

TVVS  
Patient  
Satisfaction  
Survey  
2026

## Introduction

This document brings together anonymised comments from our patient feedback questionnaires, which are sent to every NHS and private patient after their procedure. We publish all feedback, positive and critical, because we believe transparency matters.

Every comment is read. Feedback is reviewed throughout the year and discussed regularly in our clinical governance meetings. Our team receives each questionnaire in real time as it is submitted. At the end of the year, I (Dr K) set aside dedicated time to go through all of the comments carefully, reflect on what we do well, and identify where we can do better, including tidying up anything that may have been missed along the way.

Quantitative feedback is available here:

<https://vasectomy.co.uk/real-time-patient-vasectomy-feedback/>

This document contains **patient comments only**. A total of **424 feedback records** were analysed, covering the period from **12/12/2024 to 29/12/2025**.

*[Dr Kittel's responses to selected comments are shown in brackets]*

### Feedback BEFORE the procedure (Booking, Webinar)

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1. Particularly impressed re the consent process
2. Well organised. Friendly atmosphere professional approach, would recommend to anyone .. good customer service
3. Informative and efficient
4. Such a brilliant, simple system. Told me everything I needed to know and couldn't have been easier.
5. I wasn't expecting a webinar as part of the process so was nice to have the opportunity to ask questions and speak to one of the medical professionals. It really helped understand what the procedure involved.

6. There is some discrepancy or ambiguity in some of the instructions, particularly whether or not you can drive yourself to/from your appointment. The welcome pack says you must not drive yourself "for legal reasons", but then it is also repeatedly mentioned you must wait 2hrs if you are to drive yourself. I think this should be made more clear cut one way or the other. On arrival at the clinic, one thing that could go a long way to ease patients' nerves is simply informing them of whether appointments are running on time, or if not, by how long behind schedule just so they have an idea of when their turn will be (especially with people turning up to the waiting room at different times, not knowing who's next can add some anxiety). *[Dr K: Thank you for highlighting this. We agree that the guidance around driving needs to be absolutely clear and consistent. We are reviewing all written and verbal information to ensure a single, unambiguous message is given, which will be that we do not recommend driving. The 2 hr rule is for the patients, who do not listen to the first message as an absolute minimum, but causes confusion. In terms of running on time, we will take this on board, too.]*
7. Everything on the website was easy to understand, and the booking process was also easy / went smoothly.
8. Webinar was very informative and delivered in a friendly light-hearted and professional manner. Most enjoyable
9. Very professional and quite entertaining, Dr. Kittle made it a simple watch.
10. Information on the website and in the webinar was excellent, and although a lot of it doubled up, it seemed a lot of the people in the webinar hadn't read it, so I can see why it's important. I'm better at taking things in when I read them, but the Webinar was still useful.
11. I believe everything I needed to know was explained during the webinar, however the webinar did not end without multiple opportunities to ask any questions we feel may not have been covered. There were none.
12. Everything was clear. All questions were answered.
13. Really swept up and informative process. Thank you.

14. The whole process was excellent, from the booking with good customer service and appointment flexibility to the informative webinar to the short wait time in the smart reception area before the procedure itself.
15. Very helpful; prompt, flexible to reschedule a work-related clash, and a useful webinar.
16. Webinar was great for asking questions, it was very informative and I found it reassuring
17. Informative and helpful conversation to overcome the worries
18. Everything was clear and very detailed, all the administration processes were very efficient.
19. Not that I was nervous, but having had to have a physical appointment, it was good to visit the site before the actual procedure
20. All clear, well organised and well explained.
21. The webinar worked really well, it was a great way to meet with minimal overhead to travel to Bourne End. Dr Nicholls did a wonderful job in giving an overview of the procedure, the aftercare and the risks.
22. Very informative - helpful to prepare ahead of procedure
23. All great, really straightforward and good comms
24. Very straightforward. The webinar was delivered with a large dollop of humour what helped ease any nerves one may have had.
25. Everything was very clear and well understood.
26. Felt very at ease and comfortable
27. Very informative webinar with appropriate material and welcoming and friendly, put me at ease of the surgery.
28. Very informative and explained in easy terms to understand
29. Webinar very informative, dr Lawes very patient and professional
30. Thorough and polite with all questions answered (even the difficult ones)
31. Only minor comment, my appointment had been moved back 15 minutes without notice until the text the day before. If there had been a change it should have been communicated in more than one way.
32. From day 1 the team provided a very professional and welcoming service. The email and webinar comms made it easy to understand the process. The webinar in particular inspired confidence in a positive outcome.

33. Efficient. Well communicated
34. Friendly service and very informative about the upcoming procedure
35. Process of booking was very easy & straightforward.
36. Very clear and smooth process. Would be useful to have had the Zoom meeting ID and passcode to enter on existing system rather than locked to a link connection only.
37. The whole process was explained very clearly and any questions were answered in the webinar.
38. The nurse and Dr were amazing. I arrived early and was seen nearly straight away. The procedure (including watching a video) took around 20 minutes. Would definitely recommend.
39. Found the webinar very informative and having the quiz was a good way to keep me engaged as I knew I would be tested on the content after
40. My only criticism is I was notified of a change of time for my appointment the day before. I understand we were told to leave the whole day free in case of cancellations but it's not helpful if you are travelling by taxi and have made bookings. Perhaps if you have cancellations offer these out as last minute opportunities but leave other patients times alone. People with anxiety would only find such late changes stressful. And what if the taxi company couldn't amend my booking?? *[Dr K: We appreciate that short-notice appointment changes can be stressful, particularly for patients arranging travel or managing anxiety. Patients are informed at the time of booking and again in writing that appointment timings may change due to unavoidable clinical factors (for example, staff illness or changes to the surgical list). While this flexibility is necessary to maintain a safe service, we continue to keep any timing changes, particularly significant ones, to an absolute minimum and communicate them as early as possible.]*
41. The booking was easy, the information I received over the phone, emails was very helpful, the webinar and the welcome pack was again very helpful and informative and puts you at ease.
42. Really simple, everything taken care of for you. Webinar was helpful in answering questions I had without having to ask them. By sending an email with the information on how to prepare for the vasectomy and

how to prepare for afterwards was useful in allowing me to refer back to it multiple times.

- 43. Very professional and informative
- 44. Nervous, but reassured my the webinar
- 45. I appreciate the process of making the patient understand the gravity of the decision as it's definitely not something you should do lightly.
- 46. The webinar was delivered in a relaxed, engaging and informative way. The style helped take the stigma out of the procedure and helped with my piece of mind.
- 47. Easy phone call to opt for a vasectomy
- 48. Every step was made easy and comfortable! Always felt like I had all the information needed and had opportunities to ask questions or for more information if required.
- 49. Extremely easy, very clear
- 50. Very clear and informative
- 51. Very clear and easy to follow instructions
- 52. Easy to book. The webinar answered all I needed to know.
- 53. I got the information, but was told it would be 15-20 minutes ended up at 40-45 minutes and felt it a little disjointed. *[Dr K: Happy to get your views on how to consolidate the presentation without missing important information]*
- 54. Pre-op info was excellent. I felt well prepared beforehand and any concerns I had about pain etc were all covered. I appreciated the chasers to complete the forms. There was an issue where my DOB wasn't correct and I couldn't log in to the system, but someone corrected this over the weekend, out of hours, which was great. When I arrived at the surgery at 8.45, no one answered for 5m. But this was minor.
- 55. I was given clear and concise information about the procedure.
- 56. The webinar was brilliant - very informative and it meant I felt very informed and prepared for my vasectomy.
- 57. Process leading up to vasectomy was seamless, conversations were transparent and helpful. Most importantly it felt like the person on the other end of the phone had time for me and there was no pressure.

58. Very welcoming and pleasant. I'm just sorry I cannot remember the name of the nurse - I was a bit nervous.
59. On the webinar I asked whether I would have to attend the clinic again to provide a semen sample. The answer was no, and full instructions would be provided after the procedure. I now understand that I will have to provide the sample at a hospital local to the clinic. This wasn't made clear at the time. I asked because I live about an hour away from the clinic, and so driving there to provide a sample means I now need to take another day of annual leave I wasn't anticipating. As an NHS patient I would be willing to pay an additional fee to do a postal test.
60. I believe I was well informed and taken care of to feel safe and comfortable with the procedure
61. Very organised and easy
62. All proceeds explained clearly and professionally .
63. Very straight forward service
64. The webinar was informative which really helped to ease any worries. Clear instructions were given and these are now being used post op.
65. Amazingly detailed and helpful information. Very clear and regular communication all along. The best medical support and service I have ever experienced.
66. Efficient and informative
67. I think it could be made clearer in the Webinar and written info that the 2 days of rest is in fact 48hrs from the procedure, as I took it to mean the day of the procedure and the next day and was planning on going back to work the day after that, which I was then told not to do during my procedure.
68. I was very pleasantly surprised with all communication in the lead up to the procedure - no stone left unturned, very honest, frank and carried out with heaps of professionalism. BZ. V. happy.
69. Reassured and gave all the information I needed
70. It went smoothly and was informative. As an improvement, when organising the Webinar, you might want to invite questions prior to the event so the speaker can address these quickly at the end and reduce the amount at the end of the session.

71. The webinar was very informative and it was easy to ask questions. Everything was explained well and simply.
72. The detail in the webinar was really useful and put me at ease leading up to my surgery, PowerPoint slides were clear with good information.
73. I didn't know before the Vasectomy that I would need to deliver the Sample test in person until during the Procedure!
74. The main reason my partner and I decided to go with Dr Kittel was after watching the video he posted about himself and how he goes about the procedure. Booking an appointment was really easy, they had plenty of dates that fitted my schedule and the webinar answered any questions I had as well as putting my mind at ease.
75. I think the process was excellent, very professional, I was well-informed. If anything I might suggest that it was a bit information overload, there were lots of emails and it was sometimes difficult to find information and I wonder if it might be looking at if emails could be consolidated. I was put at ease by the professionalism of the team. *[Dr K: We understand that while thorough information is reassuring for many, it can feel overwhelming for others. We are exploring ways to better consolidate communications while still ensuring nothing essential is missed. The activation of our patient portal where all information is kept in one place may be an opportunity for the service]*
76. I very recommend it, they make u feel less nervous by talking to you, and the Dr done a very good job and also her assistant,
77. All staff were extremely detailed and thorough, answering potential queries.
78. In depth discussion about the procedure/road towards the vasectomy itself. Most questions had been answered during the webinar , Sophie was super helpful !
79. Dr Kittel did well to alleviate any concerns and provided comprehensive information about the procedure.
80. Webinar was very informative
81. Dr Nicholls did a great job with the webinar, and being there with other patients helped make me feel more confident about the procedure!
82. Very good



83. Dr Nicholls was very informative, helpful and kept everything relaxed.
84. Comprehensive Webinar that was coherent and put any worries to bed and offered an open forum to ask questions. Very, very useful.
85. I feel really bad for forgetting the nurses name. She was very nice and friendly, she talked me through everything that was going happen made me feel at ease,
86. Thames valley thoroughly address every patient's information needs.
87. Found the webinar very useful and all the information provided concise and direct.
88. The booking process was wonderfully straightforward - the team was very responsive on my initial email enquiries, and my booking call was dealt with efficiently, and with a huge amount of understanding/compassion. The amount of information (both on the website and at the webinar) really put me at ease before my procedure.
89. Everything was great!
90. Everything was pretty easy and simple. The webinar helped a lot to fill the gaps and doubts.
91. Very engaging and reassuring, answered questions and put minds at ease.
92. The team were pleasant to deal with, Could always be contacted and dealt with and questions efficiently.
93. Everything was explained clearly and patiently, questions were answered and requests met. Response times were prompt.
94. Booking was straightforward. My GP referred me. I called Bourne Clinic and was booked in. I was provided with all the relevant documentation and kept informed of any changes. The webinar was equally vital as it addressed many of my concerns
95. Could not do webinar so staff booked me a face to face appointment.
96. Everything leading up to the procedure was well explained and staff were very clear on what the appointment would involve. The webinar i thought was fantastic it was good to actual speak with Dr Kittel prior to the Vasectomy and questions face to face. Great communication on all parts.
97. All very good

98. The preparation was thorough and easy to follow.
99. I found the webinar very comforting knowing how many other men were using the clinic for the procedure.
100. Webinar was very informative
101. Very clear instructions and great communication with the team, including a text to follow up on a form if missed. Very happy.
102. Very informative, friendly, relaxed experience couldn't of asked for a better service.
103. Excellent communication, as with the minor surgery I had with Dr Kittel 2 years ago.
104. All good, except I was having connectivity issues and tried to join the meeting halfway through on a different device and wasn't admitted. I think the issue was with my wi-fi, and it was really minor, so not a problem and I don't think there's much you could do about it.
105. Webinar was very informative and helpful
106. Really clear and well informed
107. Very easy to book
108. Simple, straightforward with lots of information
109. The webinar was very good and straightforward. Dr Nicholls spoke so confidently and knew everything about it which made me feel so at ease and not worried. And it was nice turning up to my op and she was my Doctor.
110. Easy process, very informative, friendly, chatty, put me at ease
111. Very informative webinar giving all details about procedure.
112. All very straight forward and well explained. Easy process to follow.
113. Straight forward with lots of useful information
114. Everything was well explained with many opportunities to ask questions if necessary.
115. So sorry, I forgot the nurses name. She was lovely though. (I'm not good with remembering names)
116. Yes, but there is a lot of people on the call and therefore you don't get a chance to fully discuss what personal concerns I might have had. Yes everything was covered, but its probably more specific if its a smaller group. *[Dr K: During the webinar we offer a callback by a health*

*professional should any concerns remain. Remember, it was the last question of the quiz we sent you afterwards. Are all your questions answered or would you like a call back by a health professional? If you say yes in the quiz then it triggers a message to the office to give you a call back. We also offer this at booking where requested.]*

117. Everything on booking was so easy and very clear. Webinar was very descriptive and I understood all. The emails were very prompt and came through straight away. It just felt like a very smooth process.
118. Unfortunately my booking time was changed two days before procedure. It was complicated for me.
119. Was originally booked in with a clinic in Oxford before they stopped providing the service. They gave no communication about any part of the service. your clinic provided enough links and information to make it easy, straight forward and less nervous
120. Everything was simple and straight forward
121. Great to share the experience with so many other (anonymised) patients. The webinar was in plain language but still informative and there was plenty of opportunity to raise any queries.
122. All very clear, lots of information. Webinar was useful.
123. After the initial referral was given to Mr Kittel and his colleagues i was very quickly booked in.
124. It was difficult to find the welcome pack amongst the many communications received.
125. Very informative, all my questions were answered on the webinar.
126. Everything very straightforward and good reminders
127. All very clear and straightforward. Nice to have the reminders in various formats.
128. The vasectomy webinar was very informative and well-organized. Everything was clearly explained in a way that was easy to understand. All of my questions were answered thoroughly, and I appreciated the honest and straightforward approach. The session definitely helped me feel more confident about the process and what to expect. Thank you!
129. All very easy with lots of useful information
130. Brilliant (relatively)

131. Generally very good. More options of times/ dates would be useful for some, I work Monday, Wednesday and Thursday evenings so had to do the webinar whilst on holiday. Worked out in the end. Would have perhaps been worth mentioning that you mustn't shower for 48 hours post procedure, I guessed that would be the case but it wasn't explicitly mentioned.
132. Both were very good as you can see by my rating: in being either efficient (booking) or informative and engaging (the webinar). For the webinar, everyone is different but as I personally value my privacy, it would have suited me more to have been signed in automatically, with access to a private chat only at first, and then to use a public chat if needed. I made a mistake by sending my full name and details to the whole group at first publicly (thinking it was just to the speaker). This made the first part quite stressful and embarrassing for me. Although I got over it and enjoyed the spirit of the webinar, could also have done without that stress, when not feeling particularly confident or open about it all at that stage. So potentially you could have a chat that is direct-to-speaker for the 'register' and then open a more discursive chat, should attendees require. *[Dr K: Thank you for this feedback. We recognise that using a group chat may feel uncomfortable for some patients, particularly at the start of the webinar. To address this, we now explain at the beginning of every session to send private messages directly to the speaker. Patients are also reminded that they can choose how and whether to participate in the chat.]*
133. Very clear communication and the webinar was extremely useful!
134. Good communication and found the webinar very informative.
135. The webinar seemed redundant and just seemed like it regurgitated everything already mentioned on the website. Didn't quite seem 100% necessary
136. Everything covered very well. Me personally I think during the webinar or even include within the information something about how the procedure has progressed over time. How the surgery used to be carried out and how it is not carried out. **I made the mistake of speaking to a**

**few older work colleagues about how their procedures went and they all sounded very different to mine. In a positive way!**

137. Very detailed and informative. Dr. K was very good at giving information and also made the webinar light-hearted and engaging.
138. All communications were really clear and the webinar was informative and thorough.
139. Everything I needed to know was provided, in an incredibly detailed and informative way
140. The webinar was when it brought it home to be what was happening in full detail! It made me more nervous but gave me time to process what was going to happen and prepare mentally for it.
141. Could offer webinar on demand using a learning management system that registers viewing. There weren't many webinar opportunities which almost presented a problem.
142. I was very well prepared and felt absolutely confident, that your clinic was the best choice.
143. Everything was explained in great detail and practically all of my concerns and questions were addressed and answered satisfactorily, prior to booking the appointment
144. It was very helpful and informative. I also appreciated that you also provide sources on why not to get a vasectomy and the alternatives to consider.
145. The amount of information available on the website prior to making contact is staggering and gave me confidence that TVVS were the best choice for me.
146. Very informative and discussed in a relaxed manner
147. All Health providers should offer this level of service.
148. Everything was explained I detail to me
149. Felt the information from the consultants was very useful
150. Had to move the webinar to a later date due to a clash. No problem, they sorted it. All information was given, reminder to read welcome pack before joining the webinar. Questions were answered, meeting wasn't rushed, good to see and hear other males also nervous asking questions

151. There was a referral issue from my GPs end that resulted in a delay in getting my procedure booked. I spoke to your office and the lady was very helpful and kind.
152. The process leading up to the procedure was really smooth & I felt well informed & at ease with extensive information provided.
153. Dr was great and helping me understand the procedure and made me feel confident about it all
154. Everything was easy and straightforward, a very settling experience in a potentially anxious time.
155. The webinar was very helpful in understanding the procedure and before/after care required, along with the opportunity to ask questions.
156. went very smoothly
157. I liked how I did not have to come prior the procedure but had lots of information I could read through in my own time and the Q&As. The Zoom call was helpful too.
158. Communication of the process was excellent, no issues at all.
159. The website, webinar and end-to-end client experience are best in class in terms of the quality of information offered, transparency about the service including previous feedback, and attention to detail.
160. Couldn't be any happier with the whole experience
161. all questions were answered and relatively at Ease with the webinar
162. Overall I thought it was very thorough and clear.. I appreciated the professionalism to ensuring patients were very sure on what they are doing and considering all the options. I didn't feel pressured one way or another, so I felt confident to make my decision with autonomy. Webinar was super helpful and friendly and having an audience with Dr Kittel and staff made me feel at much more ease about the procedure. Phone calls with the staff were always very pleasant and, again, I felt very informed. One small point was there was a couple of small inconsistencies in the prep literature (one says to shave on the day and another says to shave 2-3 days before) so might be worth double checking this, but this was a super minor point. *[Dr K: Please let us know the inconsistencies and we will fix it. Unfortunately there are so many letters and documents to consider, we sometimes miss things]*

163. My experience from the beginning to end was amazing.
164. Very informative and reassuring
165. All very well informed throughout the process, webinar was great very informative and precise, alot of questions were answered by attending the webinar
166. Very helpful and clear advise.
167. I found this part of the service very easy to follow and understand. All of my queries were answered through the information provided.
168. All very clear to put you at ease
169. I unfortunately missed my first webinar and after contacting the clinic, they very quickly responded and arranged a second webinar, for which I was very grateful.
170. Very clear.
171. Efficient, clear instructions, detailed info, helpful throughout
172. Would be interesting to get an email again a few days before the appointment with video recordings of the webinar or info about the procedure. Avoids the patient having to search for it again. In my case a fair amount of time had passed between webinar and appointment (due to my own schedule) and a lot had been forgotten a bit *[Dr K: Our software is not quite clever enough for this, yet. We cannot do a time to appointment trigger, yet. We can do a form trigger. Therefore, you get an automated email upon signing the consent form, because we only know you have been to the webinar when you sign this.]*
173. I Found the whole process of booking the vasectomy very easy. I managed to get in the week after the initial enquiry which was great
174. excellent communication any fears and worries dealt with in caring manner
175. Really kind and helpful staff whenever on the phone. Super informative throughout
176. Lead nurse was a blonde lady that drives a Tucson can't remember her name, very good service made you feel welcoming and very comfortable and confident in what was happening
177. Webinar was valuable and informative which put my mind at ease.

178. Webinar was very informative and professionally delivered with a dash of humour, which is always appreciated.
179. Very informative and helpful. Highly recommend
180. Clear and concise booking and webinar
181. Very professional, very friendly, I was made to feel at ease during my visit from start to finish, I couldn't be more grateful for how my procedure was handled. Many thanks
182. Very Easy and straightforward
183. Very positive overall, I had to phone to check on the details for the webinar as I had the date in my diary, but the link was issued close to the meeting. I think it was an excellent way of running a consultation though and very informative.
184. Being able to watch the short video of the walk through right from your arrival to the after care room was brilliant put me at ease not worrying about the unknown
185. Everything was quick and easy to book and the webinar was very informative and relaxed
186. Very efficient system for booking and communicating.
187. All good
188. Great service
189. Very clear and well organised. Like my wife said after the call, you get far more information and aftercare then having a C-Section!
190. Very informative
191. I feel like I had all the information needed after the webinar. It was very well presented and got an email with the information to go over in my own time as well. Perfect
192. I was fully informed about the process before the treatment appointment. The information and the process to get booked in with TVVS was very smooth/streamlined. I was very impressed by the notification of all appointments and the ease of completing all necessary forms online.
193. Booking was a quick and easy process, and availability was much better than expected, I was able to get an appointment on a day that suited me within 3 weeks of booking.



194. Webinar reassuring for any doubts/concerns
195. Excellent. Would recommend.
196. Got everything I needed sent out, really easy to navigate all the documents I needed to complete.
197. Very thorough and informative.
198. It was all fine, useful information that was needed, webinars, presentations, reminders all useful
199. Despite being slightly anxious before I was made very welcome and the whole process was very good and efficient.
200. Great atmosphere created by the doctor which helped put people at ease I think.
201. Well in formed and prepared for the procedure.
202. I was so nervous and scared to be honest before surgery. I did not realise when surgery finished. It was so smooth and easy.
203. Brilliant service. Both made me feel at ease and reassured me. They explained everything in detail.
204. Very well organised Informative and clear on what to expect.
205. I was given all the info that I needed. Made to feel good about the procedure. Felt very friendly.
206. Really easy to get a hold off.
207. Webinar was very informative and explained everything very clearly.
208. Everything before my appointment was fantastic and explained well. Everything. Was helpful and was always on the end of the phone if needed.
209. All communication was excellent. Webinar simple to join and informative.
210. Webinar was simple to follow and explained the procedure easily.
211. Great communication, clear instructions.
212. It was very helpful and clear, providing clear instructions on the process and a good level of information about the day, procedure and aftercare.
213. Experience before vasectomy was great. Very clear guidance and support material provided, and the team always made themselves available if required. I even had to postponed my op and it was no problem at all (though I made sure I gave plenty of notice).

- 214. I thought the required webinar was very useful in preparing for the procedure.
- 215. Easy to book. Wry understanding when I needed to cancel at the last minute due to an infection.
- 216. The booking process was extremely smooth
- 217. All very organised and straightforward, great communication.
- 218. Really simple to book, webinar was nice and straightforward with all the information.
- 219. The booking was so easy to do and the webinar gave me reassurance about the procedure
- 220. Much preferred the webinar session over a phone call due to its ease and others asking questions I may not have thought of.
- 221. Perfect and seamless flow of information on email and webinar. No improvements required! Gave huge confidence boost to see the professionalism
- 222. Very informative, set the scene well.


## Feedback DURING the procedure

1. Dr Kittel and the nurse were very professional 10/10
2. Really made me feel at ease and was well explained
3. The whole procedure was relaxed and stress free. Both Dr Kittel and nurse Sarah went above and beyond to make me feel comfortable and relaxed.
4. I can't say enough about how the nurse and Dr made me completely feel at ease. They were wonderful and I was surprised when it finished. It was a quick and excellent procedure.
5. I felt like I was in good hands with both the nurse and doctor. It was all a bit of a whirlwind so don't really recall everything that happened but appreciate multiple procedures are happening a day. I do recall that every step of the procedure was explained in detail which helped put me at ease.
6. The procedure went smoothly, Dr Kittel is very experienced and this was evident throughout. I felt no pain at any point, and Dr Kittel communicated throughout the procedure, ensuring I knew what was happening. A special mention to Chantelle, not only did she put me at ease with her compassion and understanding, but she was also very professional, which was equally reassuring.
7. We had a lovely chat during the procedure and I was made to feel totally at ease
8. Very professional, made the experience very easy and relaxing
9. Exceptional experience.
10. I was thoroughly impressed with the professionalism of everyone - lying trousers down is a nerve racking experience for me (I expect for most!) but it wasn't a thing. It was just something we were doing, no fuss, just off we go.
11. Dr Lawes made sure that the procedure was quick and pain free. Simultaneously, Sr Nikki was extremely personable and continued to keep your mind off the procedure at hand. They made a very affective team.

12. Staff were welcoming and friendly. I apologise but do not remember the nurses name but she was extremely polite and professional. I believe Dr, Nicholls did the procedure and she was very informative. The procedure was absolutely painless and a pleasant conversation throughout. Once done the nurse cleaned me up and took me to another room where I was given a drink and biscuits. I watched an aftercare video and then asked if I had any questions. Overall the visit was about 45 minutes, staff were amazing and procedure was painless. Once I got home I would say I was a little achey for about two days but still not in any pain. I didn't have any bruising and barely any swelling.
13. I struggled a bit and felt really well cared for. Sarah was brilliant and Dr Laws was perfect with information management. Not too much not too little.
14. Although this was a bit painful at one point, the doctor did the operation very quickly. He and the nurse were both very professional and friendly. The after care with the video, info pack and even a packet of biscuits was perfect. Thank you very much.
15. Almost completely painless, sympathetic to my fear of needles, and good conversation.
16. I was quite nervous and informed the Dr and nurse that I am also quite squeamish. Both were very understanding and did an amazing job of making me feel at ease.
17. Both nurse and doctor were brilliant, extremely engaging and made me feel relaxed and comfortable.....they almost made the experience enjoyable! :) The whole team were excellent.
18. I was very nervous before the procedure and the nurse and doctor did a great job at settling my nerves and talking to me through the procedure. Was a really great level of service and care
19. The doctor and nurse managed perfectly, so nice people's, keeping conversation and doing the work. Best experience ever!!! Thank you so much
20. The nurse, although I'm ashamed to have forgotten her name, was fantastic, really friendly and chatty explaining everything and keeping me calm and relaxed throughout the whole Procedure

21. Was a great experience, so easy, almost fun. Both Dr and the nurse were so welcoming, caring and friendly! And no pain whatsoever - couldn't ask for a better outcome.
22. They were amazing, I nearly fainted and Sarah was so thoughtful, DR Kittle was super professional and put me very much at ease, I've already recommended you to several people : )
23. Excellent service all the way through. Really kind and helpful, talked me through everything clearly and helped keep me calm.
24. Can't remember the nurses name unfortunately it she was very reassuring and kept checking in to make sure everything was ok.
25. The lead nurse was amazing and kept me informed and relaxed.
26. Very welcoming, put me at ease. No issues whatsoever
27. Excellent care provided
28. We chatted about work, traveling, and music throughout the procedure. I never had any doubt I was in safe hands and was completely relaxed as it was clear that the team were very knowledgeable
29. The nurse and Dr.Kittel were excellent, put me at ease throughout. Genuinely, lovely people!
30. Sarah was very kind and put me at ease even when I pulled down my trousers and underwear we continued chatting comfortably. even joking if she talks about "work" at dinner with her husband! :) Equally when Dr Kittel came in, he chatted through the entire procedure. he noticed me flinch during the procedure as I felt a "pin prick" sensation in my scrotum/testicle and he immediately took note and gave me more local freezing.
31. Dr Kittel and Sarah were fantastic, very caring and supportive. Asking questions which were distracting me from the procedure, very happy with the support and level of service
32. The nurse could tell I was very anxious and she was so nice and compassionate and kept me calm
33. Kept everything very informal which kept me relaxed as possible given what was happening!

34. Both dr Lawes and the nurse (sorry can't remember her name) made the process easier with their caring and professional attitude. Talked the whole way through which was extremely helpful
35. Nurse (I am sorry I cant remember your name!) was chatty and kind and went out of her way to make me feel at ease. I felt involved and supported during the whole process
36. Incredible team looking after me, Chantelle and Dr. Kittle were brilliant at distracting.
37. Dr Kittel and Nicki were very caring and explained the procedure well to me. I felt part of the process and listened to. The surgery was over and done with in 10 minutes - helped by chatting about life and the future of our planet ;-)
38. Quick. Efficient. Professional.
39. Although a little worried before, after arriving and speaking with my nurse and doctor the procedure was relaxed, efficient and some nice conversation to keep my mind occupied and pass the time
40. I was made to feel comfortable and overall relaxed was a relaxing experience
41. The vasectomy went very well and the procedure was made easier with how comfortable I was made to feel. This is the place to go if you are wanting to have this done!
42. The nurse and Dr spoke / chatted to me through out and made the experience calming.
43. Everyone was extremely kind, caring, and professional. They made me feel at ease and I appreciated everything being explained to me as it was happening.
44. Put at ease. Didn't even know things were really happening.
45. Both Dr. Kittel and Nicki were amazing. Nicki was fab, made me feel at ease, helpful and informative. Dr. Kittel was brilliant, very understanding, caring, professional and took the worry out of what is actually a very personal procedure. I would definitely recommend Bourne end clinic, Dr. Kittel and the staff.

46. Dr Lawes and Chantelle put me at ease, talking throughout and letting me know what to expect. I was nervous about the anaesthetic but they were clear and made it a positive experience
47. Caring and relaxed
48. Apologies that I cant remember the nurses name ??  but she was lovely and made the whole procedure much easier to bare.
49. Felt like often forced conversation. I was quite happy just to let you get on with the surgery but felt pressured to maintain conversation. Maybe an option in the future for a “minimal conversation” appointment. *[Dr K: We recognise that not all patients find conversation helpful during a procedure. The large majority of patients tell us that conversation and gentle distraction are reassuring, which is why this is our usual approach. However, we fully respect individual preferences. If a patient asks for minimal conversation or prefers to listen to music, we are always happy to accommodate this.]*
50. One side was very painful, not sure if the anaesthetic didn’t fully work. Not sure if it’s possible but when going under local anaesthetic at the dentist they will check the area is numb, this might have helped to prevent the pain
51. Everything was great, good communication throughout to make sure the process was as smooth as possible. I felt reassured throughout.
52. Brilliant, if may say so. I even had a chance to see how it got done. Thanks doctor.
53. Extremely great care & skills shown by Dr. Nicholls and very motherly care by Lead Nurse Nickie (Special mention). She made me remember and resemble my mother. Thanks to both of them.
54. The nurse was incredibly friendly and very good at putting my mind at ease. The procedure itself was done on time, quickly and without hassle which is exactly what can be hoped for in the situation.
55. I apologise for not remembering the nurses name that was with Dr Nicholls but she was amazing! I wasn't the most comfortable patient but they both kept me talking, gave me some coke when I felt uneasy. Very caring and appreciated their support. Thank you!
56. Very friendly and caring.. also great professional.

- 57. The procedure was really straightforward, felt comfortable the entire time. Felt like every detail was taken care of, and the process was really smooth
- 58. Very professional
- 59. Had a great conversation with both Dr Nicholls and the Nurse. I apologise for not remembering her name. Think it was nerves!
- 60. Very helpful and made me feel comfortable
- 61. Considering there was a power cut hours before my procedure everything still ran smoothly and efficiently.
- 62. Surgery was excellent and enjoyed the conversation. No pain or discomfort very pleased.
- 63. The nurse was very caring! She put a damp cloth on my forehead when she noticed I was tense. She put me at ease all the way through. Please thank her for me. Dr Kittel communicated with me well throughout the procedure. As he uncovered some complications he explained them to me. There was a good balance of work talk and general chat in the room, involving me. So apart from the discomfort of a needle into my scrotum, I felt quite relaxed.
- 64. I can't believe how easy the procedure was! The whole process from start to finish was very smooth. I loved the pace. Not rushed - but at no point did the procedure slow down or stall. It kept me calm. Sr Sarah was extremely kind, talkative and friendly. She explained everything so well. Dr Kittel was very professional but thoughtful and kind as well. He made a point of shaking my hand - which was a nice touch. I felt as if I was at the centre of the experience, informed and involved from start to finish.
- 65. Procedure went smoothly. There was enough time pre-op (entering the room) to express any final thoughts while at the same time the procedure moved on efficiently with no excess time sitting around getting nervous. Procedure over in <10 minutes, pain free and whole time they were able to take interest in me. This is what made it a positive experience.



- 66. I did feel a slight initial sharp but mild pain with the injection - probably down to my nerves - but after that I really couldn't feel anything other than some gentle holding and tugging.
- 67. Yes, I felt completely taken care of, the Nurse (although I don't remember her name now but that is my memory fault) was very attentive on how I was feeling during prep and while the doctor was doing the procedure, talking about other things helped me to not worry. Doctor Nicholls was superb, also super caring and effective, but also still explaining and talking about what happening. Overall the experience couldn't have been better.
- 68. It was very quick and largely painless. Dr engaged me in small talk as it was pretty obviously stressful, but as soon as I realised we'd passed the half way point it was easier.
- 69. Nurse (sorry but can't remember name) was very supportive and professional. We had really nice chat and atmosphere was great. Everything explained clearly. Dr Kittel done surgery without a glitch. Really professional and efficient.
- 70. Made to feel really at ease and talked about other things too.
- 71. Very professional and weirdly enjoyable experience
- 72. Dr Nicholas and Sarah were very kind. Keeping me talking helped distract me from the procedure. I could not have asked for a nicer team to perform the surgery and grateful.
- 73. I'd like to thank both Dr Nicholls and the nurse (I forget her name, sorry), who were both fantastic and put me completely at ease throughout.
- 74. Both surgeon and nurse were amazing. They made sure the atmosphere was very calming for me.
- 75. The team were excellent and attentive. Made what is a pretty weird and embarrassing thing feel almost normal. There has been virtually no pain, although I should have taken. The ice pack a bit more seriously.
- 76. Both we're excellent. Had it not been for the situation I would have called it an enjoyable experience. It was like having a chat over tea and biscuits.
- 77. The doctor and nurse were both excellent! Friendly, professional, etc.

78. Zero pain (LEGENDS, thank you!), extremely efficient working, and I must also add; VERY skilfully played by both SR Chantelle and Dr Nicholls - keep him talking, keep him distracted. Pass on my thanks to both.
79. Excellent and made me comfortable in a slightly uncomfortable situation. First time experiencing nudity beyond my wife. The professionalism and kindness alleviate any awkwardness.
80. Awesome ! I was nervous but your team are brilliant and no pain and very straight forward process
81. The nurse was very engaging and did a great job keeping me distracted throughout the procedure, which helped me feel more at ease. The doctor, on the other hand, was efficient but didn't really engage or explain what he was doing, so I found myself having to start the conversation instead. The doctor gave a sense of rushed.
82. The doctor and nurse were both excellent, and did very well to explain exactly what was going to happen, making sure that I felt at ease.
83. Nurse Sarah was amazing, she saw i was nervous and stayed with me the whole time and kept me calm. Thank you so much. Dr Nicholls was very professional and both explained what was happening during the procedure, I felt very involved in the procedure. Thank you both
84. I really can't fault it. The whole setup is inviting, relaxing and really puts you at ease. Dr Kittel and his staff are truly lovely and at no point did I feel worried or apprehensive. After chatting for what felt like a couple of minutes, the procedure was over and after the first prick from the needle, I felt nothing at all. They made it feel no different than getting a hair cut, all be it with my shorts down by me knees.
85. I really appreciated the conversation and reassuring comments that it seems straightforward and there did not appear to be any obvious complications. This helped reassure and distract me.
86. Very friendly and carming. As I'm not good with Needles ect.
87. The Nurse (sorry i forgot her name) was a godsend, talking to me throughout and keeping me distracted - thank you very much!
88. Very relaxing and reassuring
89. I would like to say Thank you once again

90. Thank you to Dr Sophie Nicholls and Sr Sarah - I was really nervous about the procedure but both were quite calming and helpful. Dr Nicholls was informative and very efficient as the procedure was done nice and quickly. I also skipped breakfast, so Sarah was very kind to bring me some biscuits after the surgery too!
91. Both doctor and nurse were absolutely caring and considerate. They were extremely personable and helped put me at ease while being being completely professional and explained the steps in detail.
92. Felt calm and relaxed during the procedure talking about everyday life .... made me feel like I was out for coffee with them rather than a medical procedure! I felt at ease
93. Post-procedure care was thorough and care taken to see if I was fit to leave.
94. NA - step by step given
95. we had a very lovely chat and I felt well cared for. Thank you.
96. They were both great. I felt quite nauseous during the anaesthetic being administered, but both Dr Nicholls and the nurse did a great job of getting me through it! The procedure itself was about as quick and pain free as I could have possibly hoped for.
97. The doctor and the nurse are very friendly and talked to me the whole time during the procedure. I really liked them.
98. Dr Nicholls and Sr Sarah were great. Kept me relaxed all the way through. Checked in regularly and did a fantastic job. Thank you both!
99. My nurses was fantastic and I felt relaxed and informed going in for the surgery.
100. They were both carrying and talk me though was was happening at every stage.
101. I'm happy talking with doctor, nurse, and professional manager while the procedure is happening.
102. Excellent service. Very impressed. Based on friends/colleagues that have had senior urologists do the procedure my op was quicker, slicker with less pain and swelling. I am back to normal at 1 week and pretty good at day 2. Highly recommended.
103. Made to feel completely at ease through the whole process.

104. dr Nicholls and Clare was lovely and whole procedure was good and to this day I've had no issues with pain thank you both for looking after me through this :)
105. I was an anxious patient (sorry!), but was so impressed with the care I was given - both Dr Kittel and Sr Chantelle were masters of distraction, and were so empathetic. Apart from an occasional pulling/aching sensation, the procedure was entirely pain free, and much less distressing than I had anticipated. Thank you both for looking after me so well.
106. Extremely friendly putting me at ease straight away. Surgery was fast and painless chatting through everything as they went through the treatment.
107. Needed a top up with the anaesthetic more than once and dr Kittel didn't hesitate and made sure I was taken care of.
108. I thought the procedure really was excellent - the team were great at putting me at ease and we had a good chat. Very fast too, it was a good experience
109. During the procedure I felt safe and comfortable Everyone in the clinic was warm and friendly.
110. Could have asked for a better doctor/ nurse to take care of me during a procedure.
111. It was very fast and simple
112. Was pretty quick to be fair. Doctor and nurse were both brilliant. And just conversing with them the procedure went almost unnoticed.
113. Amazing. Made to feel very comfortable and relaxed. Never felt so emasculated and exposed than lying there waiting for the operation! But they were professional and relaxed and informal all at the same time. Fantastic team, thank you.
114. Dr Kittel and the nurse (Clare I think), we're great throughout my operation, they both explained what was happening and chatted to me throughout.
115. Thank you first being so nice and understanding, sharing information clearly in a friendly way and explaining the procedures.

116. On the day of the surgery, Sarah was amazing. She was caring, sensitive, and very professional. She made me feel comfortable and calmed all pre-op nerves. Dr Kittel was equally engaging. He ensured that he communicated every step of the procedure as it was being carried out. Thank you both for a good job
117. Staff where excellent Explained clearly what was to happen and as it was happening.
118. Although I needed extra anaesthetic both the nurse and Dr Kittel insured me that everything was going smoothly. I didn't feel concerned that things wouldn't go smoothly.
119. All in all was pretty fantastic. One cut was fairly painful, but I don't think that was necessarily avoidable.
120. The whole experience was as easy as it could have been. Dr Kittel and the nurse I had (I'm really sorry I forgot her name, she was lovely) but they were both really nice company and had a good chat about travelling etc! Really relaxed environment.
121. It was clear Martin had done many thousands of these, and Chantelle was kind and helpful.
122. We all had a chat and couldn't believe when Dr. Kittel said he was all done.
123. Although the procedure took very little time, there was a conversation between all of us in the room during the time I was in there. Definitely helps to ease any tension or nerves in the situation
124. Yes very happy with the experience from dr Kittle and the nurse (sorry I forgot her name as I was a bit distracted). Both were good communicators and put me at ease. Procedure was quick and painless.
125. I honestly don't think there is much you could do better than you already do.
126. The treatment was incredibly fast and pain free. Sarah made me feel very comfortable and relaxed throughout.
127. Fantastic experience, all staff were friendly and calming. Sarah was so great, helped relaxed me throughout and answered all questions.

128. A huge thank you to the team. On the day, nerves were high (as spotted via my HR on my Garmin watch) but the team were great and put my mind at ease. Really great service all round.
129. The nurse was amazing, very chatty and reassuring. Tom didn't talk to me much, but it was fine.
130. Was made to feel at ease and spoken to during the procedure to take my mind of it
131. It's day two post and I feel good. The nurse was amazing and really made me feel calm. The doctor was great and both had a very relaxing approach.
132. A friendly experience, I felt very relaxed and comfortable.
133. The operation itself almost felt rushed and that I was on a conveyor belt. The nurse (I'm really sorry I forgot your name) was friendly and brought me into the room, lay me down and then put the iodine and the small sheet on. I don't remember the procedure being explained at this point. Then the doctor came in introduced himself and applied the anaesthetic. At this point the nurse appeared to be trying to keep up and then I lost confidence when I felt pain, flinched and vocalised that I was in pain as I wasn't expecting any pain. The nurse said I was in pain but I was then nervous for the rest of the procedure as I didn't know whether that was right or not. Afterwards in the recovery room I could hear the start of the procedure after and I heard them being explained what would happen in the procedure which made me more certain that I wasn't told. Having reflected I don't doubt competence, I just didn't feel as reassured as I expected. *[Dr K: We are sorry that the procedure felt rushed and that the explanations did not feel sufficient on the day. Many patients, particularly when anxious, ask us to proceed quickly and with minimal detail, and we aim to adapt our pace and communication accordingly while still ensuring safety. Anxiety can also affect how much information is taken in or later remembered. That said, we recognise that the balance between efficiency and explanation did not feel right for you on this occasion, and we are sorry for that.]*
134. The team were very welcoming and professional. Sr Sarah made me feel comfortable straight away. Dr Kittel conducted the surgery. He was

friendly and efficient. It is evident that the team have honed the procedure. It is a well oiled machine.

- 135. I was very informed and found the Doctor and Nurse so welcoming, comforting and just lovely people to be around. We were just chit chatting and i didn't even realise that the first Vas was cut!
- 136. Easy process, very informative, friendly, chatty, put me at ease
- 137. Great, caring and friendly staff. Having conversations to take your mind off the procedure and putting you at ease.
- 138. It was honestly great, my feedback would be to not change the process you do. I was a bit nervous so I appreciate being able to talk about other things to take my mind off the procedure.
- 139. Very relaxed and professional care, I was fully informed what was going to happen and received excellent care.
- 140. Very personable staff and great care and advice given in terms of after care too.
- 141. 99.9% of the perceived/expected pain was all in my head. I built it up in my head over the years that it was going to be a major thing and would have massive amounts of pain afterwards. In actual fact there was only a little discomfort when the anaesthetic was being moved around and that was it. So quick and painless, I was seriously surprised when it was done, Dr Kittel is a genius. Would have preferred that he did not tell me that he was "half done" and only the other one to do... as I did not want to think about what was happening, but that was my issue as the thought of having the surgery had had terrified me -the reality was completely different.
- 142. My Nurse (I am so sorry I can't remember her name) was fantastic, she put me at ease and we had a good chin wag whilst waiting for the surgeon. She kept the chat going during the procedure and was very attentive.
- 143. I had complete confidence in the procedure as it was happening. Dr Kittel is clearly very experienced in this field and makes you feel at ease with what is happening. The nurse was great, talking and checking in all the time while the process is carried out. All instructions were very clear.

144. I couldn't ask for a better experience in all honesty, all the overthinking about the procedure i felt absolutely nothing. I will highly recommend the Bourne End Clinic to all my friends in future, it was certainly worth the 4 hour drive one way. Thank you to everyone very friendly and funny.
145. Everyone was fantastic, spoke to me and my wife like human beings. Asked personal question to make me feel at ease.
146. Excellent service
147. The anaesthetic wasn't enough on one side. As I didn't know what level of pain I should be feeling I just dealt with it until the doctor realised I was in some discomfort and increased the dose. Maybe I could have been made aware that I shouldn't have been feeling anything which would have prompted me to question the pain. For most men it is obviously a stressful procedure and as such I was getting hot/flush/nervous. Some cool air on my face would have helped, specially with a mask on. All the above is nitpicking, the procedure was simple and easy and I was made to feel as comfortable as could be. The music was a great touch. Nurse and doctor were both amazing and the random conversation topics during the procedure really helped to take my mind off it. *[Dr K: Sorry if you felt pain during the procedure. 90% of patients generally are completely pain free, 10% need some more anaesthetic, but I always advise patients to warn me immediately if they can feel something and I also test the anaesthetic is working with 2 simple tests]*
148. Dr Nicholls and Sr Chantelle were welcoming, professional and warm. Excellent service!
149. I felt supported at all stages of what could have been quite a scary procedure. I felt like I was being managed kindly and thoughtfully, as if by friends as much as by confidence-inspiring professionals. The procedure was highly efficient from start to finish.
150. Dr Kittel and the nurse (sorry, forgot/wasn't given her name, but think it may have been Clare?) were very friendly, professional and competent. Could not have asked for more.



151. Mr Kittel and the nurse were friendly and talkative through the whole procedure. Mr Kittel greeted me in the waiting room as he entered the building before anything had even happened, setting me at ease from the start.
152. Absolutely top notch support from both doctor and nurse, made me feel very comfortable throughout, very chatty to distract, and a lovely cup of tea at the end too! One nit pick, I had not realised they had started, would have liked a bit more walkthrough of what was happening.
153. Was nervous before having it done but the nurse and doctor were both amazing and real put my mind at rest. They immediately picked up that I didn't want to know what was going on in terms of the operation without me saying so, and we chatted all the way through which helped to relax me. I'm really annoyed that I can't remember the name of the nurse but she was brilliant. I was really well looked after and the procedure was no way near as bad as I had thought it would be.
154. Whole surgical team were fantastic and really made me feel at ease.
155. Exemplary service in all aspects with the clinic. From referral to operation less than 2 weeks.
156. The staff were kind, caring and considerate and made an anxious patient very much at ease.
157. The experience was remarkable - absolutely no pain - brilliant experience. All staff were caring and compassionate.
158. During the vasectomy procedure, both the doctor and nurse were exceptionally caring and professional. They made a genuine effort to involve me throughout the process, clearly explaining each step as it happened. I felt respected and fully informed, with no medical jargon the conversation was a great touch about my island carnival Their communication was reassuring and helped ease any anxiety I had. Most importantly, the surgery was carried out with skill and confidence, which gave me full trust in the team's competence. Overall, it was a very positive experience, and I felt well cared for from start to finish offering hot drinks and a kit Kat at the end.

159. I felt very relaxed during the procedure as talking whilst it was being carried out really took my mind of it and i was very suprised how quick it was.
160. They were both outstanding
161. The lead nurse was amazing. Made my whole experience a 5 star experience. She was so kind and thoughtful and had the best chat and expertise to make you feel so comfortable. Truly such a credit to the company and team.
162. Sarah was very good at managing to distract without ignoring what was going on. When there was some discomfort they were quick to add extra anaesthetic.
163. I felt the doctor and nurse really tried to put me at ease and make me feel comfortable during the whole procedure
164. No-one talked over my head, quite the opposite. Banter was friendly and genuine. In terms of practicalities between doctor and nurse it was no more than at the dentist when dentist needs speaks to assistant or vice versa, exchanging important medical information while chatting away with the client. Sarah was really very caring and seemed genuine in looking after me as patient/client, even though there seemed to be - not a rush but - a backlog in procedures that day. I feel the surgery was carried out in a highly competent manner by Dr Nicholls who was also very attentive and welcoming.
165. I was very comfortable throughout, staff were amazing and the procedure super easy. Didn't feel a thing.
166. Very little pain, just the injection at the beginning.
167. All went well. Dr was very confident, and maybe wasn't a little.... Hurried. Like he just knew what he was doing and didn't quite wait for me to say ready. It wasn't bad, but could have been a little better.
168. The treatment was carried out in a very professional manner. Dr Nicholls and Sarah explained everything that was going on and made me feel very comfortable and relaxed throughout the entire procedure.
169. No issues with the procedure whatsoever. Everyone was professional and very knowledgeable. It made for a very pleasant experience. The

- nurse kept me chatting throughout and was lovely to speak to. Apologies for not remembering her name.
170. The procedure was very good both Dr.k and sr Sarah were very good, made me feel very comfortable had a good chat explaining all before and during the procedure then literally everything was done.
171. Dr Nicholls and Sarah were fantastic. Both really reassuring and kept up light hearted conversation which was much appreciated. Thank you!
172. The doctor and nurse was simply splendid wonderful work. made me feel relaxed stress free couldn't of asked for a better service. So a massive thank you.
173. Appointment was on time. Very professional and quick. I was nervous as to be expected. Sarah was fantastic very reassuring and caring. Dr kittel was brilliant and calming throughout.
174. I need to say that I'm embarrassed I can't remember the nurses name! It was all a bit of a blur and I'm not sure but I really want to say it was Sarah. But I can say for definite that she was kind, professional, reassuring and talked me through everything If the contents of this form are important for you to gauge the nurses work performance, my surgery was on 16/05/25 at 11.20 and my name is [xxx], hopefully that'll help you find who it was, I really can't say her praises enough Dr Kittel was great too, they made I good team, I felt very involved and felt I was being talked too and not talked about as if I wasn't there. It's bizarre to say, but the way they talked to me managed to make me feel more at ease and relaxed when the surgery was under way and in full swing, compared to how nervous I was when I walked in
175. I really appreciated Sarah being there for me throughout and setting me at ease (as much as I possibly could be). She had a great manner and I felt she really cared about me. She made sure I had everything I needed. Dr Nicholls was amazing, answered everything I needed to know and performed the procedure with complete competence and made me feel I was in great hands.
176. Incredibly welcoming and professional. Really calm environment

177. The process was excellent pain free operation and quickly ck and easy it was a nice surprise how easy it was and how the nurses made me feel at ease I was very pleased with the experience
178. Absolute pleasure. Was treat really well kept calm throughout the procedure. Lovely atmosphere really relaxing.
179. Pain free. All good. Had to have an extra numbing shot but all good. Nerve wracking experience on paper but in practice it was straight forward
180. Nurse Sarah did an exceptional job to keep me informed, cared for and happy (given the circumstances), It felt very good to have her as my nurse :-)
181. Fantastic service, very little to no pain and/or discomfort throughout. Both Dr Kittel and the attendant nurse were extremely attentive, patient, pleasant and friendly throughout, keeping the entire process a light, friendly, even enjoyable experience. Overall an extremely positive experience and I couldn't rate this clinic highly enough
182. I can't remember either of their names, but both the Dr & nurse were very calming and delicate with the situation. They explained what would happen and everything went as explained.
183. The nurse (unfortunately I can remember her name) was amazing she made the whole experience very calm and made me feel at ease
184. The procedure was handled professionally, personably, and very efficiently. I was pleasantly surprised by how quickly the process was over.
185. Carried out in a professional and caring way
186. Professional service throughout the procedure.
187. Very good, op went fast during to care and attention to me
188. Good detailed communication throughout the procedure
189. The doc and nurse were really lovely they really put you at ease
190. I was a bag of nerves, so anxious, sweating, Doc was amazing, nurse got me a cold towel for my head, superb care and professional treatment
191. The procedure was really quick and not painful. The doctor and the sr were very engaging and friendly making me feel relaxed and comfortable. A very positive experience overall.

192. The sad thing for me is my biggest concern throughout all of this was me being naked in front of strangers. The doctor and especially the nurse made me feel relaxed and helped more than they could know by keeping me distracted with conversation. Both staff answered every question I had and were seemingly happy to listen to me chat away to keep the distraction up.
193. I was made to feel at ease by Dr Nichols & Nicki, which made the time pass very quickly.
194. Nurse was amazing very friendly professional and from second I walked in building to when I left made me feel comfortable
195. The whole experience was very relaxed and I felt cared for and informed at all times. I honestly cannot be happier with how the whole process went.
196. Dr Nicholls and Nicki were very professional, and friendly and performed a quick and efficient procedure.
197. made me feel comfortable
198. Yes, caring and friendly. No concerns and recovery has been as expected/described.
199. I was made to feel comfortable and the procedure was clearly explained by the attending doctor and nurse, who were both very jovial and reassuring. The only very minor issue I had was that it was difficult to hear them talk whilst wearing the surgical mask and with the noisy extractor looking instrument that was on during the procedure, but I understand this was unavoidable. I am not squeamish or afraid of needles at all, but I was so nervous of this. Shouldn't have been, was put at ease throughout and I didn't feel a thing. 3 days on and I am feeling absolutely fine with no pain or swelling. Thank you so much.
200. Inviting a stranger into your scrotum is never going to be a fun experience, but the clinic team get close! The professionalism, care and skill on display is extraordinary. Honestly flawless.
201. Very happy 10 out of 10
202. Nurse Chantelle made me feel at ease and very relaxed. The procedure was virtually pain free and very quick.

203. Felt very comfortable was made at ease and some friendly chatting conversation while the procedure being done.
204. It was a positive session which I did not dislike - I don't want to do it again but I would feel comfortable if I had to come back.
205. Overall the experience was as good as it could possibly be. The nurse (apologies, I cannot remember her name, but they were all amazing) was fantastic at making me feel comfortable, as was Dr Kittel when he arrived shortly afterward. They did a fantastic job at keeping me pre-occupied and focused on them as I was still nervous about the procedure (no worse than going to the dentists, though). I did have a bit of a shock when one of my testicles was being moved to make way for the anaesthetic needle. nothing bad but I wasn't expecting it and I'm a little jumpy in general. but Dr Kittel was very careful of pre informing me once he realised this. I have still given the procedure 5 stars as I felt incredibly safe and in good hands during the process and, aside from the aesthetic needle, I didn't feel a thing. I was actually left in awe how streamlined the process was and how well I was looked after. They even had a cup of tea ready for me (exactly how I like it) once I got into the recovery room and, honestly, that was just icing on the cake (I never thought I'd say so many good words towards a surgical procedure).
206. Everything was carried out perfect. My experience was absolutely amazing. And comfortable.
207. Both were excellent, the doctor in explaining the procedure and how it was going. And the nurse for helping me take my mind of it. She was fab.
208. Just brilliant, very professional and I felt very confident in Dr Kittel and I was grateful that he talked me and my wife through each stage and checked on my wellbeing throughout the procedure. It was pain free and dare I say an enjoyable experience.
209. During procedure Nurse and Doctor kept me engaged by talking, Nurse did the preps very well , explained well enough at start. I felt comfortable the way they kept me with buzzy with talks
210. Nurse Chantelle was very helpful, calming and supportive, dr Lawes was very calming and professional.

211. The procedure went very well both staff were great. They could tell I was very nervous and helped keep me distracted as I wanted it done but didn't want to know about it. Due to being squeamish. They made sure I was comfortable during and after the process and made sure I was ok afterwards. Great care provided
212. Doctor Nicholls and the nurse (apologies I can't remember her name) made me very comfortable. Talk me through what was going to happen but also help me to relax with a normal chat which I think really help to take your mind off.
213. Nicki was very professional talked me through everything as we went along and Dr Kittel was brilliant, again talked through the procedure as we went along.
214. I found the whole experience far easier than I had expected. The staff were all very nice and relaxed which made me feel very comfortable. I found myself laughing on the operating bed as it was all so much easier than I thought it would be.
215. Very friendly and make you feel completely comfortable and relaxed, I'm sorry I don't remember my nurses name as I was probably a bit nervous when I first arrived. Both nurse, surgeon were great Totally pain free procedure and great aftercare. So glad I've had it done.
216. The nurse was great at making me feel at ease and took my mind off what was happening by talking to me. Thank you! The doctor also helped keep me calm and seemed very competent.
217. Sarah was absolutely brilliant, i was really scared and she was great. Dr Kittel was also brilliant and the way he is, the accent I found really calming
218. Excellent care and attention during the procedure.
219. The nurse was excellent, explaining every detail as she went along. Dr Kittel was very nice and friendly as well, but didn't really explain a lot about what he was doing - I didn't mind it so much, but other patients might be a bit worried not knowing what is going on
220. Dr Kittel and the nurse on the day were absolutely fantastic. I was feeling nervous about the procedure and the staff on the day made me feel comfortable and relax. I have recommended the service to

colleagues and friends so you may get more booking from Barrow in Furness!!

221. The nurse was brilliant and very caring
222. excellent - very calm and really put me at ease . the nurse was amazing and really in tune with knowing right things to say when i was expressing worry/ discomfort
223. From start to finish it was absolutely great. Lots of information, genuine care in explaining everything throughout. Made me feel comfortable and at ease during the whole thing. Perfect procedure
224. Dr Kittle put me at ease throughout the entire procedure, he was very friendly, quick, professional and conscious of my comfort and the wellbeing at all times. Excellent!
225. Same as previous
226. A superb experience, that really put you at the heart of the procedure. Super caring and supportive throughout.
227. Dr Nicholls was very professional and set me at my ease instantly she was happy to talk me through the process, which I really appreciated as I love understanding how the body works.
228. Being extremely nervous and anxious about medical procedures, both Dr Nicholls and the lead nurse (sorry, I forgot her name), were absolutely amazing. They both made me feel as comfortable as possible and helped keep my mind away from what was happening at the business end. Quite honestly, if they weren't as accommodating and understanding as they were, I would've struggled the whole way through. Absolutely fantastic at their jobs. Thank you both.
229. Great service very reassuring, nice you get told what's going on throughout the procedure. Great cup of tea after words
230. All treatment received was exceptional
231. I'm was made to feel at ease despite feeling nervous as it was my first experience of any kind of surgery. I was surprised at the professionalism and kindness of all involved in my surgery.
232. I was quite nervous before the procedure, but both the Doctor and nurse made me feel at ease by talking to me during the procedure which helped alot



233. Brilliant, quick and painless
234. I was nervous but the nurse helped me to calm down and took care of me very well.
235. Everything was very smooth and I was very assured by Dr Nicolls and Sr Nicki. It was a really friendly conversation throughout which distracted me well for what I thought was a painless procedure.
236. Sr Nicki met me as I entered the centre and took me straight through to the treatment room. The procedure was carried out very quickly and was entirely painless, with a little chat between the three of us. Nicki and Dr Kittel were both great and I felt very at ease. The whole thing was done within a few minutes and the recovery process was also smooth.
237. The procedure was very quick and the doctor and nurse were very kind and helpful we was just chatting away about life in general and helped to keep me calm and relaxed
238. It was very interesting to watch and dr knicholls was very willing to show me and explain in detail what was happening. She was very patient with all my question. The nurse was very caring and after she made a lovely brew
239. The nurse was very good and helpful in explaining the procedure and next step along the way. It really helped ease my anxiety.
240. Excellent, almost painless even, amazingly quick and efficient but also they take really good care of you and are obviously intensely mindful of the patient experience. 10/10
241. So sorry I forgot the name of the nurse
242. Only positive comments.
243. Doctor and nurse were great. Very friendly and helpfull.
244. I was just so surprised how calm and smooth the procedure went. Kept my shoes on and all! Dr Nicholls and Leane were very relaxed and put me at ease.
245. Painless and relaxed atmosphere
246. I was a little nervous before hand, but I was collected by the nurse right on the time i was allocated and she put me at ease straight away. The doctor was fantastic. Professional and friendly.

247. Extremely pleased with the service I received both before, during and after the procedure. Dr Nicholls made sure the treatment was pain free and both Nurse Nicki and Dr Nicholls made me feel at ease throughout the process.
248. I arrived at the clinic about 20 minutes prior to my appointment, I was taken through to the consultation room almost immediately and was actually leaving the clinic just 5 minutes after my actual appointment time, no long wait to be seen for nerves to build! Surgery preparation, procedure and aftercare video all done within 25 minutes! The surgery itself was much better than expected, everything is explained to you at each stage in detail but in an easy to understand way. The first injection of local anaesthetic is a little sore but after that it's painless, I had a slight sensation on the second side, a top up of local anaesthetic was given but could still feel something happening, however it wasn't sore but uncomfortable / unusual rather than pain. The nurse talked to me the whole way through which was a good distraction from what the surgeon was doing!
249. Both the doctor and the nurse were very informative and helpful putting my mind at ease many thanks to them
250. Friendly and talkative.
251. No pain, kept me calm throughout.
252. Really friendly service, I was kept informed every step of the way. No long wait and super professional. Made me feel at ease and ensured I was as comfortable as possible.
253. The entire surgery felt very casual with the conversations that we had. It helped me to feel relaxed throughout the process.
254. Cannot fault the care given. Doctor and nurse very professional and caring. They involved me every step of the way
255. Absolutely brilliant, felt at ease and extremely comfortable with the process
256. I can't comment on how it was actually done, I didn't even look. But was happy enough that we were chatting throughout
257. Very kind and professional. Put me at ease and engaging and helpful.
258. Everything was perfect.

259. Excellent care. I was extremely anxious about the vasectomy. All the medical team handled the situation with professionalism. The surgery was performed so well, I was unable to determine when the actual cuts were carried out, and the operation completed in a significantly shorter time than I thought it would. I cannot thank the team at TVVS more. I have had no pain / discomfort since the operation (completed yesterday), and I am following the aftercare instructions well.
260. Very relaxing and had good chat
261. Both my doctor and nurse put me at ease and filled me with confidence
262. Really relaxed atmosphere, the conversation was started and flowed naturally. The doctors and the nurse listened and responded which made it feel as normal as can be I guess.
263. Felt relaxed and regularly updated about the progress of the operation. Slight discomfort felt close to the end of the procedure was immediately managed with local anaesthesia.
264. The operation went smoothly. Top professional service and answered all questions I had.
265. Fantastic service very welcoming. Put at ease and reassured throughout. Could not recommend Highly enough.
266. Both Dr and Nurse were great. Kept talking to me about things other than the procedure to help keep my mind off what was happening. Wasn't made to feel embarrassed either. Couldn't thank them more for what they did.
267. Was very well looked after during the procedure and was just chatting back and forth which put me at ease
268. Really impressed with Dr Nicholls and the clinic. Very professional with a little bit of humour to make what would normally be an awkward situation, not! Would recommend.
269. Nurse as well as doctor were very helpful and supportive, everything went smooth and quick. I can only highly recommend
270. I was made to feel very relaxed and comfortable and even had "general" conversations during the whole procedure!!

271. During the procedure they did everything. To make me feel comfortable and relaxed. They talked while doing the procedure so I didn't really think about what was going on. The experience was really good.
272. Chantelle and Dr Nicholls put me at ease and were very friendly and professional. All was explained clearly and the procedure was a success.
273. Very relaxed procedure with everything explained clearly. Doctor and nurse were very professional and made sure I was ok at all times.
274. Very relaxed environment, great communication and top class care.
275. I just cant believe how efficient and smooth and Painless it has been.
276. I was a little nervous understandably, and from the moment I arrived I was made to feel welcome and comfortable throughout the whole process. Sarah was brilliant and she explained everything clearly, and throughout the procedure she was there, continually checking I was comfortable and feeling ok. Really great actually. Same for Dr Nicholls, really pleasant and informative in what she was doing, also again continually checking I was ok and pain free. The whole thing was really easy and smooth.
277. I was very nervous and both nurses made me feel at ease and very comfortable. Outstanding service
278. The procedure itself is really a non event and painless. Aside from the injection feeling slightly uncomfortable the rest of it is painless and very quick, about 20 mins. Dr Nicholls and the nurse were outstanding. Honestly couldn't recommend them highly enough. Really welcoming, put you at ease and fantastic at what they do. All in all a really positive experience - thank you!
279. I thought the procedure was quick, generally painless, and professional. Would recommend to friends.
280. The procedure was painless & very quick
281. Lovley ladies altho very nervouse myself made me feel at ease.
282. Dr Nicholls and the nurse were fantastic, I asked not to be told any info with regards to the procedure as I'm a massive wimp. They were both great. Unfortunately I didn't catch the nurses name.
283. Both Chantelle and Dr Kittel were extremely reassuring and caring. They made me feel comfortable and put my nerves at ease. They kept me

updated as the procedure was carried out and made the whole experience a breeze.

- 284. Once I was on the table I started to get a bit nervous, and they spotted it right away and made me feel much more at ease. During the procedure kept me occupied talking and before I knew it everything was complete! Only a small amount of pain from local anaesthetic going in, but after that was completely fine.
- 285. Cannot fault anything they were brilliant kept me informed with everything and were caring rather swiftly done which was a surprise thought it would take longer to do fantastic job they did
- 286. Impressed with both, immediately welcoming and friendly. Chatty throughout and made the experience an absolute pleasure
- 287. Superbly supportive and welcoming. It's a freaky concept that the team managed to make much less fraught by their calm, professional and caring approach
- 288. Very informative and put me at ease. Overall, staff were lovely with a genuinely compassionate nature.

## 2. Feedback AFTER the vasectomy (Nurse Aftercare, Video)

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1. The video was very helpful as you could re watch it
2. All relevant information provided
3. Biscuits were a nice touch. All staff were genuinely friendly.
4. Helen explained the aftercare well and answered any further questions I had. She made me feel comfortable / safe.
5. Felt confident going home and moving forward with the after care
6. No issues with the aftercare, but the plaster you apply should last for 7days... ha didn't even survive the journey home, reapplied but then fell off 2 hours later and to which it was no longer usable , you give a spare plaster but different from the first, maybe you should supply a spare primary plaster *[Dr K: Feedback in previous years told us patients could not manage the silicone plaster as it is thin and takes skill to apply. The spare plaster is stickier and easier to apply, but not as water proof]*
7. The whole experience was incredible.
8. Again - very thorough, and duplicated in print. Check ups to see if I needed anything, and I was made to feel like I had as long as I needed.
9. Everything was clear, information was given.
10. Sarah was brilliant. All necessary information was offered and I was asked if I was happy or had any further questions.
11. Excellent
12. Very generous with the squash and biscuits during recovery which was greatly appreciated.
13. As above, I was really pleased with how helpful and genuinely caring everyone seemed to be. I am sorry I cannot remember the nurses name!
14. Very informative video, I used it to make notes and watched several times
15. Perfectly organised with the rooms, videos and offerings!!!
16. The aftercare instructions were super clear and informative. I followed them to a T and have been recovering very fast. very minimal pain and a little discomfort, much less than I anticipated. The mention of the potential pain at 5 days was excellent as day 4 and 5 were probably my maximum pain days ( still only 2-3/10) but knowing this was very normal, I applied some pain killers and on day 7 it started to ease down

again. Everyone was very caring and I particularly liked the "Ginger Nuts" biscuits in the waiting room. You should probably add 'Hob Nobs' too. Hahahaha. Sarah was particularly thoughtful and really put me at ease. Her care was palpable. She is clearly a thoughtful and kind nurse, and please tell her how much I appreciated her time, care, and consideration.

17. All clear
18. post procedure video provided clear guidance to recover as quickly as possible
19. Perfect, even found me some vegan biscuits. Really good
20. All was very clear. An excellent overall experience.
21. The video of the clinic on the website helped calm my nerves and when I walked in, i understood the layout well. Sarah was very kind and let me decide when I was ready to go. the aftercare instructions were very clear if not a little bit conservative ;) I did follow them for the most part :)
22. Yes aftercare was excellent. Sarah was attentive and cared for me after the procedure and Dr. Kittel was very supportive
23. All very well explained
24. The nurse couldn't have done anything more, she was brilliant.
25. Just a great big thank you
26. Nurse brought my wife in after the procedure which is nice.
27. Very helpful instructions before discharge. Had a look at the video at home again as I probably didn't catch everything. Nice to have biscuits and water in the recovery room.
28. Friendly and efficient
29. Overall process was easy straight forward, any questions I asked were answered and it was a comfortable experience I didn't feel nervous or anxious the staff were lovely and it was an easy process so thank you
30. The aftercare instructions were very simple and easy to follow.
31. Nice and simple to follow and accompanied by a video.
32. Plenty of information and feel well looked after.
33. Had to call in a few days after and Leanne was very helpful and reassuring.

34. The aftercare video and information via Nicki was brilliant and helpful
35. Very happy with the care provided. Pleased that I received a link for the aftercare video as its difficult to fully take it all in at the time.
36. Clear and informative
37. Again I feel in good hands and everything was explained to me thoroughly
38. The nurse answered all my questions and I had a nice coffee. The plaster has stayed on too so thanks to the nurse for that.
39. The aftercare video was good and bringing in my wife to watch it with me was a really nice touch as it avoided lots of questions afterwards.
40. Clear instructions and mostly recovered already.
41. Aftercare was set out clearly and all questions answered before leaving.
42. Very clear and simple instructions
43. Nice and relaxing after care.
44. Very clear and made me feel like everything would work well and I knew what to do.
45. Again the guidance and instructions were excellent. The day by day instructions, how to care, wash, what to do and not to do on which days, all super helpful. Good to have it printed and sent by phone with the video too.
46. Cosy little room for watching 11 minute aftercare video, tea and biscuits offered- what I liked about this part is been given the time to be on your own and digest what had just happened, I thought this was particularly helpful for the psychological side of things.
47. All very clear. I followed all the advice and - now 72 hours after - I have not had any pains or discomfort, and I stopped taking ibuprofen on day 2. I hope it remains that way.
48. Nothing really, seems like we receive loads of information throughout, but I believe the information is given at the right time, and the aftercare is just another example of that.
49. Very easy and had no complications
50. Aftercare instructions was clear and straightforward. Nurse checked me for any issues, gave me drink and biscuits, witch was really nice.
51. Felt reassured and well looked after



- 52. Clear instructions and recommendations
- 53. Very clear and thorough. Nothing missed, or left unexplained
- 54. Thorough.
- 55. Again, Sr Sarah made sure that I was comfortable while I recovered and I didn't feel as though I was being rushed out the door.
- 56. Very good care. Really sorry I can't remember the nurse's name, but she was great!
- 57. Again, SR Chantelle was extremely thorough in calmly, politely and thoughtfully explaining what happens next, before leaving me to watch the aftercare video. She also kindly popped her head in to check everything was okay and that I hadn't flaked out on her and was starfished upside down in recovery. Appreciated. Thanks!
- 58. A small diagram showing where the incision is could be helpful. My dressing came off and I did not look before hand. I was unable to see the incision so had to call to find out where to reapply. *[Dr K: A diagram is limited as so many patients have the incision in slightly different locations. We should re-start showing patients where the incision is located before applying the dressing. However, some patients do not want to see it. We will discuss and come up with a solution]*
- 59. Spot on and very clear and detailed
- 60. Efficient, clean, caring. Very good.
- 61. Thank you all for looking after me during my major surgery, I say major as it was my first ever op (you may laugh). Like i mentioned above Nurse Sarah was amazing with me and was checking up on me throughout my recovery period before I left. The video and information i took home was clear. I made a full recovery, no pain medication needed, ice pack used every hour for 20 mins for the first 4 days, moved to evenings only from day 5 too day 7. Silicone dressing stayed on for 7 days and healed perfect I removed dressing myself after day 7. Showered leaving tight pants on every evening from day 2 post op, I was able to completely relax and chill for four days so that may have helped with my recovery.
- 62. Having an abundance of information, both from the staff themselves and the emailed packages they send out gives you all the information you'll need. I've really felt in good hands before, during and after the

- surgery. I had a slight dull ache a few hours after I left and after that I've had no pain at all.
63. Nice and simple, good video, good opportunity to ask questions again
  64. Very thorough
  65. Aftercare was explained extremely well and the nurse answered all additional questions I had.
  66. All explained
  67. all my questions and worries were answered and i left feeling confident and happy.
  68. I was very well received from the moment I arrived until I left
  69. The video was clear and very helpful.
  70. Again I am sorry I forgot the nurses name, she was the best and you can tell from her personality that she cares for her patients
  71. Well explain
  72. All very easy. Nurse checked I had everything and no further questions before leaving.
  73. nurse was lovely and friendly and great to chat to.
  74. Sr Chantelle dealt with an anxious patient brilliantly. Kind, caring and compassionate, and clear/direct instructions which were easy to process when I wasn't feeling my best!
  75. Nurse was amazing and answered all questions in a clear and easy to understand way.
  76. It was good to get out as quickly as possible, though I wonder if that works for everyone who might have questions... It might feel a bit rushed for some.
  77. All instructions were clearly explained and will definitely help me recover.
  78. Nurse and staff were really caring.
  79. Bedside manner was incredible. Not patronising but supportive and reassuring, I cannot praise them enough.
  80. I was able to rest alone while watching the aftercare video. The aftercare video cover anything I needed, also being able to download to watch again at home was a good touch. As can always go back for reference

during recovery. The nurse was thorough in explaining aftercare, and answering any questions.

81. I felt very cared for. You made sure I knew all that I needed and wanted to know, and thanks for checking also about sperm sample in my country. A small improvement may be if you would supply a small initial ice bag for the road, just as an extra service for people arriving from a distance. In any case it was a very pleasant and informative checkout experience.
82. All was excellent I had already read all the instructions before surgery and still had to watch the video this was also very clear and informative.
83. Everything was explained thoroughly and had no concerns leaving the clinic.
84. Very friendly team. I also enjoyed talking to some of the other patients when waiting and afterwards.
85. They went above and beyond in helping me dress some wounds on my hands which were nothing to do with the procedure! I had fallen off my bike the day before...
86. Thanks for the Kit kat.
87. I was clearly explained to and asked at multiple different points if I had any questions
88. All very clear.
89. Very clear and easy to understand
90. Checkout was easy, the aftercare video was very comprehensive and well delivered. The KitKat was well timed!
91. Everything was made clear to me and all questions answered.
92. The whole experience was very relaxed and smooth! Thank you.
93. The 1,001 questions were all answered and then some. Fantastic work!
94. Was offered a snack and drink afterwards and made to feel at ease
95. Yes everything was really clear, and having the webinar available on YouTube for after has been really handy. I have rewatched just to remind me of how to re-apply the dressing and rest time.
96. Great information given, great advice
97. The video was helpful and the recovery pack we received was informative. I left very happy

98. A tiny bit of inconsistency in the aftercare - one document said keep the dressing in for 7 days, but another said 5 days. A small point, but mine fell off at 5 days so it was a little unclear if I should reapply at this point.
99. Great aftercare, video, emails, information sheets
100. Again, very good process, nice and easy. Wouldn't change it
101. Chantelle was very knowledgeable, professional and demonstrated real care
102. Amazing so far and will be following all advice given by the team
103. All very good. Nice and friendly staff that are there to answer any questions.
104. The video was really helpful and I have watched it since coming back home. The link in the email around more questions was also very helpful. The aftercare at the clinic was great and they really care for you.
105. Everything was amazing
106. Easy to follow
107. Felt a bit light headed and the nurse and doctor picked up on this straight away and provided amazing care. Great experience.
108. The video post op was ideal, not too long but neither was anything left out. Clare (Nursing Sister) was very supportive and friendly from start to finish.
109. Everything very clear. No complaints at all.
110. Very thorough aftercare with coffee and biscuits. Chantelle was very careful and checked me over before I left the building, answering my outstanding questions. Mr Kittel swung by as well to shake my hand and wish me luck with the after care.
111. My care was excellent and I have no complaints. However it did feel a little like I was on a very efficient conveyor which made the experience slightly less personal.
112. As with the operation, the aftercare and checkout were very informative and well managed. The nurse (sorry again, can't remember her name) answered my questions and was really friendly, and again, this helped to relax me and made the process a much better one than I was expecting.
113. Really impressed with Dr Nicholls and the service as a whole. 3 days in and still no pain!

114. Was resting for 20mins as I felt lightheaded the nurse was very kind and respectable watch a video explaining on the healing process
115. Very good aftercare felt very comfortable and well informed
116. All excellent
117. Generally very good and clear
118. The clinic is very clean friendly and warm, away from the street and with pleasantly distracting David Attenborough programmes on. The aftercare video worked really well for something pre-recorded, and actually was successful in being able to take in information by a human being, without having to be in anyone's space. So it worked really well and Leanne managed to come across as both warm and caring, as well as informative in the video.
119. Aftercare package is great and very clear. Covers everything you might need to know apart from information about driving. It's on the paper form but not on the aftercare website.
120. Could have used more information to explain how to manage the bandage. The bandage moved a lot for me, and left a crusty residue that did not wash off. Either that or it was a crusty puss that formed. Either way, a little more explanation of what to expect would have been better.
121. Everything was great in person, but I had to email and ask for the video to be sent. Then in the follow-up email the link to the aftercare page didn't work *[Dr K: Thank you. We fixed it when you sent the feedback. Very helpful]*
122. Sarah explained thoroughly about the video and aftercare instructions, and made regular checks to see how I was doing during the video. I couldn't have asked for better post-treatment care.
123. Lots of information for how to progress on my own. And all is very useful and has been taken into consideration.
124. Aftercare was perfect all info and questions were answered
125. Aftercare instructions were clear and thorough. I felt very well looked-after after the procedure.
126. The tea was perfect. Very informative video the whole experience was very professional .

- 127. Aftercare process felt very simplified and easy to understand, which was helpful
- 128. Everything was explained perfectly, thank you
- 129. Very considerate care and other than some discomfort around day 7, I didn't even feel the pain after the surgery.
- 130. Nice cup of tea and a kit kat
- 131. Everything was patiently explained and discussed with great care and support. I really can't fault my service in any way whatsoever
- 132. The nurse was great, when I stood up and moved rooms I got extremely hot and sweaty, she got me some water and raised my legs up to help, absolutely great.
- 133. It was great but maybe one thing I misunderstood (and maybe it was just me) was I thought you would be able to relax in a recovery room for up to an hour if you wanted to. But the recovery room was just for watching the video and any further waiting was in the waiting room. This was fine, just not quite as nice. So maybe just something minor to explain better.
- 134. The aftercare was brilliant. The ability to rewatch the video was appreciated. The requirements for the recovery process were well covered. Clare did ensure that I had no further questions and was very helpful throughout.
- 135. Any questions answered clearly and with confidence
- 136. Not over complicated, patient focused care.
- 137. Everything explained well
- 138. Felt the nurses were very informative and understanding
- 139. Plaster came off, nurse came and applied another one, checked I was happy and if I had any questions before letting me go
- 140. The nurse was amazing. She kept checking I was OK and made sure I was aware of the important elements of the aftercare. A brilliant staff member you should aim to keep.
- 141. Similar to everything else, the check out process was thorough.
- 142. Information given to me was very helpful
- 143. Nicki was very helpful and I was impressed by the efficiency of the clinic.
- 144. I'd say that it took too long for the after care video to come through (6 days), something that I probably would have watched on the evenings

after just to make sure I did everything right. I'd maybe say that a follow up phone call a week after the procedure would be good (I'm still a day away from that timescale yet) just to check in on the recovery.

Personally I'm having a bit of testicular pain on the right side but currently treating with just paracetamol as I've read this is fairly normal. But from the whole process I am fully satisfied with how things went and would recommend. *[Dr K: Thank you for this suggestion. We have trialled routine post-operative follow-up calls in the past. In our experience, the majority of patients either do answer the phone or prefer not to be contacted, and some have found unsolicited calls intrusive. For this reason, we do not routinely carry out proactive calls. Instead, we focus on making it very clear at every stage how to contact us directly should any concerns arise. Many patients comment positively on the ease and responsiveness of our aftercare support, and we remain readily available whenever patients need us]*

- 145. Every detail has been meticulously thought through and improved over and over again. The instructions are clear and available to watch again at home if you didn't quite take them in first time around.
- 146. Aftercare and checkout instructions were very easy to follow and have not had any pain after leaving the surgery what so ever.
- 147. Yes, they were on hand to ask any additional questions beyond the video and they were incredibly patient - I never felt like I was being rushed - rather encouraged to take my time.
- 148. Had an embarrassing complication afterwards, but the nurses (unfortunately I've forgotten their names) were absolutely brilliant! Many thanks to them.
- 149. Really clear and helpful. All felt very professional
- 150. Aftercare video was very informative and emailed linked is must read, all went as per plan, i followed what they said and it worked very well
- 151. Good information and support.
- 152. Very professional answered the questions I asked and very friendly.
- 153. The after care was fully explained and easy to follow. I enjoyed a coffee while watching the aftercare video which was a nice touch.
- 154. Very helpful

155. The nurse was very attentive and checked up regularly with me. She made sure I was all ok to go and gave clear instructions.
156. I followed the aftercare advice and everything was fine. Still have slight pain after 4 weeks after but nothing major
157. very clear instructions
158. Loved the 'goody bag' reference, video and pre information was really helpful and clear.
159. Before leaving there was a really caring approach to make sure I was ok and ready to leave.
160. Got to put my feet up and have a coffee and a kitkat. Can't complain!
161. Again, very understanding and accommodating. Made me feel at ease.
162. Nice and helpful all questions answered thank you
163. Very good after care information provided
164. The aftercare was comfortable and relaxing
165. All very clear and helpful.
166. Nurse Nicki very caring.
167. Aftercare process was well explained. I felt that I was kept in the recovery room for exactly the right amount of time (with a sugary drink!) and was on my way without fuss.
168. They were fantastic with checking I was ok and informed me of everything as well as the aftercare video
169. The bandage was probably my only concern. Not through any fault of the practice but it wouldn't stick due to the blood from the wound and was very small.
170. Absolutely superb service.
171. All very clear and even got a coffee and kitkat!
172. Decent, only one dressing in after care pack
173. The nurse was very friendly and ensured I was well looked after.
174. Nicki was very caring and was very informative in the Do's and Don'ts for the week after surgery.
175. After care video and paperwork are clear and easy to understand, just make sure you follow the aftercare process exactly and your recovery will be as documented! Rest for 2-3 days with staggered painkillers, and ice as recommended you'll feel uncomfortable/swollen at worst, I felt



back to normal on day 3, did a bit too much and then was uncomfortable again for days 4 and 5 but only had painkillers a couple of times to take the edge off. By day 7 everything was feeling great and back to normal. Just don't rush up or down stairs for the first week, even with supportive underwear, you be tender if you go too quick!

- 176. Reassuring and caring
- 177. Video afterwards have me all the info I needed, was also sent all the aftercare info via email as well.
- 178. Easy to follow and after care has been straight forward - no pain, swelling or bruising (1 week on)
- 179. Explain clearly and reassured through out by the nurse
- 180. It seems I had underestimating the aftercare required, all the instructions given looked over the top, but now I have been through it, it was clearly adequate.
- 181. The nurse answered all my questions; she was very helpful.
- 182. Nicki was so friendly, and made me feel at ease very quickly.
- 183. Aftercare instructions are clear. My personal recommendation is to follow them to the letter, and any post procedural risks genuinely are minimised. I have had no issues post procedure with pain or discomfort.
- 184. Very good and supportive
- 185. I do apologise for not remembering my nurses name but I'd just like to say that she was so friendly and caring. My nurse answered everything I needed to know and made me feel much more relaxed than I thought I'd be
- 186. Perhaps explain more why after 5-7 days the pain can heighten and that this is fine
- 187. In total, it was a well planned and performed procedure.
- 188. The aftercare instructions were easy to understand and fully comprehensive.
- 189. Very experienced member of the team covered all areas and could not be anymore helpfull
- 190. Everything was clearly explained in the video and the Nurse checked to make sure if I had any issues.
- 191. Cup of coffee and sweet was a very nice.

192. Again, instructions all very clear. Nice cup of tea & biscuits afterwards!!
193. Aftercare was good. Even got a cuppa and a kit kat!
194. To be issued 3-5 silicone dressings would have been better. *[Dr K: We appreciate this feedback. We provide one spare, standard dressing in case the original silicone dressing comes off early. Silicone dressings are intentionally left undisturbed where possible, as they are delicate and help protect the wound from infection. Issuing multiple silicone dressings can give the impression that routine changing is advised, which it is not, and this is covered in the aftercare video.]*
195. Aftercare instructions were clear on the video. The nurse brought my wife into the room to watch the video with me and answered both of our questions competently
196. More of the same, great communication, clear instructions
197. All information has been clear and easily accessible. All questions were answered.
198. I would like to say how outstanding the whole appointment was both staff and processes
199. The aftercare from the clinic was also outstanding. I didn't need much, as was hardly in any pain or discomfort afterwards, but on the couple of occasions I did have a query, they were always so friendly and helpful. The aftercare guidance is great, and the aftercare support even better - again massive thank you!
200. I appreciate the efficiency of the clinic and professional nature of the staff.
201. The nurse never came back to the room, the receptionist did. She didn't really seem bothered by the questions I had and smirked when answering them and just seemed disinterested. Disappointed that the nurse did not come back to the room.
202. I was sent home with a package with clear instructions on the next process, a very professional service
203. Very positive
204. Chantelle was thorough and caring, she was clear with everything she explained and answered all my questions. I can't praise her for her support enough before during and after the procedure.

- 205. Very useful having the video and written instructions sent to email so could watch again at home.
- 206. After care was fantastic was given a coffee and a kitkat and left to watch video even the information given to me after the video was more reassuring and made me feel more comfortable all of them staff are fantastic
- 207. Chantelle was brilliant. Explained it all clearly in a clear and easy going way. Wish we could employ a few Chantelles in our company!
- 208. So sorry that I cannot remember the name of the nurse in the procedure. My focus was elsewhere! She was amazing
- 209. Again very good, informative and friendly.

**Where could we improve further? Any other comment?**

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- a. I would definitely recommend the services was 10/10 and very quick.
- b. Not really was quite a distance to get to but that is it
- c. I would definitely recommend this service to anyone considering this procedure
- d. This is the first real procedure that I have had so don't really have a baseline to compare it to. Overall everything was efficient and I felt like I was in good hands throughout. If I know of anyone having a vasectomy at this clinic in future I will be able to speak positively about the experience.
- e. Other than a couple of minor suggestions, my experience has been very positive overall. Now over a week since my procedure, I've had basically zero pain so I'm very impressed! Thank you for a great experience.
- f. I recommend supplying an ice bag to your Clients, to travel home with, as part of your aftercare. Clients travelling from further away are unable to have an ice bag available, so this would be a lovely addition to the aftercare package. Also, in my personal opinion, the coffee kindly supplied after the procedure was not the best coffee for a private facility. *[Dr K: So sorry, I always give my patients the best and what I like myself. We do use a fresh bean to cup machine with sustainable fair trade coffee beans from the cloud forest in Peru, which is personally my favourite bean at home, so don't know what happened there?]*
- g. I'm so sorry I can't remember the name of the lead nurse (I've always been terrible with names) but she was wonderful. Told me what was happening, no fuss, very professional.
- h. No room for improvement, you guys are amazing
- i. Cannot recommend highly enough.
- j. Everything went to plan, very professional service and great care was taken.
- k. No need for improvement! Amazing keep everything as is
- l. No improvements possible
- m. Not sure it is possible to be better than it is.

- n. I am struggling to think, the only thing I would suggest is clarify what 'take it easy' actually means eg I had planed for a bit of light walking around London on day 5 from the info I was given at the webinar, but then when I spoke to DR Kittel on the day he advised against it and I'm very glad I did cancel it as that day was my highest pain day and I know it would've been much worse had I been traipsing around London, I think the rest required I was more than I understood at the webinar so perhaps make even clearer that even on day 3-7 take it easy means no major plans only essential walking etc, a little more specificity here I think. However that was a very minor note in any others 5 star experience. I really focuses don my recovery and I think it's why I've healed so quickly : ) : )
- o. I don't really have anything to add as I'm really quite satisfied with everything. If I'm really nitpicking, it would be good to have an option closer to home for the sample testing when it happens, as Wycombe Hospital is +1 hour drive from my home, but I don't even know if there is another facility closer to me to be honest
- p. Nothing I can suggest here. The experience surpassed my expectations.
- q. Absolutely nothing I could think of could improve the experience. 5 stars!
- r. Nothing very happy from start to end of process
- s. Dr was very quick but it did feel like he was rushing a bit (he has something like 24 vasectomy's to do that day!). There was a bit of apprehension because of the speed he was going at but as I did not feel any pain, the wound itself is healing and the overall process was pleasant I now assume he was just very good and swift at his job
- t. Only comment is to check all forms of information for any possible contradictions. There are 2 sheets you receive with dos and don't and a video to watch after. I'd also offer to sell ice packs at the desk for ease, extra chance for revenue.
- u. Thank you all, it's been great and so much easier than I thought it might be!
- v. No improvement required

- w. I don't feel that any improvement is needed based on my own experience.
- x. Nothing. Everyone and all aspects of the procedure were brilliant.
- y. In my honest opinion, there is nothing that needs improving, my overall experience was brilliant.
- 2. Understanding the level of pain/ discomfort I should reasonably expect is a difficult thing to ask but my only possible area for improvement. 6 days later I experience a level of discomfort when moving such as standing up, but I'm not sure if it's a high/ medium/ low level of discomfort
- 3. Can't be improved, was perfect
- 4. Coming into the clinic I was hoping for the following and that is exactly what happened. I was expected and welcomed warmly. The environment was clean, modern and comfortable. The appointment was delivered on time with no waiting. A sense of confidence from the Dr and Nurse Involving my wife when appropriate e.g when discussing aftercare
- 5. Honestly, the service has been brilliant. I was very nervous, but the surgery was beautiful, clean and relaxing. No wait time, very punctual and awesome staff. Thank you.
- 6. The process has been completely thought out and is seamless from start to finish. A process that is daunting for men, but shouldn't be, I was completely comfortable and informed the whole process. Thank you
- 7. Nothing to improve
- 8. None. Reception was unmanned when I arrived but I felt comfortable enough to sit and wait. The first member of staff to walk through ensured I was checked in. I appreciated the ginger nuts.
- 9. The whole experience felt like dealing with a luxury boutique hotel. Excellent patient contact and guidance pre- during and post-op. Friendly professional staff, nice clean facilities and minimal pain in post -op recovery. Some possible suggestions for improvement, but really straining to think of anything: Dietary guidance in the post-op docs. Is there anything to eat/avoid to recover more quickly? Can you provide a nicer biscuit after the op?

10. Amazing - apart from the anaesthetic, I would not know the procedure had taken place! My recovery has been easier than I thought and I can only think that is due to the sensitive and skilled way it was carried out.
11. Nothing much that comes to mind. The only thing I am considering is the only one option to take the semen sample. It is slightly far, in my case, to take the sample, get there, find parking, the location, etc all in 50 minutes. Having a couple of options that I could chose, either closer or more familiar would be good. *[Dr K: Thank you for raising this. We appreciate that travelling to deliver a fresh semen sample within a limited time window can be inconvenient, particularly for patients who live further away. The permitted time window has now been extended, which we hope makes this easier. Unfortunately, due to increasingly complex regulatory requirements, very few laboratories are able to process post-vasectomy semen samples, and this is currently the only local laboratory still accepting fresh samples. We continue to explore alternative options, but availability is extremely limited. Should additional laboratories become able to offer this service at an appropriate rate, we would very much welcome the opportunity to expand locations.]*
12. Absolutely stunning service, zero pain at all, so do not be nervous ! The team is super caring and you will definitely be in safe hands !
13. I have recommended and will continue to talk positively about the service.
14. Nothing comes to mind. It was excellent service.
15. Just what I said above about making the rest expectations even clearer in the build up, so that people don't make plans that they then have to change.
16. I don't think you can - though my interaction was [comparatively] brief, I can't think of a single thing that I would have liked to have happened, additionally. Top marks for having Attenborough on the TV in reception, too - everyone loves a bit of wildlife documentary, so again, well played. *[Dr K: My way to relax patients before a vasectomy is this great man with his calming voice and a few animals walking through the Serengeti]*
17. None an absolute brilliant process and team - thank you !

18. You provide a great service and would happily recommend.
19. An excellent all-round service. I can't think of any improvements at all.
20. you should offer an overnight stay for patients with young children.  
Thank you so much, perfect people, perfect procedure. I would love to say I'd be back soon but I hope not as I'm confident this will be a success :D. Thanks again for everything x
21. I honestly can't think of and room for improvement. Just to say thank you and I highly recommend Dr Kittel and his team to any thinking about getting a vasectomy.
22. Maybe consolidate the emails so it's less of a barrage. I count 11 emails in total. It was a bit tricky finding the welcome pack again before the procedure.
23. There doesn't seem to be an area on the form for this so I will leave these comments here. The only area of potential improvement that I can suggest is to be more aware of who is on the waiting area. I was waiting for 35 mins or so without any acknowledgement from anybody. In the grand scheme of things it's not a big deal, but it is an area of improvement. At least checking-in with patients as they arrive, advising if things are running to schedule or not etc. would be useful. Otherwise the service was basically perfect. *[We agree that 35 minutes is a long wait and we are sorry for this experience. This occurred around the first appointments after the lunch period, when patients sometimes arrive early while the team is not yet back in the clinical area. Although signage is in place to indicate this, we recognise that it may not have been clear or reassuring enough. We will review how this is communicated in the waiting area to better manage expectations and reduce uncertainty.]*
24. If ever scared or nervous don't be it's just like a little pinch and next minute all done
25. The experience was extremely positive as a patient. The staff were efficient, professional and thorough, as well as being incredibly friendly and caring. I would definitely recommend your service.
26. Not sure if I was told but I didn't need one at all .. but a water station would be handy if they don't have one as laying on the beds does heat the body quite a bit



27. Prefect, thank you.
28. Dr Nicholls mentioned that she may like to consider inviting past patients to future webinars, to share their experience. If you ever want to do that, I'd be happy to attend and talk about my experience.
29. I have nothing to complain about, everything is very good for me
30. No improvements.
31. 10/10 5\* would thoroughly recommend.
32. I have already left feedback as I was so very impressed with the service, the staff and the procedure. I wanted to leave more feedback 10 days down the line because I have felt absolutely no discomfort, no side effects and no repercussions whatsoever. I removed the plaster after a week and it had no blood or discharge on it and i couldn't find where any incision has been made. I trust it actually has!!!?? I am so impressed and can't thank you enough, I just had to come back and leave more feedback to update you how it has been.
33. Keep up the great work.
34. Just a comment about the recovery advice - I didn't feel much discomfort at all from the wound or soreness/ pain. However, keeping the dressing on and in tight underwear for a week for cause some issues with the area becoming itchy and red away from the dressing. I think that better advice on cleaning and whether we can rest without the tight underwear but with the scrotum supported (which was what I did to relieve the itchiness) would be helpful.
35. I had never received this quality of care ever before on any medical or healthcare condition related. I couldn't comment anything were they could improved.
36. I think the service you offer is spot on. You have welcoming, clean, hygienic and well thought out facilities, The staff are all pleasant, helpful and reassuring.
37. Thank you for accommodating a change in schedule a day before the appointment.
38. Only issue was parking as there is only a couple of spaces at site. *[Dr K: Parking at the clinic is limited, but is usually sufficient for the way our service operates. We have four parking spaces and a designated drop-off*

*area, and we only perform one vasectomy at a time. In practice, this means parking works well for almost all patients. Patients are advised that drivers can use the drop-off area and wait in the car, and a space typically becomes available as the previous patient leaves. We also explain in the webinar that the disabled space may be used unless it is specifically coned off, which is done on the rare occasions when a patient attending requires it.]*

- 39. No need for improvement. I felt everything was handled professionally and the communication was great.
- 40. I suppose being able to submit the semen samples postop closer to home would be better, but it's only a minor inconvenience.
- 41. No improvements needed
- 42. No very happy with the experience.
- 43. I think the whole set up is pretty much perfect.
- 44. These guys provide an outstanding service for both minor surgeries and no scalpel vasectomies. Both times I have been super impressed.
- 45. It was all great, lovely modern clean clinic.
- 46. No improvement needed. Wouldn't fault anything.
- 47. Wouldn't change it, I think you have the process nailed down.
- 48. Nothing could be improved
- 49. Fantastic operation, no pain or worries. Healing quickly.
- 50. I think there are a lot of aftercare precautions that the clinic goes through to explain all the potential issues that could happen, sort of contributed to the anxiety that I had going into surgery. Yes, I agree that they need to be relayed, but for me, besides not going to gym and not being able to completely submerge in the shower, I have not had any disruption to my usual going on's. I think a lot of it is down to the individuals physical health prior to the surgery. If you are capable of standing on one leg and don't have a beer belly then showering is relatively easy. 5kgs limit... well, I was carrying heavier shopping bags the next day with no issues. Besides a little discomfort if I touch them accidentally, absolutely no pain to mention. *[Dr K: Some patients do a lot afterwards and have no problems. Others do too much too early and*

*suffer for weeks. Obviously, as healthcare professionals we err on the side of caution.]*

51. I don't see how this could be improved. It already runs so smoothly and without fault. This team of people clearly work well together and know exactly what their job role is. I would be very proud to work with these individuals.
52. Great service. Very quick and easy procedure. And very minimal discomfort after the surgery (currently day 6)
53. Deciding where to go for such and intimate procedure could have been quite difficult. In the end it was a simple choice based on the experience and professionalism that this service offers and, more importantly, provides. I wholeheartedly recommend Martin and his team.
54. Perhaps on the email reminding me of my appointment date it could have a short checklist of things to do beforehand/bring. eg. a link to information on shaving, wear close fitting pants, I wasn't sure if I needed to bring ID or other paperwork to the appointment.
55. No reasons for improvement in my eyes.
56. I would strongly suggest some/more emphasis on explaining that the pain usually peaks around day 5-ish as mentioned in the FAQ (which I received on day 7). The FAQ also mentioned this is around the time you get the most callbacks, so I suspect the info can be sent sooner, and more attention can be put on when to expect the worst of it. As someone who took the first two days off, did everything right, then felt OK and resumed desk work only to experience increasing pain and is now taking MORE days off a week in due to pain and swelling, a bigger heads-up would've been useful. Also some warning that the first two days of post-op care are not an indication of how you'll be feeling in 5 days to a week, which I suspect contributes to patients being confused/concerned that they're seemingly getting worse and worse as the days progress. *[Dr K: Thank you for your comment. It is correct that the maximum healing inflammation happens at that time, so I have tried, following your comments, to put this in the webinar, but we should make this more systematic and permanent. However, for everyone*

*reading, please be aware that not everyone is the same and myself as well as many others sail even the 5-9 day period without much pain.]*

- 57. Easy and professional
- 58. It was better than i expected. I cannot think of any possible improvements to be honest
- 59. Parking!
- 60. Generally very efficient, no real complaints.
- 61. It is hard to find something to criticise as I found the experience very positive. Honestly, having to think about it to find anything, but maybe suggesting cab companies or that Uber works in Bourne End in the information pack about leaving the clinic? And not to bring a bag (which I did)! But really, I felt very well-informed and everything was either well explained or highlighted in advance to the point that I didn't need to ask for anything, and if I did this was easily answered by phone. My ideal would have been: a waiting room for just patients/clients, but I know some people want to come with their partners (for moral support). Overall very impressed with the service and experience overall, very impressed with the staff, as can be seen by genuine 5-star ratings! A great team providing a good service very well in an efficient but supportive and comfortable environment.
- 62. Thank you very much!
- 63. I don't see anywhere that could be improved. The service really was first class.
- 64. My only slight issue is regarding sample testing. I live an hour away and thought it might be able to be carried out more locally. But that's my issue nothing to do with clinics. I suppose it's come about because I was a NHS referral so I am not complaining in any way. *[Dr K: We used to have vasectomies carried out in many locations, small clinics, surgeons, who did a few procedures every 3 months or so. But the quality was not consistent. The quality improves much in centres with experience and larger throughput. Also, NHS funding has stayed the same since 2005 (yes, still the same funding in £££ than in 2005 when I started seeing NHS patients!) and staff and material costs have doubled or tripled, so many locations are also increasingly unaffordable. Yet, you still get a*

*vasectomy on the NHS in this area, which has been stopped in approximately 40% of the country]*

65. Nothing more to improve imo great experience.
66. Nothing great experience, team were fantastic, professional and efficient
67. Zero improvements are needed
68. Nothing I can think of
69. Can't think of how my experience could have been any better than it was
70. The service is exemplary. I would wholeheartedly recommend TVVS. Thank you.
71. Faultless service, private sector evolving the NHS and patents experience.
72. I had a fantastic experience. I really don't think it could have been any better for what I was getting done. Excellent service and the dr and nurse were fantastic. Thank you very much.
73. offer a hot water bottle or similar while in waiting room to help the scrotum relax before surgery. communicate about bringing ice pack to surgery for post surgery icing. get better plasters, mine seems to almost always fall off. maybe have a video or picture of how the wound should look after 24/48 hours and week etc so people know how their healing is going *[Dr K: Thank you for these comments. Guidance on pain relief after the procedure, including the use of ice packs and other measures, is covered in detail during the webinar, with a dedicated slide, and is also available in written form in the welcome pack. Aftercare and plaster management are explained in the aftercare video, which is sent again after the procedure via email, as we recognise that anxiety can affect how much information is taken in or remembered on the day. Patients are also encouraged to attend with a partner where possible, so that aftercare advice can be shared and supported at home. With regard to pre-procedure warmth, this is not routinely required or appropriate for most patients, and many would not wish this in a shared waiting area. In cases where it is clinically helpful, warmth can be applied in theatre, as*

*was done here. It is not possible to predict in advance which patients may benefit from this.]*

74. I cant think of anything that was an issue.
75. Everything went great.
76. Maybe a check up call after procedure few days after as many men not good at reaching out when things are wrong it could maybe reduce infection and other issues
77. Can't think of anything, I was happy with all aspects of the process.
78. My only improvement would be the ability to drop the sample more locally to where I live in Oxford. Otherwise I have been pleased with the care I have received. Thank you.
79. Just from what has been said above
80. Ikigai!
81. my plaster came off which I told the nurse it would likely to happen. They gave me an additional one that you stay on either could I just been a little bit more informative on what plaster using the event that did come off?
82. Nothing further to add; all the staff were fantastic and I am so happy this place lived up to their reputation, the online feedback is so positive and now I can see why.
83. Generally a nice experience, made to feel relaxed and it all went well. Little joke I had with the team: I was under the impression after the procedure I would not have any kids anymore. Only issue really ;-)  
When I got home the kids were still there ! ! ! Keep up the great work.
84. Excellent service from start to finish
85. All excellent all Great
86. In my opinion keep doing what you are all doing, very clean very friendly and very professional.
87. Great service! Thanks to Sarah and to Dr Kittel.
88. I don't think it would be possible to improve, the whole thing was great.
89. I can't think of anything that could be improved further - I was even called in early which was a nice surprise.
90. Chocolates...

91. Really impressed with all aspects of the service and surgery. Friendly, efficient and professional throughout. Thank you!
92. No improvement necessary.
93. Thanks for everything!!
94. couldn't fault my experience - highly professional courteous and caring
95. Absolutely nothing. My experience was as good as it could've been with the care and assistance I received.
96. Thank you to the team
97. The only bit was the webinar link coming earlier, but that is nitpicking as it really was an excellent experience overall and wouldn't hesitate to recommend to others.
98. While having a vasectomy is never going to catch on as a leisure activity, the whole experience with the Bourne End clinic was very positive and far more straightforward than I'd been expecting. I would definitely recommend this service to anyone who was considering vasectomy. Thank you all once again.
99. Nothing I was stuck in a crash traffic on my way in and was late for my appointment but they were able to still do my vasectomy and I am very grateful for that
100. The whole process was wonderfully smooth, efficient, and expertly executed. Brilliant experience to be looked after by true specialists in their field.
101. The car park
102. You're doing a great job, I couldn't find a fault with anything I went through during my visit.
103. It would be good, when informing people of the webinar over text, to make it clear that it is a webinar - it appeared in my calendar as an appointment in Bourne end!
104. Everything was in order and as expected
105. Nothing for me. Everything was explained well and well organised.
106. I honestly can say there is nothing else the Bourne Clinic could improve on.
107. Brilliant service overall. I am very happy with the overall experience and would definitely recommend you.

108. Nil
109. None, maybe give another silicon plaster for when we get home, the one had moved and closed on itself after the next day.
110. Honestly couldn't have asked for anything more so thank you
111. It took over 30 minute to be welcomed at reception, a simple "hello, take a seat while you wait" would have been enough to provide 5 stars.
112. This is a difficult question to answer as my experience with TVVS has been excellent to date. The only minor issue was parking at the premises due to the large trees present, however, this is nothing to do with TVVS.
113. Two Kit Kats ! ?
114. Nothing
115. None.
116. Service was Faultless from Start to finish
117. I can't think of anything to improve.
118. No improvement needed
119. I think everything is on highest level. No more room for improvement.
120. I just want to say a huge thank you! I am so sorry I can't remember the nurses name, but both she and Dr Nicholls were incredible. The truth is I didn't even know the procedure had taken place. It was calm and pain free. The kindness and compassion, as well as the important human side of both were hugely appreciated. Thank you so much. I would highly recommend to anyone looking into this procedure.
121. Please excuse me for not remembering my nurses name, I think my nerves had kicked in !!!, however my nurse was extremely professional and settled me down ready for the procedure. Best regards John
122. Nothing to improve, very professional service.
123. Honestly, I am not sure what could be improved upon.
124. I really cannot think of any improvements. I felt like I was in good hands all the way through, and on the day was even more impressive. So thank you for making it a smooth and calm process.
125. I couldn't be more pleased. Over and above
126. I would just again like to say a massive thank you. Your before and after care is fantastic, your team so friendly and you really are patient focused. And Dr Nicholls was fantastic. The procedure itself is quick,



painless and they really put you at ease. I followed the aftercare guidance and hardly had any pain. Bit of bruising at one point and few aches here and there but overall it went really well!

- 127. Can't recommend anything specifically. It was an ideal experience.
- 128. No improvement needed, I would highly recommend The Bourne End Clinic
- 129. Better tea bags ? *[Dr K: We use Yorkshire Tea, which the staff like best. What do you like best?]*
- 130. Maybe not easily done, but other options to drop the 20 week sample too.
- 131. Nothing to improve fantastic service already
- 132. Only feedback would be to offer teas and coffees to our respective drivers / partners etc But cannot fault the experience overall.
- 133. Overall, excellent service. Thank you.

Responsible for report: Dr M Kittel 30/12/2025. Next report December 2026