

TVVS
Patient
Satisfaction
Survey
2013

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 134 patients provided feedback between January and December 2012.

Standardised questions: BEFORE the procedure

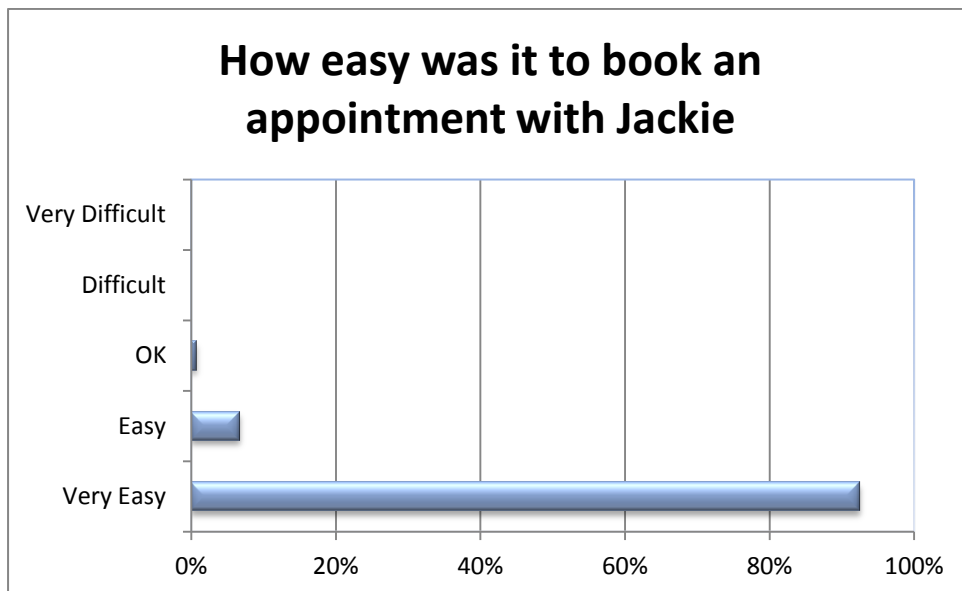


Figure 1:

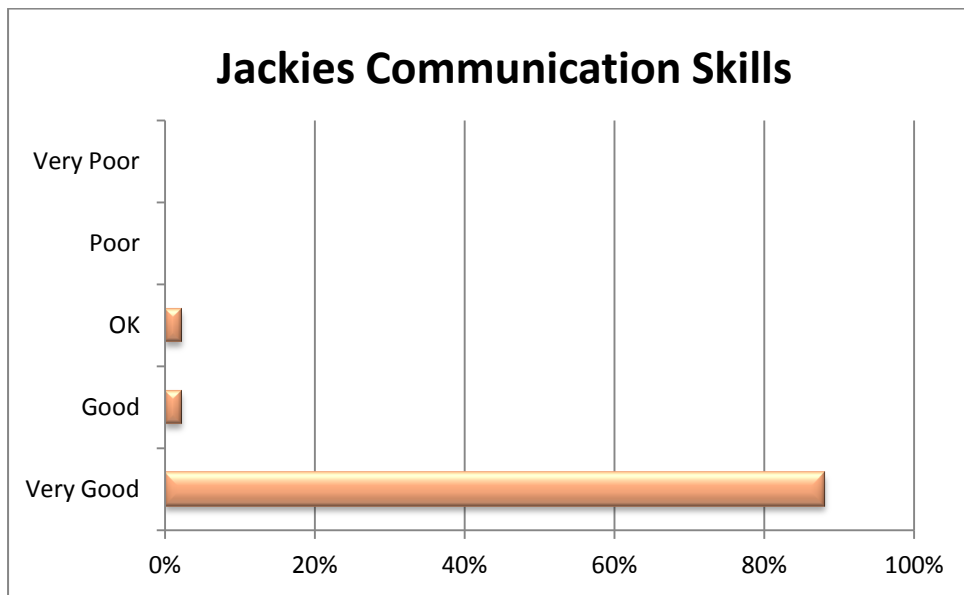


Figure 2:

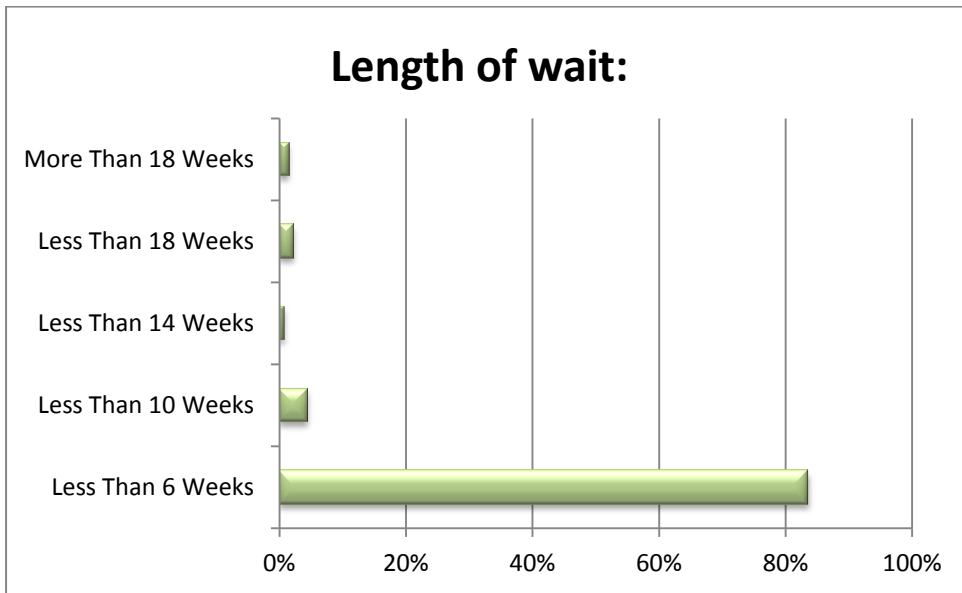


Figure 3: Please note any patient waiting longer than 6 weeks is down to patient choice or PCT funding cuts.

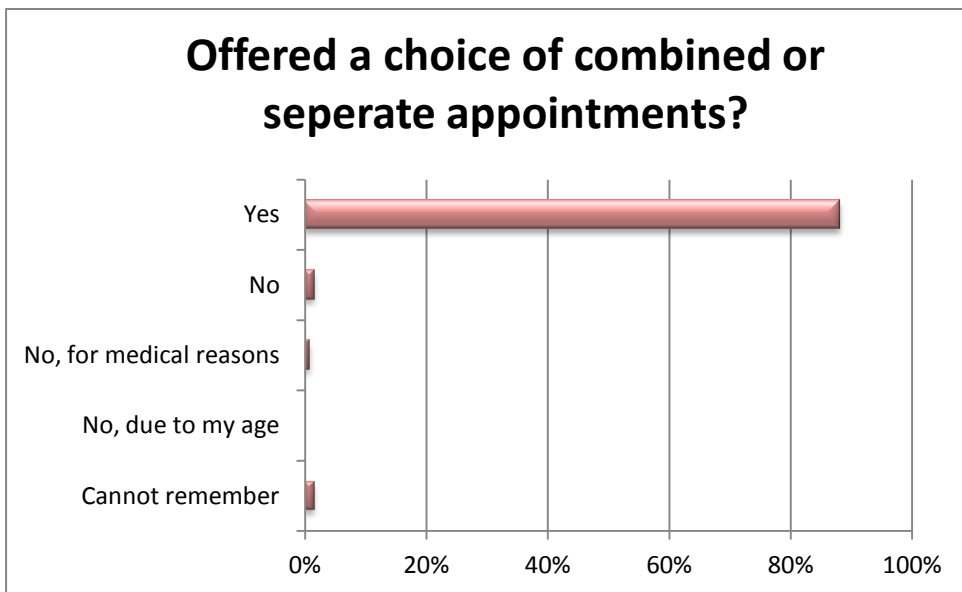


Figure 4: We try to accommodate patient’s wishes in most cases as clinically and ethically appropriate.

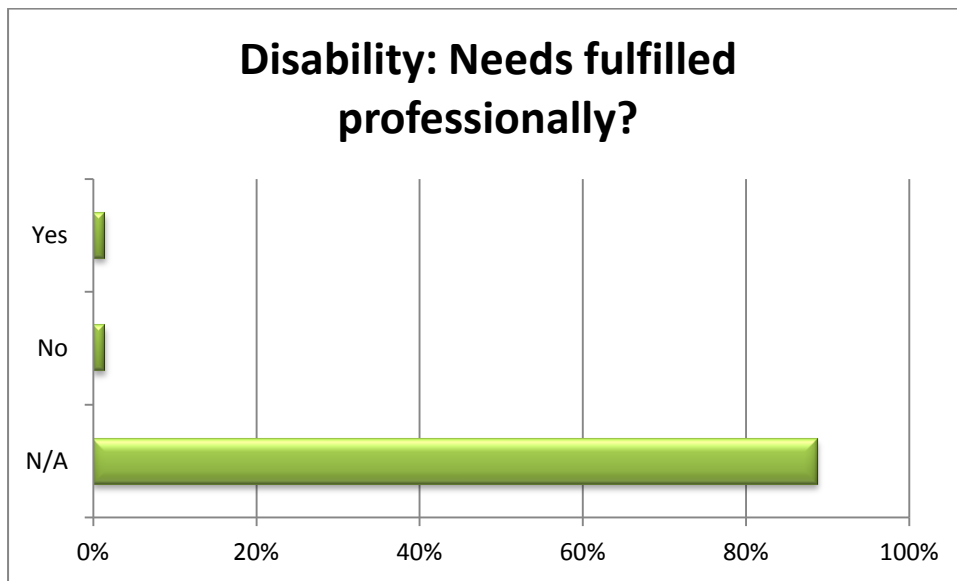


Figure 5: We believe some of the patients claiming they were disabled had not read the question right and meant there was no issue. Where there was a “No” there was no comment in how far we could improve, thus difficult to judge.

Comments:

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

- Jackie was excellent
- I was give very usual information which helped me make an informed decision.
- A shame that the contact number I gave was not used to contact me. What was the point in me giving it?
- I was very impressed with the quality and level of detail on the website and found it very useful and reassuring.
- I was very quickly put at ease by Dr. Kittles relaxed, and calm demeanour.
- Very easy and reassuring.
- Process was very made very simple for me and gave me the impression that TVVS is very professional.
- Everyone made me feel relaxed and cared for.
- The help and guidance both my wife and I received before the procedure was second to none! All questions we asked were answered straightaway. Both of us (especially me) were put straight at ease.
- The first e-mail sent by Jackie did not arrive but she rectified promptly and without any problems. Jackie was extremely professional, courteous and effective.

- Glad I had my partner as I don't like needles :-)
- Very good, personal and private experience. Received phone call from Jackie about the appointment request, procedure booked and questionnaire about procedure e-mailed all in the space of an hour or two. Totally happy.
- Before the procedure I was very nervous but Dr. Kittel and the nurse put me at ease.
- Very relaxed and made to feel at ease
- Met by very friendly people after a short wait.
- Dr Kittel did everything to explain the procedure and put me at ease I felt confident in Dr Kittel and his abilities
- Jackie was very helpful and set my mind at rest
- It would present a much more professional image to not have the main phone diverting to a Tesco Mobile voicemail service *[comment: This happened, when Jackie re-routed the business phone onto her mobile and has since been amended, but thank you for pointing it out]*. The phrasing of much of the documentation could be much improved especially around time spans *[comment: A new sheet with time spans has since been designed and introduced]*
- everything was clear, easy to talk to, doctor answered all my questions, Dr Kittel is extremely knowledgeable
- Very impressed.
- Easy to sort out. Information correct. Questions answered promptly. Website very informative.
- The whole process of setting up the appointment was both easier and quicker than I had expected.
- I feel I was dealt with by both Jackie & Dr Kittel in both a sensitive & caring way & made me feel at ease with the whole idea of having this procedure done.
- informative and easy going put your mind to rest
- Before the procedure all the risks and options were explained very clearly - it was obvious that Dr Kittel had said the words many times before, but this was to be expected. To a more nervous patient, this may feel a little remote, but as I was confident that was not an issue for me.
- All very straight forward. The wait was far shorter than expected.
- Telephone lines at fault so initially difficult to make an appointment - once lines re-established v easy.
- It took me almost 16 months of asking for a referral for my vasectomy, and I must have mentioned it to one GP or another about half a dozen times. However, once my referral was actually put forward it was extremely quick and smooth. Jackie explained everything in great detail, and I was booked in with just a couple of weeks.
- Jackie is a very nice lady and made it very easy to book my appointment and I was able to book the appointment when I wanted to have it.
- I would have preferred to have been able to select a date and time via the web site at the time rather than by exchanging several emails. This would have made it easier to book time off from work and make plans for a quiet weekend. The date I selected was not the one in the confirmation email I received though this was quickly rectified.
- Very professional. Made to feel completely at ease.
- I found all the people I dealt with to be very helpful
- All in all very good. Jackie was very friendly and covered all that was needed.

- Jackie was polite and professional and information was sent promptly. Instructions were clear and concise taking any extra trepidation out of the experience.
- A very efficient and easy booking procedure.
- Very simple, straight forward and relaxed surgery, well done!
- I was fully aware of what was going to happen and was as expected so this was good
- Jackie answered all my questions and put me at ease about the operation
- I was expecting it to be difficult to organise and arrange an appointment. I had no difficulties and everything went far smoother than expected. I received plenty of information from Jackie and the web site had plenty of information. Any questions I had were answered via email very promptly. It's been nearly 2 weeks, since the op and have just about fully recovered, just a little bruising. Many thanks.
- Jackie was very professional and extremely helpful on first contact. She advised me on everything I needed to know pre vasectomy.
- All very efficient, quick and clear.
- EVERY DETAIL WAS EXPLAINED
- There was a gap from the doctor saying he would send a referral to being contacted of about 4 weeks, so I did start to wonder what had happened. But as soon as Jackie contacted me, it went really smoothly with great communication. *[comment: We can only get active once we receive the referral, so apologies, but the NHS can take sometimes a little while]*
- All information given was clear and support offered in case of questions
- Very easy and clear process
- Very good. Clear information. Only thing was the initial letter I received from Thames Valley Vasectomy Service confused me a little as there was no clear ref to it being anything to do with NHS etc. But this was made clear after I made contact. *[comment: Good point. We are not sure if we are allowed to put the NHS sign on our paperwork as we are an independent provider commissioned by the NHS. We will find out and amend as appropriate]*
- Was explained about the procedure and how it works.
- Informal, thorough and well explained a good "bedside" manner.
- Cuts to the PCT budget resulted in the vasectomy appointment taking almost a year to schedule. *[comment: Unfortunately, West Berkshire patients were given a bit of a rough deal last year, but this appears to have now been amended]*
- Everything was very professional
- A really straight forward process - no forms to fill out before booking - just a few quick questions. I 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.

Standardised questions: DURING the procedure

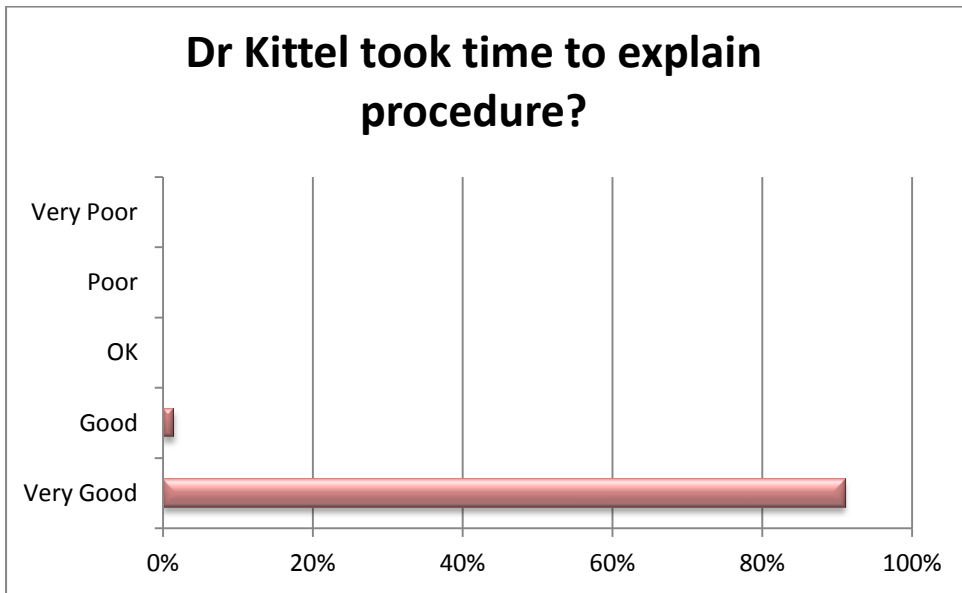


Figure 6:

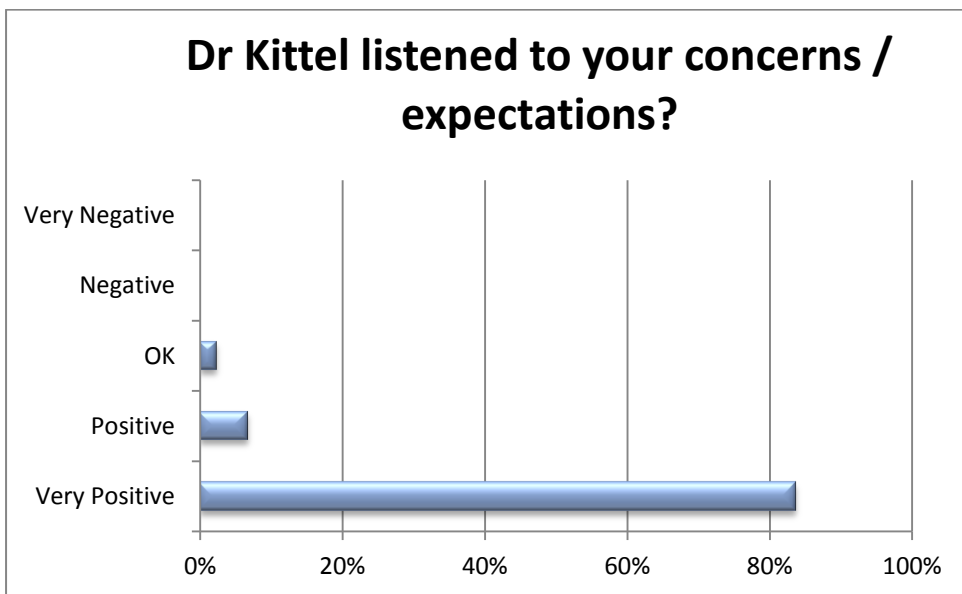


Figure 7:

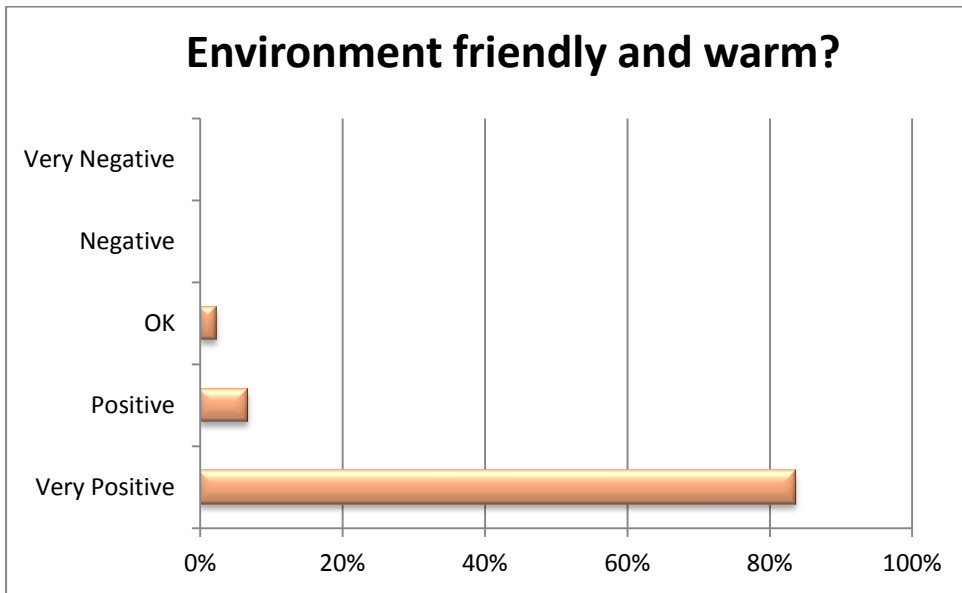


Figure 8:

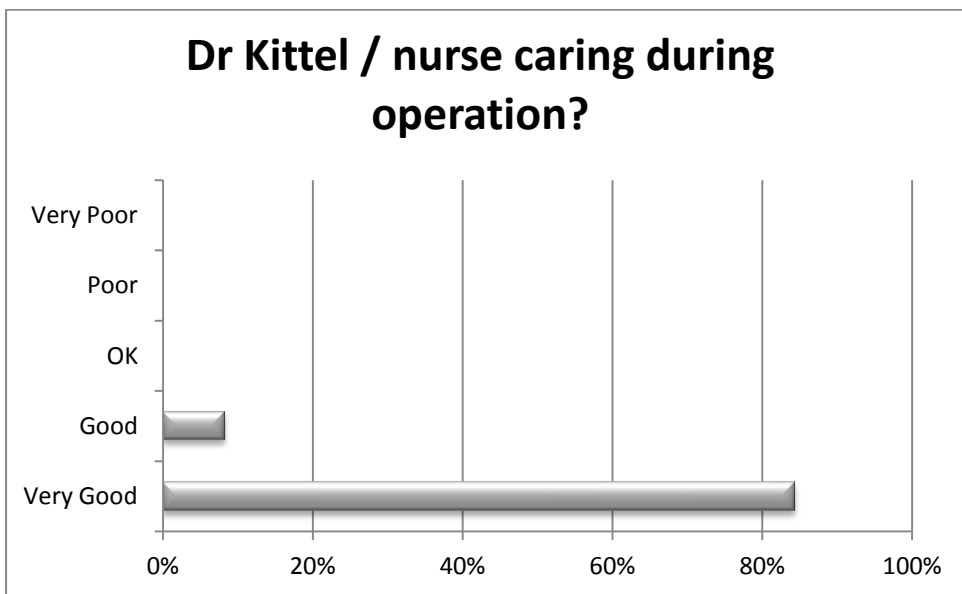


Figure 9:

Comments:

- I felt extremely nervous but I soon felt at ease once I had met and chatted with Dr Kittel.
- Dr Kittel and his nurse were amazing. Very calm and reassuring despite my over anxious behaviour!
- My wife and I were really impressed with Dr Kittel and the nurse I am sorry to say her name has slipped my mind, but they made us feel very at ease and they were such kind people which made this procedure a very positive experience.

- Dr Kittel and the nurse put me at ease as I was quite nervous of the procedure. They asked me constantly if I was ok and made sure that there was no pain.
- Perfect, professional :)
- There didn't seem to be anywhere to put my hands and arms during the procedure other than let them dangle either side of the couch or place them on my chest. This may just be due to the nature of the procedure - i.e. you can't put your arms in your lap, and armrests would obstruct the surgeon - but it felt a bit awkward!
- It was a very 'pleasant' experience; both Dr Kittle and the nurse were friendly and professional.
- The whole procedure from start to finish was very uncomplicated and relaxed.
- During the procedure they both made me and my wife feel relaxed and put at ease. It was like talking to old friends!
- Very professional service. Made to feel at ease.
- Made to feel relaxed
- Very very good
- The explanation was good; although it wasn't made clear to me that I had to keep my hands well away, and below the paper. Only a minor point, but that instruction should have been more explicit.
- The procedure was done before I knew it; both Dr Kittel and his nurse were very professional made me feel very at ease, it was like talking to two old friends.
- Again, extremely good service.
- If I were to say anything negative it would be the anaesthetic to my left side didn't seem to have worked fully and had to be topped up a further twice so some pain was felt initially, other than that it was far better than I had been anticipating. I had feared the worst. "The caring Nurse" (Lisa) was brilliant. I understand that all patients are different but I personally would have liked Martin to talk me through what he was doing, step by step. Others might just want to shut their eyes I guess. Maybe the option to be given at the start of the Op [*comment: Comment taken and noted, I often do, but will try to be more consistent*].
- Felt very relaxed and at ease during the whole procedure. Was in conversation all the way through. All over in approximately 15-20 minutes.
- The whole procedure was much better than anticipated, thanks to Dr. Kittel and the nurse.
- Very calming and the nurse has a lovely way about her
- It felt easier and quicker than I expected.
- During the operation Dr Kittel explained what was happening throughout the procedure. Both Dr Kittel and the nurse made me feel at ease with conversation about various subjects. This made the procedure both relaxing and friendly.
- the N H S needs more Dr Kittel's and his nurse Lisa .A worrying procedure made very much easier thank you both
- It was over so quickly and painlessly, both Dr Kittel and the Nurse were chatting to me throughout the procedure that I almost forgot what I was there for.
- No stressful op. Relaxed atmosphere, really nice surprise and very professional job. very positive experience
- Again I was very impressed with both Dr Kittel and the nurse caring.
- I felt reasonably at ease throughout the whole thing, but obviously with the nature of the operation it is a rather weird experience! I felt well informed by Dr Kittel on what was going to happen, and was pleased that after the anaesthetic was applied there was not a running

commentary on what was happening to my testicles - it was much more relaxing/distracting just talking about Andy Murray and growing strawberries :-). Perhaps it is a question you could ask future patients though - do you want a step by step commentary as we go through with it? I would have said no, but maybe others would appreciate that.

- Once again I feel Dr Kittel made me feel at ease upon my arrival and during the procedure as he thought there may be an issue stemming from a previous operation as a child but he made me feel comfortable and relaxed, the nurse was also absolutely charming, making me feel at ease, as I'm the biggest coward when it comes to needles & pain!! The nurse was talking to me & before I knew it was all done. Both Dr Kittel & his nurse we're very caring & I'd like to say thank you for being so professional & sensitive to my feelings of worry!! BOTH BRILLIANT.
- Very pleased with the overall experience.
- Very professional it is now 3 hours after the procedure and there is no pain I would recommend him as very professional and very knowledgeable excellent. If only all Doctors could be like Martin.
- Dr Kittel was very keen to ask the right questions about pain and respond with more anaesthetic as required.

He kept me talking during the operation which made me feel relaxed and it was a very informal environment as a result

- All handled well. Less stressful than expected.
- A little more stark than expected mainly due to the strong pain sensation during the procedure which was corrected with additional local anaesthetic.
- The biggest compliment I can pay to Dr Kittel is that the whole experience seemed quite surreal when I looked back. I was put at such great ease, and the bedside manner/conversation of Dr Kittel almost (not quite) made me forget the reason I was there.
- Dr Kittel talked me through everything that would happen and put my mind at rest and he made sure that I was in as little or no pain at all times in fact the only thing that I felt was the initial injection which was like a scratch. The care from the nurse was also very good and she made me feel at ease at all times.
- Both Dr Kittel and the nurse were very professional and work in a relaxed atmosphere - we talked about football through the whole procedure! (It was the day before the Champions League final.) The procedure itself was no more painful than giving blood (i.e. the needle hurt a bit and that was it).
- Dr Kittel and his nurse were very personable which relaxed me as much as is possible given the situation.
- The main concern was lying on the table fully exposed but the staff were professional this didn't end up being an issue for me.
- I found the whole process to be stress free!!!!!!!!!!!!!!
- He made me feel at ease at all stages of the procedure. I would recommend him to anyone.
- It was a very friendly and professional environment. I felt safe and sure they were skilled at what was happening. They helped me to relax and made me feel less nervous very quickly.
- Excellent
- Very good interaction, discussing different matters and taking my mind away from the procedure
- I was slightly nervous- I knew what was going to happen but it was a lot easier than I anticipated and totally painless
- Very good, helpful throughout. Minimise any discomfort.

- Dr Kittel was brilliant, after the anaesthetic I could not believe how quick the op was! Kept me talking whilst it was going on, and then it was done! Thank you
- I felt very comfortable during the op, even though you are exposed. It was a very professional environment but friendly, both which help to make me feel at ease.
- The procedure was made very relaxed by the music and conversation with Dr Kittel and the nurse. The only thing I felt, was the nice warm bed when I lay down, as the nurse had kindly placed a hot water bottle on it beforehand.
- Very Professional, Understanding and courteous.
- Thanks for being so professional and caring. You made me feel very relaxed despite my nerves.
- Was very happy with the overall experience thanks.
- Both Dr Kittel and the nurse were very attentive and receptive. They took the time to make sure everything was going well from my side in particular for the anaesthetic. The both made a nice and relaxed atmosphere that made the procedure less traumatic than expected. There is no doubt about their professionalism. And they are very well equipped with the right tools.
- FIRST CLASS THANK YOU FOR PUTTING ME AT EASE
- I was a bit surprised that the local anaesthetic did not totally deaden the pain.
- Very straightforward procedure.
Made very comfortable throughout
Very professional
- I was made to feel very relaxed- much appreciated
- Very happy overall with the experience.
- The operation was good and service provided by Dr Kittel and his nurse was excellent.
- During the procedure they always made sure that I felt comfortable and was relaxed. Every step I was asked if I was comfortable or not.
- A bit too much information and too much talking! Had to concentrate
- 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. 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 any real feeling. Music in background and plenty of chatting with the nurse and Dr really takes your mind off what's 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 & everything & 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

Standardised questions: AFTER the procedure

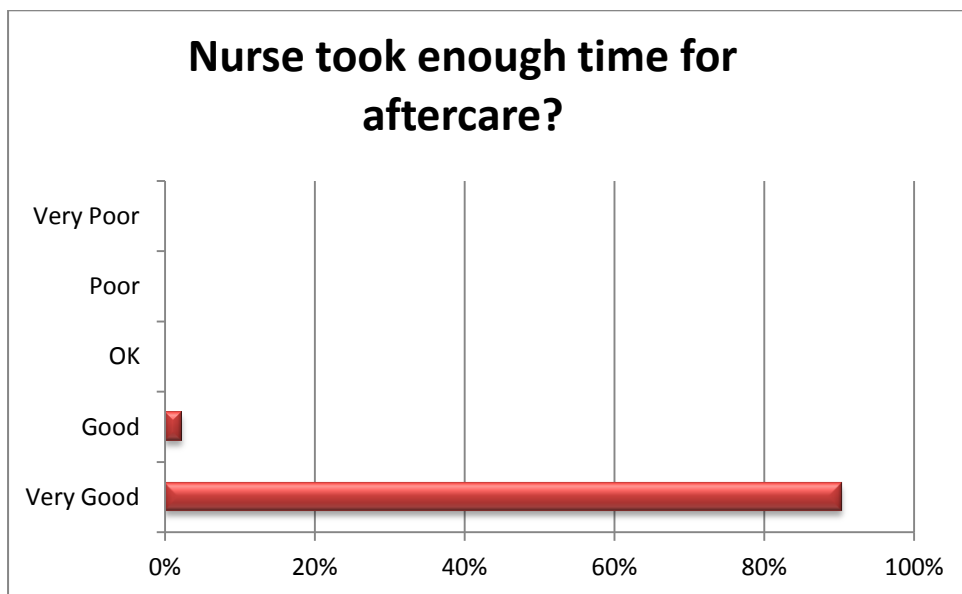


Figure 10:

Comments:

- The nurse explained how to take care of myself and how and where we need to go for follow up tests; she really gave some good clear advice.
- Very good information and advice. This has helped greatly with the healing.
- Perfect, professional :)
- The tea and biscuits were lovely.
- Everything I was told to do I did and this helped the healing and recovery process.
- After the procedure was done the nurse was very good, sat down and explained everything me and my wife had to know.
- Surprisingly less pain than I thought there would be.

- The explanation was helpful, as was the information sheet. However, the most helpful information was on your website, which I had to go looking for. To be more specific - one week after the operation I was still experiencing some discomfort, which I was worried about. I read the notes that the nurse had given me, but they didn't really help. What reassured me most were the online notes about how the rate of pain reduction can stagnate (which is what happened to me:- I felt much better after 5 days but then experienced no improvement for 3 or 4 days, after which the discomfort vanished almost overnight). I think you should communicate this to all patients, not rely on them to look it up. *[comment: Thank you for your experience. I admit this is not so common and that is why we have not got it on our usual paperwork, but have explained it on the much more detailed aftercare section on our website. Putting too much information into the printed instruction can sometimes confuse patients]*
- The nurse was very switched on with my aftercare explaining everything in detail. I did and am doing exactly what she said to do and here I am on my settee resting 12 hrs later in no pain at all.(Many thanks to her)
- Nothing to add.
- Again, if I were to say anything negative it would be that I thought I was ushered out in a bit of a hurry, but to be fair this is a business and time is money. Overall though this has been a positive experience, much easier than I feared. I'm writing this 2 days after the operation and as things stand I've had no complications, no post operative pain at all.
- after about 4 days went for a small walk all was ok but overdone it as my testicles hurt like hell still six days in there still swollen :-)
- Very good to have the information written down and told to a partner - not really in the mindset to concentrate immediately after the procedure! Much appreciated.
- Excellent. Fully informed about aftercare and put at ease.
- again nothing to much trouble
- Nice to have a cup of tea and biscuits afterwards before trip back.
- The nurse made me coffee and offered biscuits while explaining after care procedures. She took time and explained in an easy to understand manner.
- All explained so clearly; the nurse was very friendly and professional.
- She took the time to sit down and talk with me. After she explained the surgery, she let me ask question after question and not until I was comfortable.
- Very impressed.
- The nurse was very thorough in her explanation, and I was glad she put so much emphasis on resting up/ice packs etc. Without this, I think I may have been a bit more gung ho post op which might have had negative consequences. I think it might have been better if my wife had been there for the aftercare instructions as well. I appreciate you mentioned this would be good, but I wouldn't be afraid to be a bit more forceful about this with other patients. My wife was slightly surprised at the amount of rest required *[comment: This is one of the reasons why it is an advantage when patients bring their wives]*, but now having been through it I can see how this is essential, and having had all the background from the nurse, I was able to convey this to her. I thought the nurse was excellent with the right balance of sensitivity and information.
- The nurse was again spot on, gave me all the aftercare advice & just came across as a lovely lady who actually cared; the whole experience was handled so well from start to finish.
- The explanation was very clear & the pack was very good. However, the dressing was applied incorrectly as the sterile pad was not placed such that the wound was in the middle of the pad. After a few hours I checked and the wound was against the sticky part of the dressing. It was easily repositioned, but more care in placing the dressing would have been appreciated.

- Now in day plus 3 and still feeling v uncomfortable. I think I underestimated the discomfort that I would feel after the procedure. Given the variety of different reactions with different patients I am sure that I did not fully appreciate that potential discomfort - I was hoping to be part of the 25% no discomfort. Whilst that was explained to me it might be helpful to stress that discomfort/pain is likely more forcefully! I am hoping that in a week or so I shall feel v different.
- Nothing really to say - we were not rushed to leave and offered a very welcome cup of tea whilst the aftercare instructions were explained.
- After all the stories you get told by your friends about the procedure the way this was dealt with from the start was first class. From the first minute I went into the room with Dr Kittel I was put at ease and not worried at all. I must have been at ease because I gave Dr Kittel permission for a student nurse to sit in on the whole thing. I would just like to thank everyone for making it an easy experience. I filled this in the day after the procedure and since having it done I had no pain what so ever. Thanks again and I would recommend you to anyone.
- The nurse explained what I should expect over the next week and what after care was required, and answered all questions posed by my wife and me. I followed the instructions (no shower until Sunday, no lifting, keep the wound dry etc) and by the following Saturday I was pretty much back to normal with only a small amount of bruising.
- Very well explained but in a friendly caring manner. Nothing was too much for her and she listened to everything we had to say and ask with interest.
- The aftercare advice was excellent. I did nothing for two days as advised, and endured no pain.
- So far 24 hours later pain free just feels tender. Really happy
- We were not rushed out and left to get ready in our own time, the nurse was friendly and explained everything simply and quickly. Considering what I was having done they made it as comfortable as they could have and I was very impressed with the level of care that was shown to me.
- Having experienced some discomfort after the procedure both Dr Kittel and Jackie gave reassuring and effective advice which eased my concerns.
- It was very good - I was expecting more discomfort but had very little
- Very good through explanation of requirements. Made sure I was happy with everything before I left the room.
- I had no pain whatsoever. Could not believe it
- After care advice was excellent, I followed every instruction and received very quickly it has been about 10 days since the op and feel just about back to normal. There is just a little bruising.
- The nurse offered me a hot drink and biscuits after the procedure. She then took the time to explain to my wife and I, in detail, the steps we need to take to aid my recovery.
- Really caring and warm and stressed the need to it easy, which I did, just about.
- I think that the recommendations were good, I have been carefully following them, and haven't feel any pain or discomfort up to now (2 days after the procedure)
- The nurse, Lisa, was very good at looking after me - especially as I was prone to faint even after the procedure. I did not feel rushed; although I'm sure it took me a bit longer to recover than others.
- Extremely professional explanation
- Jill White [comment: nurse Lisa White] was very helpful and fully explained the after care
- Really nice and was explained in minute detail about all the precautions I should take.

- Thoughtful, sensitive and very comprehensive explanation.
- 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. *[comment: Thank you. Your suggestion was noted and this has been now changed and all patients are advised prior to the procedure]*
- 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.
- It's true it feels like a kick in the nuts once the pain kicks in but 2 Advil later and nothing. Next morning I'm pain free little tender to touch but no pain at all it's 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 it's all fine, the small scar healed within one week. Being diabetic didn't make much difference.
- Everything went well without 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 up to 5 days (if it doesn't come off on its own before that time). *[Thank you for your comment. The advice has now been changed and synchronised in verbal and written advice]* I've decided to keep with the advice of the post op notes.

Standardised questions: OVERALL

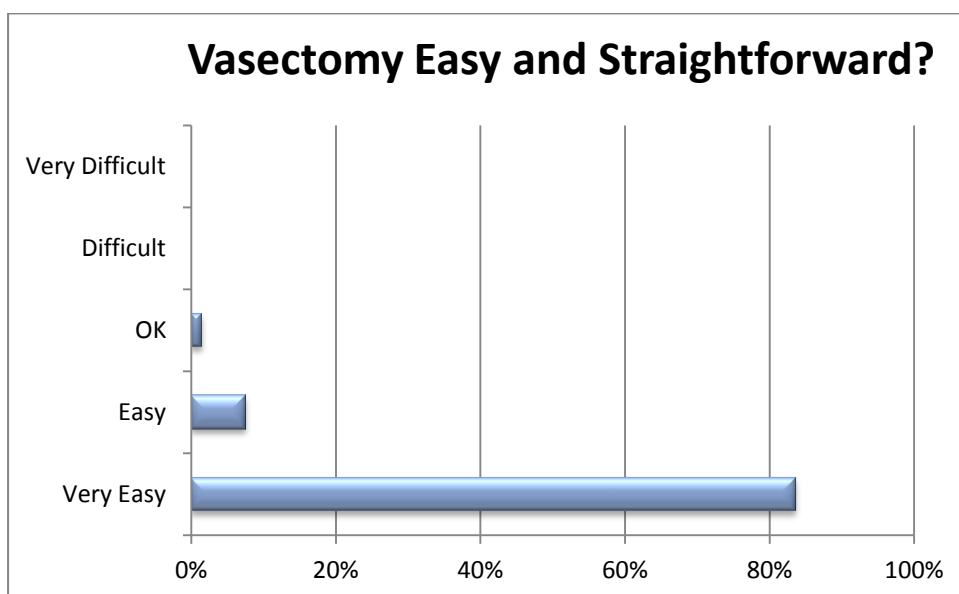


Figure 11:

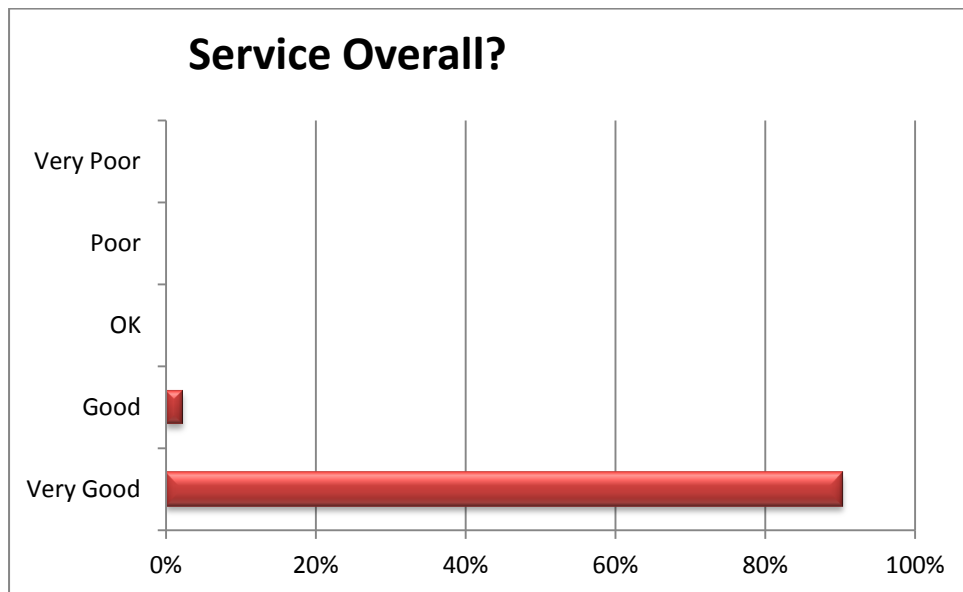


Figure 12:

Comments:

- Could not believe how easy and painless the vasectomy was I wish I had done it sooner. It was great to have such good treatment from such a friendly Dr and nurse and it really helped that my wife was allowed to sit in with me. THANKYOU very much for your kindness.
- The only thing that I missed in the process of getting my vasectomy is a website / link / document that I can refer to when I have pain after the vasectomy. It has been 1 week since I got it and it still hurts. I am not sure whether this is normal or not. I will call to check with the Dr., but it would've been easier to have a link to go back to. *[comment: Like with all patients, this information is in your aftercare pack. There is a weblink. Please, also feel free to email us if you cannot find the information. Unfortunately feedback is anonymised and therefore we cannot contact you.]*
- I didn't find the procedure pleasant but this was largely due to my own anxiety rather than any significant pain or discomfort!
- Dr Kittel and his nurse are a credit to their profession many thanks
- Thank you
- As a consultant surgeon, I took great care in deciding where to have my vasectomy. It was a decision well made. The care and consideration I got from all members of the team was exemplary: from the excellent organisational skills of Jackie, the compassion of Trudy the nurse and the delicate skill of Dr Kittel which made the procedure, which can be uncomfortable in less trained hands, painless and straightforward. *[comment: I feel very honoured about this very considerate and hugely supportive feedback by a respected local consultant surgeon. M Kittel]*
- Overall I was very pleased with the service. Both Dr Kittel and the nurse were very professional, patient and caring. The procedure was carried out very quickly and in a relaxed atmosphere. The wound healed very quickly - the dressing fell off after 3 days when I took a shower but already the wound had healed. There was no blood at all on the dressing and, in fact, I experienced no bleeding at any time. I experienced some pain in my abdomen for about 9 days after the procedure but it vanished very quickly after that and I went for a 20 minute run on the 11th day with no discomfort at all.

- I am going to be recommending Dr Kittel and his team to all. My wife and I travelled 2hrs 15mins to this appointment, yes it was a long way to go but I am very pleased that we did! It was well worth the trip. A great big thank you to Dr Kittel and his team they are a credit to the profession and themselves.
- Very pleased with the entire service.
- I have already recommended this to a friend. Thank you guys, fingers crossed in 16 weeks time
- Altogether this was a well-run quick and efficient operation. Many Thanks
- A good and thorough experience from beginning through to end. Thanks to Jackie, Lisa and Dr Kittel for making it a pleasant experience.
- Dear Martin, Thank you for your interest in my feedback. I found the service so far from start to finish, very efficient, personal and professional. Many thanks and kind regards. Jon
- Thanks very much for an excellent service.
- Third day in and recovery seems to be going very well, haven't needed painkillers at all (have taken a couple of Paracetamol before sleep but only as a precaution and I am sure I would have slept fine without them.
- Was nervous at the start, but was soon put at ease by both Dr Kittel's and the nurse's friendliness and professional conduct.
- Thank you both very much
- Excellent experience from booking right through to the post op after care.
- I recommend Dr. Kittel and nurse Lisa to everyone.
- Overall the experience was as straightforward as I could have hoped.
- As I lay here in my bed 24 hours after seeing you I'm amazed I have no bruising, no pain & I'll take your advice & just rest as I have no desire to be having any sensation of pain at all. A BIG thank you to Martin & his team, they have all been fantastic & I'd have no problem in recommending his services to any of my friends. Absolutely brilliant & thank you again.
- I Don't have many friends that would thank me 'though
- Very professional and no pain so far 3 hours later
- Just glad that I do not have to do it again.
- Thank you...
- For something that is quite a big step for any couple, the whole process was very easy and straightforward, with the minimum amount of stress for me and my partner. The anticipation is much worse than the reality. Thanks
- Given how squeamish I felt about the operation, I believe that the process was as settling as possible.
- Something that could be quite traumatic for a bloke was actually not. ;-) Very professional in all areas.
- The only criticism I would make is that I was only provided with one spare dressing. The initial dressing came off after my first shower and the second after the next so I had to use plasters for the rest of the week. I'd suggest that more dressings be provided [*comment: Bit of a trade off between wasting a lot of unused dressings and having too few dressings very occasionally. We give a second dressing, which often is put into the bin, unused. However, perhaps we should point out how to obtain further dressings cheaply in a pharmacy when occasionally required?*].
- Would just like to thank all involved in making my experience as pain free as possible. The care taken by all to make me feel comfortable and at ease was excellent.

- I found the whole team very helpful and supportive.
- Brilliant is all I can say so far.
- A very professional and caring service, I would highly recommend to anyone.
- Really impressed by the whole experience, from booking the appointment, the procedure itself to after care discussion. Really good!
- Very pleased by the full procedure, from booking the appointment, to the procedure and then after care.
- Overall very good and much easier than I had expected
- Excellent service Many thanks Jonathan S
- I felt no discomfort during, and have not experienced any problems or discomfort since my vasectomy. Jackie, Dr Kittel and the nurse were all extremely kind and helpful. It was like having a nice pleasurable afternoon chat, oh, and a vasectomy thrown in for good measure!!! I did go against the doctor's order and went football on Saturday afternoon. However, I walked very slowly and stopped on numerous occasions...and Fulham beat Norwich 2-1, so it was well worth it. Thank you all again for your time. Brian.
- The whole procedure was very easy, no problem what so ever, Dr Kittel has I'm extremely satisfied. I will surely recommend this service
- Thanks. Hope the pain goes away soon!
- Excellent
- Thank you
- I would highly recommend anyone who is looking for this procedure.
- A fear became a mildly pleasurable experience!
- At the whole, a perfect service 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 my case I am still feeling internal 'post operative' pain on one side and am 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 don't like I said the worse bit is laying with your minkle on display which constantly 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 wonderful Year ahead
- All very good. Thanks Steve
- Thanks for this pleasant experience; this is going to improve my married life a lot!
- Overall very satisfied with the service.

Responsible for report: Dr M Kittel 31/12/2012. Report reviewed every 6 months