



Thames Valley Vasectomy Services

No-Scalpel Vasectomy - The Safe Keyhole Method

Statement of Purpose

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1. Thames Valley Vasectomy Services

Thames Valley Vasectomy Services (TVVS) aims to deliver high quality, accessible and patient informed low risk surgery in a community / primary care based setting. The surgical procedures offered are vasectomy and minor surgery (lumps and bumps)

As an independent provider, Thames Valley Vasectomy Services has successfully delivered a limited range of services over the last 10 years with exceptionally high levels of patient satisfaction and low infection rates. Our latest patient surveys of Oct 2013 found that our patients were reporting levels of satisfaction in the high 90% range.

TVVS has constituted itself as a limited company. This is mainly to facilitate the delivery of its surgical contracts, but also with GP commissioning in mind, to allow a degree of “distance” between both provider and commissioner.

TVVS is regulated by the Care Quality Commission (CQC). The CQC is a non-departmental public body of the United Kingdom government established in 2009 to regulate and inspect health and social care services in England. The CQC can be contacted on tel: 03000616161 or in writing to: CQC national customer service centre, Citygate, Gallowgate, Newcastle-Upon-Tyne, NE1 4PA.



Thames Valley Vasectomy Services Ltd – Registered in England & Wales No 6989193

Tel: 0845 22 55 775 – www.vasectomy.me.uk – Dr Martin Kittel



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The service uses a community NHS hospital building (St Marks Hospital, Maidenhead), but has exclusive operational rights over the rooms.

St Mark's Hospital provides a number of outpatient services including general medicine, community dental services, mental health, physiotherapy, radiology and speech and language therapy. St Mark's Hospital is situated approximately 1 mile north west of Maidenhead Train Station, which is part of the National Rail network. Trains to/from the Maidenhead Train Station provide frequent and efficient services between a range of major destinations, including London Paddington, Oxford, Reading, Marlow and Banbury, as well as numerous other intermediary stops. It is on a public transport route and has its public care parks.

The service comprises of one purpose built and high specification treatment room, a consulting room, an examination room, a linked sluice, a post operative room/changing room, sterile stores, a waiting area and reception. The area is well equipped and well suited to day case surgery.

With easy access from the main road, our premises offers fully DDA compliant access and being all on one level all areas are easily reached. From the shared waiting room, patients are taken to the consulting room where they are introduced to the nurse and surgeon. Following consultation with the surgeon (partners, wives or a friend are encouraged to stay at the patients request) the patient is then taken to the examination room. Following examination they can enter single sex accommodation to get changed. Single sex toilets are also available along with disabled access. Next the patient walks from the changing room to the treatment room. During the course of the day, the treatment room dependent upon the types of operation, would typically see between 8/10 patients.

All surgery conducted by the service involves low risk day case surgery. There are no wards or beds and only local anaesthesia is used, with no other sedation. Patients are carefully selected to ensure suitability and typically patients are discharged within 30 minutes of surgery to their waiting chaperone who takes them home. Thorough patient information is given both prior to and after surgery, along with informed consent and a full patient discharge summary to the patient and referring GP.



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2. The name and address of the Registered Provider and the Registered Manager

Thames Valley Vasectomy Services Limited

The Chalet

27 Meadow Way

Dorney Reach

Maidenhead

SL6 0DR

Mrs Leanne Kittel (Nominated Individual / Director/ Registered Manager)



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3. The relevant qualifications and experience of the registered provider and any registered manager

TVVS have provided surgical services for nearly 10 years within East Berkshire, moving from its initial premises with Dedworth Medical Centre to its current location with the outpatients department at St Marks Hospital, Maidenhead.

During this period of time considerable experience has been gained and also shared. Dr Kittel was trained by Dr Laurel Spooner (chairperson of the ASPC, Association of Surgeons in Primary Care) as a no-scalpel vasectomist in 2002 and is a member of (BANSV) attending conferences and providing national audit data.

The service has successfully performed in excess of 2000 vasectomies.

The service although small and independent has benefited from the support of our PCT contracts and as such have been able to expand our service and limited range of minor surgical procedures. The down side to this is that minimum standards, policies, processes and support that the NHS trusts enjoy has not been accessible to us. We have however adapted and built our own systems based upon their models but modified them to meet our very scaled down needs.



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The Registered Manager has been in post for 2 years. Prior to this position she was employed by Heatherwood and Wexham Park Hospital Trust as a clinical practice development sister. This involved the management of staff training, appraisal, recruitment and retention. The post also included the ward and training audits and medical device training and records. Complaints management was key to the post and clinical skills were kept updated.

Other relevant experience prior to this post includes, the Ward sister of a 42 bedded acute trauma and orthopaedic unit. Again staff management was key to the post, managing sickness, time management, appraisal, recruitment, teaching, off duty records and time sheets. Budget management was essential and clinical governance key to the development of the unit. Change management was a key skill and at the heart was the provision of high quality patient care in accordance with policy and procedure.

The Registered manager holds the following relevant qualifications and registrations:

Diploma of Higher Education in Nursing Studies (Adult Branch)

BSc (hons) in Health Studies

Introduction to effective management

NEBS Introductory Cert in management

Leading an Empowered Organisation (School of health studies)

Nursing and Midwifery Council (NMC) registration. Pin: 92C0774E



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4. The number, relevant qualifications and experience of the staff working in the establishment.

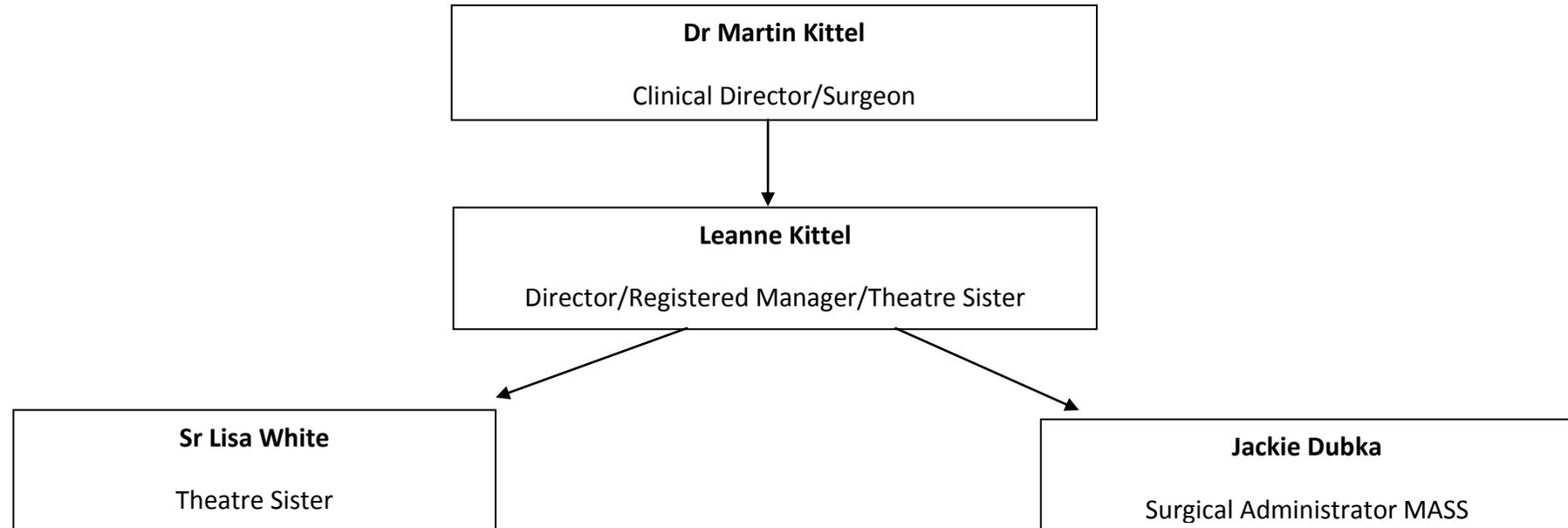
Role	Number employed	Permanent (P) Bank staff (B) Outside provider (O)	Relevant qualifications	Relevant experience
Clinical Director / GPwSI / Surgeon	1	P	GMC Registered Doctor GP Partner (MRCGP) DRCOG DFFP Mandatory Training	Experienced and well practiced surgeon accredited by the PCT as a community based surgeon. GP GP with special interest in, no scalpel vasectomy and minor surgery. (GPwSI) Member of the Royal College of Surgeons.
Theatre Sister	1	P	Nursing and Midwifery Council Qualified Emergency nurse practitioner Mandatory Training	Surgical nursing experience Wound management Minor surgical procedures
Surgical Administrator	1	O	Administration Qualification	Experience of surgical administration Communication skills training



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5. The organisational structure of the establishment





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6. The organisational structure of the establishment/agency continued

The team at TVVS are very compact despite the fact that approximately 300 patients access the service per year. The reason for this is that we are able to successfully utilise an outside provider for administration of the service (Medical Administration Support Services, MASS) and those staff employed also successfully multi task to the patients advantage.

MASS is controlled by TVVS policies and procedures and TVVS is committed to the pertinent training of MASS employees in order that TVVS ensures patients are treated in accordance with its policies and procedures. MASS attends twice yearly clinical governance meetings.

TVVS is committed to the updating of its staff and as such our staff attend their mandatory training through the organisation from which our rooms are hired, thus ensuring staff adhere to the policies and procedures within that organisation.

The staffing team that we have in place, work flexibly due to the nature of the service and its commitment to patient choice. As the surgical procedures take place between 08.00 and 18.00 on a Friday, it is essential that MASS provides a 24 hour telephone service for patients outside of these working hours and that the manager is available for referral by MASS at any time.

Our staff are contracted to work either a full day or a half days and if sickness or training absence presents itself, the team has sufficient internal capacity to cover this. The centre only delivers planned surgical procedures via the Choose and Book administration system and does not take emergency referrals. Our surgeon works the same hours as the nursing team. After hours an answer phone service is available, surgeons can be contacted by patients via mobile or the out of hours service can be of assistance.

When a new member of staff joins the business, they are taken through a staff induction programme and then if necessary updated on all of their mandatory training. The member of staff is then entered onto the training spreadsheet and their core training monitored. This is a new system to the business and we are currently populating all of the staff information onto this. All staff receive an annual appraisal.



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7. The kinds of treatment and any other services provided for the purposes of the establishment, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

The kinds of treatment we will be delivering are considered low risk, minor surgical procedures; vasectomies, lipoma removal, mole removal, skin tags All of these surgical procedures are planned and low risk with the application of local anesthetic. Many of these are traditionally referred to as “doctor’s office” procedures.

We plan to deliver surgical out-patient services along with surgical procedures from our main site in St Marks Hospital, Out Patients Department. Pathology services for our patients are delivered via a service level agreement with our local acute hospital. These results are then posted to the service and marked private and confidential.

Sterile Services are offered via a service level agreement with the local acute hospital. Surgical operating equipment is collected from the main site at St Marks Hospital, transported securely to the sterile services department at Wexham Park Hospital. It is then cleaned, certified sterile and couriered back to the sterile stores within the Out patients Department at St Marks Hospital. Within the service we have an adequate number of equipment, to accommodate any delays or unforeseen problems which might occur in having our equipment cleaned off-site. A tracking system for all sterilised equipment is in place.

Ordering of consumables is being done through two providers, Nu-care and Farla medical. Finally, the NHS Courier service is also used by the centre, this providing essential internal postal and delivery services.

Other than those listed, we do not handle any of the other typical services that a hospital would. For example we do not handle bloods, cancer care, IVF/Termination of pregnancy, any IV medications or air way management. To draw a comparison, we are a small community based version of a day surgical unit, without wards or beds



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8. The arrangements made for consultation with patients about the operation of the establishment

Thames Valley Vasectomy Services was developed over 10 years ago by Dr Martin Kittel. Dr Kittel wanted to be able to deliver services for his patients that were both closer to home and more cost effective for the PCT/Health Authority. Initially he worked from his GP practice but later due to the constraints of the rooms moved to the purpose built area within St Marks Hospital.

TVVS is a small, friendly and individualised service that works closely with its patients to ensure the delivery of patient focused care. As such we offer each and every patient the opportunity to complete an anonymous online or paper patient satisfaction survey. Should the patient wish to receive a response they have the opportunity to complete their personal details and discuss the points further.

The results of these are then published on our website and used via our governance meetings to measure the impact of our care with our patients and make any changes that become apparent. On occasion, a common theme might become apparent and if this is the case, the centre will investigate this further and if necessary produce an action plan to ensure that our services adapt and change given the needs of our patients.

The centre has always received extremely high levels of satisfaction from our patients and we believe that this is because the centre applies a very “personal touch” to all of its patients. Patients are empowered with information, through the comprehensive website and postal information packs and given choice in the design of their individualised care packages and due to the highly efficient organisational structure needless administrative stages can be removed thus greatly shortening the patient journey.

For patients that require additional support in accessing our information, whether this is in person using sign language or through another translatable language, we have access to the ICAS service, Language Line and also the Patient Administration Liaison Service within the local NHS Trust.



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9. The arrangements for dealing with complaints

Thames Valley Vasectomy Services is committed to maintaining the highest standards in all aspects of care. So when patients and visitors offer praise - or criticism - we listen carefully. We review all the comments you make and we use that information to improve our services and facilities even further.

If a patient is unhappy with our facilities or service we want to know about it as soon as possible. We will then investigate the situation so that we can explain, apologise and take positive action where necessary. Patients are encouraged to tell us as soon as the problem arises, it can often be sorted out straightaway. In the majority of cases, the person looking after them may be able to solve a day-to-day query. Otherwise, the service director, or registered manager will be happy to help.

If a patient is not completely satisfied they are then encouraged to put their comments in writing. We take all comments and complaints seriously.

Acknowledgments will be sent within 48 hours of receiving the complaint. We will then reply in full as promptly as we can - usually within 20 working days. If the investigation is still going on after 20 days we will write to explain the delay. In very complex cases, which may take more time, we will send a regular progress report.

TVVS prides itself in never having received a formal letter of complaint in the 10 years of service. However, despite this, we are aware of the importance of a rigorous complaints procedure in order to deal with issues swiftly and competently. We also understand the importance of learning from patient feedback and as such utilise the patient satisfaction comments as an ongoing learning and service improvement tool.



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10. The arrangements for respecting the privacy and dignity of patients

As a patient arrives to the centre they are greeted by the reception team, booked in and shown the waiting area. They are greeted by Dr Kittel (the surgeon) or his nurse and shown into the consulting room. Here an examination is conducted behind a lockable door (chaperone is available as requested) and the surgeon gains consent from the patient and then shows them through to a single sex changing room, after which the patient walks through to theatre. After the operation the patient returns to the post operative room where they get changed, they are then offered refreshments and a nurse is on hand to provide a post operative consultation and aftercare talk, they are then escorted out of the centre by the patient's nominated carer and then home.

The service has in place, policies for all staff surrounding confidentiality, privacy and dignity, consent, safeguarding and data protection which all improve the journey that the patient would expect through our service.

Due to the set up and design of the service we feel that we cater for all including minority cultural communities. We have never been asked for our information in other formats, but do offer this possibility to all patients.

We pride ourselves in our flexible, adaptable attitude to patient care and actively encourage patients to inform us of any special needs or requirements they have at the time of booking an appointment, in order that we can strive to meet their needs to an acceptable level, to both patient and the surgical team.

Our staff have access to and are asked to sign our information folders which compliment the information on privacy and dignity, cultural awareness and the mental capacity act covered within mandatory training.

Signed: _____ Mrs Leanne Kittel

Date: 30.01.2013

Designation: Director/ Registered Manager

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