

TVVS
Patient
Satisfaction
Survey
2012

Introduction

The document below contains results from our service feedback questionnaire supplied to patients after the procedure. 124 patients fed back between June 2011 and February 2012.

Charts are supplied with a short narrative. Find relevant comments of patients following each section of the report. Spelling errors in comments were only corrected to lead to better understanding.

Standardised questions: BEFORE the procedure

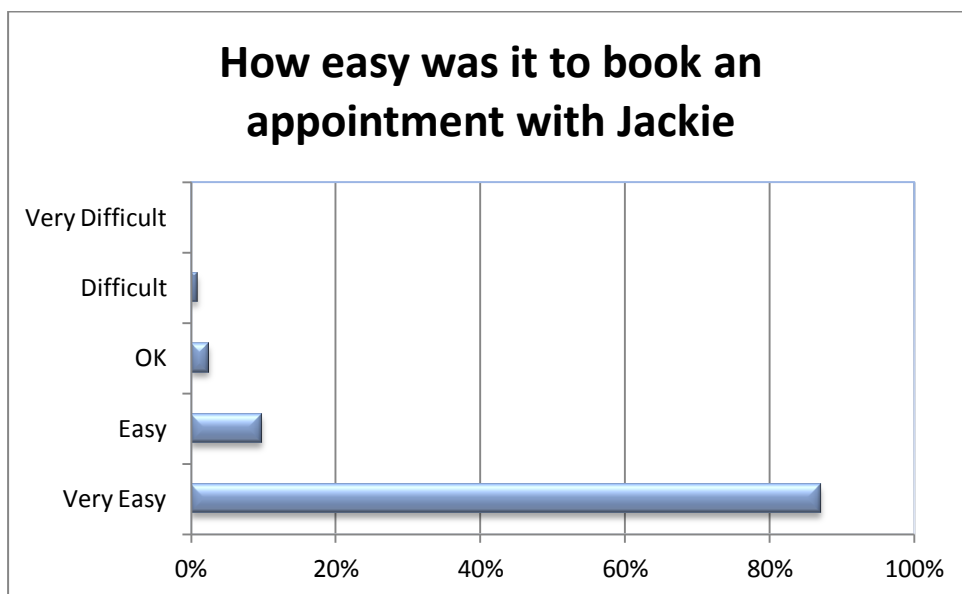


Figure 1: Please put the above data into comparison with the length of wait in Figure 3.

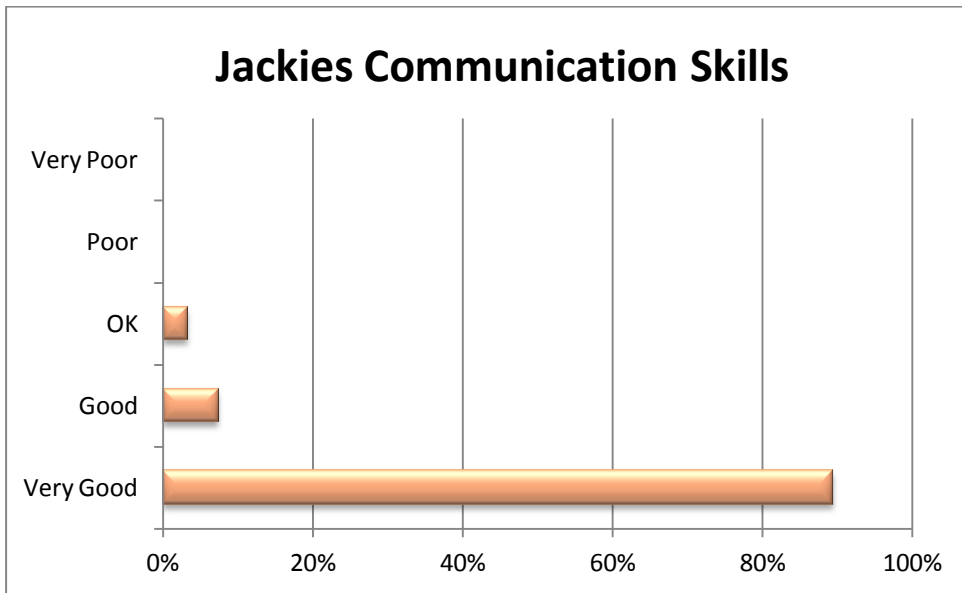


Figure 2: Overall there we get a lot of positive feedback about our administration

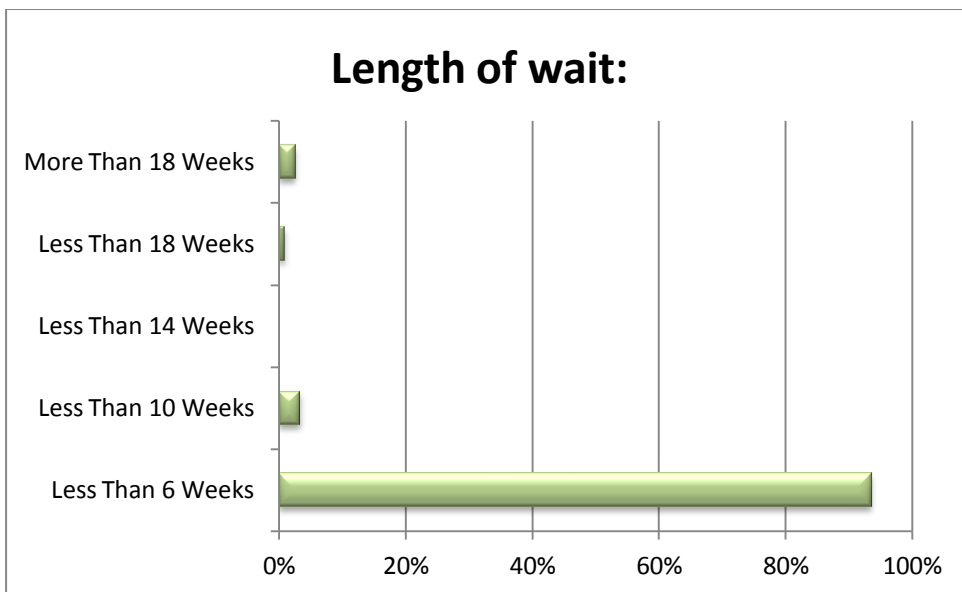


Figure 3: Previously there were no longer waits. Unfortunately, one PCT withdrew funding and patients had to wait until funding became available again. Some patients choose to wait longer, because they need a bit more time to get used to the idea of vasectomy.

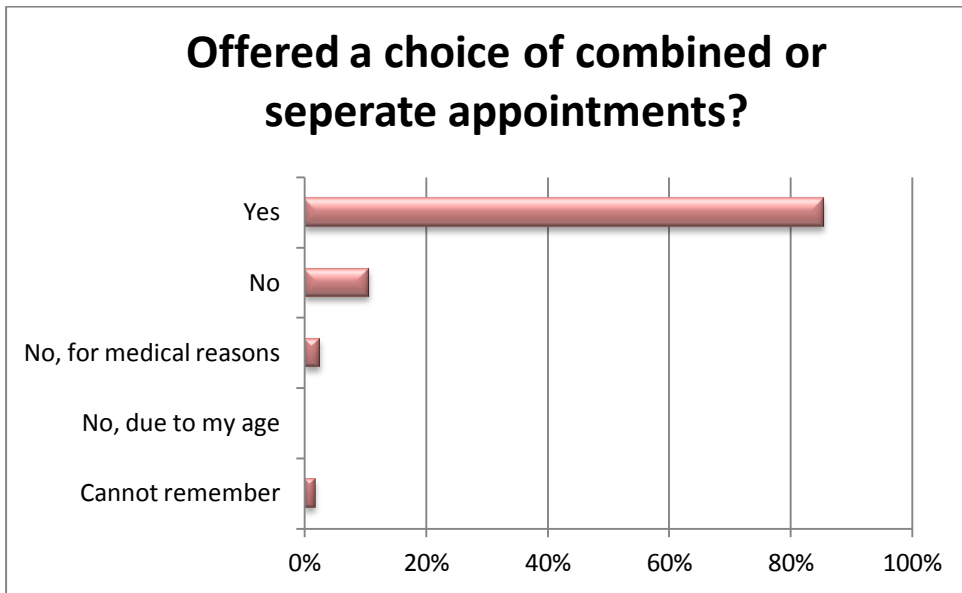


Figure 4: Some patients want some time to think about things, others have thought about their decision for a long time and want a quick “one stop shop” appointment. We try to accommodate patient’s wishes in most cases as clinically and ethically appropriate.

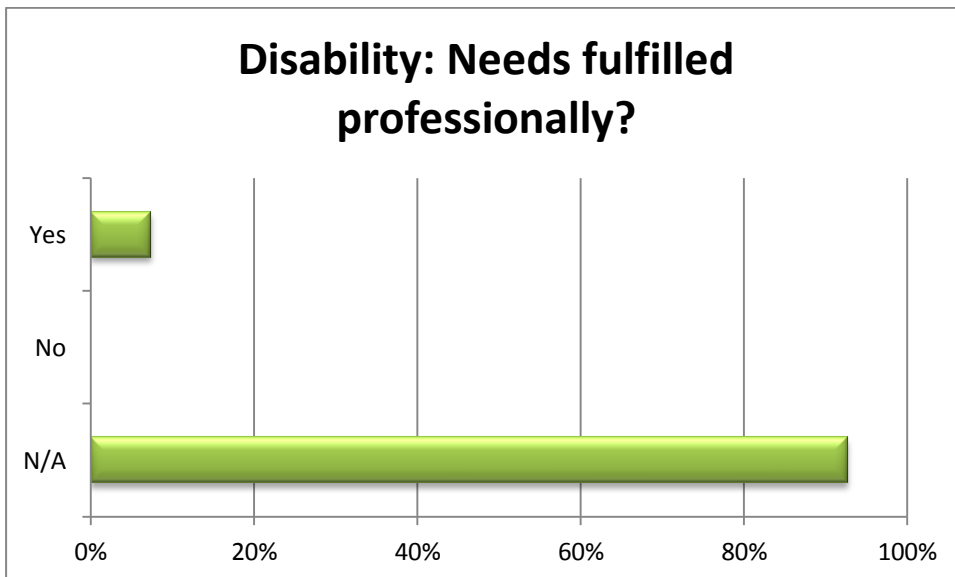


Figure 5: I think some of the patients claiming they were disabled had not read the question right and meant there was no issue.

Comments:

- Cuts to the PCT budget resulted in the vasectomy appointment taking almost a year to schedule.
- A really straight forward process - no forms to fill out before booking - just a few quick questions. Wrote an email with a query to Dr Kittel and he replied soon after sending it with a detailed reply that gave me more confidence with going ahead.
- Very friendly and approachable staff
- Nervous is what my true feelings were, but Jackie is very helpful and extremely friendly.
- She explained me everything very well
- She reduced my worries
- Easy to arrange, most informative, excellent patient pack and Jackie was excellent and prompt in replying to emails.
- Before the procedure, Dr Kittel made some notes while explaining things to me. The graphs and numbers might have been nice to take home with me.
- Excellent service from Jackie.
- The delay was due to funding I believe. Once made available the wait was less than 2 weeks
- Very smooth, good communications
- Very efficient and speed of service was excellent - I got my appointment for the operation within a week and it went all very smoothly
- Booking process all very smooth and easy.
- Jackie was very polite and professional over the phone and was very knowledgeable when I did ask a question. She was very happy to help.
- Jackie was very friendly and extremely informative
- Whole process before vasectomy was very smooth, clear, communications was excellent.
- Thank you very much, very pleased.
- Overall, a very good experience. Could have done with more accurate guidance on where to shave, as I realised after the operation that I had shaved the wrong area.
- I thought Dr Kittel was absolutely fantastic, both in his manner and also his relaxed style of communication regarding the procedure. Always felt in very safe hands.

- very easy and thorough booking process
- Website answered a lot of my questions, everything else was dealt with by Jackie on the phone, booking an appointment was very easy and accommodating.
- Jackie is very pleasant and professional.
- Slick, professional, materials were informative.
- Making the appointment was very easy and straightforward.
- I had difficulty in getting a referral posted on by my Doctor's secretary, but Jackie was patient and helpful in trying to maintain my potential appointment time.
- After visiting my GP, the referral took around 4-5 weeks.
- Jackie was excellent followed through on all my email contacts in a highly professional manner, I will assume that Jackie is either part time or a shared resource between many doctors and works remotely i.e. office at home or cafe (ah I could be wrong) anyway she was great
- Very friendly and informative
- Almost too easy
- Had to chase as letter had gone astray, but once found service was excellent
- Was very friendly and professional. Helpful that she was able to answer questions rather than just making an appointment.
- It was good
- I got an appointment in 8 days and everything was explained and was very relaxing and casual, I didn't feel awkward in any way. It was the same with Martin and Lisa, they made me feel very relaxed and at ease, that's very important for us men when we're having major surgery :-).
- I would like to thank Jackie, she was very polite and understanding as I had to move my procedure a couple of times due to work commitments.
- Jackie was very helpful and I would recommend this to anyone
- put my mind at ease and very informative
- very impressed with service
- excellent :)
- I was pretty anxious but felt more at ease after chatting with the doctor

- welcoming and comforting
- good and very quick
- EXCELLENT
- extremely impressed with the appointment system, appointment came through very quickly
- excellent website which I made my decision on first site I looked at and didn't look at anything else
- Quick and efficient
- Jackie was very good and worked to get an early apmnt to accommodate my travel.
- My email reply went into my junk mail! Worth noting if someone claims not to have received response...
- Not a problem for me.
- Found concept of procedure prior to contact/consultation unfomfortable. This was eased on initial contact with Jackie and confidence grew when attended consultation with Doctor
- I was very nervous but this was due to myself and not due to Doctor who was a reasurance ie that if some one was cutting into what I consider the ultimate personal space it was at least person that struch me as a professional with a sense of humor with the approbriate timing
- Plenty of time to ask questions, the whole procedure was explained in detail, questions answered very fully
- Very well managed and better than expected
- Easy and clear
- I think there was some confusion over whether we wanted a one stop consultation and vasectomy or 2 separate sessions. Perhaps should be made clearer on initial contact
- Jackie was excellent and very professional in answering all the questions I had. Thank you for putting me at ease.
- I thought Jackie was excellent throughout.

- The only reason I have marked the first 2 questions down is due to the fact that my initial phone calls were answered by your answerphone and not by Jackie who I believe was on holiday at the time.
- carried out professionally and was everything surgery should be.
- as a tip, a reminder via email 24 hours or so before the procedure would have been good. While i did pay and book prior to the procedure, a confirmation email would be a good thing.
- very good service.

Standardised questions: DURING the procedure

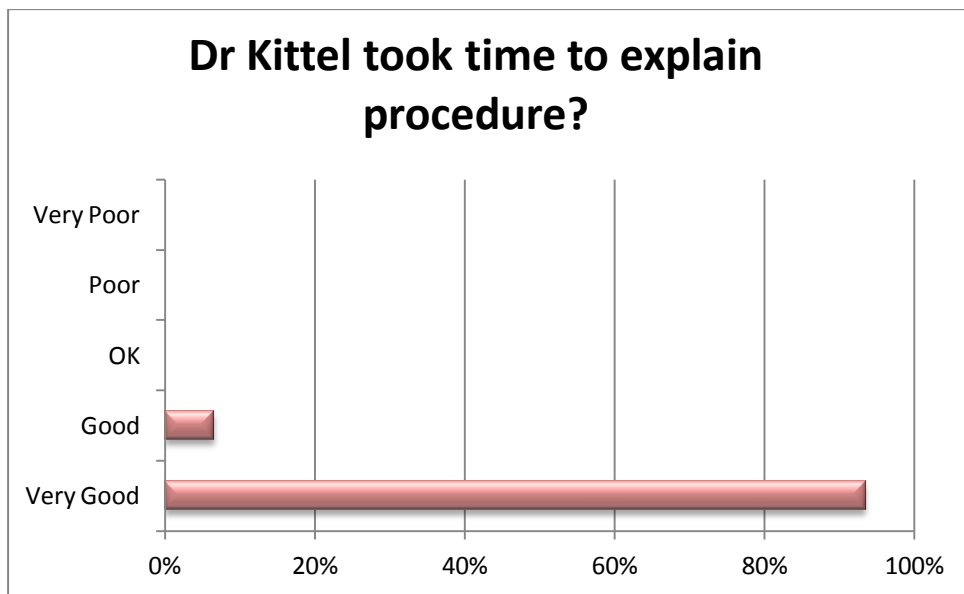


Figure 6: Time is important in vasectomy. After all, the decision is final. Thus we don't want patient to feed back they were rushed.

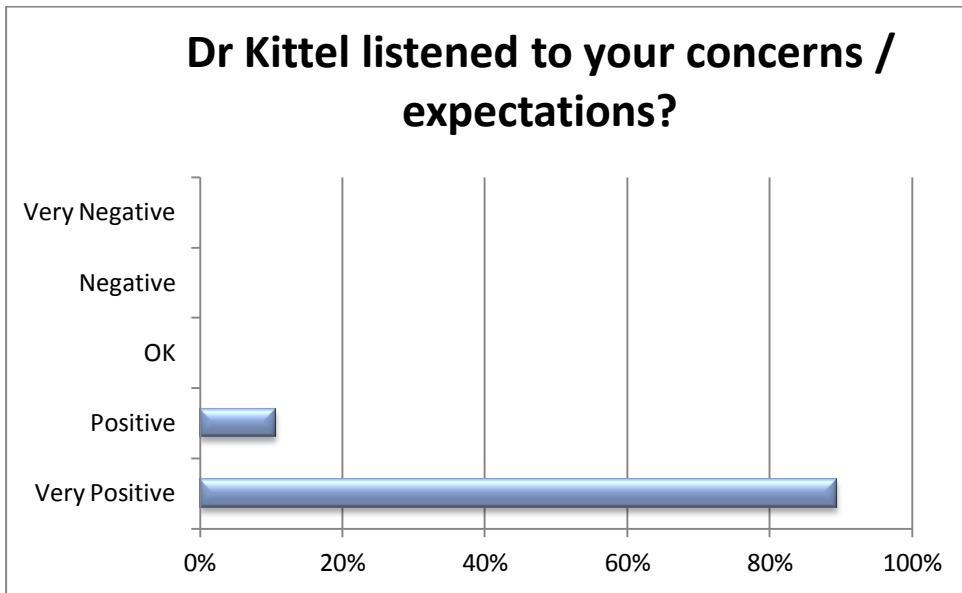


Figure 7: Another very important question is, whether your needs, wishes, concerns and expectations were heard.

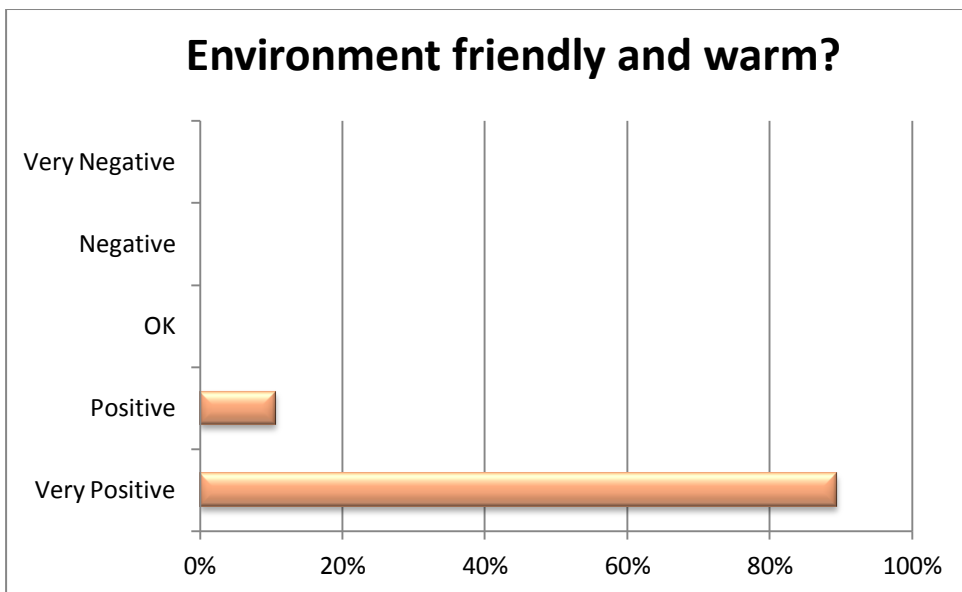


Figure 8: Did things feel friendly and were you not cold during the procedure? Very important during such a sensitive procedure

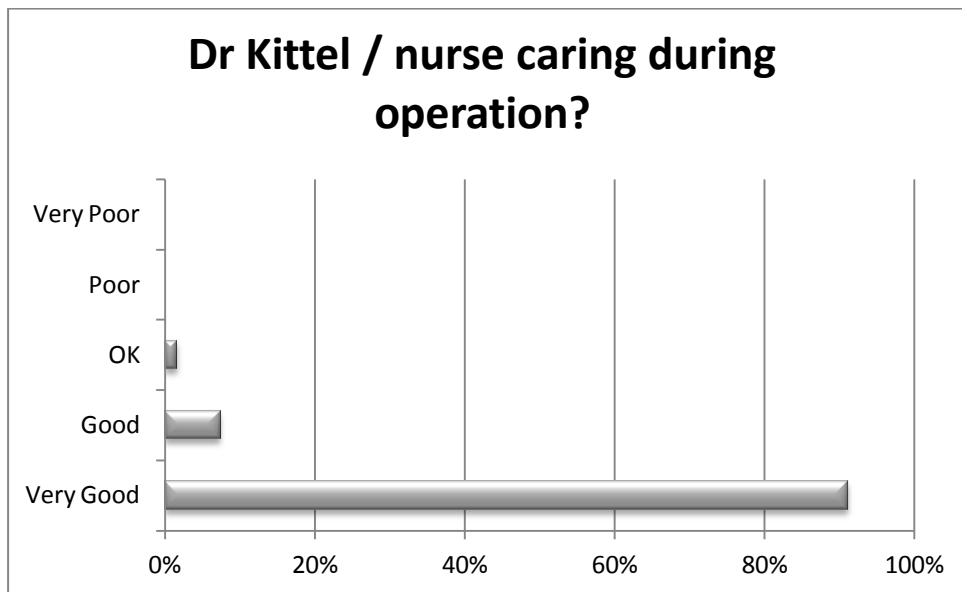


Figure 9: Differently to Figure 8 in that this question asks you about the care you receive, i.e. that we include you in our talks and don't talk over you, alleviate your fear and make you feel comfortable

Comments:

- Even up to being received by Martin, I was extremely nervous. Martin immediately made me feel comfortable and relaxed. He explained the whole procedure and gave me every opportunity to ask questions..... and even change my mind.
- I cannot speak too highly of Dr Kittel and his team, I cannot fault them in anyway whatsoever. Thank you
- Dr Kittel and Lisa were both very friendly and made everything feel comfortable and easy.
- Nothing seemed rushed or weird.
- I was as really amazed to see the procedure with a running commentary by Dr Kittel. [A running commentary only for patients, who watch the procedure, not the anxious ones!]
- It is really reassuring when the procedure is exactly how it has been explained to you.
- Very professional in every way.
- Dr Kittel and his nurse were very friendly, approachable and made the whole experience very non eventful.

- I was very happy with the way i was treated. I was obviously very nervous, and was talked through and dealt with professionally. The experience was a lot easier than i had first thought, and this was down to the treatment from the staff as well as the operation.
- I had all the feelings every man has but the worse bit about it all was laying with my winkle hanging out. Dr Kittel was fantastic puts your mind at rest tells you every step of the way what's happening. Pain was very very minimal a short sharp scratch was about it then a little tugging but no pain no real feeling. Music in background and plenty of chatting with the nurse and Dr really takes your mind off whats going on.
- Dr Kittel engaged me in interesting conversation which eased me a bit during the procedure, he updated me what's happening about the procedure and finally explained me how it went. Nurse was caring and helped to clarify doubts.
- Both Dr Kittel & Nurse were very friends , They explained each & every thing & made me Less Worried
- Went extremely quick, relaxed environment, great conversation throughout the procedure, time flew by!
- dr kittel and lisa were extremely professional throughout the whole procedure
- Expertly handled and an extremely friendly atmosphere created, made me feel completely at ease.
- The whole procedure was very reassuring. Potentially complicated as well as sensitive issues were dealt with in a clear and straightforward fashion that encouraged openness and put me at ease. Thank you.
- Again, very smooth process.
- More local anasthetic was needed but was administered very quickly as soon as I said I needed more.
- Otherwise a very smooth procedure - nothing like what I had expected.
- Easy procedure and could be recommended
- It was helpful for Dr Kittel and Lisa to chat to me efore and during the operation - helped take my mind off it.

- Both Dr Kittel and the nurse on the day were very caring and explained things very well. Dr Kittel was also kind enough to explain the procedure to my wife in great detail while I was having the procedure as she was very interested in how the procedure was carried out and let her watch closely. Thank you very much for that.
- It was very professional and comfortable
- whilst I wouldn't call it pleasant, I would say that it was very calmly executed and far less stressful than I had anticipated
- Was a good atmosphere and sometimes forgot why I was there.
- I would like to say thank you to Dr. Kittel and assisting nurse for professional, highest standard treatment, excellent explanation before, during and after procedure.
- The Doctor and the nurse made me feel quite relaxed bearing in mind the nature of the operation.
- Both Dr Kittel and nurse Lisa were very friendly and really put me at ease during the procedure. It seemed like I had popped in for a chat, it was that relaxed.
- dr kittle and the nurse were very friendly and helped me over come any nerves that i had. which made the procedure alot easier.
- Again, both Dr Kittel and the nurse - apologies for forgetting her name - were really good. They made it as relaxing as it could possibly be, and explained everything really well. So much so in fact that I thought the painful bit was still to come when I was told we were all done.
- Very relaxed and friendly enviroment. Dr Kittle did every thing to put me at ease. The procedure was totaly stress free and comfortable
- Procedure was alot easier and pain free than i had anticipated. Very friendly atmosphere and extremely relaxed.
- Put me at ease. Explained what was happening. Made it as bearable as possible.
- There was very little pain, just a slight sting with the injection but nothing much at all.
- It was all very professional, the procedure seemed to take minutes. The whole experience was made as comfortable as possible by Dr Kittel.
- Great experience both were very professional yet made me feel very relaxed and that I was in experienced hands

- Made me feel very comfortable. Overall very good
- Very easy very relaxed not a bad word to say
- Dr and nurse both were very very good
- I got an appointment in 8 days and everything was explained and was very relaxing and casual, I didn't feel awkward in any way. It was the same with Martin and Lisa, they made me feel very relaxed and at ease, that's very important for us men when we're having major surgery :-).
- Thank you very much, Lisa I hope you enjoy Legoland
- An excellent team. Both Martin and Lisa made the experience comfortable. I would say pleasurable but not sure that is appropriate.
- I was very upset during my procedure, the nurse and Dr Kittel were very kind and understanding, offering me reassurance and trying to take my mind off what was going on.
- Thank you Both.
- My wife came to pick me up after the procedure and the nurse very kindly had a word with Her.
- Very friendly people who put me at ease quickly. Thank you
- Very relaxing- made me feel at ease
- all was done very quickly and without error
- I did experience pain on the second tube as the first administration of anaesthetic was not effective. this was quickly rectified with a further dose but it was a painful moment!
- no pain whatsoever
- very efficient
- very professional, thank you
- business-like but personal
- positive experience
- the nurse was fantastic, caring and supportive
- a very relaxed environment made to feel very comfortable and very reactive during surgery with pain relief
- excellent, friendly and very professional service to make a daunting experience easier

- As nice as it could have been
- All went very well.
- It was good that I did not wear my shirt to the op room, yet something would have been better like provide a sterile T-shirt to stay warmer, we Californians don't handle cool temps as well.
- Very professional, quick, simple and thorough, thank you.
- I was exceptionally nervous and in such circumstances am prone to natter on... this was accepted by nurse and doctor who kindly entered into dialogue. The outcome of which was to provide reassurance/support.
- On a psychological level any physical contact in that region would be alien and considered uncomfortable. Thus the local anaesthetic was gratefully received and dialogue a welcome distraction to a procedure in the circumstances of my left side to be what I found somewhat interesting at times.
- I appreciated the Doctors sharing of difficulty by comparing tubes as it aided my understanding & appreciation of the difficulties in short thank you
- For what is in essence a very 'intimate' procedure it was dealt with in a very considerate and dignified way.
- I hate doctors and hospitals, but both Dr Kittel and nurse Lisa offered a very easy and pleasant atmosphere. All went very relaxed.
- Although we had a very pleasant conversation, i would have appreciated just a brief summary at the beginning of what was going to happen e.g. I'm just going to give some local anaesthetic to freeze you, then I'll begin by making an incision and cutting the left vas, then the right. The whole procedure will take about 10 mins.
- very calm
- was made to feel very relaxed during the procedure dr kittel explained to me what he was doing during the procedure and answered any questions me or my partner had.
- Dr Kittel and Lisa was excellent and very professional in answering all the questions I had. The procedure was very quick and painless... Thank you for putting me at ease and sorry to bore you with my stories!

- There was only one thing that I guess concerned me during the experience and is something that I realised when I got home and some of the issues I have experienced started.
- Dr Kittel made me feel very much at ease, however talk of 1 in 100 and the like does not help, the statement that most issues from his patients are in their minds left me in a position where I felt uncomfortable escalating concerns to Dr Kittel. A statement of "its in their minds" immediately puts you in a state of making sure that the issues you have are serious before you ask questions. I in fact still felt guilty calling Dr Kittel on something that is serious and is something I am still having to deal with.
- went fine.
- Rather Painless!!!
- I had the choice of playing my own music or even read a book or newspaper, it really was that relaxed. During the procedure Dr Kittel will explain as much or as little as you want to hear; I just wanted to talk about something else to keep my mind off the surgery! The only slight discomfort was the momentary pinch of the injection which was only as painful as pulling a hair out from your arm. After that it was a bit surreal as I felt nothing else.
- Like most men, I was a little nervous but Dr Kittel and his glamorous assistant Lisa (Nurse) did everything to put me at ease.

Standardised questions: AFTER the procedure

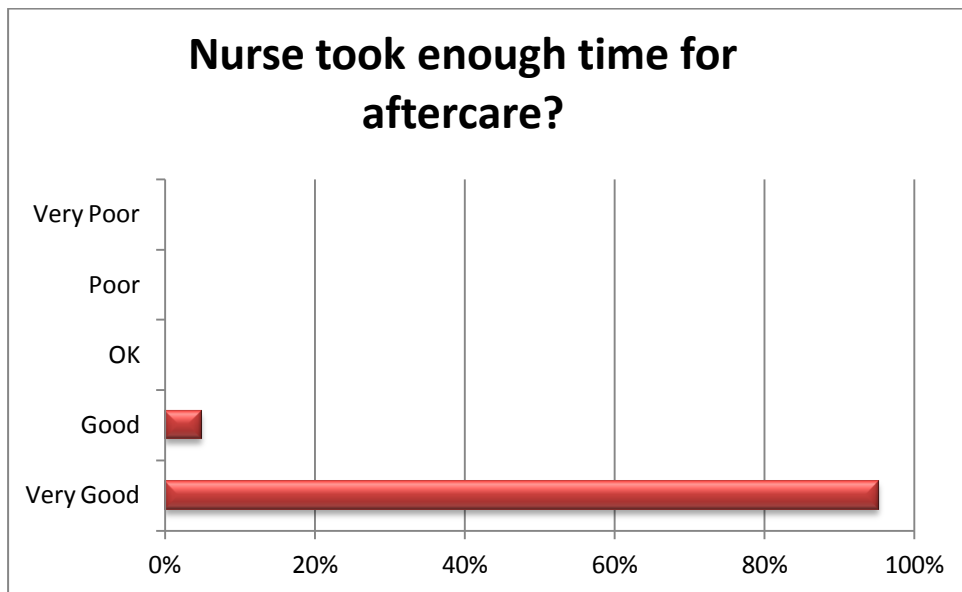


Figure 10: Did your nurse perform well during the aftercare, explain the pertinent points and took enough time?

Comments:

- The only thing was that I only after the procedure found out that the instructions are NO alcohol for 48 hours after procedure, and when I asked Jackie I got the answer that take it easy. Just a bit troublesome as I have a 40years birthday party to attend to tonight. But this could also be me misunderstanding. And it's an inconvenience, not a problem.
- Nurse was very professional, had the right level of realism (not too formal) and is a credit to the NHS.
- The nurse was very thorough and informative, I found her friendly, considerate and informative.
- Its true it feels like a kick in the nuts once the pain kicks in but 2 hours later and nothing. Next morning im pain free little tender to touch but no pain at all its a very simple process.
- The instructions given by doctor and nurse were helpful. Had to use paracetamol for 5 days as I had pain and after that its all fine, the small scar healed within one week. Being diabetic didn't make much difference.
- Evey thing went well with out any pain
- No pain what so ever, didn't need any pain killers

- i was very pleased with the whole process and have had no real pain or discomfort
- apart from the local injection i had i haven,t really needed any pain relief.
- A bit confusing in regards to the advice about removing the plaster, the nurse said to remove it 48 hours after the procedure (on first shower - apply a new plaster if the wound is not closed) however the post op notes say to keep the original plaster on upto 5 days (if it doesn't come off on its own before that time). I've decided to keep with the advice of the post op notes.
- Lisa was fantastic. Didn't expect a cup of tea and biscuits, excellent aftercare.
- Very pleasant, non rushed
- I felt no after effects whatsoever - took it easy the next day and after 4 days all still fine. Just a little discharge from the incision/keyhole.
- The nurse and Dr Kittel were both excellent during this appointment. I could not fault either of them. Thank You.
- very good and explained and answered questions well
- Lisa was fantastic and made me feel very calm
- Did not feel any discomfort until day 4. Testicals feel enlarged and discomfort is felt when touching them. Slight inflammation around the "tubes" connecting to testicals.
- Hope all to be clear by end of the week.
- Very glad with clear, professional explanation and aftercare.
- There was a good 15-20 minutes after the operation to get changed and explain the after care instructions which I appreciated.
- All of my after care was explained to me really thoroughly by nurse Lisa, and made me feel very confident about the healing process.
- the nurse was relly helpfull explaining what happens after,and what to expect.
- The nurse's explanation was really clear, and the tea and biscuits certainly helped as I was feeling quite light-headed. She also answered all my questions, and it was good to also have it all written down in my pack.
- The nurse Lisa was very thourough and approachable. She took plenty off time to explain my after care and ensured that i understood everything.

- Entire after care was explained by Lisa, any other worries were answered and contacts given in case of further questions.
- Could possibly provide more dressings
- Very professional and empathetic.
- Gave me the time to compose myself and not pushed out of the door.
- Very little swelling, hardly any pain at all.
- All post op advice was given and made quite clear.
- Trudy? sorry forgot your name anyway the nurse present during the operation afterwards was very friendly and professional with a good sense of humor but you would really need one in the health profession I would think, maybe this industry is a bit like the computing industry everyone expects it to work well all the time.
- I really enjoyed my visit and I am pleased I chose Dr. Kittel and this procedure above the other Dr's and cities and types of procedures elsewhere in Europe I was considering
- Informative and friendly
- All fantastic
- Surprisingly straightforward and friendly service
- Three hours later, I'm starting to feel pretty uncomfortable. I think there's a case for stronger pain relievers, at least for a day or two. It would be nice to be pretty out of it right now.
- Lisa was excellent
- No Pain. All in working order.
- A very friendly and approachable attitude made a potentially awkward situation relaxing and comfortable
- as before
- again, put my mind at ease and very informative
- No drinking for 48 hours. What a bummer as I was not told before
- excellent
- professional
- caring
- very kind nurse

- extremely friendly and very helpful and informative with details
- excellent as the whole experience
- very helpful advice
- She was great and explained all very well.
- Kind settling and straightforward
- appreciated attitude and care to what to me is an embarrassing position
- understand what priorities are and key areas for self care in immediate, 24 hour and next week - appreciated repeated advice until nurse satisfied that I was comfortable with knowledge
- Given plenty of time to collect myself and recover. Lisa was very calm and considerate
- So far so good! No severe pain, had a good night sleep without any pain killers or something.
- the aftercare was very good any questions i had were all answered and explained.
- Lisa was brilliant in putting me at ease and explaining all about the procedure and what to do after the ops. Thank you once again.
- very good.
- No pain. Just a little sore. No drugs needed.
- I am writing this a day after the procedure and I have had no pain no swelling no bruising. If it wasn't for the fact I have a plaster on the small incision I would have to doubt whether I had the operation!

Standardised questions: OVERALL

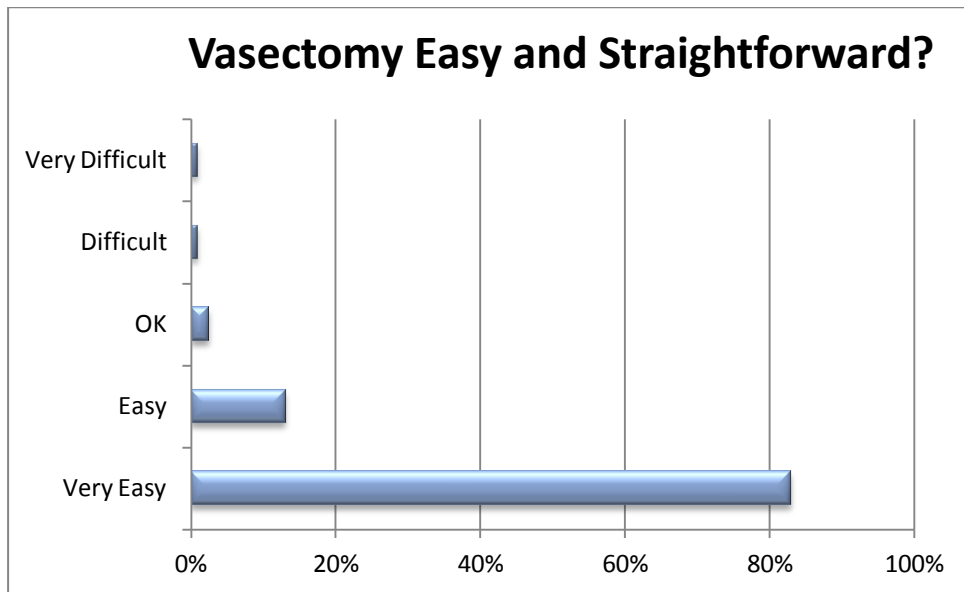


Figure 11: This is about the overall process of vasectomy, from the booking to the aftercare instructions.

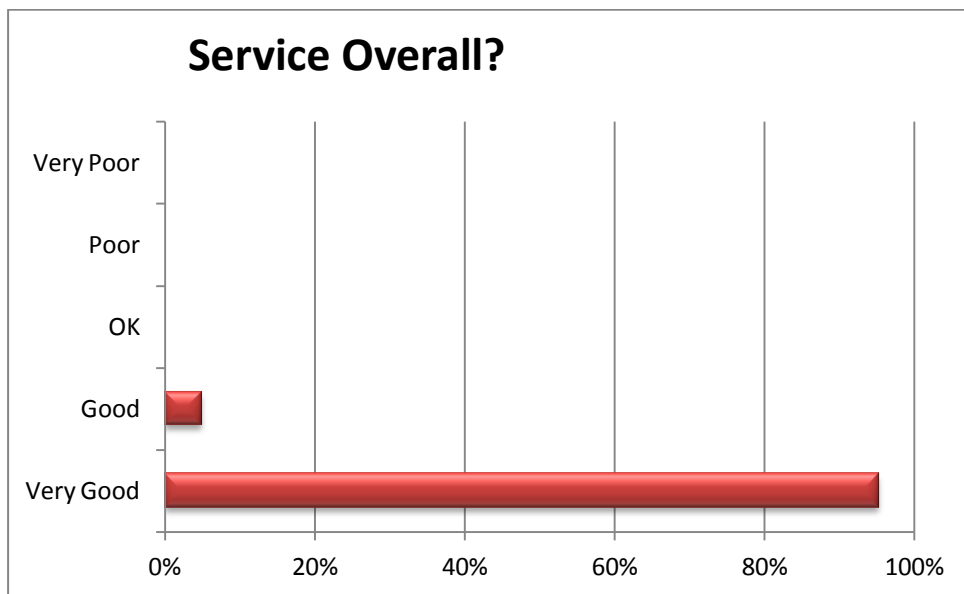


Figure 12: Finally, how do you rate our service overall?

Comments:

- the whole, a perfect service to the lowest price. Can't ask for more really.
- A really efficient process. Just short of saying I enjoyed the procedure!

- I think the post operative information applies to the 2 or 3 days immediately after the operation, but it would be useful to have basic guidelines beyond the first week. In may case I am still feeling internal 'post operative' pain on one side and an wondering how normal this is (now searching the internet with no clear guidance). Overall though, a very good service and thank you very much.
- It was my second time having Vasectomy and I would recommend you to anyone with pleasure.
- Thank you for making it so easy and quick.
- If you read this and have worries about the procedure hen please dont like i said the worse bit is laying with your minkle on display which contantly gets covered up. Very happy Dr Kittel performed my very short procedure.
- This is a simple and straight forward procedure. If you are sure of permanent contraception just go for this.
- Thanks a lot for all your service
- Have a wonderfull Year ahead
- All very good. Thanks
- Thanks for this pleasant experience, this is going to improve my married life a lot!
- Overall very satisfied with the service.
- Thank you for great care. I would not hesitate to recommend your service.
- It is a pain to have to deliver samples to Slough when I live at the other end of the county and my GP would refer me to Swindon (Wiltshire) for treatment or tests.
- I was looked after very well and it could not have been easier.
- Thank you Dr Kittel
- Only comment I have is the plaster could have been secured better over the wound when first put on. I had a little trouble keeping it in place later.
- Just to say a final thank you again. After having the procedure I have been in no pain what so ever (after following the advise of the nurse and Dr Kittel) and would recommend this procedure to anyone thinking or having any doubts about it.
- A reminder of the appointment the day or so before would be handy as in today's busy world I can imagine some people forgetting.

- All in all a very professional and friendly service. Well done and thank you.
- You could not improve the service
- The whole experience was extremely easy and trouble free. 5 days after the operation I have not experienced any discomfort levels which required pain relief. All in all a huge success. Can't wait till the end of March to get the final all clear. Thank you.
- Although whole procedure seems rather unpleasant I would recommend vasectomy as a method of contraception for men. As I mentioned before thanks to Dr.Kittel and assisting nurse I would vasectomy as a minor inconvenience.
- Overall, a very good experience.
- It was very different to what I was expecting. I was expecting it to be very impersonal, just quickly in and quickly out, but it was the complete opposite. Dr Kittel and nurse Lisa were so friendly, it was like having a chat with a couple of friends. The procedure itself was painless and not even uncomfortable. I would recommend this particular clinic to anyone wanting a vasectomy. Thank you for making it so easy.
- i would like to thank both dr kittle and the nurse for making it so much easier than it was for me.they talked to me all the way through and took my mind of what was going on.many thanks...
- Just wanted to add that these are genuine ratings and not just me flicking through the questionnaire at top speed. It was genuinely faultless as an experience, and I just hope it's worked!....
- From my point of view the whole process from start to finish could not have been easier or more relaxed. Thank you very much
- I can't thank the nurse and doctor enough for putting me at ease and making the operation as relaxed as possible
- Glad I chose Dr Kittel and his team, very professional yet very friendly, helpful and assuring. Thanks!
- If I could have had something to ease the pain prior to the surgery it would have helped a lot.

- Everything went very well, Martin was great.
- Thank you TVVS there is not more I can say than what is stated above
- Thanks and didn't hurt much !
- No improvements needed, it's already very good.
- Only if they didn't want anymore kids :-)
- Slow wound healing - would a couple of dissolvable sutures or perhaps even a supply of steristrips prevent wound gapping/slow healing?
- The whole procedure was very quick and professionally carried out. The only problem was me, I think I found it mentally traumatic not physically painful.
- I am very glad and feel very fortunate to have been looked after by two professional and caring people.
- Thank you
- The experience was made very comfortable by the friendly nature of all involved.
Thank you
- perfect
- honestly can not think of anything that needs improvement
- not really anything can be improved
- Dr Kittel was very good
- EXCELLENT
- this service couldn't improve
- service was excellent
- no. The service could not be improved
- carry on as you are
- Overall is very good.
- update link for Scalpel-less assoc.
- 2nd day and no pain...not even a need for aspirin. Took your lay very low advise and have just laid almost flat and very still. Up only to use the head and to eat.
- Will sit on ice as required during the flight tomorrow.
- i underestimated the post operative recuperation period. this could be emphasised a little more in the pre-op patient pack.

- As straightforward?? as i have no comparison I leave this to the doctor and nurse to comment. what I would add is that the initial consultation did advise that there would be issues with scare tissue and there may be difficulties to overcome - this prior knowledge was invaluable and key to understanding that during interesting moments that I knew these would inevitably happen..... I made the choice the doctor delivered and I appreciate the efforts & open dialogue
- Very professional and human, made what was a quite anxious time very calm
- Thank you for your professional service
- Patients pay for this service in the belief we have an expert, but you earn expert level by how you manage the issues not the straightforward cases.
- Obviously the key to any procedure is its success or failure and given that it's only just over two weeks since my op. I cannot comment on that, however what I can say is that all my fears prior to the vasectomy came to nothing, really it could not have been made any easier. After the first week I removed the dressing and was honestly amazed at how little the incision was and how little bleeding had occurred, it even entered my mind that Dr Kittel had not completed the procedure, bruising was also minimal. Yes of course there was some swelling and discomfort but truly nothing like I had imagined. I'm so glad I chose the no scalpel method and Dr Kittel to perform it.
- Very good thanks.
- I look forward to all healing up and completing the process
- If anyone has heard horror stories or wince at the thought of having a vasectomy, don't. Much like most things choose a service that is recommended with a wealth of experience behind them, which is what Dr Kittel offers.

Responsible for report: Dr M Kittel 1/3/2012. Report reviewed every 6 months