

TVVS
Patient
Satisfaction
Survey
2019

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 248 patients provided feedback between Feb 2018 and November 2018

Standardised questions: BEFORE the procedure

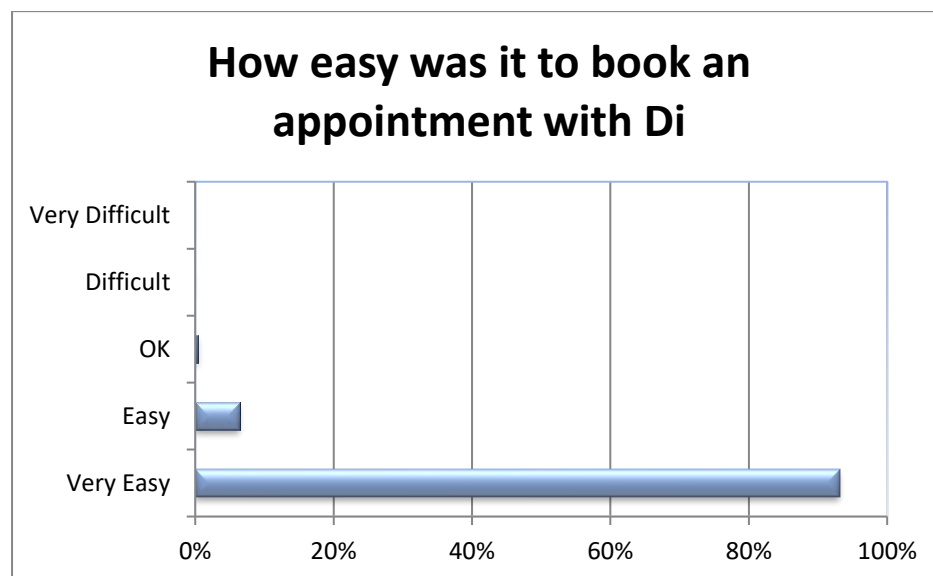


Figure 1:

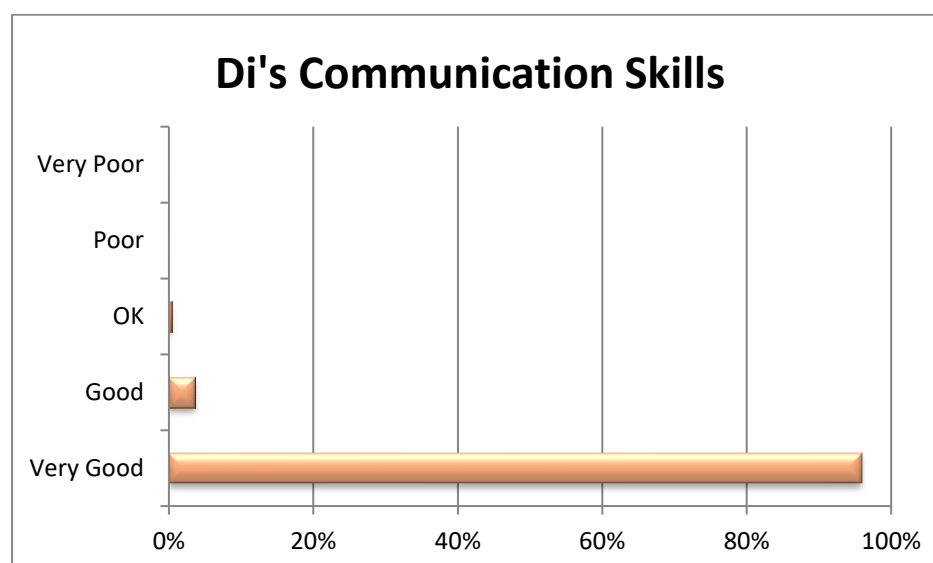


Figure 2:

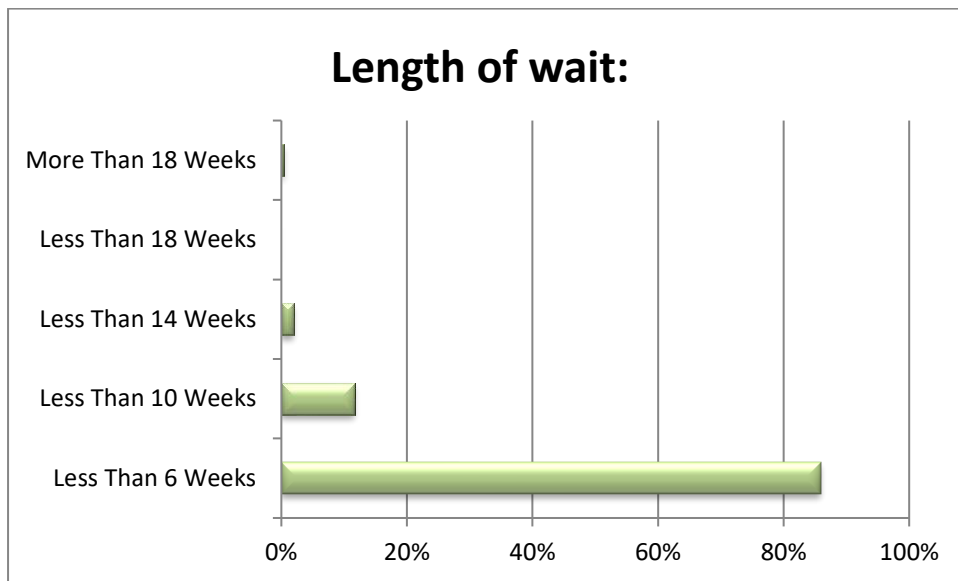


Figure 3: Waiting times reduced significantly this year.

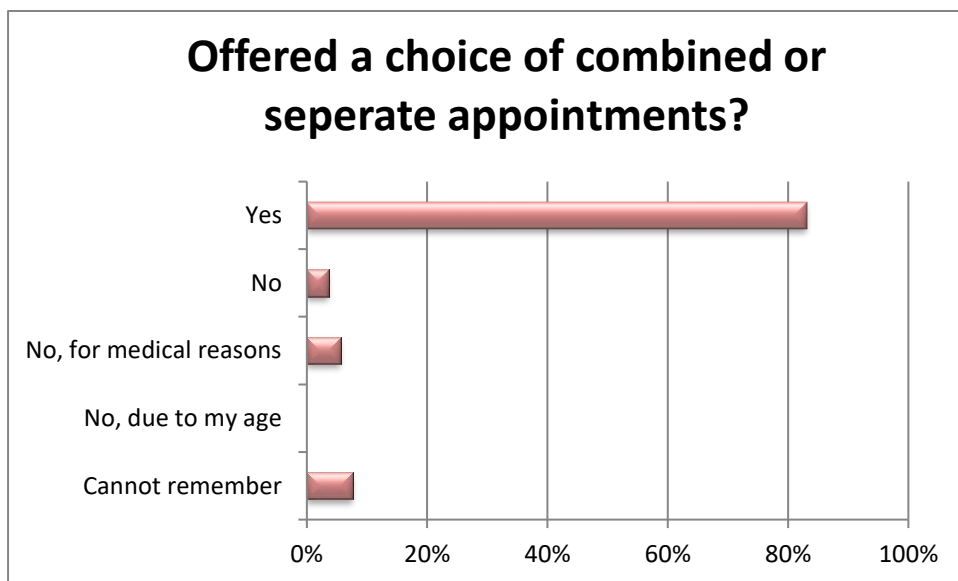


Figure 4: Depending on patient need and choice you we can in many patients offer a combined appointment, but it is important that we offer you a choice.

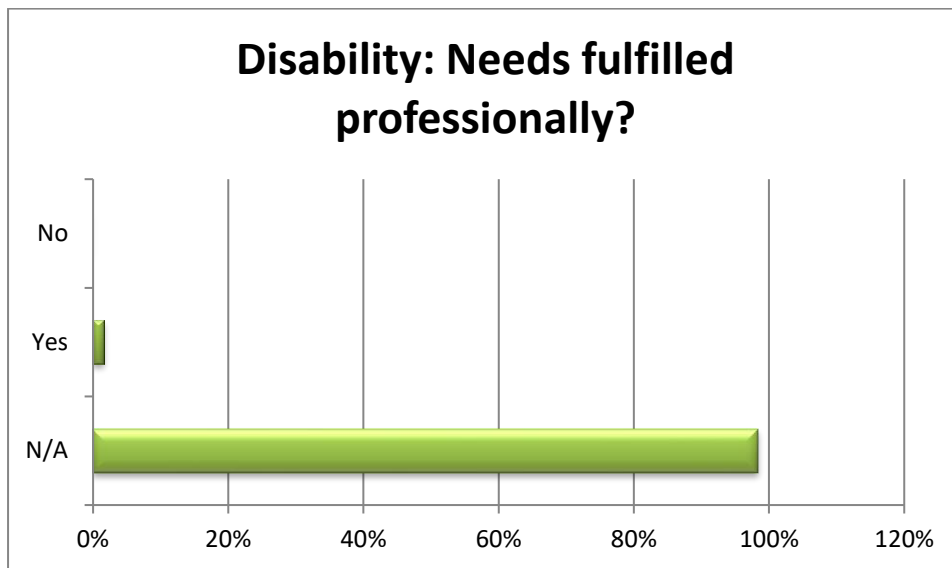


Figure 5: There were only two patients with a disability. All others didn't have a disability (N/A)

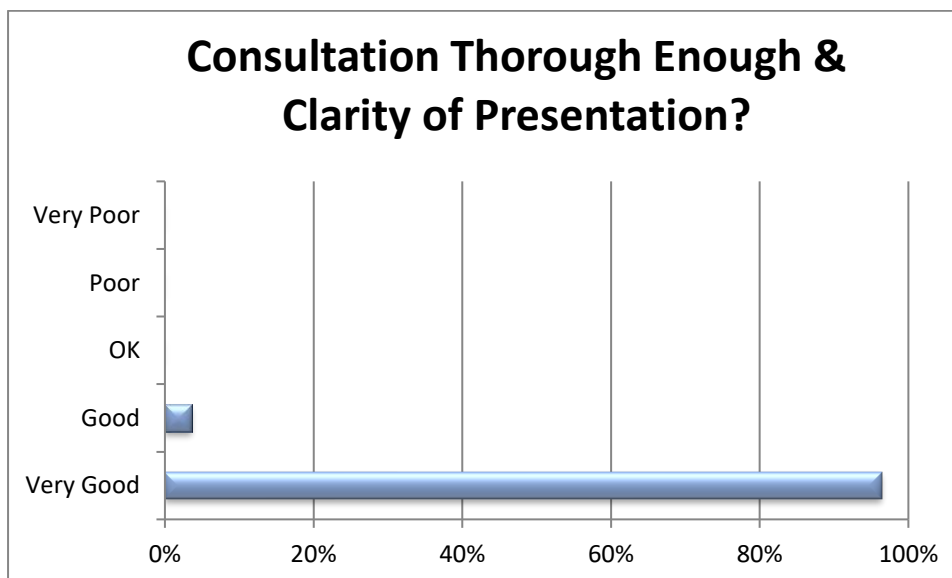


Figure 6: Most patients feel the consultation is clear, thorough and the balance of important vs too much information is kept well.

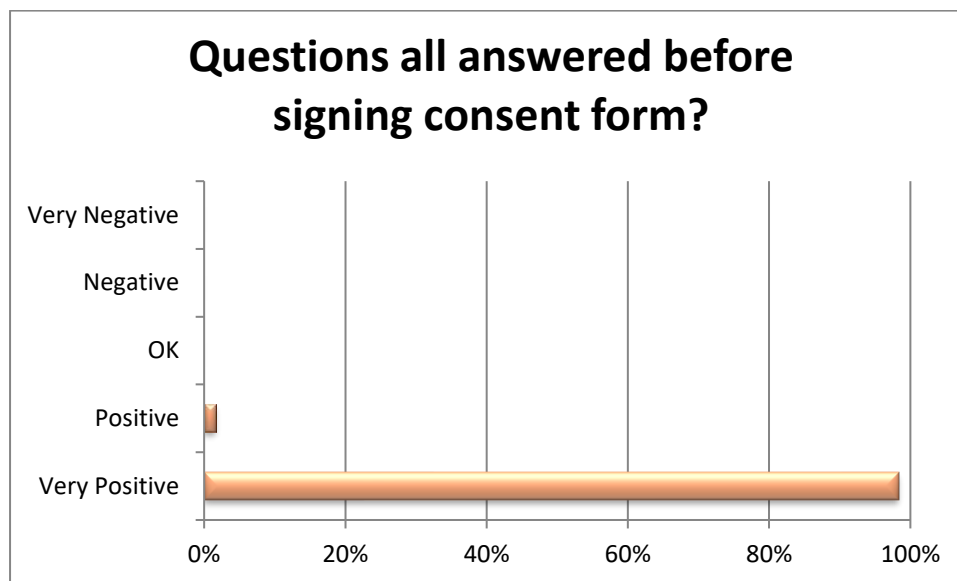


Figure 7: It is very important for our service to ensure all the patient's own questions are thoroughly answered. That's why we send out the information weeks ahead of the appointment, so patients can familiarise themselves with the procedure and prepare any questions they may have.

Question: Anything you like to mention Before your vasectomy

Please be aware the comments below to the questions about Di's performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- Very friendly, everything explained in a professional and reassuring manner.
- Very easy
- When I went in to the surgery, I expected the worst, however, I was immediately made to feel comfortable by the nurse. I imagined lots of pain, however the only initial pain is the first injection, which was very minor, I was advised that should I feel anything during the process to let them know and further anaesthetic was applied. All in all, a very simple, pain free procedure of which I was made to feel comfortable throughout - no pain after also, which was great.
- My doctor made the initial contact with TVVS, beyond that everything was very straightforward.
- The whole process was very smooth, and I felt very reassured. Thanks
- Di was very helpful, including when I had a problem paying due to an issue with my credit card (which was entirely my credit card provider's fault)
- Reassuring that I was to be looked after by an experienced team. Simple and easy to book
- Di was incredibly helpful, knowledgeable and patient with me and made the process an extremely smooth one

- All very straight forward
- Very friendly and helpful service. All went as smoothly as I could have hoped for.
- Good. No waiting. Spoken to every think needed. Change dates to what suits me .. Recommend good service.
- Advice on where to shave with pictures or diagrams would be more helpful
- Booking experience was great thanks to Di good communication. As a french patient, this first contact was very reassuring
- Very easy and I managed to do it all by email.
- Dr Kittel was simply excellent as were his team. For a procedure that could be uncomfortable the whole process from start to finish was professional, considered and actually very easy. I awaited two hours and drove myself home. Since the operation I have had no discomfort to speak of and it has been really very positive. Dr Kittel and his team receive a maximum score from me.
- Very simple and easy with great communication throughout. Also, easy to change appointment.
- Really easy and very friendly follow up to agree the best date.
- My doctors completely messed my appointment up sending my paperwork to completely the wrong place. I cannot thank Di for the effort she put in to arrange the appointment with yourselves and for keeping me in the loop at all stages.
- The booking was very simple and was offered multiple appointments and was able to pick one that suited by work schedule.
- Hassle free. Nice and polite lady. Booked in first call.
- Nice and easy! I have to wait little longer, but only because my holiday
- Di was always approachable and very polite.
- She was very understanding when I cancelled my initial appointment in February as was Dr Lim.
- Di was always available when I called."
- I had a great experience, I was made to feel comfortable by both Dr Kittel and his two nurses.
- I'm home and nearly 6 hours later I am surprisingly comfortable, I had much worse expectations.
- One thing i would say, (unless I missed it) would be to tell people in the paperwork to make sure they have ice or ice packs ready for when they get home. Although obvious once told, this was a surprise for me to hear at the time and mini panic that i didn't have any readily available...turns out i did! Anyway that is my only comment, everything went as smoothly as I could have hoped and just hope it continues that way." *[For clarification: This is written on Page 1 and 2 of your Aftercare Pack and repeated verbally during the Aftercare information talk. Please be aware that the information is also sent out in your initial Patient Pack (=Welcome Pack) prior to your vasectomy on the "dotted list" with the Do's and Don'ts's]*
- Really quick and stress-free experience. Dr Lim really put me at ease.
- It was perfect
- Nothing really to add other than straight forward. Communication was efficient and friendly.
- Very professional and smooth
- A smooth and easy process to book and arrange the appointment with Dr Kittel. Extremely helpful, informative and clear.
- No complaints, very easy
- Everything about the booking and procedure went very well
- Booking was easy and friendly
- Excellent from start to finish.

- Process was effortless and Di extremely helpful.
- It was a very easy process, sensitively handled with every question and concern answered professionally. Setting up the appointment was very straightforward.
- No issues. Prompt replies.
- All in all, it was just right, and the staff were very friendly and helpful.
- Di was extremely helpful and very kind. Answered all of my questions and gave some great advice on timing of the procedure around my holiday. Thank you!
- Di was very friendly and professional. Whatever query I had, she was very prompt in responding to them.
- It was very easy and polite staff credit to all involved
- No
- "Start to finish was done in a professional way,
- And although I read over and over again to make sure I understood, it was explained to me again to make me comfortable. I would recommend."
- The whole process was very easy and professional.
- Very helpful thank you
- It was a very straight forward experience and the waiting time was much shorter than I expected.
- very easy to book and di very helpful and professional
- Di was amazing throughout the process whilst I was trying to organise a date
- Di was helpful especially when I had to move my appointment.
- Very efficient, relaxed, secure atmosphere. Incredible service all considered.
- Di was very accommodating to my situation and made booking simple and stress free.
- I was able to book my preferred date with a choice of a few time slots
- All good and not at all as bad as I thought
- It was very straight forward, and I was given plenty of opportunity to discuss any concerns I had before the procedure.
- I had to cancel my first appointment due to my partner being in hospital and I found it very easy to rebook another appointment. Di what's Theory understanding about my situation.
- Once of the most efficient medical services I have ever encountered.
- Everything was perfectly handled so there were no complications or confusions.
- Excellent communication and service.
- Booking was fine. I appreciated not having to come in for 2 appointments
- Di did a fantastic job and replied straight away to any questions I had. And due to me not having any way of printing off the forms. They were ready and waiting for when u checked in.
- The whole process from consultation with a GP were they explained the procedure (positives and negatives) was very easy and straightforward.
- Once the referral was made to your service the response regarding an appointment was very quick, although communication with Di was via email you could sense the warm and friendliness coming through. I had a particular time frame in mind to coincide with the bank holiday for a recovery period and she accommodated this perfectly.
- Although there were follow up reminder emails at no point was it felt an intrusion.
- The documentation that came though was useful easy to follow and explained the aspects of the procedure, aftercare, and possible side effects honestly and remained a helpful guide post procedure."
- Di was great, polite and helpful, thanks.
- Very friendly and efficient service

- Di was great over email and got back to emails in a timely manner. I also spoke to her over the phone and she was lovely and very helpful.
- Managed to book appointment easily and less than 6 weeks waiting time.
- It was simple and easy. The whole process was superb
- Excellent service. Everyone made sure that I felt like I had the best team performing the op.
- everyone was very helpful and lovely from the first email from Di to the lovely nurse who helped me through the procedure and the quirky friendly great Dr Lim, thank you for making what was a worrying thing for me so easy, thank you.
- Had no issue with the booking. Di was very helpful and cooperative in booking my appointment at my preferred day.
- Easy and relaxing
- Very easy to book and flexible with dates
- Excellent experience
- Very friendly and reassuring
- The staff were fantastic
- Booking was very straightforward, and the appointment was booked within two weeks. Very pleased with the service
- Into day 2 of recovery and no complaints. Dr Lim and Nurse Fi were super on the day and kept the whole operation as easy as possible. My wife and I found them engaging, caring and happy to engage at our level of humour around the whole experience. We are following all the post op instructions and so far, no pain really at all. Thank you on everything to date.
- Very straightforward from beginning to end, and options for different dates were given so that I could choose a date that worked for me.
- Very very helpful
- Booking process was very efficient and even accommodated a late change
- It was straight forward and personal - didn't get lost in the system.
- "The doctor and nurse made me feel very comfortable and at ease.
- The after-care information was clear and explained well."
- Very easy fast response and choice of dates
- Difficult to get a date for the procedure but only because of my diary. Di was very patient with me.
- Di is very friendly and helpful.
- The lady who helped me was delightful and very nice indeed.
- Very easy and convenient.
- It was simple and straightforward. One possible improvement: the pre-booking questions asked about any previous scrotal injury or operations but did not ask about pre-existing conditions. This could miss something that would prevent someone from having same-day consultation-procedure.
- I was contacted and reminded and re-contacted when I had not got back. The service was impeccable.
- It was fast and efficient, and Di was very helpful when I had to reschedule due to illness.
- Thank you so much Dr Kittel
- What an amazing thing you did you let my wife, being a nurse watch the whole procedure I had minimal pain whilst undergoing the anaesthetic and I promise you and your future patients there is NO post-operative pain a card is on its way to you
- Amazing"
- I was lucky to get a cancellation, so booking was sooner than I had expected, and very pleasant.
- Very good, professional service. Excellent.

- All staff were very helpful and courteous. From my initial phone call with Di to discuss my concerns and eventually make payment, to Carolyn who spoke with me very professionally and calmly to ensure I understood the seriousness of what I was requesting to be undertaken through to Dr Kittel who confirmed with me my wishes and performed the operation (pain free).
- All good thank you.
- Excellent service and absolutely no sweeping or pain after the procedure!!!! Amazing
- Very prompt service. Very friendly staff. Overall very happy with the service I received. Thank you.
- It was a real god experience as I was a bit nervous and found. Thanks for everything.
- I was very impressed with the quality of the surgery and patient support. I am now pretty much fully healed
- Very fast and professional thank you
- Bardzo miła obsługa telefoniczna [note, acc to google translate: Very nice telephone service]
- lots of good information to read about and this prompted some questions that were answered at the consultation
- Great Service, can't fault how professional, all staff were,
- The pre-consultation was professional, friendly, specific, succinct and provided me with all the information I needed. My knowledge was tested before the procedure began.
- PERFECT SERVICE.
- the literature sent out ahead of the operation was informative and comforting.
- Professional, polite and helpful
- Very easy to communicate and book appointment.
- The whole experience was thoroughly professional, straightforward and pain free (in all senses)
- Thank you"
- Was nervous regarding pain and after pain. Some of the stories you hear was not good.
- I was pleasantly surprised how quickly I could get the procedure. I thought the whole process was very efficient.
- Being able to get through on the phone over Christmas break was hard, I almost gave up. I left a voicemail before Christmas, but didn't get a response for a few weeks then called on a few occasions and didn't want to leave another voicemail, finally got through a few weeks later. Having an online booking system followed by a follow-up call could help? *[We are really sorry our service fell down over Christmas last year. In fact, I remember I ran a vasectomy clinic on December 22nd. We will investigate your comment and see how we can avoid the same this year. Much has changed since last year as we are now almost fully electronic and paperless and hopefully this will help]*
- The whole experience was amazing. I never got nervous and never was in much discomfort. I was instantly put at ease. Thank you for being so caring and professional.
- Communication was excellent, and the availability of appointments was superb
- Explained everything very clearly & kept me calm
- All very good.
- Too scary :)
- Very professional and friendly
- All very professional and perfect experience
- Di was most helpful in providing all the information required and in answering my questions.
- I was really impressed with both the communication prior to the appointment as well as the speed with which queries were responded to and how soon I could have an appointment.

- Leanne and Martin were fantastic at making us comfortable and going through everything we needed to know in an uncomplicated and friendly way.
- Very quick response to emails easy and straightforward to book an appointment
- The nurse was very good kept me well occupied and more relaxed during the surgery with pleasant chat which gave the Dr the time to do his work without a nervous patient asking dumb questions. Unfortunately, did not catch her name. (Leanne?),
- Di was good and was and provide good information and put me at my ease.
- The surgery was painless - down to the recovery now.
- I'd been through the NHS route and felt they were not offering due care so went to a specialist Vasectomist.
- Dr Kittel is clearly very good at what he does and cares about the outcome and has a good patient manner.
- I clearly felt that this practice was actively looking for the best outcome for the patient, provided good information, had staff that where both knowledgeable had excellent communication skills. And most importantly, I felt that I was being respected for doing something for my wife.
- Good communication - thanks to Di for being so accommodating.
- Booking an appointment was easy, communication with Di was clear and helpful.
- So, before my procedure, communication was prompt and informative, but having never met anybody or having heard of the company, I was a little apprehensive about how professional the company, I felt the emails should be sent in a better format to look more professional, rather than plain text *[Note, we have so far chosen plain text above colourful emails and HTML, just for accessibility reasons as some patients softwares do not allow for HTML based email templates. However, with the improvement of technology on phones, I think we should take your comments into consideration and start looking better]*. The content was fine, and Di was friendly and prompt in her responses. The letter arrived confirming my booking confirmation and again did not inspire confidence in the company as it was on wafer thin (almost transparent) paper *[Save the trees? Again, these are environmental and economic considerations, but I get what you are saying. Please note, we are one of the most inexpensive services around and we try to run quite things efficiently allowing you to pay less than elsewhere and still receive a very good service]*. I was then thinking of cancelling as was unsure about how the company undertaking the operation. I am only telling you this, for feedback, as the people doing the procedure were brilliant and I am so glad that I didn't cancel.
- Very clearly explained. Very straightforward.
- My email correspondence with Di was superb. My questions were answered swiftly, clearly and accurately.
- Excellent service booking the appointment and explaining the process. Thank you Di.
- 1st appointment was cancelled due to nurse being off sick. There was quite a long wait for the 2nd appointment.
- Very pleasant, well arranged.
- The information and FAQ's on your website before procedure are comprehensive and really useful.
- I expressed my nervousness once the booking was made and Di seemed to make feel slightly calmer.
- The booking procedure was very easy. The service that Di provided was friendly and efficient. It was quite a few weeks between referral/ filling in your initial questionnaire and being contacted again but I didn't chase up during this period as I was happy to wait due to other commitments at that time.

- Your staff was very good and put me at ease on every step.
- A very good experience, put me at ease and gave me all the relevant information
- Thank you
- All very easy & straightforward with Di as liaison.
- The overall experience was really very good.
- The pre-op review was relaxed, and we felt it was still possible to change your mind. Activities happened at a good pace and the treatment was excellent. "
- Di was fantastic at contacting my GP in order to get me an NHS referral rather than paying for the procedure privately. In my opinion she went above and beyond my expectations of helpfulness. She could easily have taken a private booking from me but instead chose to do her best to save me money. It has been the best customer service experience I have had in a very long time and she should be commended.

Standardised questions: DURING the procedure

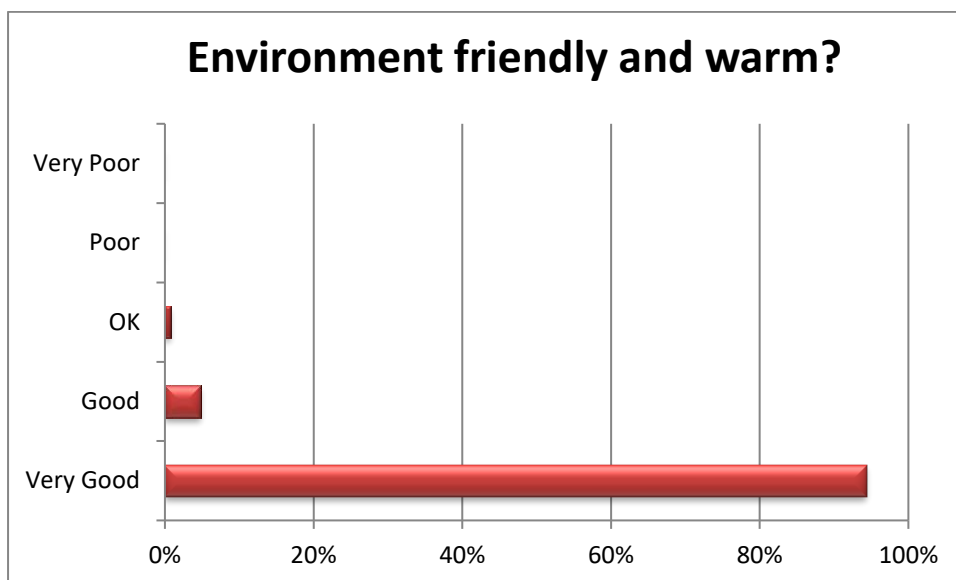


Figure 8:

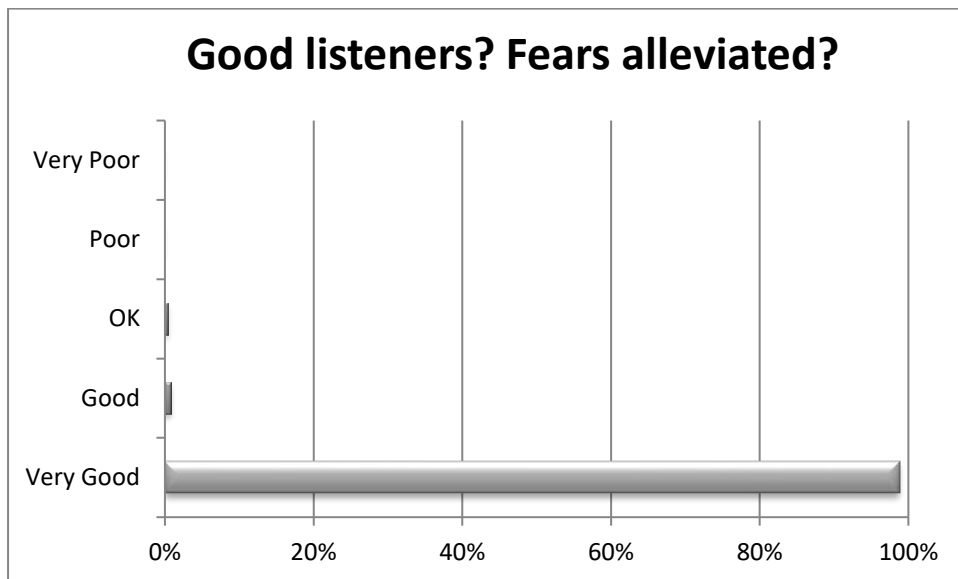


Figure 9: Some patients find a vasectomy a breeze and it is just one of the things they need to do. However, there is a significant number of patients that find vasectomy a daunting idea, many of them have waited for years before they have plucked up the courage. Thus it is of vital importance that we alleviate fears, distract, talk and inform as much or little as the patients wants.

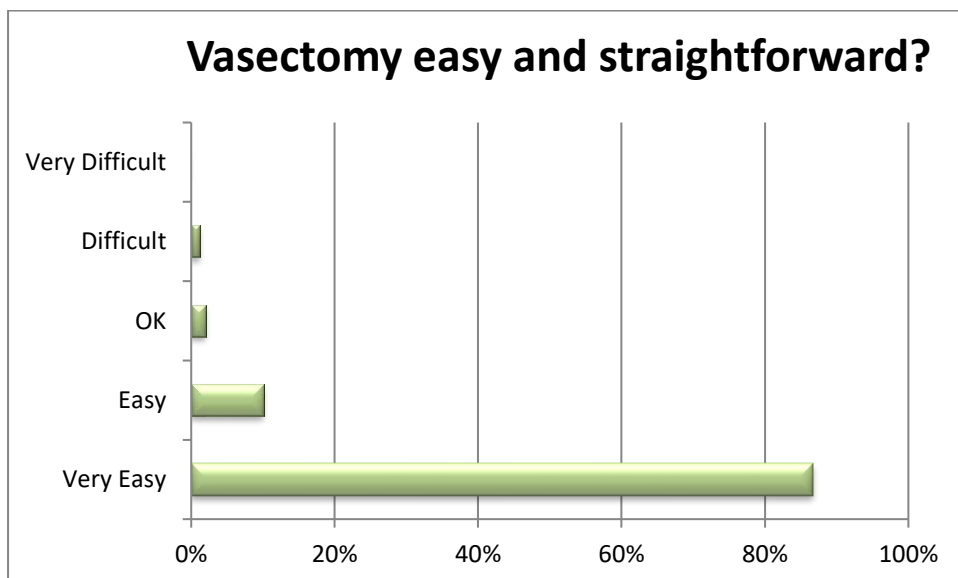


Figure 10: How easy have we made the process for you to have your vasectomy? Did you find the process easy and straightforward overall? Was it

easy to get the information, make an appointment and go through with your plans?

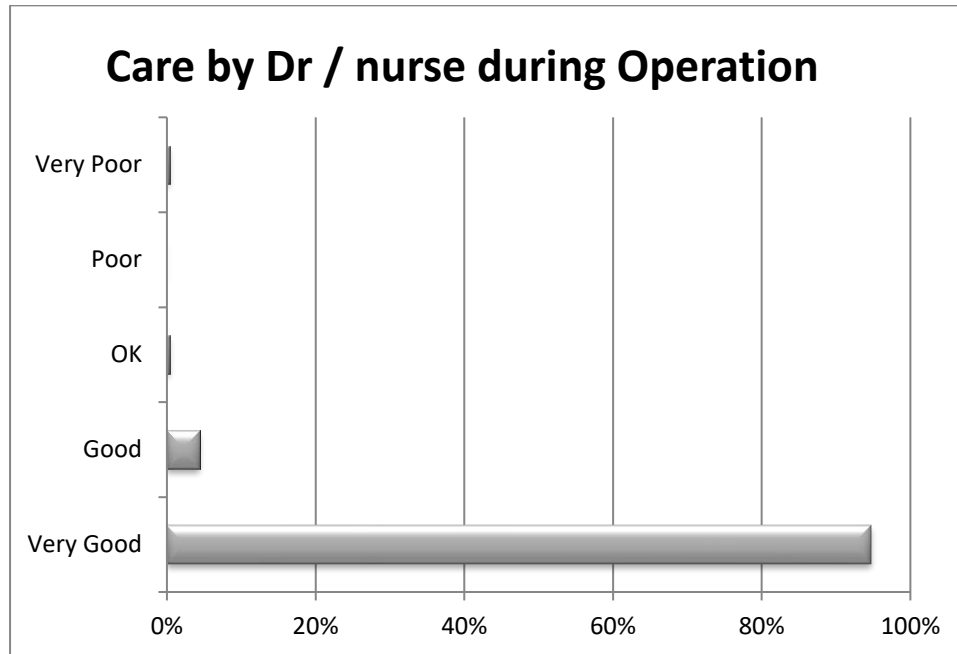


Figure 11: We do a lot of vasectomies. It is easy to loose sight of the fact that patients only go through with this procedure once. Everybody is an individual. We try to keep this procedure individual and tune into your needs as much as we can.

Question: Anything you like to mention DURING your vasectomy

- Mild discomfort from the injection, but to be expected and no worse than the dentist. After a minute or so no pain at all. The whole procedure was over very quickly, and I felt in good hands throughout.
- Made to feel very relaxed throughout the procedure, also had some great conversations and before I knew it it was all done
- The nurse was very good at putting me at ease (didn't get her name) Dr Lim was very nice and gentle. Both had a good sense of humour.
- Only that I was made to feel comfortable throughout the procedure.
- The whole process was very straight forward. I was interested in what they were doing, and both Sr Fi and Dr Lim were happy to explain things in a little more detail. They were both very relaxed and friendly which helped to put me at ease.
- "Painless.
- Dr Kittel and the nurse (apologies I have forgotten her name) both had a great bedside manner. They made what could have been quite an awkward experience, very straightforward. Thank you."

- Everything went very smoothly, and I was made to feel relaxed and comfortable
- The care given, the reassurances and the attention during the whole procedure were exceptional. I suffer from Generalised Anxiety Disorder and at no point did I feel excessively anxious. Sitting in a dentist chair for a routine check-up generates more anxiety than I experienced during this procedure.
- Dare I say it an enjoyable experience and they took my mind completely off the procedure at hand. An excellent team
- "Bizarre experience of being called by the Doctor and then sent back again. As the clinic is a private one the hospital reception staff, whilst very friendly, could be of no assistance *[I am really sorry you didn't elaborate, because I am not sure I understand the comment. When I call in a patient I don't "send them back"? Were you accidentally called by the wrong doctor of the wrong service? There are a good number of different services operating out of the same hospital.]*
- Doors of consulting and operating room led directly onto a waiting area/corridor. I appreciate there is little dignity in this type of procedure but it I would have felt reassured to know doors were locked."
- Straight foreword no waiting
- On the whole I found the procedure as well as could be expected staff were extremely friendly in an awkward situation!
- The procedure was done very seriously
- The nurse was brilliant at answering questions and making myself and my wife at ease. Very friendly nurse but unfortunately i can't remember her name.
- Dr Kittel and his team made the whole procedure seem very simple. It was painless, and we actually enjoyed some interesting anecdotes.
- Made me feel as at ease as was possible. Apart from a little discomfort as the anaesthetic was administered, I felt no pain or discomfort through the remainder of the procedure with both sister and dr kittel keeping me relaxed and distracted with conversation. Excellent!
- Very easy and painless.
- I was very grateful to the nurse who was with me at the time who was very caring, understanding and very reassuring throughout the procedure as I was a bit nervous. Dr Lim also who explained to me what he was doing at every stage, made me feel at ease.
- "I was extremely impressed with every aspect of the procedure, from the initial booking to moment I left. All practice staff were extremely attentive, informative and friendly. Dr Kittel was extremely professional in how he explained and delivered the procedure and was done in a very friendly manner. We spoke backwards and forwards throughout and was a pain free experience.
- Thank you very much to everybody involved. You have a fantastic team.
- Kindest Regards
- Barry Lever"
- Only a bit painful. More problem I think is stress before procedure. Nice atmosphere. Sister Fi very good at keeping your mind off pain.
- From start to finish the service was first class. All concerned were very informative and covered everything that would be done and what to expect. The procedure was relatively painless and the recovery time quick.
- Nice easy and quick! Doctor and nurses very friendly!
- "Dr Kittel was very personable and understanding. His professionalism and courtesy made the procedure more comfortable.
- Carolyn was also very good at placing me at ease throughout the procedure and helping me afterwards."

- I was given a local injection and then told to let them know if I felt anything. I actually did feel something when Dr Kittel first started the procedure after the local and so taking no risks, they stopped immediately to add a little extra local and then I did not feel anything else. Thanks
- So calm and caring it put me at ease and allowed me to Just relax
- Relaxed environment made the procedure easier. It was a surprisingly positive experience.
- Excellent very professional
- Dr Kittel and his assistant made the whole process painless, stress free and smooth in its execution. The procedure could not have been handled better.
- Very straight forward. Both Dr Lim and the nurse were great.
- The nurse and dr Lim made the procedure very easy.
- Both the doctor and nurse put me at ease before and during the operation. I felt little or no pain at the time
- It was all handled excellently. Highly professional and made an experience that I was somewhat worries about very manageable.
- Sister Carolyn and Dr Kittel had a very professional but caring manor. Felt very relaxed throughout the procedure.
- Whilst nervous before the procedure, both Fi and Dr Kittel made the whole process pain free. I feel that my needs were attended to throughout and that I was in very safe hands.
- It would perhaps have been nice for the doctor to introduce themselves right at the beginning even if just for a minute before leaving me in the hands of the nurse to go through the consent process.
- Obviously with the conversation running as a distraction that made the experience pass without hitch. I don't feel the staff could have done anything more.
- Fantastic from start to finish. I was kept informed and distracted throughout the entire procedure. The operation itself with quick, efficient and painless.
- The procedure was relatively painless. And Dr Kittel was friendly, professional and extremely efficient during the procedure.
- it was all very easy and calming as good a atmosphere as it could be dr Lim and the nurse were very understanding and caring
- All was fine. Only thing I would say would be to describe what you are going to do at the beginning. Really low.
- All explained.
- "The whole procedure was very professional, Dr Kittel and the nurse made me feel at ease and overall the whole procedure was better than I expected.
- Thanks for a great job"
- Very calming procedure
- dr Lim was very attentive as was sister fi made me very relaxed as nervous when i went in can't praise them enough
- I am a very nervous patient and Dr Lim and the nurse where amazing made me feel relaxed and were very nice and talkative few the procedure
- Fi was really friendly and made me feel at ease. It all went better than I thought it would and made me feel at ease.
- The lovely nurse, please forgive me not recalling her name, kept me at ease and distracted throughout the procedure.
- Very relaxed and easy-going nurse and surgeon made the whole procedure feel relaxed.
- Very happy with the whole process it's been a couple weeks now and pleased to say no issues more importantly no pain or anything it's like it never happened. So, thank you very much. One slight point was during the procedure it was a little uncomfortable as there was

nothing to hide the fact the Doctor was doing stuff down there, a little screen or similar just to shield wondering eyes just to hide the use of tools and stuff might have been good.

- Leanne explained everything thoroughly. I was able to ask about local anaesthetic after effects as I'd never had one before. During the procedure the initial needle pain was only slight, less than I'd anticipated. Also, Dr Kittel and Fi did an excellent job keeping me talking which helped the time pass much quicker. I felt a bit of sensation early on, but Dr Kittel immediately topped up the anaesthetic and I was fine after that.
- Felt at ease throughout the procedure, the whole team were very professional and reassuring.
- No issues - all good.
- The whole experience and procedure were short and sweet. I have no complaints.
- Both Dr Kittel and Carolyn's approach was excellent and put me fully at ease before and during the procedure
- I found it far more uncomfortable than I expected. From the moment the "collar" was placed around my groin, putting pressure on my testicles, there was considerable discomfort. The painkiller was effective at removing the pain of incision, but I felt considerable pain from the pressure of manipulation of my testicles and the areas around them. I'm squirming now just remembering it. *[We are sorry you had considerable discomfort. The "collar" is a paper drape to keep the area sterile and protect you from infection]*
- It was very helpful having the nurse to talk to/distract me while the op was going on.
- "From the point of walking into the clinic there was a positive, discrete friendly environment, where I was made to feel relaxed, not rushed or hassled. What is for yourselves is a routine and repetitive procedure did not come across and we were made to feel that this was important for yourselves as it was for us, if we joked you joked when we were serious you responded.
- The process leading up to the procedure was measured efficient, calmly being taken from one stage to the next where without really noticing it I was suddenly undressed and in the procedure room, your involvement of my partner was very important to us as well.
- Importantly you allowed me to lead how it went in the sense of if I had wanted to have chatted you would have done so, equally as it was clear I wanted to shut it out you allowed this although I was still updated throughout which helped and it went a lot quicker than I realised. Also, there was no rush to get rid of us afterwards we were given all the time needed."
- Really good, they both made me feel at ease in an unusual situation. Many thanks to them both.
- "Very impressed at how professional, friendly and efficient the team were throughout. Made sure all my questions were answered, I had understood everything and was comfortable (as much as one could be).
- I wouldn't hesitate to recommend them"
- Dr Kittle made me at ease and answered all questions. He even showed and talked my wife through the procedure.
- I was made to feel totally at ease throughout the whole procedure and was out in 40 mins.
- As above- a superb experience all round
- I said it above, they were excellent, thank you
- It was my first surgery and it went smoothly and quickly.
- Far better and quicker than I had feared. Thank you to the team of Dr Kittel and Carolyn.
- Not what I thought. Such a breeze and quick
- Very friendly nurse and doctor. Would have liked to know how long the procedure was likely to take as I didn't know.

- I was very comfortable and very pleased with the procedure. Absolutely lovely staff made you feel so welcome
- Excellent care
- the nurse was brilliant such a nice person, it really helped (sorry can't remember her name I think it was Carolyn).
- THERE WAS HUMOUR THROUGHOUT, WHICH CERTAINLY CREATED A MORE RELAXED ATMOSPHERE.
- Jane was brilliant
- The procedure was quicker than expected and an overall painless experience, didn't feel a thing. Both the Dr Kittel and the nurse (sorry forgot her name) put me at ease as we casually chatted throughout the procedure.
- Very understanding with cold towels and air con ready to go. Hot tea and biscuit afterwards perfectly timed and so very British.
- All good - I felt very well informed and looked after throughout.
- There is a lot of time spent talking about potential risks or after effects, which made me think I was likely to have some form of pain afterwards. I know you have to cover the risks but there was more time spent talking about that than the procedure itself.
- I never expected it to be so much fun!
- Honestly, I was very nervous before and during the procedure, and I was glad when it was over. my anatomy was described as 'conservative' which I think made the procedure more difficult. The staff were excellent and made me as comfortable as possible + more local anaesthetic when needed
- It was quick, painless and not stressful.
- "I myself don't like needles or operations. Past experience in hospitals with my mother make me feel my body should be able to look after it's self if I look after my body.
- The needle hurt! The there was some pulling mostly in my left leg, Both below and above my groin, I didn't like that feeling at all. The closing of the skin after the operation didn't hurt and I didn't feel anything at that stage."
- Very comfortable and friendly
- Extremely friendly put me at ease and made sure I knew everything that was being done step by step
- I suffered unexpected pain during the procedure. The nurse worked very hard to reassure and put me at ease while Dr Kittel continued with the procedure.
- In answer to the above question, I did not want things explained to me as they were happening and so they were not explained to me, so I have to say that they were very poor at explaining things as they were happening but that is Very Good because that is what I wanted.
- "Great team
- Very reassuring and that gave me the most confidence and trust especially with this sort of procedure."
- "I found the procedure pain free and over very quickly. The build up to it is so much worse than the actual procedure.
- I had nothing to worry about and was over before I knew it.
- Thank you for everyone's professional approach."
- I felt the whole process was very professional but also very personal. Carolyn was sincere in ensuring that I understood all aspects of the process and the implications. She answered questions carefully. Dr Kittel was a pleasure to meet and I was very impressed with the short quiz he did to double-check that I had remembered the key points of aftercare. We had a

very pleasant chat while the procedure was performed. All in all, I found it a thoroughly relaxed experience during which my dignity and care were at the forefront.

- Both the doctor and the nurse were fantastic during the operation and very calming.
- It was excellent - Dr Kittel and Fi explained everything clearly and were very attentive.
- I did find it pretty painful. I don't know if perhaps I have a higher-than-average tolerance to local anaesthetic, but at times, I was in a quite a bit of discomfort. Dr. Lim, however, acted fast, and gave me more for the pain.
- Very reassuring and relaxed - thank you
- I was definitely anxious about the procedure beforehand, but both Dr Lim and Di were very supportive during the process - talking and keeping my mind off things. It was both quicker and easier than expected, and never felt hurried - I always felt I had as much time as I needed to be comfortable and relaxed.
- Very good communication all round.
- Operation was very quick, and despite being nervous I was looked after very well.
- Again, all good thank you
- Perhaps too much conversation. I get the idea of trying to distract the patient from the procedure, but I would have preferred to just sit and think. *[we accept the criticism, most patients like to be distracted, but everybody is different]*
- Just very happy overall..
- All very good experience and would recommend
- Very good thanks
- Bardzo miła atmosfera ,profesjonalna opieka i zabieg bez bolesny! (translation: Very nice atmosphere, professional care and treatment without pain!". Thank you !!
- much less painful than expected. very professional and quick
- Everything was great
- I was impressed the care and efficiency of Dr Kittel and the nurse.
- Throughout the visit and operation, the team were informative, comforting and made me feel very relaxed and confident.
- I feel awful that I have forgotten the nurses name - but she was brilliant! I did send an email to say thank you
- Made me feel very welcome and chatted the whole way though, so much so the time went really quick and it was over very quickly
- All excellent. A nice a cuppa afterwards :)
- Dr Lim and Sr Fi put me at ease with their humour and friendly approach.
- The nurse was absolutely brilliant. She was so helpful and knowledgeable which put me at ease. Dr kittel was also very good. Created an atmosphere that really helped.
- I was very impressed with the professionalism. And felt confident and safe at all times. I was impressed with the way in which both Sr. Carolyn and Dr. Kittel kept my mind at rest
- I was made to feel relaxed by both members of the team. Good a distracting me with conversation.
- Again, very professional and allowed me to be put at ease. Went a lot better than I thought it was going to go!
- I cannot recall the Nurse's name, but she was absolutely first class - I was very nervous and do not do well with doctors / blood / medical procedures and the nurse was brilliant and really helped me take my mind off the procedure. Could not recommend the team enough.
- Staff were friendly, kept checking I was ok & explained what was going to happen then what was happening during the op
- Very good surgery, I had no pain at all and while I was chatting with Dr and nurse, the time has passed very quickly, and it was all done.

- I was put at ease straight away by all staff
- Fi was particularly AWESOME - professional but caring at the same time!
- Although I was nervous, both Dr Kittel and the nurse did their utmost to put me at ease.
- Excellent, reassuring friendly and calming attitudes of medical staff.
- Both Leanne and Dr Kittel were excellent and considerate to both our needs
- Extremely kind, outgoing and supportive just like last time.
- would've been fun to have had the option to follow the procedure - as to see what goes on :)
- Nurse during procedure was brilliant due to me being needle phobic and she kept me calm all the way through
- "The nurse talking to me helped deal with the anxiety. Dr Kittel checked pain levels and responded to any twinges immediately. (Real or imagined.)
- The team managed to make a procedure way better than going to the dentist.
- "
- Very friendly staff, clear communication, really put patients at ease.
- Must confess, i did feel some pain during the procedure which i wasn't expecting after a while it got a bit better but there were some OMG moments.
- During the procedure the atmosphere was relaxed, and I was very much at ease with everything that was going on.
- In your question above you refer to Dr Kittel, but my operation was carried out by Dr Lim. Very professional and friendly, could not of received better service, really good.
- It would be good to explain that the anaesthetic works very quickly. I expected a 5-minute wait from the injection until the operation began. But it was almost instantaneous. It would be good to explain to patients how quickly the anaesthetic works, so they are not surprised when the op takes place soon after *[An expertly placed local anaesthetic works within seconds. If it is poorly placed, it can take considerably longer]*
- Excellent experience Dr Lim and Jane were fantastic throughout and made the whole experience bare able - Thank you
- From the beginning of the consultation Carolyn was brilliant. She had a calm and caring persona that immediately put me at ease. Everything was explained extremely well. Both Carolyn and Dr Kittel kept me at ease during the procedure and I was extremely happy with how I was treated.
- "Thank you, Carolyn, for helping to keep me relaxed.
- Thank you, Dr Kittel who was also very calming and very professional. "
- I experienced the procedure as structured, well organised. I was well prepared was supported with a nice conversation by the nurse.
- Very professional and seemed genuinely caring which I was not expecting.
- While trying to remain as calm as I could be (very difficult!) I was surprised that, although the literature I was sent mentions the option of bringing a personal music player, I was told I wouldn't need it!! I initially thought this didn't help my anxiety but found out after the procedure that there was actually no time to use it as I was only prone for maybe 10 mins! Once the local anaesthetic had been administered, I calmed down and felt no further pain. *[You are absolutely right. We like to do things quickly, efficiently and without a minimum of fuss. We try to distract anxious patients and most patients are astonished when it is over before they even can start worrying]*
- The procedure was very well run. The nurse (sorry I am not sure of her name) was fantastic. She took my mind off the operation by chatting during the procedure. Dr Lim was also very good and explained each step before he did it.
- Felt relaxed and at ease. Very professional Staff.
- All good

- Comfortable and relaxed. No issues to report.
- The procedure went very well and was less painful and took less time than I anticipated.
- Slight pain at one stage but overall it was very comfortable. I felt very confident with the team and that all risks were being minimised as much as possible.
- Both Dr Kittel and his assistant were calming and just talked about normal things which took the edge off what was happening
- Both the doctor and nurse made the procedure environment very relaxing and friendly.
- Everyone involved was excellent throughout.

Standardised questions: AFTER the procedure

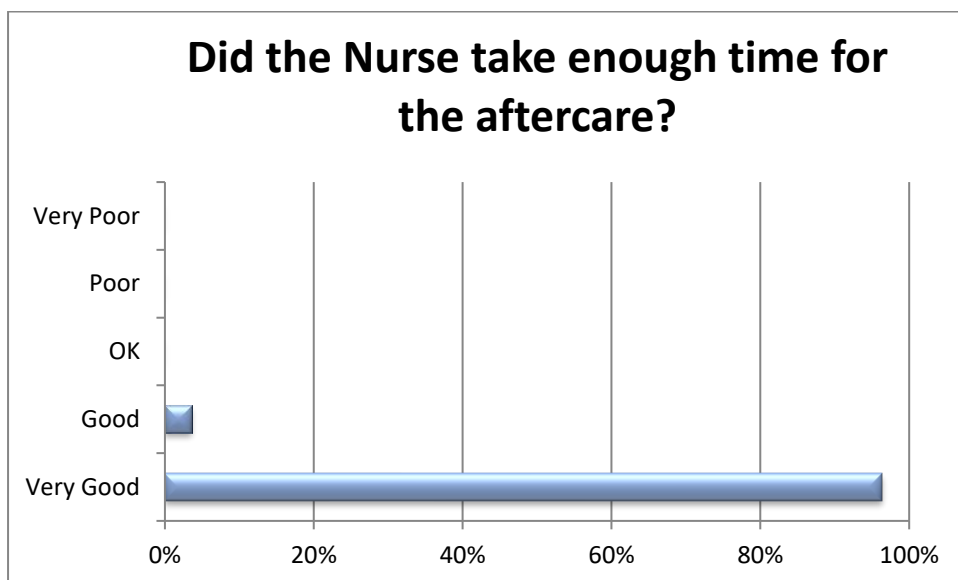


Figure 12: When vasectomy is over, it is often a big relief for patients that it was a lot easier than they feared. Sometimes patients just switch off. We therefore like partners to be present during the aftercare instructions. We give you a pack with your semen sample bottle and explain how to do the semen sample, what to do and what to avoid doing during the first week of recovery.

Question: Anything you like to mention AFTER your vasectomy

- Completely professional, thorough and reassuring post-op discussion.
- All explained to me in full
- Explained very well, very straightforward

- Makes a good coffee!
- Sr Fi explained everything clearly. I fully understood the whole process.
- The whole process start to finish went better than I could have expected. Thanks
- The clear, comprehensive aftercare instructions made me feel at ease and confident about the recovery process
- Excellent and I could not have asked for more
- Very thorough and professional
- Down to earth explained every think needed
- It would be useful to share the PowerPoint presentation to help with after care
- The nurse was lovely
- Very informative.
- The aftercare instructions were excellent. I run a business and am often time-poor. As such the nurse could see that I rarely stay still long enough to hear the detail - hence she ensured that I heard loud and clear. Another well-handled part of the process.
- Excellent
- Was very thorough and clear.
- After a nice cup of tea, the senior nurse explained all my aftercare in detail and answered all my questions perfectly. She was really friendly.
- Very detailed. All clear.
- Everything was fully explained. From what to expect. What to do. What not to do.
- No much to say, straight forward easy to understand, good experience
- "All I can say is the whole procedure from start to finish was exemplary.
- All credit to the practice and everyone involved.
- Thanks very much once again and in the nicest way possible I hope not to see you again!"
- Friendly and informative!
- Perfect
- Again, informal and friendly which is what you want.
- The nurse (I can't remember her name!) was absolutely fantastic.
- All made very easy
- Instructions are thorough and clear
- Very good aftercare
- I was allowed all the time needed to recover, dress and compose myself after the procedure before the aftercare process was discussed. This allowed me to take more in and supports my recovery. Fi makes a mean cup of tea too!
- "Used the ice packs as mentioned and kept off feet for 48 hours pain was very low. mainly a little discomfort.
- Only thought would be the dressing - should it be changed prior to 6 days, I did change it after day 5 it was getting a little smelly. Thought it could/should be changed more frequent after the procedure. Is the only thought I have. otherwise was great."
- Aftercare was excellent. Very thorough and as a result of following the detailed instructions my recovery so far has been excellent. Even offered tea, coffee and biscuits.

- The aftercare was very thorough. All my questions were answered in friendly, humorous and professional manner. Can't recommend it enough.
- Once again very thorough and caring totally professional
- No. All good.
- Was explained.
- The aftercare instructions where great and very well explained
- Aftercare having the procedure on a Friday there is nobody to call quickly on no emergencies which was worrying for a while waiting for a call back. But was sorted out straight away once called back thank you. *[I am sorry you felt there was a lack of initial responsiveness, but I am glad you felt well treated eventually. I (Dr Kittel) usually man the phone on a Friday night. Also, we signpost you for very urgent issues to the appropriate services within the aftercare instructions and the literature.]*
- Everything was explained clearly, and I was even given a cup of tea and chocolate biscuit! Very courteous and caring.
- given advise and pack very good service
- Amazing experience- even got a biscuit!
- All instructions were really clear, and I know exactly what I've got to do to ensure a speedy recovery.
- Felt under no pressure to leave, the coffee and biscuits offered afterwards was very considerate.
- Fi explained the aftercare pack thoroughly and her summary was helpful - "gravity is not your friend for the next week"!
- All explained very well.
- Very professional....
- Carolyn's explained everything with a very calm approach. She made me feel relaxed throughout the event.
- The dressing started to peel off within hours of getting home. I tried to reattach it as instructed (pressure for 10 seconds or more), as did my wife. I also phoned the helpline and was told basically to keep pushing it back on. The next day however it had folded back on itself so much as to be practically useless. I removed it and used the substitute dressing, which was of a different type (not silicon) and has so far stayed attached much better.
- Whoever done my check out does a fantastic job and reiterated all the aftercare I needed to abide by and anything else that was applicable.
- "The aftercare instructions were clearly explained, and I cannot emphasize enough having had the procedure how important it was to follow this to the letter to anyone else who is going to get it done. I rested from the Wednesday morning of the procedure through to the Saturday and continued to ice throughout this time frame, you are right, gravity is not your friend and this needs to be understood.
- I do think the literature is slightly misleading regarding the timeframe in getting back to work I am very fit and healthy for my age (51) and felt from Wednesday afternoon until the return to work on Tuesday was a more realistic recovery time frame as mobility on the Tuesday was still limited and I was shattered by the end of the day. I think had I started working before this it would have slowed down my longer-term recovery and extended the

pain [I am glad you didn't rush back, but did absolutely the right thing! Recovery depends on the patient. We have a lot of different feedback regarding recovery time. I am afraid there is no "one size fits all" type of advice, but we usually say you can go back to sedentary work 3 days after your procedure, but should rest for a week for manual work]

- My procedure was on the 23rd of May I did a slow two K walk on the 31st which was enough for me so rested again until Monday 4th where I have done a 4.5 K walk every night with no discomfort and completed a five k parkrun this morning with no after effects so I feel I have had a full recovery by now and the extended rest period prior to this although frustrating was the major aspect of this."
- I can't remember the name of the nurse, but she was absolutely lovely :-)
- Very thorough and helpful
- There were thorough, and I understood everything.
- The nurse was absolutely brilliant (sorry can't remember her name!) She was very thorough and put my mind at ease.
- Lovely person. Very professional and caring
- she made it actually enjoyable, a lovely nurse/ lady
- It would be good to provide the same silicon bandage instead of different one that is difficult and painful to take off.
- Very helpful and easy to understand and take everything in
- brilliant !!!! can you consider having gluten free biscuits ;-)
- Thoroughly covered and explained
- All was perfectly explained, and I left the clinic feeling assured I have all the aftercare info I required.
- All covered and talked through. Fi and Dr Lim keen to ensure I was good to head home and not rushed at all.
- Nothing to say - it was all clearly described and well explained.
- Everything was explained very clearly.
- I was worried about the ongoing plan 7 days after the op. I called Val and she explained everything I was feeling is normal, I just wasn't taking any Ibuprofen which was the problem. After one day all was better with almost no pain at all.
- Made sure I knew exactly what I need to do and what I shouldn't o after the procedure
- "The silicone plaster was difficult to keep on even though I did not get it wet. I would have felt a bit happier having one or two spare ones in order to help keep the wound area clean more easily. However, I persisted, and all healed well." [note, there is a spare plaster in your aftercare pack, but we prefer for you NOT to change the plaster, which is like a second skin and should not be lifted to avoid infection. Fortunately, the silicone plaster is shower proof]
- The nurse was a very nice lady and did her upmost to ensure that I was being cared for.
- All was well.
- Very good very thorough very happy thank you
- "All recommendations were taken on board resulting in no pain or issues in the days/weeks thereafter.
- Full recovery and very happy with the whole process.
- Many thanks to all involved"

- Dr Kittel and Carolyn were very attentive, carrying my bag through so that I did not have to lift it. Very good information given verbally on the aftercare and a good info pack to take away. Some of the written timelines do not quite align with the Quick Ref Guide eg the written info indicates to keep the dressing on for 48 hr, but the Quick Ref Guide specifies 5 days *[You are right, we need to align advice for the next issue]*.
- All very good
- Excellent instruction, a great cup of tea, and TWO biscuits. :-)
- The silicon plaster didn't stay on at all. I think the iodine wasn't dry/and the area was warm so basically fell off.
- Very detailed and re-iterated the most important details of the healing process.
- The guidance was excellent, and I knew what to expect after the procedure. They sensibly take you through what you will need to do both before and after the procedure.
- Given plenty of time to recover before leaving, and tea / biscuits very welcome as felt a little faint during operation.
- All good thanks
- Nothing. very well explained.
- good and informative
- no issues. left knowing all the information i needed
- Excellent attention to ensuring I was briefed on what to do and what not to do in the first 48 hrs, care of the wound, activity and what to expect. I couldn't have asked for more.
- All very clear and concise
- I experienced no pain for first five days and only a little minor discomfort on days six to eight. The potential pain experience was explained thoroughly.
- The nurse couldn't help anymore if she tried. So good and nothing was too much. Would recommend if someone was interested.
- "My post procedure experience has been very good. I don't know whether I am unusual, but I had very little pain or discomfort which was certainly handled by the gratuitous use of ice! And I can't even see where the incision was made. Sometimes I wonder if the whole thing has been a dream :)
- I guess when I receive the all clear in 16 weeks, I will know that indeed it wasn't!"
- Very thorough in how to care for myself. The printout was also very helpful to consult as the week progressed.
- "Laid me down flat & gave me a cup of tea
- Felt a bit rushed to leave the room & drink my tea but wasn't in any pain & understood next patient had arrived."
- After surgery on the same day I took some painkillers but next day I realised that there is no reason to take any more. I was fully functional next day, and I was back to work on Monday. It was very busy day for me and I had some discomfort occasionally. Mainly on the evenings. The discomfort passed away after 8 days and on Monday week after I was back on my daily routine to cycle to work. Now after two weeks I have no issues at all and I am very happy about everything. Now just to wait another 12 weeks for the semen test.
- Very reassuring and incredibly quick
- Thank you for the cup of tea and biscuit :-)

- I felt that I left my appointment well informed about the necessary aftercare and knowing what to do in case of any issues or complications.
- Had to visit a Urologist two weeks after - infection above the left test and the incision has still not fully healed. I was prescribed antibiotics and an ultrasound was arranged. I still have a pea-size cyst directly underneath the incision, which is very sensitive when touched. I did drop an email to Di 7 days ago, but still no response. *[I am sorry you didn't get an adequate response. As you live abroad in the Emirates I think there was an issue with email being sent to the wrong address. Eventually we did get into contact. I agree it would have been good if we could have connected sooner as it would have saved you a visit to the Urologist and also a course of unnecessary Antibiotics]*
- Thank goodness the M25 had no problems.
- Everything was explained and clear it was very relaxing and I felt I knew everything I needed to know.
- "The cup of coffee and choice of chocolate biscuit afterwards was a lovely touch. I also felt like I wasn't rushed out after the procedure. Carolyn made sure that I was completely ok, and that I knew what to do next concerning my aftercare.
- Thank you both.
- "
- Everything was explained clearly, and we enjoyed our cup of tea before heading home.
- I had some bleeding for several days after the procedure and so it would be useful to have some more information on the website about bleeding as information on the website about this is really limited. I did not feel it was bleeding enough to justify calling the hotline number at the weekend however I did call on the Monday morning for reassurance about what is normal and whether I should change the dressing or not and the advice and reassurance I got was perfect.
- Although all aftercare was explained to me, I feel I may have been lucky as have (now 6 days after the procedure) had no pain at all and have not needed any ibuprofen or paracetamol.
- The format is obviously tried and tested. A few minutes chat in the recovery room and I was ready to go (after a cup of tea!). I didn't see any other patients though there must have been one before and one after. This gave the impression of individual attention which was very good and the individual attention itself was also very professional.
- I was pleased with how simple the procedure was and how the doctor and nurse put me at ease. I wasn't nervous at all.
- There was no rush to leave and there was a warm drink waiting. Again, this was excellent.
- The nurse took time to make sure I was ok with everything and made sure I knew what to expect over the next few days

Standardised questions: OVERALL

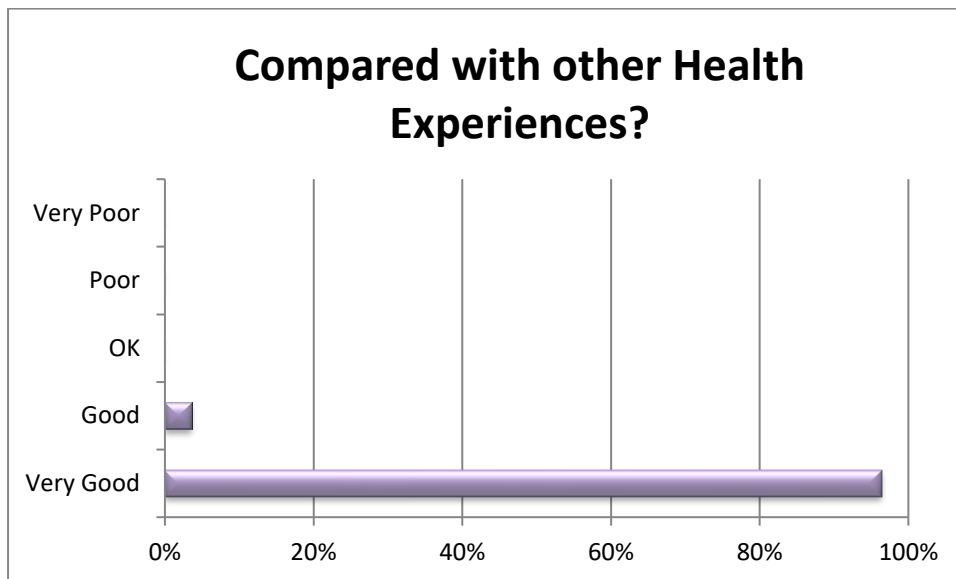


Figure 13: How do patients feel the service rates overall when compared with other health experiences you had in the past.

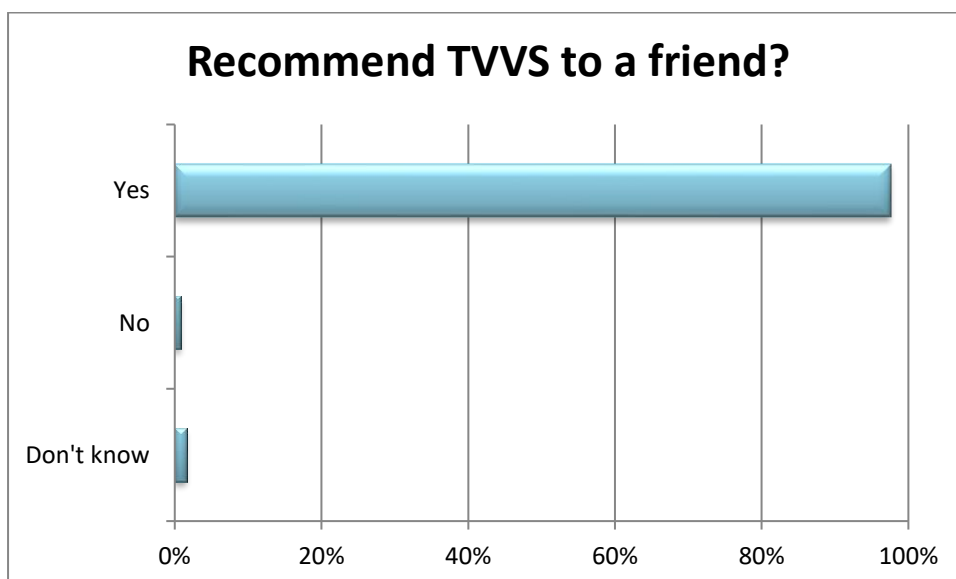


Figure 14: And finally, would you recommend us to a friend.

Question – Where could we improve further?

- My only view on this is to explain the exact procedure which will take place on the website - When I went into the hospital, I had no idea where the injections would be administered and as such, built up a little anxiety over it, however, when explained where the anxiety disappeared. *[Please have a look at <https://vasectomy.me.uk/faq-clinical/> "Will it hurt" and <https://vasectomy.me.uk/faq-personal/> the second question about "injection into the testicles (NOT!). Its all explained there.]*

- No need to improve. I can't praise the staff I dealt with highly enough. It was really quick, easy, pain free and I have had no major issues during my recovery.
- Nothing
- I am very happy on the whole. I appreciated the detailed information provided before, during and after the procedure. I have followed all of the instructions to the letter and it seems to be paying dividends
- Thank you for such an easy experience.
- I have nothing else to add that could improve my experience
- "See above. My comments mainly relate to clinic admin on the day.
- As to the operation itself I choose to travel so far to see Dr K due to the large number of procedures undertaken. My decision has been validated by the lack of post-operative bleeding, bruising, swelling or pain (in the absence of pain killers). Aside from some minor discomfort, and on the assumption the procedure has been successful, I would recommend the clinic without reservation."
- None
- Maybe the web site is a little bit old school :) *[I agree, perhaps we should have a re-do!]*
- Very helpful and friendly nurse, very easy to park. Overall very good experience.
- Directional signage to the clinic - funnily enough I was not expecting a hospital so drove up and down the road a little.
- Considering the type of op and obvious nervousness of the patient it was all made as simple and relaxed as possible throughout the entire process from booking to the procedure. Superb and highly recommend!
- Positive feeling afterwards. Big thank you to Sr Fi and doctor Kittel.
- I don't think you could really improve on the whole experience. From start to finish everything was fully explained.
- I honestly don't see how you could make it better.
- I think you did a great job, no improvements from me aside from the ice thing, which i may have missed anyway!
- Nothing needs improvements
- Decent coffee.
- I don't think it could have been any better
- Thank you
- Nothing, it was great.
- Congratulations on providing such an efficient but pleasant experience.
- Everything was organised and occurred perfectly for me.
- It was a very hot day and if I was to quibble about anything it was that the consultation room and post op room were very warm.
- I thought the standard of care was exceptionally high. Your written material and website is excellent. Systematically obtaining feedback is also great. Thank you. I will recommend you to my patients without hesitation.
- NO, it's all good.
- Excellent from start to finish. Dr Lim was brilliant.... Really sorry but I can't remember the name of the nurse, but she was awesome too!!
- The pdf pack was very good. And allayed any fears that I may have had.
- i really don't believe any improvement is necessary
- No improvements necessary. An exemplary service, I felt fully informed and was made very comfortable.
- don't know as everything was perfect thank you

- Shame I must go to Aylesbury for follow up in 16 weeks as my experience with you was so good. I'd perhaps look to get the paperwork simplified / redesigned to be less overwhelming
- Don't think there are any improvements. Maybe a video walks through of the rooms to set any worries at ease? Or a drawing of the layout? Over all it was better than I thought it would be and it helped not having to wait around. *[Thank you for the suggestion which we will consider]*
- It may sound a little odd but the request to shave the scrotal area was the only source of concern - having never done so before or knowing exactly how to do it or exactly how thorough it had to be!
- An excellent overall experience under the circumstances, I always felt that I was in safe hands. Many thanks!
- No improvement required.
- There's nothing to improve the whole thing was very easy with very caring staff.
- I don't think the service can be improved further - as far as any medical procedures I have ever had this was the most efficient and painless to date.
- "There are no questions here about how one feels after the procedure and how the recovery process went. (Or perhaps a different feedback form sent out 1-2 weeks post-op.) ie. What kind of pain/discomfort did you experience? How bad on a scale? Any concerning problems? etc. etc. etc. These would be helpful for people to look at when considering a Vasectomy." M
[Note, this is the initial feedback questionnaire. You will have found out by now that we also do some pain / infection / after effects research at week 5. This is more for internal use, but I will consider publication of this]
- Excellent service from start to finish.
- It was a lot more painful than expected. Not because of the incision, but because of the amount of manipulation and pressure on the testicles and the areas around. These are still sensitive now. The cut has given me no pain, and no problems, all the issues are around my testicles.
- I think you should add in your booklet that the testicles are not injected as this was a genuine fear of mine.
- Spot on
- "No Apart from the above mentioned advised rest period time frame, the healing process in mainly due to the skilled surgery that was conducted, my positive experience and ability to relax was down to the care I was given from the moment i walked into the clinic. I am equally really impressed with how small and non-intrusive the scarring is its virtually unnoticeable.
- Thank you very much for the way that your team have dealt with this process I've had worse dental appointments, I would certainly recommend yourselves to anyone else who is thinking about doing it."
- Just to reiterate the above comments, great team. Thank you.
- No improvements required.
- Thank you for making my procedure as calm and straightforward as it was. The staff are brilliant and the whole thing only took 40mins and I was on my way home! I would highly recommend this clinic. Dr Lim is very good, and I am feeling great post procedure.
- Please refer to previous email communications pre-procedure.
- you were great
- I am very happy that everything went smoothly.
- I am a nervous patient - mainly due to being in a hospital not the procedure - because of this I found I just wanted to get it done and get out of there! I understand the consultation must be explained thoroughly but I would have loved it more if I could have been taken through

this quicker as I nearly got up and cancelled the procedure whilst I was going through it! Understanding this has to be the case though, the procedure and the team, 10/10

- None. Perfect experience
- Explain how long the procedure may take and that likely to experience pain in groin area.
- I would like to give praise to the nurse who I met that day, again apologies I forgot her name. She was excellent throughout the whole procedure and could see I was nervous but totally put me at ease. She is definitely a credit to the organisation
- Not broke so please do not fix it.
- It's all going well so far but it's only been 2 days.
- "The experience was way beyond what I expected. The only way to improve it, is to move to a country location with a nice view. We have our offices here [name redacted] and they have space!"
- I cannot think of any area for improvement. Many thanks to Dr Lim and Sr Jane and the team
- I said no to the question above *[note, this is the question about whether or not the patient would recommend the service to a friend]* due to the silly fact that I hated the pain soooo much, sorry but it my own feelings on the whole operation thing.
- It's never going to be a fun experience, but the conversation kept my mind off it almost completely.
- The information given during the consultation prior to the procedure was quite extensive. The potential ailments that could be suffered during the recovery and how to treat them was a little unnerving.
- I have not had many Health Experience in the past in order to answer the last but one question
- "I really have to commend you for the very effective service you have created. From start to finish the whole process was easy, personal but seriously done. I'd honestly expected the pre-op consultation would be a box-checking exercise, but it was handled sincerely and very thoughtfully. You have great staff who are a credit to your service and I would not hesitate to recommend TVVS. Post-op, I've had almost no pain. A little bit of stinging which resolved in 48 hrs and a little bit of sensitivity which is still there but seems to be resolving well. Thank you for a great experience!
- Small improvements:
- Pre-booking questions: may be worth including question to identify pre-existing medical conditions not just scrotal injury or ops
- Post-op ""recovery"": I could hear some of the next patient's consultation in the next-door room so potentially a confidentiality risk there *[Thank you for pointing this out. We will consider this and think how we can improve this. Was the door left open?]*
- Post-care info: written guidance is not quite aligned with the quick ref guide."
- Not sure it really could be improved
- No improvement needed - it was all excellent.
- The overall process was very good. I had quite a bit of pain around day 7 and 8. In fact, the pain woke me up during the night between days 6 and 7. I would have preferred a stronger pain medication during this time. I found that the normal tablets (Co-codamol) were not helping very much, so I had 3 to 4 days of pretty serious regret. Everything is feeling fine now though. *[most patients are absolutely fine with Paracetamol and Ibuprofen, but an occasional patient may need prescription pain killers]*
- Recover so far (after 72 hours) has been good. Virtually no pain or swelling.
- Thank you very much for doing the procedure and your support throughout
- N/A
- No it was easy quick

- lovely service. its nice to know that contact can be made if any problems arise at a later date.
- You guys were great, there is nothing you could do better, you are the best
- I cannot remember the name of the nurse but please pass on my thanks to to her, she is obviously experienced, efficient and knows how to keep people at ease.
- Nothing to improve.
- "From Start to finish everyone made the whole process a lot less daunting.
- I entered the hospital feeling nervous & not really knowing what to expect, but the nurse soon made myself and my wife feel comfortable and well informed about each process.
- Fantastic staff & dr kittle was brilliant"
- The only way you could improve is if you came to my house but otherwise none. Everyone was brilliant.
- Open a clinic in Oxford!
- The process from booking to the Op itself was straightforward and I felt informed at all stages. A great service and have already recommended to a friend.
- Very good experience. I've already recommended to multiple friends who are fellow Dads.
- "As we were there very early, maybe get us into the room to watch the PowerPoint presentation a bit earlier, so the end is not so rushed. *[Sorry, you felt rushed in the end, it is unintended and unusual. Most patients elaborate about the tea and biscuits we give them and therefore I am really sorry you felt rushed]*
- I understand the set up there so realise why this procedure could not happen with only one nurse doing everything.
- Fiona was excellent & Dr Kittel very experienced with very limited pain & bruising afterwards in the following week.
- "
- Everything perfect, maybe if nurse could avoid to talk about all possible risks post vasectomy to not scary patients but I presume this is standard procedure. *[Again, you are right, some patients want to know every detail, others don't. It is hard to not talk to some of the basic issues and risks, though and how to best self care for those risks]*
- Absolutely fantastic from first contact to last. Thank you all very much.
- I can't see how you could improve on this service.
- Having been quite worried about the procedure before, I was pleasantly surprised by the whole experience. A vasectomy is not a pleasurable experience for sure, but your team really do their utmost to address concerns and put patients at ease.
- Leanne and Dr Kittel were fantastic throughout
- I am a very nervous patient. Thanks to the outstanding service I came through the whole process comfortably. Thanks to all!
- I would like to say thank you very much for the great care you offer and how you made me feel relaxed and comfortable. As you probably know from experience most men will be worried about what is about to happen to them, the reassurance and advice you give was great. Thank you once again
- I sat in the waiting room pretty long. *[sorry, the service must have run late, this is relatively uncommon]*
- So quick and easy, caring staff, reassuring and professional- I would and have recommended to friends in the same position. Apart from the usual pain of a small injection which is over in seconds and a dull ache a few hours after the procedure - I've had no pain whatsoever. This is no time to be thrifty and go for the traditional method!
- Couldn't improve; the before, during and aftercare was fantastic. Thank you to the team

- No, because of no response to my email and the cost of the aftercare - consultants fees and ultrasound.
- All the staff we met were friendly, helpful and caring and could not fault anything before during or after procedure
- Perhaps Dr Kittel could do a surgery in East London? I would certainly gone straight to him instead of having 5 months stress and worry starting off with my local NHS trust.
- Nothing. I was quite nervous before the procedure and both the nurses and Dr Lim made me feel at ease throughout the whole procedure.
- No need to improve anything from start to finish I was well informed and felt at ease on the day of my vasectomy, everyone was friendly and did their utmost to keep me informed and at ease.
- Pre-communications as detailed above did not fill me with confidence and does not set the right image of the company.
- The mere fact that I've received this email means a lot. I felt like I wasn't just another patient and that there was a more personal feel to my treatment. Thanks again.
- "I don't believe you can improve.
- Just a point regarding the survey answers. Example question 'During the operation, were Dr Kittel and the nurse caring, involve you and explained things as they were happening?' The answers, ' eg 'Very Good' don't have the correct context to the question and there are a number of questions in the survey that have a similar question to answer inconsistency. Also because I've forgotten the nurses name who did my consultation, 'who was fantastic by the way', the question mentions Dr Kittel, but it was Dr Lim who was completing the procedure and I didn't meet Dr Kittel. *[Thank you, your comment is much appreciated. We will look through the survey and address your question inconsistency comment]*
- It also mentions a PowerPoint presentation which I think was the A4 flip chart info I was taken through with the nurse, so I was a little confused about that, or I've genuinely forgotten about a PowerPoint presentation. *[Business continuity plan: If powerpoint isn't working etc we have them printed on paper]*
- Overall I couldn't have asked for a better team to have sliced the parts any man wouldn't want to be sliced and cut."
- Great team! Thank you all.
- "Additional information on the website about bleeding as mentioned above would be useful. *[Thank you, we will endeavour to improve our aftercare instructions in this regard.]*
- I visited for several consultations early in the morning and found consultation room was cold which probably did not help with ease of examinations.
- I found that you as a team seem to really enjoy what you do, are extremely professional, experienced and caring which is exactly what you need when having this procedure. Thank you."
- Very good procedure - both the surgeon and nurse were very professional / helpful throughout. Operation went as well as you could hope
- I was a little puzzled how literature sent prior to the procedure mentions the option of music players and that some have been known to fall asleep, I felt this was a bit misleading as there is only 10 mins during the procedure and so nowhere near enough time for this.
- "An excellent service. I couldn't have wished for better.
- (I did not have very much pain after the procedure until around Day 5 and 6 after. However, after removing the dressing (which had stayed on until then) this pain disappeared so I can only think that by then the dressing had started to 'pull' somehow and cause some discomfort. There was remarkably little pain overall - I has expected much more!). Now 7 days after I am almost completely back to 100% which is great.

- Thank you..."
- No
- It was all easy from my perspective. I'd done some reading about TVVS, so the very few questions I had were answered professionally and I was made to feel at ease.
- Was very pleased with the way everything went and the doctor and nurse were great.
- "I think the information was very comprehensive. Just one point would be to add the dosages for Ibuprofen and Paracetamol tablets into the Do's and Don't quick reference guide. I managed to take Ibuprofen in 400mg (As I had this in the cupboard) So only took 1 tablet 2 hours before. I understand that the advice of 2 tablets every 6 hours is for 200mg. This was however picked up by the nurse in the pre op discussion and a strategy to buy new tabs at a lower dose was agreed.
- Can't remember the name of the nurse that was present during the procedure, but she did a great job of distracting me with the chat....which helped me to be more relaxed....I would encourage her to continue....

Responsible for report: Dr M Kittel 21/1/2018. Report reviewed every 6-12 months