

TVVS
Patient
Satisfaction
Survey
2015

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 98 patients provided feedback between January 2014 and December 2014

Standardised questions: BEFORE the procedure

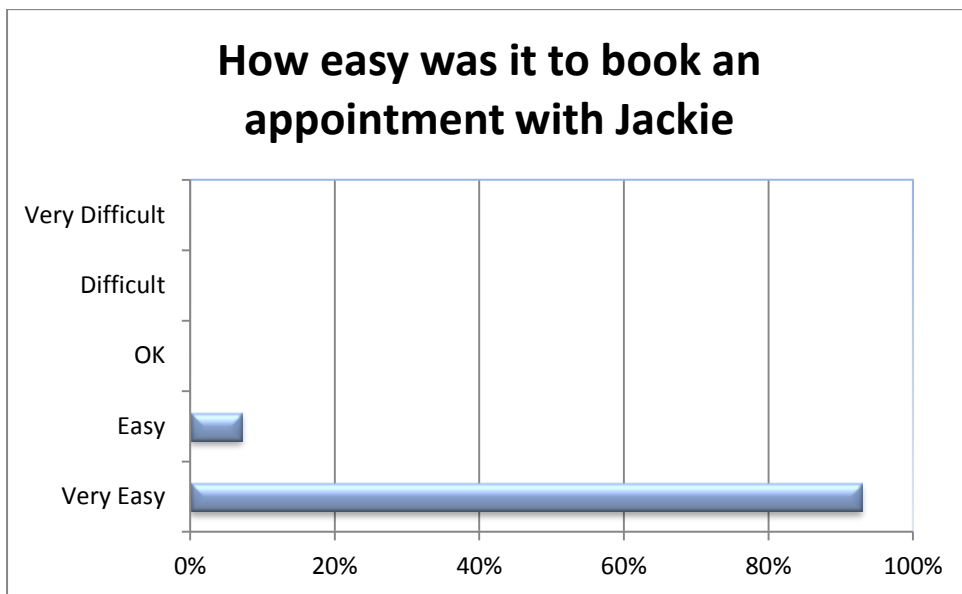


Figure 1:

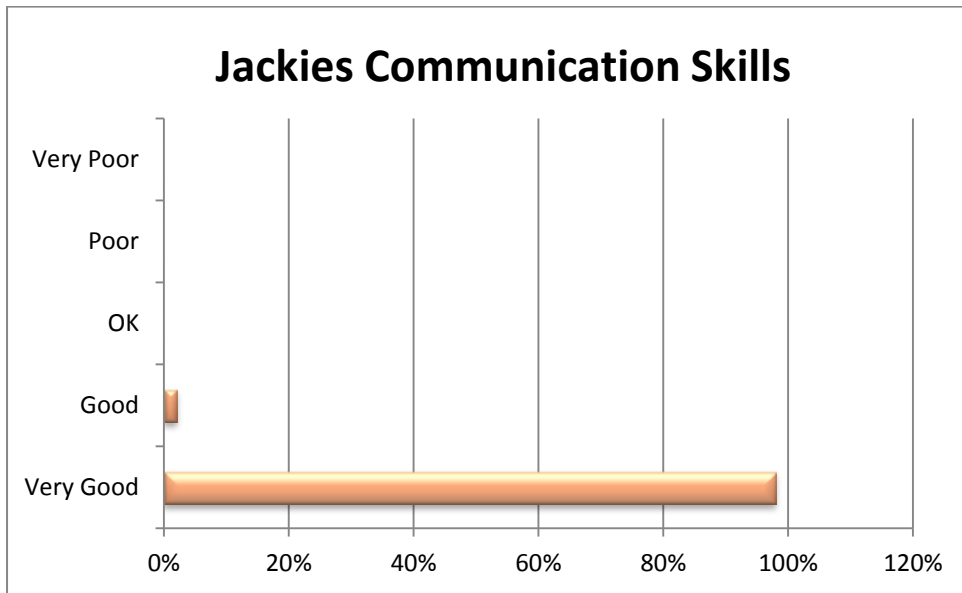


Figure 2:

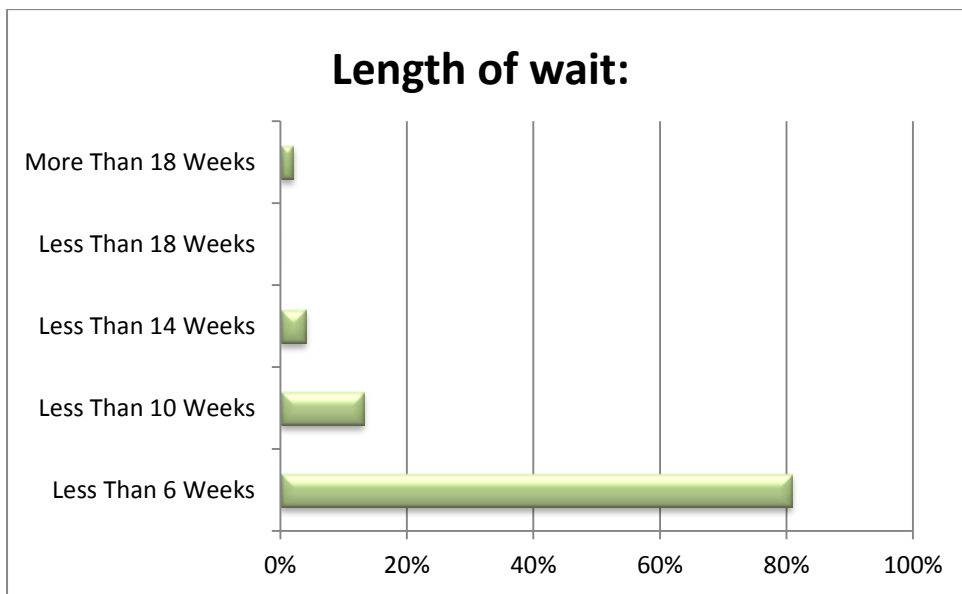


Figure 3: Please note any patient waiting longer than 6 weeks is down to patient choice or former West Berks PCT funding cuts.

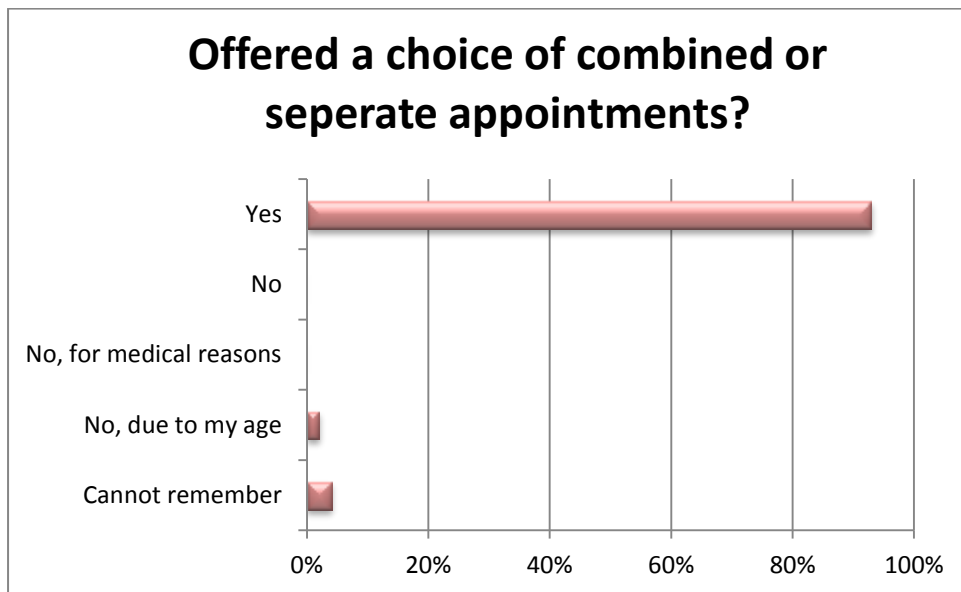


Figure 4: We try to accommodate patient's wishes in most cases as clinically and ethically appropriate.

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.

- Very good
- All my questions were answered and I felt relaxed
- Fantastic experience
- Very simple process and great comes via email. Thank you
- Apprehensive.
- I was made to feel very relaxed
- Very easy and straightforward to book even though I was abroad and all the relevant documents were sent out straight away.
- I was a little apprehensive before but Jackie and Dr Kittel that performed the surgery made me feel very at ease. They were both very nice people
- Excellent communication made the process very straightforward.
- Counselling before the operation was first class.
- very friendly service and very informative
- Clear and informative
- Everything was well organised and I was able to arrange for the date that I wanted.
- Everything was excellent and marvellous. I am very glad of your service.
- Jackie had a warm yet professional nature, thank you.

- Very professional and terrific communication.
- Jackie was brilliant - very calming and informative
- All very good
- I had asked for a specific date for the vasectomy to be carried out due to work commitments and Jackie managed to arrange this for me. Simply brilliant!
- The directions could be improved - I did go to the wrong place the first time due to a discrepancy in signage and written description, perhaps a photo of the entrance of the Outpatients? Also I turned up at 9am the first time which is 99% my fault as I did not read the email properly but then like many I get lots and lots and lots. At work we get round this by putting essential info in the heading e.g. TVVS Appointment 8am 20 June. Thank you for accepting my rebooking despite my error.
- I was treated with kindness warmth and professionalism.
- My wife took the initial call - it would have been nice to have been expecting the call at a particular time, but it was no problem in the end
- Wrong name on one email but corrected by Jackie plus an apology. Not a problem.
- I spoke to my GP about having a vasectomy on 15th April. He said he would arrange for a local doctor to carry out the procedure. On 27th April, Jackie contacted me and made sure I had carefully considered the operation, which I had, and fully explained the stages before and after. She was very efficient and answered all the questions that I had. She then sent the patients pack via e-mail which contained all the information I required to prepare me for the operation.
- Jackie was superb with very good communication emails
- very good
- Like most men I was extremely apprehensive about a minor operation in such a sensitive place. I am a bit shy and was quite embarrassed but I soon realised that I was in safe hands. The Dr came and met me in the waiting area and walked me to his clinic. After a good chat he introduced me to the Nurse called Lisa. Lisa was very kind and put my nerves to rest.
- I found Jackie very helpful and when needing to move the appointment she provided various alternatives.
- The booking was straight forward. Easier than i expected once my GP had sent the details to the centre then i had a single point of contact (Jackie) which was very responsive to any queries I raised.
- Initially Jackie had thoroughly explained the entire procedure to me over the phone in great detail preparing me for what to expect along with sending out detailed instructions which were very helpful. When my partner and I arrived, Dr Kittel and his nurse were both lovely and put us at ease explaining everything in great detail which left us with no questions to ask!
- Nothing.
- Jacki was a joy to deal with keeping me informed all the way through...
- I mislaid an email sent to me for preoperative information and forms that needed to be signed so apologies for that.
- Very good at point me at ease
- Paperwork was clear and self-explanatory.

- Jackie was very good at working to find an appointment that suited what I was after, in my case a quick one.
- I was pleased to be able to get an appointment within a week and on the date that suited me.
- I think it would be a good idea to note in your publications and or Web that you only perform the operation on Fridays that then gives potential clients a bit more notice of planning prior to phoning for an appointment. Also about the booking I selected less than 6 weeks as this was the minimum however I would add I did change my work schedule and my appointment was 7 days other options were then 2 or 3 weeks
- The booking process was very simple. Jackie handled everything very professionally and her communication was first class.
- I knew that is the best option for men and it's safe, I knew how it will be done
- My referral seemed to go astray which delayed my appointment some months. I believe this to be a problem at my Doctor's surgery rather than at your end.
- I was ok with this
- Very friendly atmosphere and made me feel very at ease
- Very good communication.
- Everything was very thorough whilst simple which in turn reduced any potential apprehension. All very good
- All very straight forward and was booked in within 2 weeks, which was very welcome.
- First Class experience
- Clear and full information received prior to the procedure.
- All aspects of the procedure were explained thoroughly, there was no doubt as to the outcome and it was stressed that it was classed as a non-reversible procedure.
- First class service

Standardised questions: DURING the procedure

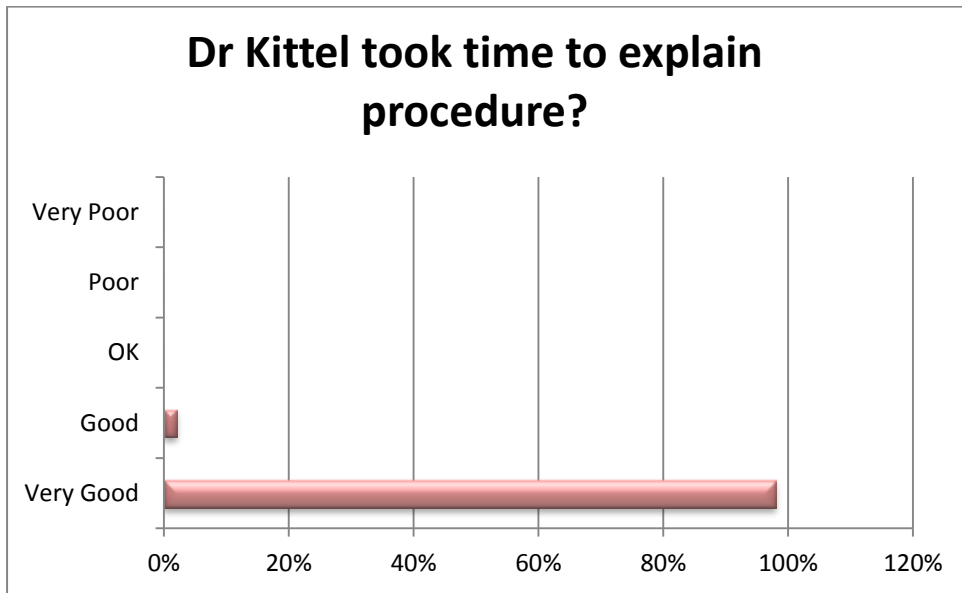


Figure 5:

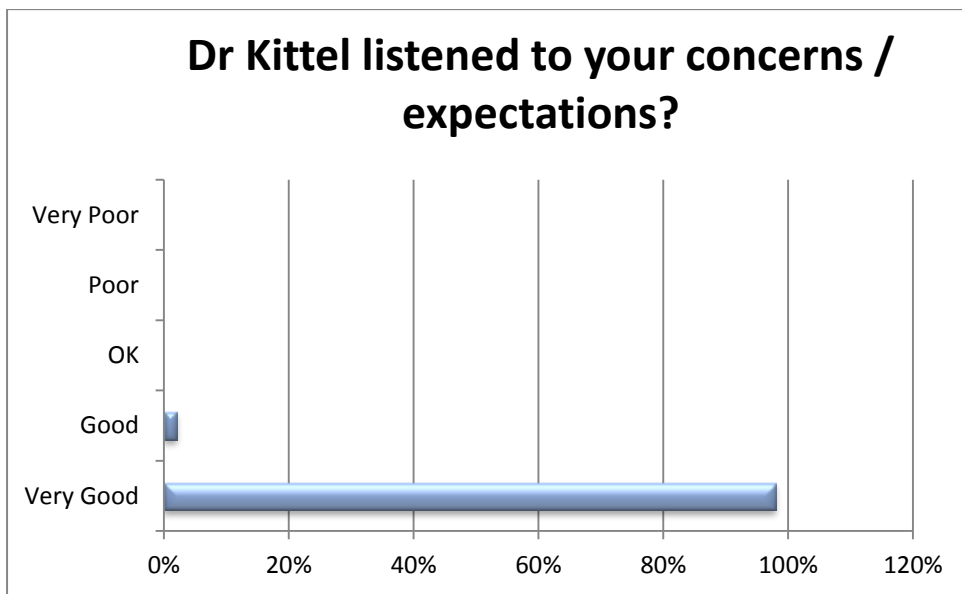


Figure 6:

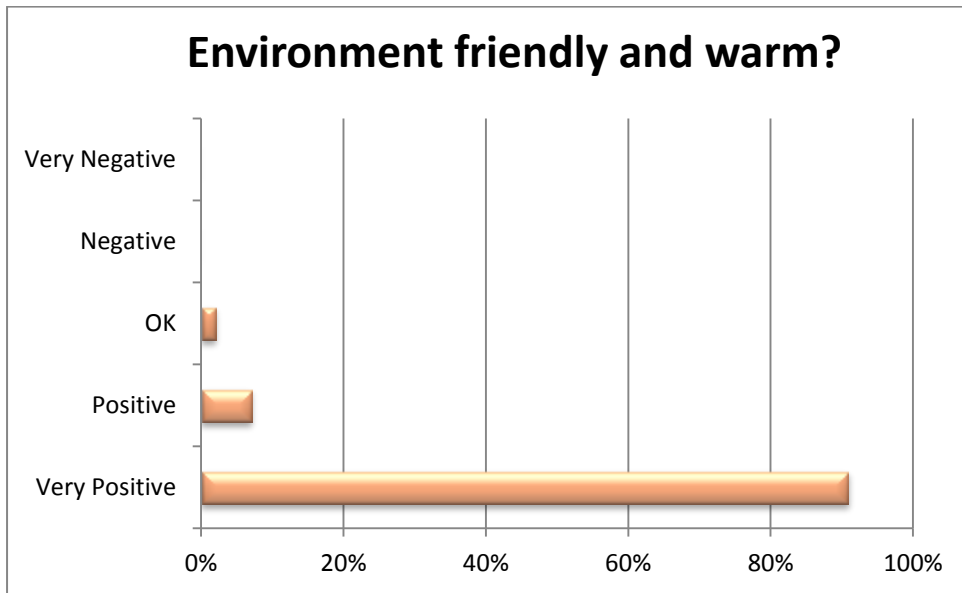


Figure 7:

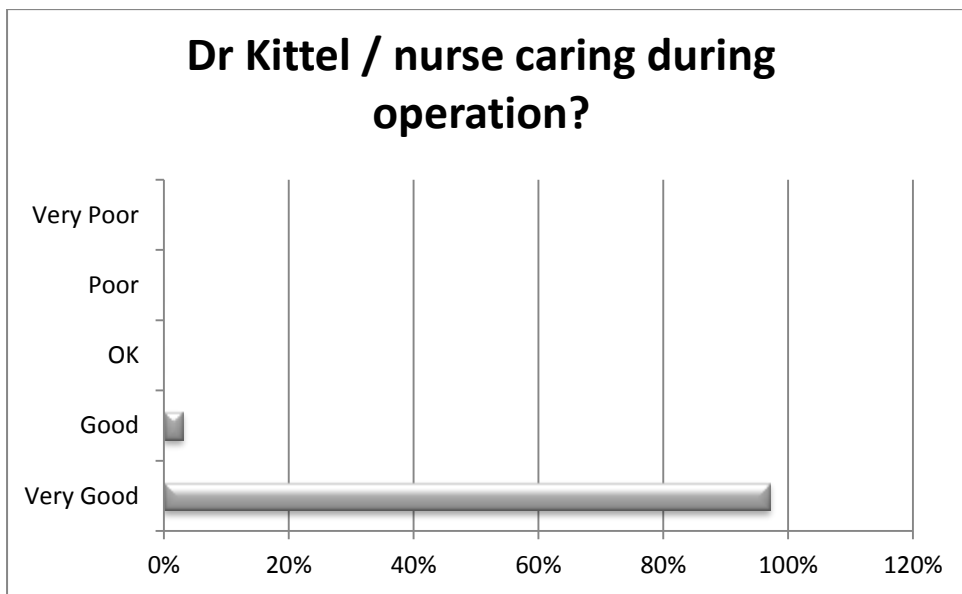


Figure 8:

Comments:

- Dr Kittel was very reassuring
- Good service nice Dr and nurse
- Dr Kittel was very good at explaining me all the procedure and asking questions about my health.
- Very good
- I was sore at one point in which they reassured me and gave me more L/A

- I did not feel any pain
- I was extremely nervous but was looked after very well
- Brilliant service would highly recommend
- Dr Kittel and his nurse were very professional, careful and gentle during the procedure.
- Very professional. Dr Kittel talked me through the procedure and the nurse was exceptionally good. I was nervous and during the procedure she even got a cold towel and placed it on my forehead. It was the NHS at its very best! *[please note, we provide NHS and private vasectomies]*
- Very relaxed and comforting.
- Same as above, very relaxed and felt safe
- I found that the experience was very comfortable, considering the nature of the procedure.
- Once again very straightforward and pain free.
- It is strange for me to say this but it was fantastic. The conversation flowed and my wife was even allowed to get up close and watch everything as it happened. It was a very good experience.
- Martin explained the complications we had during the procedure fully. He is an excellent doctor. The nurse was very supportive and friendly.
- During the procedure felt totally at ease. Cannot rate the professionalism highly enough
- I felt very relaxed and cared for during the procedure.
- Felt some mild discomfort during the procedure due to anaesthetic not taking effect and having to be re-administered. Dr Kittel was very understanding and caring when this occurred. I have experienced this previously, e.g. at the dentist when the anaesthetic didn't take effect or wore off quickly - I probably should have mentioned that but it didn't occur to me until afterwards!
- Very good staff.
- Very friendly and relaxed atmosphere and reassuring. The whole process exceeded my expectations
- Surprised jolt during the surgery, but I am used to the anaesthetic not lasting long for most minor ops.
- Considering my personal nervousness at the appointment I was surprised how at ease Dr Kittel and Sr Lisa made me feel and how smooth and painless the operation was. Very impressed with the operation and the customer service!
- Although I was quite tense, Dr Kittel and Lisa did a great job of relaxing me and keeping me calm.
- The doctor and nurse are very, very pleased and kind the atmosphere was great.
- Lisa was a God send & I'm forever thankful for her kind reassuring support. The whole procedure was carried out in a calm well practised professional manner. Thank you.
- Very good. Almost painless.
- Great atmosphere. Very caring - Lisa was outstanding. Dr Kittel explained all and made me feel at ease.

- Dr Kittel and Lisa helped me feel extremely relaxed with their informal yet professional manner. Apart from the obvious local injection, it was as pleasant as it could be.
- Very professional, alleviate my nerves and handled the pain issues well
- Dr Kittel had an excellent bedside manner, very calm and took my mind off the procedure
- I was also treated with great kindness, warmth and professionalism.
- Very relaxed chatty atmosphere
- I WAS A BIT CONCERNED ABOUT THE LEVEL OF PAIN TO EXPECT, BUT APART FROM A BIT OF DISCOMFORT DURING THE ANEASTHETIC IT WAS FINE.
- I was put at ease as soon as I entered the room where the procedure was to take place. Lisa was on hand to support Dr Kittel and was also re-assuring and very professional. The procedure did not take long and I suffered no pain.
- I was a bit stressed during op, Dr Kittel & nurse were very helpful in calming me and explaining what was happening.
- The whole thing was very reassuring and involving, Dr Kittel and Lisa were both superb
- My procedure was going well but the Dr could not locate the left vas. We discussed an alternative but we decided to try again, this time he managed to get the little blighter. It was trying to hide. *[Occasionally there can be a degree of difficulty, thank you for being so patient!]*
- Made to feel at ease
- Very pleasant and stress free.
- It was a relaxed environment and Dr Kittel explained the procedure and made me feel comfortable about the procedure before, during and after the procedure. The nurse explained the aftercare very well and generally the whole experience was relatively pleasant
- My partner and I were both extremely relaxed as we both watched. Dr Kittel and the nurse kept us abreast of what he was doing and why. The atmosphere was brilliant and very relaxed to the point where we were all having a laugh while they still kept a professional attitude. The two of them made it an easy, simple and pain-free experience which I will be delighted to tell others.
- Felt at ease.
- I was able to witness the operation and have the procedure explained to me as it happened which was fascinating. Thank you.
- Very professional and felt at ease the whole way through
- My wife really enjoyed being involved
- The whole process was very calm and efficient, almost forgot I had my jewels out!!
- The room is very old school NHS but then it was being done on the NHS so I'm certainly not complaining! Lisa and Martin did a good job of explaining just enough about what was happening and at no time did I feel unsure.
- There are a number of key points that Dr Kittel goes through in the consultation, but quite quickly and not enough time to take notes. E.g. failure, longer term pain, 75% have negative sample at 16 weeks, etc. I think it would be good if these were included in the take-home documentation. *[comment: Again, how much vs how little*

information. Everybody wants a different amount. We try to keep the printed information down to the more basic requirements. For more detail we recommend the perusal of our website www.vasectomy.me.uk.]

- After being particularly apprehensive, Dr Kittel and the nurse were very good at alleviating my fears and making the process as calming as possible
- Martin and Lisa were very communicative during the procedure. Everything was explained and my concerns were dealt with without hesitation.
- Everything was very good, my partner could stay with me all the time what was very important to me
- Dr Kittel and Lisa made the whole process painless and explained every stage as we went along. That with some general chit chat and it was all over in a flash.
- Friendly, very professional and quick service no issue at all
- Very friendly atmosphere and made me feel very at ease
- If only all medical professionals were as good.
- Had minor discomfort as the local anaesthetic didn't take effect completely. This was very quickly dealt with though. *[occasionally we have to give a little more anaesthetic]*
- Dr Kittel and Lisa were brilliant. My wife attended with me on the day and they took time to speak with her and involve her throughout. I would advise the team not to change a thing; they were comforting, professional and maintained just the right amount of humour required for such a procedure. I felt at ease throughout.
- Very interesting to find out during the op that I had 3 tubes! *[and indeed exceedingly rare]*
- First class experience
- Again, very straightforward, professional and quick, while taking appropriate time to talk about things first. No pain or discomfort beyond the slight discomfort of the local anaesthetic itself. No blood at all and a tiny wound.
- The procedure was complete very quickly, much quicker than I had imagined, was good to be able to chat whilst the vasectomy was done, helped to calm the nerves.

Standardised questions: AFTER the procedure

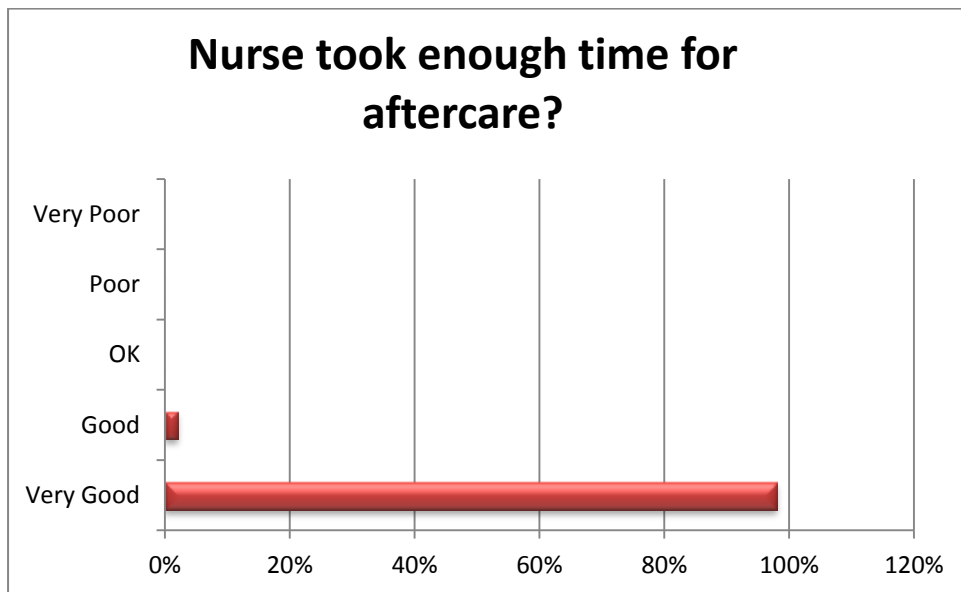


Figure 9:

Comments:

- Was fine felt looked after
- Mild pain for the first week but increased when on my feet for the first week
- Everything was checked and taken care of to make sure I was ok before I left
- Very well explained and very courteous
- I didn't experience any pain at all and recovery very well.
- Very good explanation of what to do next, how to contact if needed and the follow up to get the all clear.
- Carolyn explained everything and put my mind at ease over concerns I had.
- Couldn't have been more understanding or helpful.
- Would thoroughly recommend it.
- I think the advice of 7 days without any sex or masturbation conflicts with Dr Kittel's advice of as soon as you're comfortable. I believe this should be made clearer as for some men 7 days seems like a very long time.
- Got on very well with Lisa and yes she explained everything very well to me.
- Nurse was extremely caring and carefully explained the "aftercare".
- very informative and reassuring
- Overall good experience on day of surgery.
- Had a nice cup of coffee and biscuits as the post op was explained
- Despite having some pain and needing another visit, the booking process and session was good and the pain quickly disappeared. Very supportive.
- Thank you very much.
- I was impressed that my partner was involved in the pre & post opp information. Everything was explained & detailed in an easy informative manner. Thank you.
- The nurse was very pleasant and informative.

- Lisa was very friendly and informative. I really appreciated being offered a cup of tea and not being 'rushed' out the door for the next one! She took the time to explain everything and chat through any questions.
- So far, so good!
- Clear guidance about resting and the consequences of not doing so
- I was not rushed in any way and my concerns were dealt with in a kind manner, thank you.
- Very clear instructions in relaxed manner
- I FOUND THAT USING ICEPACKS DURING THE FIRST WEEK I FELT NO NEED TO TAKE PAINKILLERS/IBUPROFEN AT ALL, ALTHOUGH THE WOUND HAS HEALED WELL, AFTER TEN DAYS I AM FEELING STILL A LITTLE SORE/TENDER WITH SOME DISCOMFORT THIS IS MAINLY DURING WORKING HOURS WHEN I AM ON MY FEET. DURING THE EVENING WITH MY FEET UP I HAVE VERY LITTLE IF NO DISCOMFORT. I WOULD WELCOME YOUR VIEWS/ KNOWLEDGE IF THIS IS QUITE COMMON POST OP?? *[everybody is different. The average man has 3-7 days of mild discomfort, many have none. However, 10 days is not abnormal at all and can happen on occasions. After 3 weeks almost everybody is back to normal]*
- My wife joined me after the procedure for tea and biscuits while Lisa explained the precautions and what to look out for if I experience any pain etc. She also explained what happens over the next week and when it is time to provide a sample for testing.
- Very good and personal service
- I was offered a cup of tea which was a nice touch. I'm glad I got a lift from a relative as I felt that although I could drive in an emergency I felt a little weird and unable to focus on the road. The advice to wear tight underwear is good and the use of ice certainly helped with the swelling.
- very engaging and kept me at ease throughout.
- The nurse took her time to explain the aftercare in detail to me and my wife and ensured that we both understood and were comfortable with what she was explaining.
- Again as above, they were both fantastic, informative, caring and always putting you at ease even though we didn't need to be.
- Very informative. Felt confident in going home.
- Brilliant, after care was very good and a week after the procedure i had a problem and Jackie was very helpful and sought advice from the nurse and Dr Kittel to help resolve my problem, I was very happy
- Quick, relaxed and informative
- Very impressed with Lisa's approach, not the easiest time to be discussing some of the subject matter but obviously has to be done and was handled extremely well.
- Lisa was very professional in her duties and the aftercare pack was fully explained (as is on your website). The care after the procedure given to me made me feel very comfortable. Had a great cup of tea and biscuits but felt at ease at all times.
- everything was very good
- Again straightforward advice delivered in a friendly and professional manner.
- 100% professional

- Very clear and professional.
- Sr. Lisa was very good, informative and kind; especially as I was a bit of a nervous disposition.
- She wouldn't let me have a Twix!
- At no time after the procedure did my wife and I feel rushed. Everything was explained thoroughly and simply in a pleasant environment. Lisa was great and I would like to thank her and Dr Kittel for their time.
- Really appreciated the cup of coffee and biscuits, as felt slightly light headed after the operation.
- Again First Class
- Very helpful, clear and appropriate information given.
- Information very was clearly explained and any questions were answered. Excellent care.

Standardised questions: OVERALL

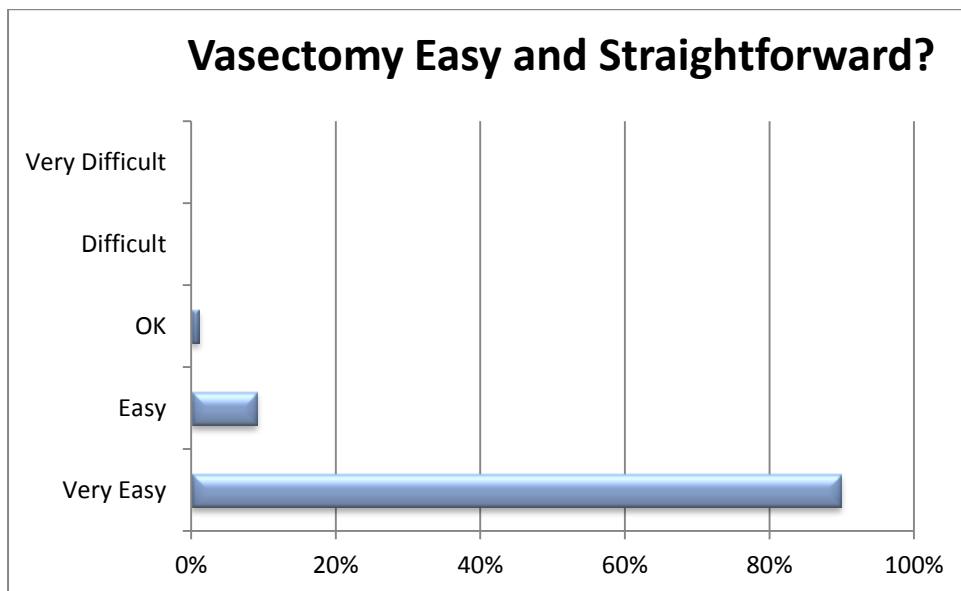


Figure 10:

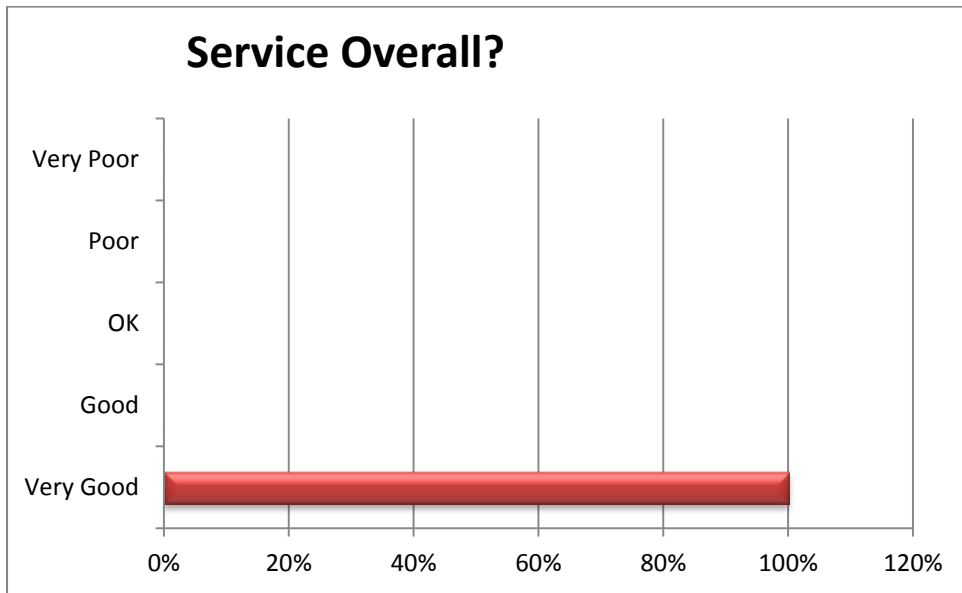


Figure 11:

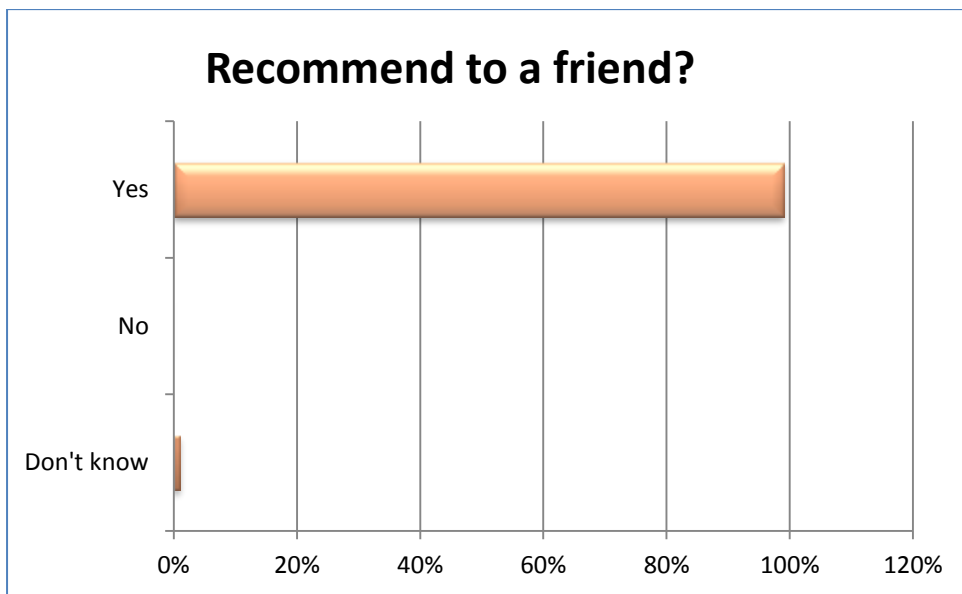


Figure 12:

Comments:

- In out and looked after very good
- Dr Kittel and Sr Lisa acted in a very professional and friendly manner.
- No
- Thank you for a great experience and restoring my faith in the NHS system.
- Completely put at ease and every concern addressed. Pain free and took less time than I thought it would. Almost a pleasurable experience.

- Very professional yet relaxed at the same time
- Overall a great service. One of only a few offering open ended vasectomy.
- Excellent. I would be hard pressed to think of a way to offer an improvement to the service.
- I have already told my friends one of which is thinking about it that he would have nothing to worry about.
- Due to some complications the after care service has been great. It's a shame you are not serving Oxfordshire any longer as your service is excellent. Thank you very much for your understanding and service.
- First class service from start to finish.
- Overall, I was very impressed with the service and care provided. I had virtually no discomfort after the procedure (almost as if nothing had actually been done!)
- Excellent throughout - cannot fault any part of it
- This was a simple and painless operation, despite my apprehension, and the service delivered was excellent. I have experienced no discomfort or pain both during and since the operation. Highly recommended.
- The procedure was very professional from the booking, pre vasectomy information, consultation and the operation itself. Made to feel at ease, in short very well taken care off. Would definitely recommend Dr Kittel and his team.
- Clearly it's what you do with consummate ease, never the less, a procedure like this it's not a decision to be taken lightly.
- I rather liked Dr Kittel's approach of easy chat peppered with up-to-date stats, clearly designed to allay any fears or grey areas we may have had.
- Many thanks for your straight forward yet professional clinic.
- I wish you all the best for the future. Tom & Claudia.
- Really pleased with the whole experience.
- A great service professionally rendered. Friendly and caring.
- I write this the day after having taken Ibuprofen the day of but nothing today and feel no pain - ice pack has been best. Thank you - it was that good, I actually want Germany to win the World Cup now!
- I would just like to thank the whole team for making me feel so comfortable and reassured, you offer and carry out a great service. Brilliant!
- The whole experience was very stress free and I am really pleased with the result. You cannot see where the entry point was and after 2 weeks everything felt normal.
- Have already recommended you to 2 people. Thanks :)
- I would like to thank all concerned in dealing with my operation.
- So far so good. Have not needed any painkillers so far
- I WOULD DEFINITELY RECOMMEND TO A FRIEND AND PUT THEIR MIND AT EASE TO THE LEVEL OF PAIN/DISCOMFORT THEY MAY ASSUME THERE IS WITH THE PROCEDURE
- I would recommend the service to anybody considering a vasectomy. Very efficient and professional service carried out by Dr Kittel and nurse Lisa but also Jackie when talking to her on the phone.
- Thanks to Dr Kittel and Lisa, they made it as painless and comfortable as possible. Also thanks to Jackie for getting it all arranged.

- An outstanding service and thank you so much for making this a straight forward, and worry free experience.
- Thank you to Dr Kittel and all the staff for being so kind, I was very shy and nervous but they were all true professionals.
- Excellent service and luckily i seem to be making good recovery so overall a rather pleasant experience for what envisaged being a daunting experience.
- My partner, who was with me throughout the entire procedure and I can honestly say we could not find any faults or would consider suggesting any changes to be made as they were absolutely brilliant and I will definitely recommend this clinic and be happy to be used as a referral.
- Very pleased with how straight forward everything went.
- A very smooth service from start to finish with a much less invasive procedure than historical ones.
- Let's hope the PVP is as minimal as the procedure!
- As straight forward and simple as I was hoping it would be!!
- My operation was 8 days ago and I'm very happy so far.
- Fantastic service from you and your team and other practices can take a lot from this.
- i had a tiny pain in my left testicle, but after sex it has gone at all, you should tell to others they shouldn't wait..... :)
- Just thank you. So straight forward and almost no discomfort post surgery.
- Service was easy and smooth as butter
- You came highly recommended to us and I have no hesitation in recommending you to anyone who may require your services.
- Your pre-OP pack does nothing to re-assure. Granted it covers the basics and prepares you for the worst but in actual fact it was relatively pain free and easy. It may be an idea, given consent, to share experiences of other patients (TESTimonials - see what i did there) within the pack to reduce the worry slightly.
- Just to say Thank You for making a potentially unnerving experience as straight forward as you did.
- All the very best
- Have already recommended to my brother who is considering a vasectomy too.
- Thanks for making me feel at ease, the experience exceeded my expectations.
- In and out in just over an hour, including about 25 mins waiting time before. A very easy experience with some excellent advice about another medical issue during the procedure itself! Thank you.
- The whole experience, whilst not something you would look forward to, was excellent. I would recommend you to any of my friends considering this procedure. I'm very glad I chose your service. Thanks
- Great service by the whole team

Responsible for report: Dr M Kittel 1/2/2015. Report reviewed every 6 months