

**TVVS**

**Satisfaction**

**Survey**

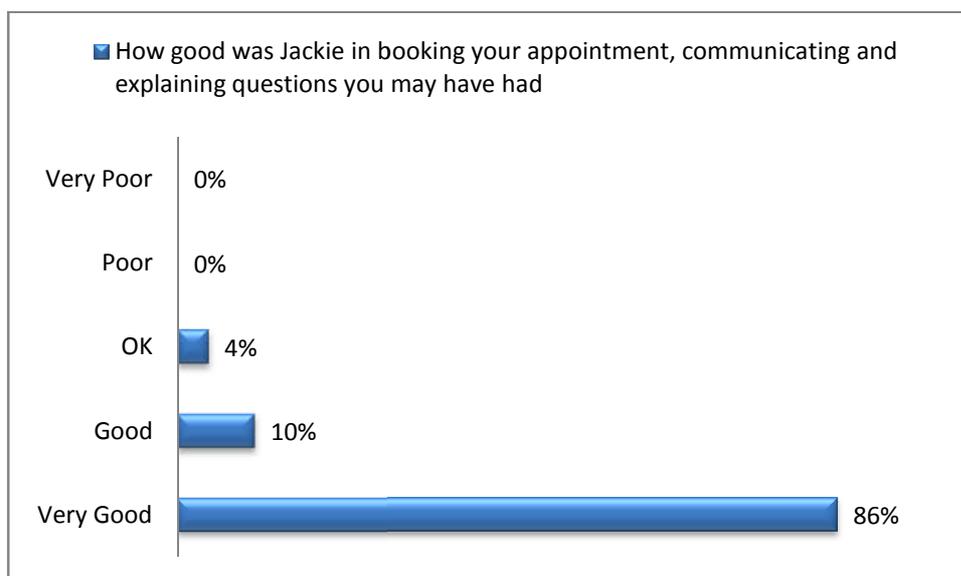
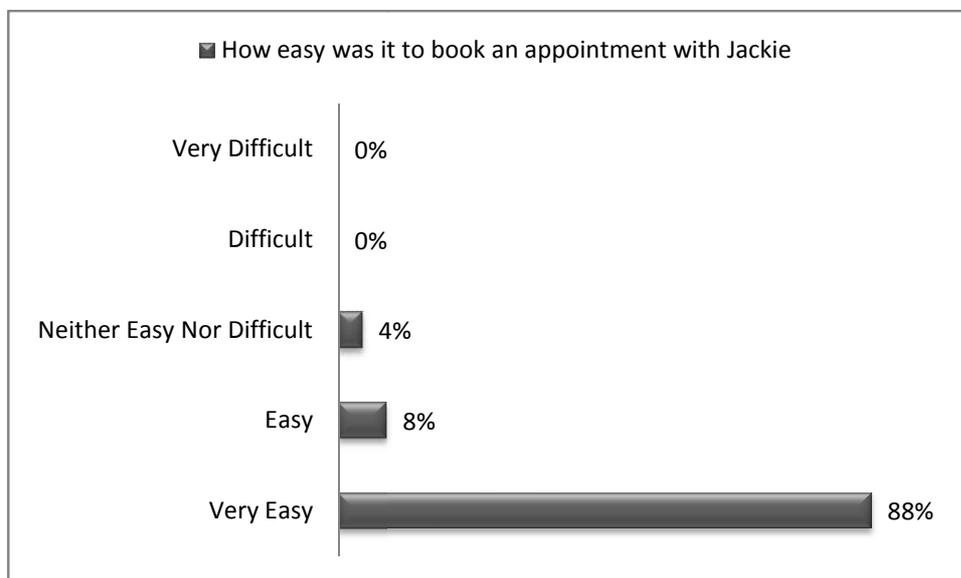
**2011**

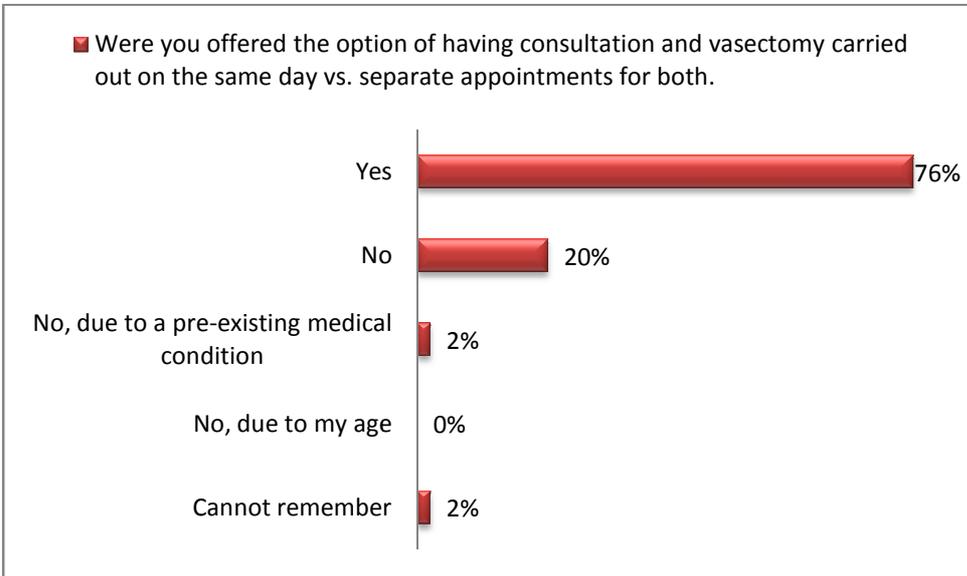
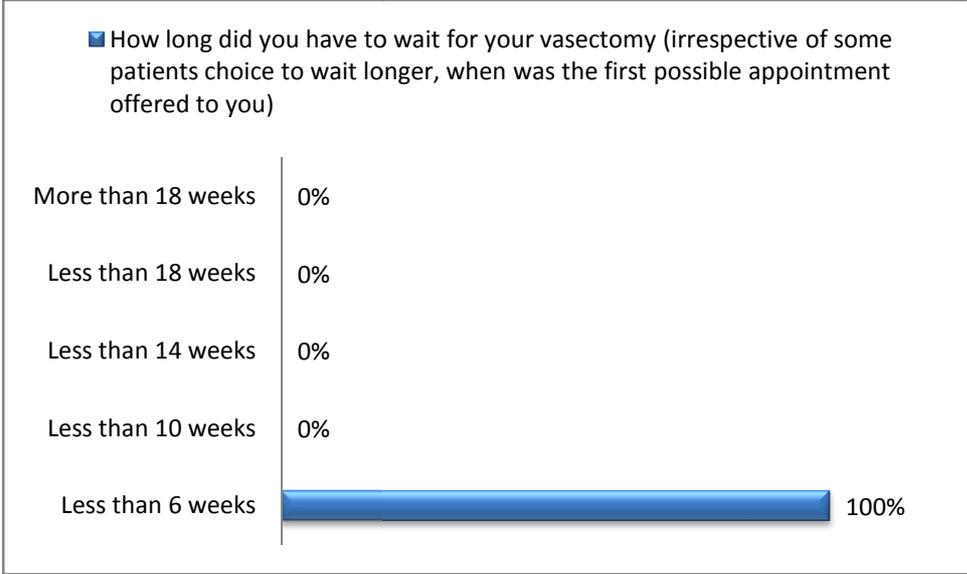
Results from service feedback questionnaire given to EVERY patient after the procedure. Thus, you, or anybody else, are able to feedback and your standardised feedback will be included. Feedback should be updated twice a year.

The questionnaire has been run since May. 51 patients gave their feedback so far. 1 patient overall represents therefore 2% of the opinions.

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## Standardised questions BEFORE the procedure





## Comments BEFORE the procedure

"Like most men, I was a little nervous but Dr Kittel and his glamorous assistant Lisa (Nurse) did everything to put me at ease".

"carried out professionally and was everything surgery should be."

"Jackie was excellent and very professional in answering all the questions I had. Thank you for putting me at ease."

"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"

"Easy and clear"

"Very well managed and better than expected"

"Plenty of time to ask questions, the whole procedure was explained in detail, questions answered very fully"

"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 reassuring ie that if someone was cutting into what I consider the ultimate personal space he was at least a person that struck me as a professional with a sense of humor with the appropriate timing"

"Jackie was very good and worked to get an early appnt to accommodate my travel."

" EXCELLENT" (commented twice)

"good and very quick"

"welcoming and comforting"

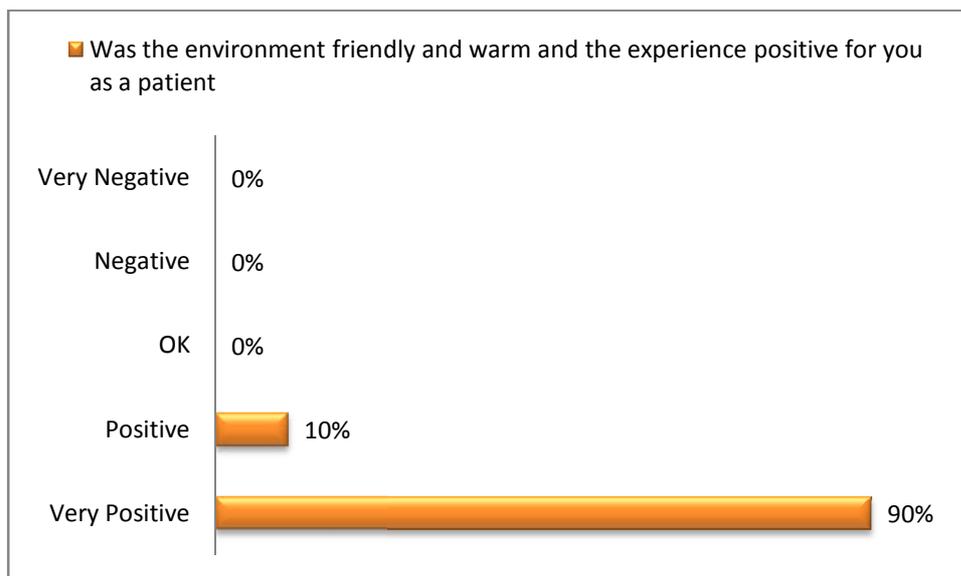
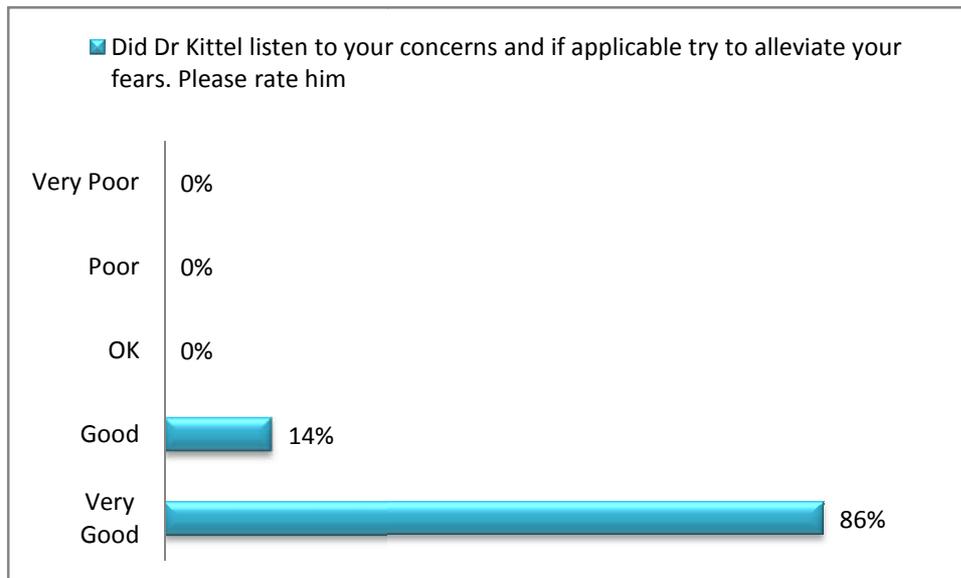
"I was pretty anxious but felt more at ease after chatting with the doctor"

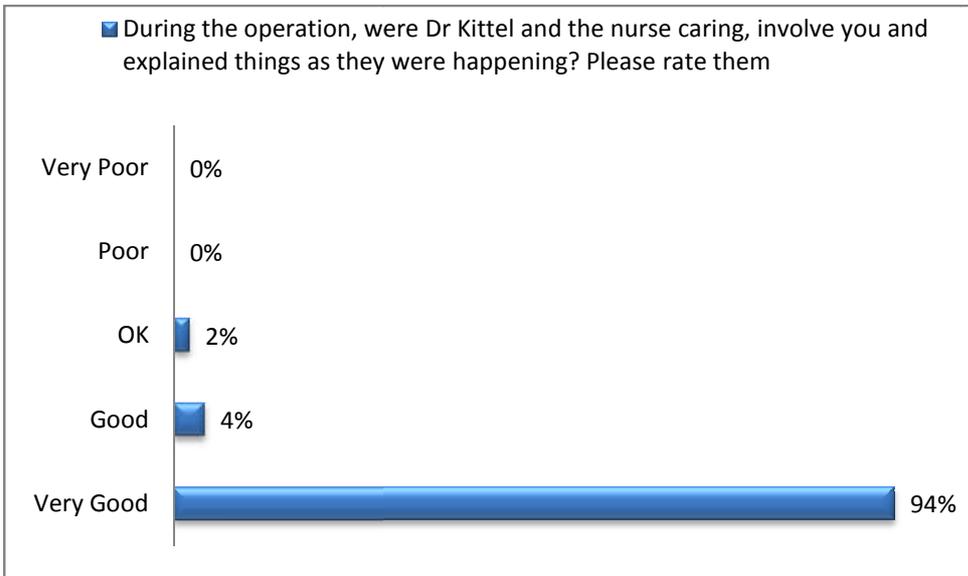
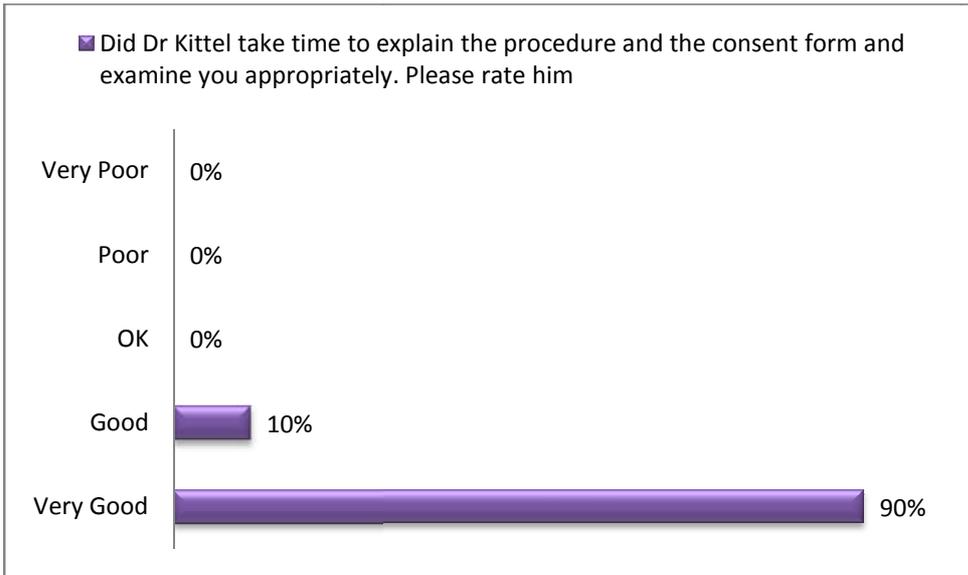
"very impressed with service"

" put my mind at ease and very informative"

"Jackie was very helpful and i would recommend this to anyone"

## Standardised questions DURING the procedure





## Comments DURING the procedure

"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."

"Rather Painless!!!"

"went fine."

"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!"

“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.”

“very calm”

“Although we had a very pleasant conversation, i would have appreciated just a brief summary at the beginning of what was goingn 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.”

“I hate doctors and hospitals, but both Dr Kittel and nurse Lisa offered a very easy and pleasant atmosphere. All went very relaxed.

“For what is in essence a very 'intimate' procedure it was dealt with in a very considerate and dignified way.”

“I was exceptionally nervous and in such circumstances am prone to natter on... this was accepted by nurse and doctor who kindly enetered 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 anaeshetic 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”

“Very professional, quick, simple and thorough, thank you.”

“All went very well. No sure what good the sheet is as there was nothing on me but the green cloth anyway. :) 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. (comment by clinic: You should be able to keep your shirt on. Most people, however, feel to hot rather than too cold)”

“As nice as it could have been

“excellent, friendly and very professional service to make a daunting experience easier”

“a very relaxed environment made to feel very comfortable and very reactive during surgery with pain relief”

“the nurse was fantastic, caring and supportive”

“positive experience”

“business-like but personal”

“very professional, thank you”

“no pain whatsoever”

“very efficient

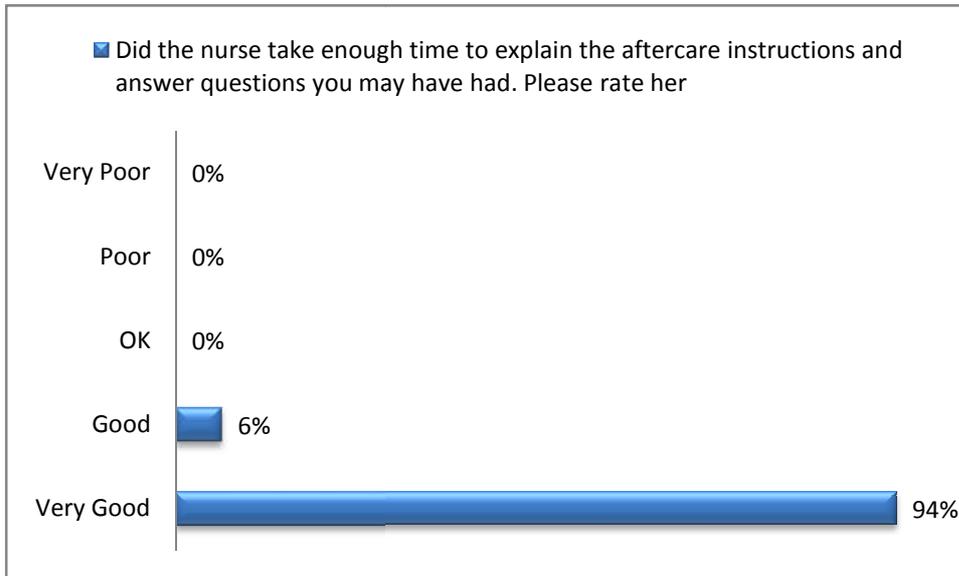
“I did experience pain on the second tube as the first administration of anaesthetic was not effective. this was quickly rectified with a further dose but it was a painful moment!”

“all was done very quickly and without error”

“Very relaxing- made me feel at ease”

“Very friendly people who put me at ease quickly. Thank you”

## Standardised question AFTER the procedure



## Comments AFTER the procedure

"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!

No pain. Just a little sore. No drugs needed."

very good.

"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.

the aftercare was very good any questions i had where all answered and explained."

"So far so good! No severe pain, had a good night sleep without any pain killers or something."

"Given plenty of time to collect myself and recover. Lisa was very calm and considerate

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"

She was great and explained all very well.

very helpful advice

excellent as the whole experience

extremely friendly and very helpful and informative with details

very kind nurse

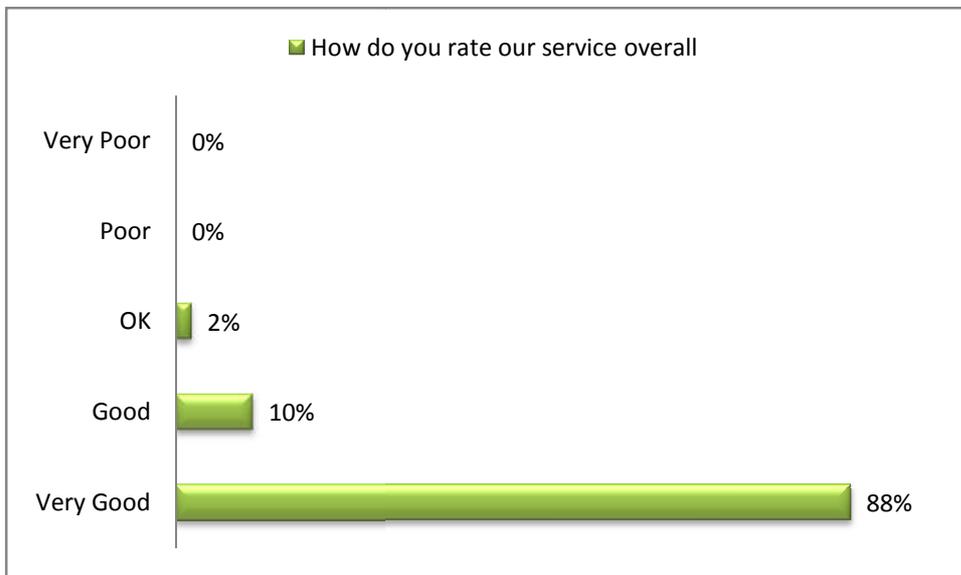
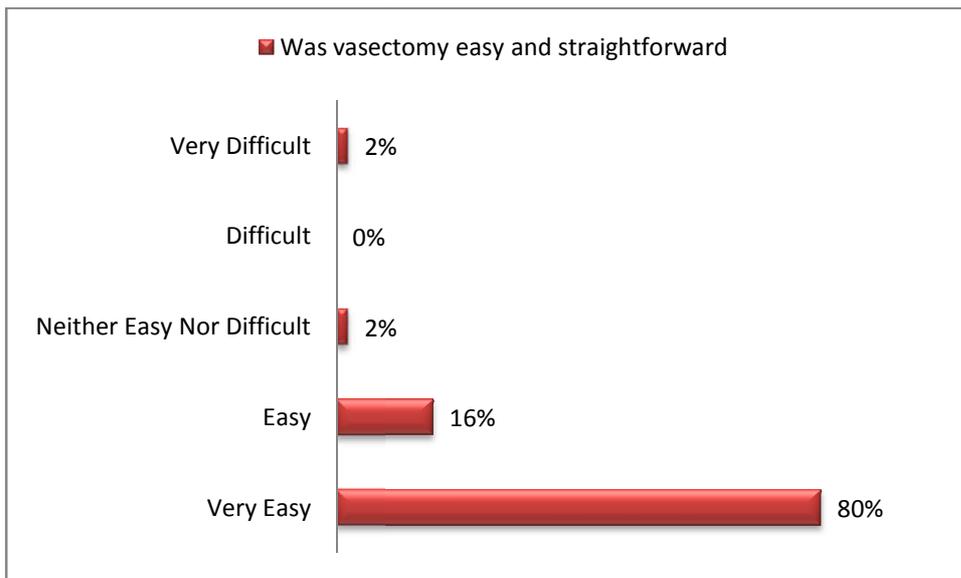
excellent  
professional  
caring

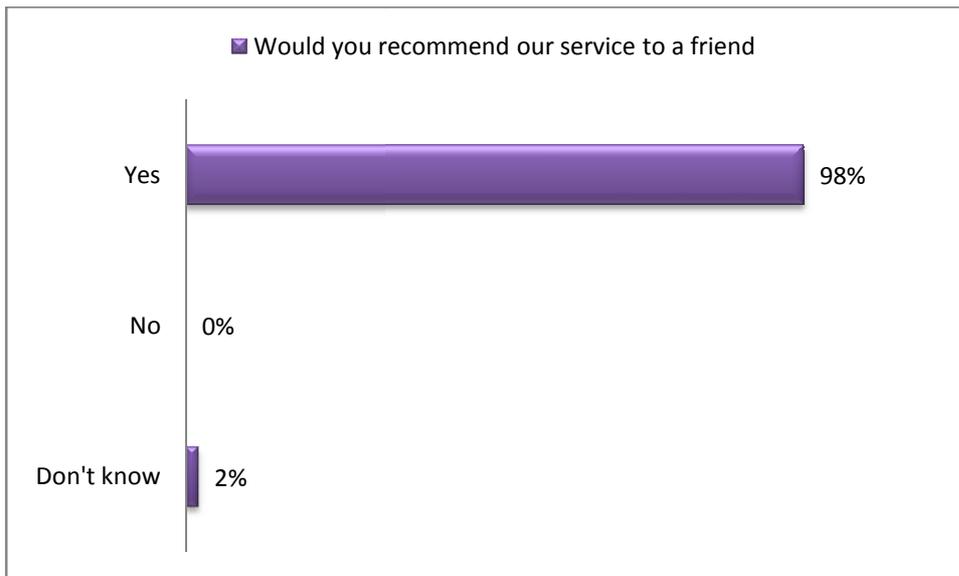
No drinking for 48 hours. What a bummer as I was not told before

again, put my mind at ease and very informative

A very friendly and approachable attitude made a potentially awkward situation relaxing and comfortable

## And in summary?





## SUMMARY comments

"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 recommend with a wealth of experience behind them, which is what Dr Kittel offers."

"Very good thanks. I look forward to all healing up and completing the process. Thanks."

"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."

"Thank you for your professional service"

"Very professional and human, made what was a quite anxious time very calm"

"i underestimated the post operative recuperation period. this could be emphasised a little more in the pre-op patient pack."

"Overall is very good. 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."

"carry on as you are"

"no. The service could not be improved"

"service was excellent"

"this service couldn't improve"

"EXCELLENT"

“Dr Kittel was very good”

“not really anything can be improved”

“honestly can not think of anything that needs improvement”

“Perfect”

“The experience was made very comfortable by the friendly nature of all involved. Thank you”