia repair should be explained to patients of the possible addition pain/ discomfort.

97. **Overall brilliant service. Big fan of the Kit Kat at the end.**

98. From start to finish I was taken care of and felt informed every step of the way, which put me at ease. The procedure was as smooth as can be and the team were great. 10 out of 10

99. I'm yet to receive the automated email when I was discharged

100. Just want to say a big thank you to the staff at TVVS for their professionalism and helpfulness

101. Hard to see where the service could have been improved. Thank you for taking such good care of me.

102. I have already recommended you to friends. I think you could make more about the unique method you use - nobody else I know has used the no-scalpel procedure and it seems so much better than the other way.

103. Nothing!

104. none
105. Maybe a handrail when you walk up the ramp. The bricks are low in the carpark and it's tough to see that low wall in a tight car park. A handrail would help a driver see it. Otherwise the entire experience was superb. *Dr K: Great idea, we will discuss it in our next management meeting.*
106. It's great as it is
107. Perhaps some information about aftercare once the dressing is removed (after 7 days). The only info I recall on this was to limit exercise for a few weeks (can I return to showering normally, do I need to keep tight underwear on 24/7 after dressing removed etc). *Dr K: Once the dressing is removed you can go back to normal unless there is a problem with the wound after removal in which case you would contact us. I think this is outlined in the video and the dotted sheet.*
108. 10 / 10 would use this service again if I ever needed another vasectomy (which hopefully isn't the case!)
109. Nothing, TVVS and the team are fantastic!
110. A few too many resources to give advice, if one document or repository had everything, that would be good.
111. Everything was perfect. The surgery is very clean, modern and welcoming.
112. There is nothing you could do to improve the service you provided.
113. The only thing I can think of is maybe putting a sign up with local taxi numbers on it in the office just so people who don't have access to a lift have the information, it was listed on the website somewhere but thought it might be handy just to have a physical poster for people. But overall, everything was really good and all the staff were professional. *Dr K: Thank you, we will consider this for a change*
114. Definitely.
115. Lovely people
116. In all honesty I thought it was excellent and could not really suggest anything I would want to change or improve. The clinic is very clean and modern. Staff are great and process easy to follow and informative
117. Overall good experience. More information always useful, when to shower etc and how to deal with that was afterwards but asked during the webinars.
118. N/A

119. I honestly couldn't think of any improvements. I couldn't believe that I was in such a fantastic place with great staff through the NHS. Initially Dr Nicholls was unsure if the procedure could take place due to some pain from scar tissue, but Dr N reassured me and helped to achieve it as comfortably as possible. Thankyou to all of you for a quick and as painless as possible afternoon.
120. Perhaps the recovery room should be covered by receptionist as the nurse covering this area does make it feel a little like a production line.
121. Very happy with the surgery overall, Dr Kittel and his assistants all were very proficient. Healing well. But can't help but hold a sore memory because of the pain so had to make a note of that. It might just be worth consolidating some of information/ literature. An awful lot to get through, read etc. No bad thing of course. Maybe a call the day after surgery to check how I am doing... *Dr K: Thank you for your suggestions and sorry you are not completely happy. We are still completely committed to give our NHS patients very high-quality care in a nice environment despite of the fact the NHS has not increased funding per patient in 20 years! We had to make many changes to be able to still function. We cannot afford to employ a full staff member just to make aftercare calls to patients. Also, most patients do not want to be "cold called". But you are given all the information and numbers for easy access and when you call us you will be able to get through quickly and without fuss.*
122. Carry on as you are, the whole experience was very professional, quick and friendly!
123. It really couldn't have gone any better. Top class
124. Very happy with how the whole procedure went and very thankful Bourne End Clinic could carry out the procedure. No pains and no complaints. Thank you all. Very happy with the outcome.
125. I'm struggling to think how it could be easier or more efficient.
126. The coffee and biscuit was a real treat afterwards
127. My recovery (at least until day 7, when I am writing this review), is going OK, however, I was surprised at the "gradual" worsening of the condition from day of the surgery to day 6 - I expected that the worst was over at day 2, but then I was surprised at the swelling at day 5. As such the first two days were practically pain free, while the swelling and minor bruising started to appear

after resumption of activities. While this is mentioned in the aftercare website, it might be worthwhile to put more emphasis on this fact before the surgery (during the webinar?) - this might make planning the first week after surgery a bit easier. *Dr K: You actually hit the nail on the head and perhaps this should be part of the webinar? We will discuss this comment.*

- 128. length of procedure reminder in welcome pack - I'm sure it's mentioned somewhere or in the webinar but I couldn't seem to find it and didn't think to call in to ask. It only meant that I didn't book transport away from the clinic in advance. *Dr K: I think it is part of the Welcome pack, but we will check*
- 129. I would add into the webinar/FAQs about the smell and the noise during the procedure as they are both quite intense and a surprise.
- 130. All was perfect
- 131. Overall, a very good and efficient service.
- 132. The whole process was straightforward, well explained and I was very surprised by the lack of pain and can only thank you for your excellent service and aftercare. Thank you.
- 133. Very good service.
- 134. Three days after my vasectomy and I haven't felt even a twinge of pain!
- 135. Excellent overall service, Thank you!
- 136. The only improvement, the choice of tv program in waiting area of wildlife giving birth touched a nerve."
- 137. Add the part about not showering for 2 days after to the notes. Not really an issue but the aftercare video was the first place it was mentioned.
- 138. Not really any ways to improve the service in my opinion.
- 139. N/A
- 140. I am not sure how it could be improved. I was very impressed with the entire process.
- 141. N/A
- 142. The pre zoom call had way too many people on and despite instructions people were posting name and DOB in group chat. There must be another way to validate attendance and remove this from happening.
- 143. Only a minor point but I have found the plaster feel off quite quickly (2/3 days) and the alternative dressing was huge so either a supply of smaller replacement plasters or a link to which ones are most suitable! Who knew how

much choice of plasters there were at Boots! Also, I have found arnica cream helpful with some bruising so that might help others?

- 144. Nothing to add.
- 145. Nothing
- 146. More spare dressings maybe up to 7. I went through 4 or 5 in the week. 1st one lasted only about 3 hours. Perhaps ICE Packs while watching After care video. I had one in car in Cool bag. But had left in car as thought you would apply one in clinic till discharge. *Dr K: We will change the webinar and advice people to bring one into the clinic until their recovery. We do up to 60 vasectomies a week and do not have the storage for so many ice packs, sorry! Equally, we advise to keep the dressing on for a whole week and have one replacement dressing in the pack. From an infection point of view frequent dressing changes are not recommended. I kept my own dressing after my vasectomy for a week and most patients are fine.*
- 147. Cannot think of anything to improve. Was excellent from start to finish.
- 148. No further comment. Thank you very much for making this a straight forward and easy experience.
- 149. Nothing to improve as the service was great experience and efficient.
- 150. Better and more precise aftercare video, also there was a little issue getting me in the correct position I think this was what cause the discomfort I experience in the beginning of the procedure
- 151. Keep up the good work. The clinic and staff are excellent.
- 152. I'm very glad I choose this location to have my procedure. 10/10.
- 153. Honestly, I think you've really nailed it all! I have no recommendations for improvement at all!
- 154. More options on the webinar in terms on dates.
- 155. "If in doubt use more local anaesthetic.
- 156. I possibly missed this but I travelled from Milton Keynes and the nurse kindly gave me an ice pack for the road, I could have brought one with me if I had know - I was likely told but just missed it."
- 157. I don't think that any improvement is needed.
- 158. Thank you. I was pleased with the service and will be recommending you to friends.

159. Nothing to improve, haven't felt any pain at all for the last 2 days, not even mild discomfort, absolutely amazing.
160. All very good and clear, I think that the regular emails are so helpful.
161. Overall fantastic service
162. Nothing to improve. The whole service was very professional from start to finish, all the staff were welcoming and friendly. The clinic which I think is quite new, felt like a very clean and safe environment. I have even already recommended TVVS to others.
163. Wonderful experience with Dr Kettel and Chantelle the clinic nurse, in and out within thd hour and both were very professional and reassuring. Amazing
164. The only thing I am not so sure about is that the opening for the vasectomy was made very close to the base of my penis. It feels too high as it's at the intersection where scrotum becomes penis and I feel this isn't a good spot as erections cause the wound to be stressed. The scab has come open around the edges early and needs extra care. Maybe this is the optimal placement for to cut the tubes correctly, if so aftercare may want to mention this.
165. Cant think of anything
166. Nope, very clean clinic and very polite staff. Made what was a daunting experience very easy.
167. Nice new clinic. Lovely receptionist, Chloe. And thank you! Overall a good service
168. Nothing. Everything was great.
169. Best Vasectomy I've ever had
170. Your new premises are very nice!
171. Don't need to
172. no problems, thank you!
173. "It's Very hard to pick any way you could improve on such an exceptional service
174. Surgery Room was immaculate
175. Surgeon & Nurse where friendly & chatty & make you feel at ease
176. After care & instructions where very clear & easy to follow"
177. No feedback. Everything was straightforwards and significantly better than I had anticipated.

178. Can't think of any element of my vasectomy that could have been done better. Really impressed with the while service. Have already recommended to a friend!
179. I can't see any improvement la from my experience as from the moment I stepped in the building I was greeted, treated amazing from start to finish 10/10
180. No suggestions for improvement. Beautiful clinic and great service.
181. **Nothing comes to mind. I think the whole experience for me (which was a big and brave (!!!) decision for me, and I was very nervous!), was handled so professionally and with superb 'human side' side throughout. I think your facility in Bourne End was lovely, clean and calming. THANK YOU.**
182. Everything was superb. Honestly, I don't think it could've been a better experience and would recommend anyone considering a vasectomy to use you.
183. Thanks for making this as quick, painless and easy as it could possibly be!
184. I have nothing negative to say, all staff were friendly, helpful. The building was lovely, and the experience was a straightforward, quick and painless.
185. Nothing to add.
186. I was asked by name on arrival if I was who was expected but not asked to show any I. D or confirm patient number.
187. I think a follow up call would be good to reassure the patient and to allow the patient to discuss any matters.
188. Chocolate bar and tea was a nice touch
189. I'd most definitely promote your services to other friends that may be looking to have this procedure done. The service I've received to date is better than good. Exceptional!
190. I can only suggest very slight things - mainly the comments I gave for the procedure itself above. But I was happy with how everything worked. The people were lovely and professional and clearly top shelf at all this. The miscommunication about the seminar time and the trying to chat me up during the procedure were the only annoying things - and they are very minor things. I wasn't worried about the pain during the procedure, and thought about it like pain in a dental procedure - there is always some despite best efforts. I've also noticed several very minor mistakes in the English grammar in some of the

emails and forms and things, but that's no big deal either. Overall, five stars very easily!! You do very excellent work. I am thrilled my wife found you online. We're glad that we did it already, even without knowing the result, and think it was worth the private pricing. Thanks so much for your excellent work as a team in communication, delivery, and follow-up. Top notch! *Dr K: Sorry, we miscommunicated one webinar last year. I admit our nurses are quite chatty and some patients do not like it, but most patients are very appreciative of having their mind take off the vasectomy. However, since your comment I have noted the nurse in question more often asks patients whether or not they are happy to chat.*

191. None
192. This may be irrelevant, and possibly counter-intuitive, but I didn't actually know when the surgery had begun. Dr Kittel and Nikki were so engaging with conversation to keep my mind at ease that I hadn't even noticed that Dr Kittel had started until we were halfway through! I see this only as a positive, but I imagine some men may need verbal confirmation of when the surgery starts. Again, this only goes to show how painless and comfortable the whole process was. *Dr K: Positive or negative, that is the question?*
193. Amazing thank you very much for your care
194. I genuinely cannot think of anything that could improve the service. The staff, facilities, ambience and care received was outstanding!
195. The whole experience was simple, painless and convenient. All the staff were amazing and very patient.
196. St Marks is a charmingly old site, a little improvement on the map that you supply would be to include the onsite courtyard cafe/ restaurant - which was a very well-priced facility. *Dr K: Please note, we have since moved to Bourne End, www.thebourneendclinic.co.uk.*
197. I feel my experience was far better than I could have hoped.
198. The whole process was perfect and apart from some very mild discomfort a few days after you wouldn't even know what had just happened.
199. **I honestly don't think I could suggest any improvements, The whole practice is very well organised and experienced in their field , I felt like I was in good hands throughout the experience and I would more than happy to recommend to my friends , in fact I already have.**

200. There really is nothing I would be able to suggest making anything better than it already is.
201. Additional comment was, I was very impressed how clean the environments were. I saw the junior nurse cleaning before and after my surgery, so on top of the interactions being top so was the conditions of the environment
202. I don't think so
203. It was a great experience, and I felt well looked after. Thank you!!
204. Everything was fine and the team were 100% great!
205. Non dairy milk alternatives for post procedure hot drinks is really my only suggestion! Thank you so much again to Dr Kittel, Nikki and the rest of the clinic staff who looked after me so well and made me feel so calm throughout!
206. Out of the whole process, the only tiny niggle I would have is not being able to do it closer to home. As I live in Deanshanger (northamptonshire). It was a 3 hour round trip. Apart from that, the whole process, procedure and aftercare was, and is brilliant. *Dr K: Sorry you had to travel so far, I am sure there are actually services closer to home. Personally, I find it much easier to always operate in the same premises, which keeps my work output of high quality. However, interestingly there is a mobile vasectomy service in the USA, see here <https://www.simplevas.net/mobile-clinic/>. But this would never pass our bureaucracy in the UK. This clinic would never be approved by CQC, because their first question would be "where is your sluice".*
207. It was a fantastic service for such a worrying procedure. I couldn't have asked for anything better.
208. Overall, very impressed with the communication, service and facilities. The website could perhaps be modernised a bit, but not a major point.
209. Be clearer on the cancelation policy on medial grounds. My case was bad timing. The week leading up to my appointment my family suffered a stomach bug. On the morning, I wasn't feeling well and I called to ask the recommendation, wondering if I should/could cancel. The receptionist was not sympathetic and told me the cancellation policy was clear, and I would lose the full amount. She assumed I was feeling nervous and said I would have to come in to be seen by Dr Kittel to judge if I was unwell. I decided just to go for it and risk the consequences. In the end I had an uncomfortable day and the following day the full effects of a stomach bug! I knew the cancellation policy,

but assumed an exception for illness might be made, but not the case so it's an additional risk. A Dr's note is not obtainable for oncoming flu. *Dr K: Sorry, but we cannot provide free last minute cancellations without increasing the price significantly. What we could consider is an insurance policy which a patient can take out at the beginning when booking the vasectomy. However, it would still require some form of certification.*

210. All excellent. No suggestions for improvement.
211. Fantastic service and experience. Dr Kittel was recommended by a friend, and I would recommend the clinic to any friends considering a vasectomy. Perhaps a card with the nurse's names on in the aftercare pack, or in the aftercare email would help people like me remember who the nurse was. Nothing else to improve, extremely satisfied with my experience. *Dr K: Something we could consider. However, the nurses do wear name badges and we do not want to overload with inconsequential information.*
212. My only real frustration so far is just how long it currently takes to first get the referral and then from the referral to the appointment. Close to a year for myself. *Dr K: Sorry, this was due to a previous provider not providing a vasectomy. Since you came to us we completed your vasectomy within 2 months of referral.*
213. The actual procedure was all very smooth. Very nice and chatty Dr and nurse who made the whole thing very calm and relaxing. The only bad things are the things I made up in my mind."
214. Much as I agree with the default answers that were pre-populated in this questionnaire, they should not be set as default to the best possible answer. It suggests leading the respondent and could produce false positives. *Dr K: The default answer is the answer respondents most commonly choose and is pre-chosen by the software, sorry. It is made so that patients can complete forms easily and minimum time.*
215. Taking a bit more time with patients
216. I think for anyone, looking for a quick and easy way to get the snip this is the place! Booked and completed in less than a week. No scars, zero pain whatsoever in my case and 100% success rate, what more could you want?

217. Cannot see any areas of improvements apart of including some pictures of "good" progression of healing and "bad" ones that require contact with the clinic.
218. **I was quite nervous about the pain. However, there was absolutely none during the procedure, even the administration of the anaesthetic was less than a scratch. If this is how it should be (and I really hope it is) then it may be worth making this known early on so that there is less to worry about walking into the room.**
219. Really impressed with the professionalism of all the staff."
220. I think everything is great!
221. The two chaps in the waiting room afterwards looked very nervous. Maybe something to take their minds off it might help a few people. Overall, a very competent, efficient service from start to finish. I'd say I'd use you again but hopefully won't need to.
222. No comment.
223. I suggest you explain why a mobile number has been provided for customer contacts. This is because, with a mobile number the service does not look professional. I guess you may say in the info note that because the reception is used by several other sources, the best way to contact is our mobile no. *Dr K: We have 3 numbers, which are all published on our website. The mobile number is mainly for WhatsApp communications. There is also a landline and a corporate number starting 0345.*
224. Option to have a consultation/online consultation one week after to check the wound
225. All information very useful and comprehensive. Some discrepancies between advice in the packs provided, in the FAQ, and in the seminars. Nothing significant, and probably resulted from materials generated during COVID and after COVID.
226. Very little to add, but I had to get another dressing after the surgery before getting picked up by my friend and had to change that to the spare in the pack...and then had to buy another 5 mepore dressings (and another 10 the next day) as nothing was adhering to the skin. Not sure if this is a common occurrence or an anomaly, but thought I'd mention it. I think perhaps the dried iodine was interfering as a couple of days later it all crumbled away/rubbed off

and since then the dressings have adhered well. The nurse did mention that you were using different silicone waterproof plasters than usual, so perhaps that was a factor? That was all though and really rather minor :)

Responsible for report: Dr M Kittel 09/12/2024. Next report December 2025