

TVVS  
Patient  
Satisfaction  
Survey  
2014

## Introduction

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The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 153 patients provided feedback between January and December 2013.

### Standardised questions: BEFORE the procedure

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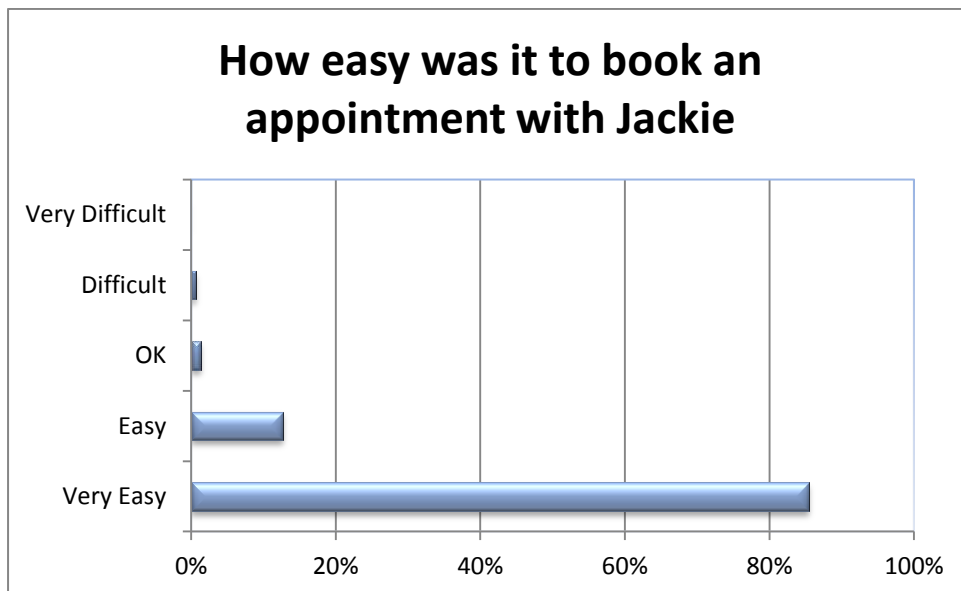


Figure 1:

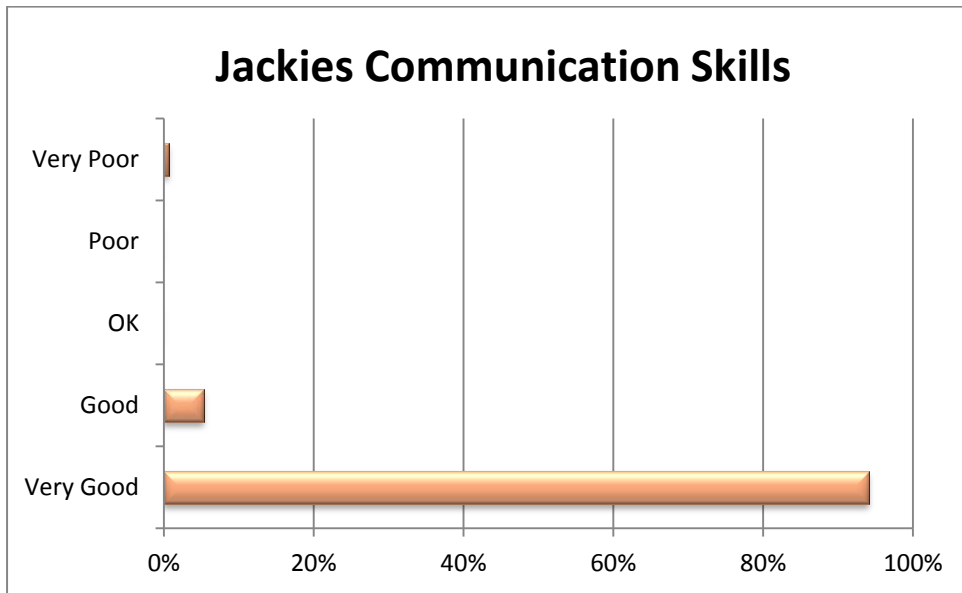


Figure 2:

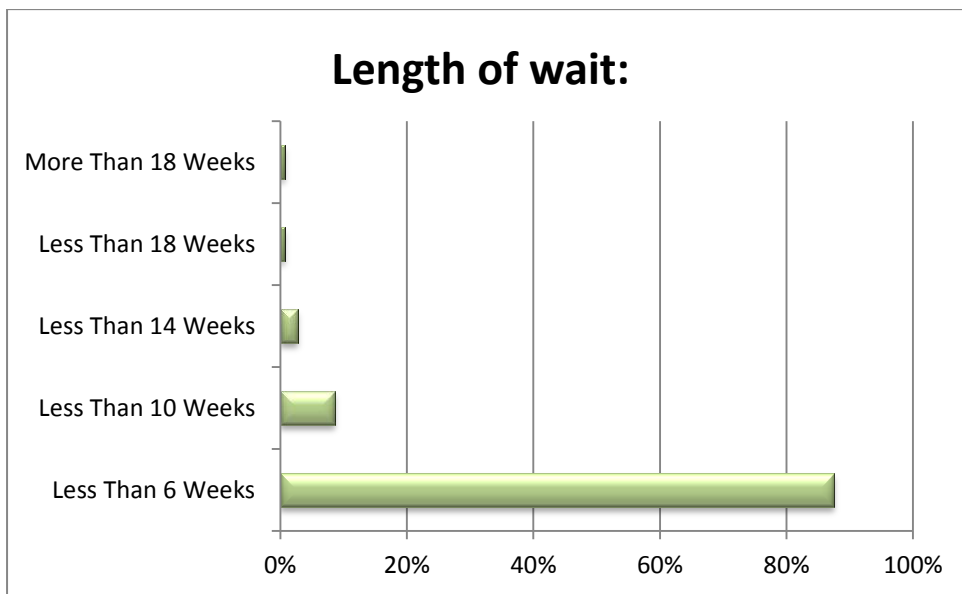


Figure 3: Please note any patient waiting longer than 6 weeks is down to patient choice or former West Berks PCT funding cuts.

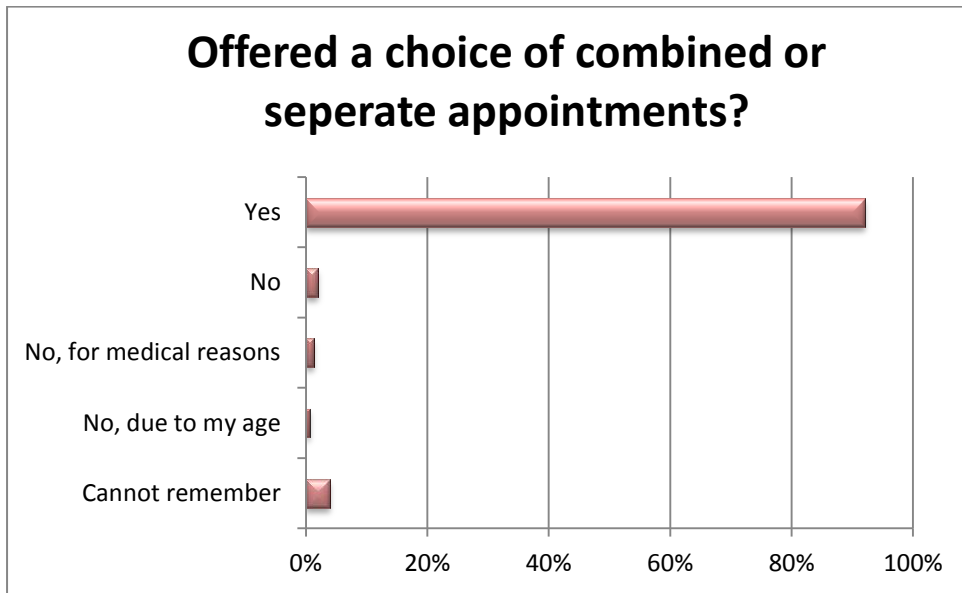


Figure 4: We try to accommodate patient’s wishes in most cases as clinically and ethically appropriate.

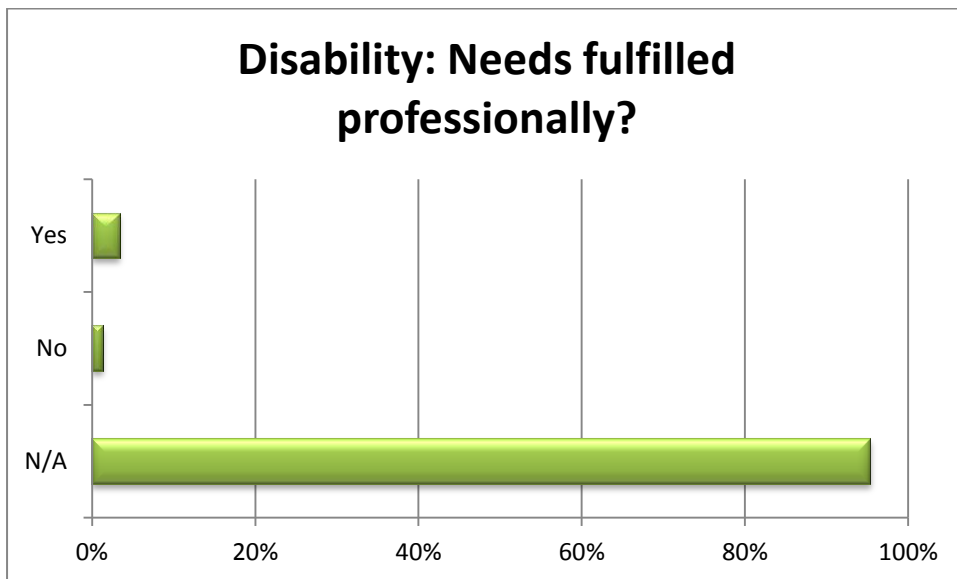


Figure 5: We believe some of the patients claiming they were disabled had not read the question right and meant they were not disabled. Where there was a “No” there was no comment in how far we could improve, thus difficult to judge.

**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.

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- Nervous about post operation long term pain. I chose the consultation route followed by the procedure a few weeks later. This gave me time to fully consider the facts. The consultation was extremely useful.
- The professional way in which making the appointment was handled gave me great confidence in the rest of the process
- Had a laugh with Dr Kittel
- very pleasant to talk to , the doctors and nurses were very calming and reassuring, thank you to the team that made this possible, many thanks , Paul
- Jackie was responsive to all questions and provided information needed when asked
- Jackie was excellent and the best service I have ever had with the NHS (and I told her so).
- Jackie was very helpful and friendly.
- Absolutely fantastic procedure. Hardly noticed what was happening. Given plenty of advice as to after treatment care but it was as if the operation had never taken place (it had!!). No pain (slight ache) and back to normal in a couple of days.
- Relaxed consultation made the experience easier
- Very good service
- The consultation was simply first class, I attended my interview with a complicated personal circumstance and it was a pleasure to discuss the situation with a man who understood the significance of the procedure and potential consequences. This consultation was priceless.
- The only problem I encountered was that the date of birth entry on the security link was back to front - mm/dd/yyyy not dd/mm/yyyy as I had expected *[thank you for this, this has now been fixed, Kind Regards, Dr Kittel]*.
- Very happy all round.
- Naturally I was a little worried prior to the procedure, but Dr Kittel's easy and professional manner put it my mind at rest and I felt extremely comfortable.
- I found the booking process and advice given at the time reassuring and problem free but I did have some specific concerns and Dr Kittel took the time a day or so later to telephone me personally to discuss and reassure me. I felt grateful for his personal attention and was very comfortable with the whole procedure before the appointment.
- Excellent admin
- I've been planning the appointment in my mind for a few months & took the nudge to look up on the net via Google search, finding St. Marks in the local area. Dr Kittel's website was informative, providing me the confidence with the facts & reassurance I needed. So took the next day to Contact for a prospective appointment. Jackie to me by surprise to offer an appointment the same week! So naturally, I maintained the pace with the growing confidence and professionalism Jackie provided.

- Jackie was very helpful and answered any questions I had
- Jackie was really helpful and proactive as soon as she'd received the referral from my doctor. I couldn't believe how quickly the appointment was set up and the information supplied was really informative.
- Would of been easier if the information pack was in PDF format, not word *[this may have been a mishap and should have been and be now always the case. Thank you, Dr Kittel]*.
- Excellent experience! Both, Martin and the nurse were absolutely fantastic congratulate your team, it is supper! Thanks! Ailson
- Absolutely calm relaxing and well explained about the procedure.
- good experience
- Really efficient, well organised and helpful!
- Friendly pre op briefing by Dr Kittel relaxed me and removed any anxiety I had about the operation.
- All very good
- Everything was very straight forward and well explained and made very convenient thank you
- The whole process was very easy and straight forward. I expected to be waiting months for a date but was offered one very soon after being referred by my local GP. Very impressed.
- jackie was very quick in responding to my call and explained everything over the phone very well so i knew what to expect before the procedure
- A very prompt and professional service
- I had to change my appointment a number of times, this was managed very well by Jackie
- very smooth with no issues or concerns
- Very professional and well organised with every detail regarding the operation outlined in very easy to understand terms.
- Totally straight-forward, efficient and professional
- The procedure was very quick and very well explained. It put my mind at ease, and pain free.
- It took a few days between leaving a message for Jackie and her calling me back - once we'd actually spoken everything was very quick.
- The process of having my referral sent from the GP took longer than I expected and communication was poor...however, this was more to do with my surgery. All communication from your clinic was excellent.
- Really easy and efficient very friendly staff
- Really easy and efficient very friendly staff
- Dr Kittel and his staff were very helpful prior to the procedure and explained everything in great detail, they were ready to answer any questions in a very relaxed atmosphere.
- Initial referral via my GP was problematic as the paperwork appeared not to have reached Jackie; however once Jackie and I made contact, everything else went smoothly and professionally and I was given a choice of appointments without an extended wait.

- All positive. The only delay was caused by diary conflict
- It was an easy process but it might be an idea not to put the name Vasectomy in the title of the e-mails you send out. I am not shy but some people might be *[will be discussed at next clinical governance meeting and implemented. Thank you]*.
- Original Procedure was booked for 18 Jan 2013, but due to partner having a bad illness I had to cancel and rebook, this was handled very professionally and with minimal fuss by Jackie. Packs sent out very quickly.
- All very straightforward
- The procedure was explained on full and I was made to feel very at ease. The environment was calming.
- Dr Kittel was extremely good and spent time explaining exactly what was going to be done. He also asked myself and my partner many questions to ensure we were 100% about the procedure that was about to take place.
- Excellent from start to finish. Was very nervous in having the vasectomy, but the professional manner in which it was carried out put my mind at ease.
- was all very good and relaxed atmosphere
- Apart from a minor problem with email addresses went very smoothly, and coped with snow disruption without any difficulty.
- n/a
- Booking an appointment was simple and Jackie was very pleasant.
- Both Jackie and Dr Kittel were very clear and professional
- Professional explanation of the procedure and the risks involved.
- Felt very welcome and was looked after very good thank you.
- Very well explained and reassuring
- Very easy to arrange. I had to rearrange twice due to things coming up at work but was able to do so easily and with great help from Jackie.
- The date that was emailed to me was different than the date we discussed, but Jackie rectified it very quickly. My appointment was also confirmed speedily.
- I would just like to say that the service I received today was exceptional and I could not of asked for anything to have been done differently. I thought that they team performing the operation were 1st class, they made me feel very comfortable and at ease. Well done to you both.
- Excellent waiting time - only 3 weeks. Website very good, but it would be good to have a step by step guide on how to get your GP to refer. I had to push my GP (Wokingham) to consider you as they seem to refer everyone to Loddon Vale surgery as a matter of course - it was only when I said I wanted to be referred somewhere else that they checked you out (once I had sent them a link to your website). So I had to do all the running to get referred
- There was a delay of some weeks between my writing to ask my doctor to arrange the procedure and hearing from TVSS; I had to ask the surgery in the meantime to check they had received it. This is more an issue for the GP but some acknowledgement would have helped as the first I heard was a call offering me an appointment for surgery and / or a consultation.
- I was very impressed with the level of professionalism in the service that I received
- It was very efficient and polite

- It was very easy to get an appointment and Jackie was very prompt in replying in detail to any questions I asked.
- Very polite, clear information given.
- Two things to mention:
  - 1/ I think it would be worth more clearly pointing people to the web site I only really realised how useful it was after the appointment. *[Comment: We will put this into the letter that introduces the patient pack]*
  - 2/ It would have been really great to have been given or directed to good advice about how to shave - It is not something I normally do and I made a right mess of it! Honestly, it was probably more painful that the procedure itself! *[Comment: Thank you. This will be implemented this year and is likely to be online.]*
- Felt very happy with procedure and could not thought any area of the vasectomy
- IT was all dealt with very efficiently, very helpful, and this continued on the day, where I was treated very well on arrival and throughout.
- Overall I found the end to end process excellent and highly professional. The standard of service experienced wading line with that I would expect from private healthcare. Would strongly advocate non scalpel method. Thank you.
- Everything was explained and I was made to feel at ease
- Even though i had read up about it, i was still unsure of what to expect regarding the procedure. i wasn't nervous just a little apprehensive.
- Very good service...only issue was providing some of the documentation on double sided paper so when signed and returned the declaration, lost some of the instructions/directions but when pointed out, got replacements through immediately
- The communication was very good at the time of booking the appointment. Where this could have been improved would be to send an email or even a SMS a couple of days beforehand. This provides a reminder of the appointment and any key messages.
- Very professional.
- I was a bit worried about the snip but when I got in and it all begun it was very relaxed and very little discomfort  
I am writing this the very next morning and still cannot believe there is virtually no pain or swelling .
- Jackie was very informative and helpful and very accommodating when making my appointment.  
Despite my being late for my appointment, Dr Kittel was very understanding and took the time to meet me at the front of the hospital.
- We were very pleased with the service and advice you gave.
- Jacky was very helpful & friendly. My wife also spoke with her & commented on how nice she was to deal with
- Very pleased with the service, thank you
- Sehr gut und ein sehr freundliches Dr.!
- I had originally planned to have my vasectomy done on the NHS by a local clinician however the initial consultation had left me so traumatised I decided to look around. When I found Dr Kittel 's website I was impressed by the professionalism. And then



when I spoke with Jackie she made me feel even more reassured that I had made the right choice.

- Consultation was clear and stated in easily understandable language
- Jackie had to chase up Doctor Kittel to answer one of my questions but overall the booking process was very straight forward.  
Being able to pay the deposit on-line is convenient.
- My work email could not handle your encrypted message so I asked for it to be sent to my personal email which was completed. Unfortunately, the pack details containing what I must do before the procedure subsequently were not received despite double checking after the procedure. This proved embarrassing as I had to shave myself on the day of the vasectomy and this delayed other patients. I work for a bank and perform highly analytical work and this is something I would not have missed if received, however, I was made to feel that I had made a huge error and had delayed Dr Kittel unnecessarily. There clearly is a gap in the communication procedure that needs to be addressed. *[Comment: We are sorry there was a gap on this occasion. It is very unusual for a patient not to receive their patient pack. We will amend the template in so far, that Jackie will tell all patients to contact her within a certain time should they not receive the patient pack]*
- Jackie very easy to deal with and very understanding. Very prompt to reply.
- Very efficient service.

## Standardised questions: DURING the procedure

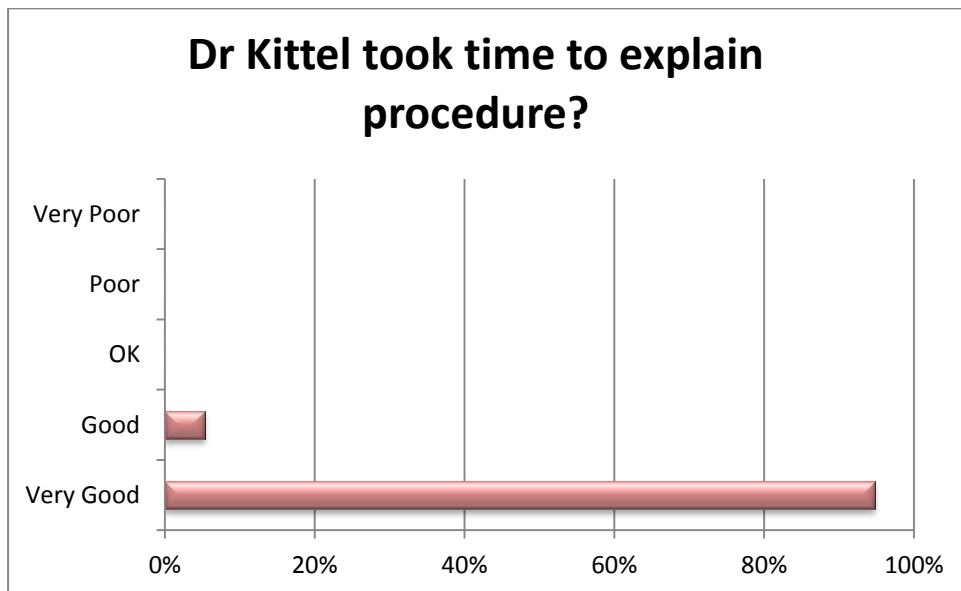


Figure 6:

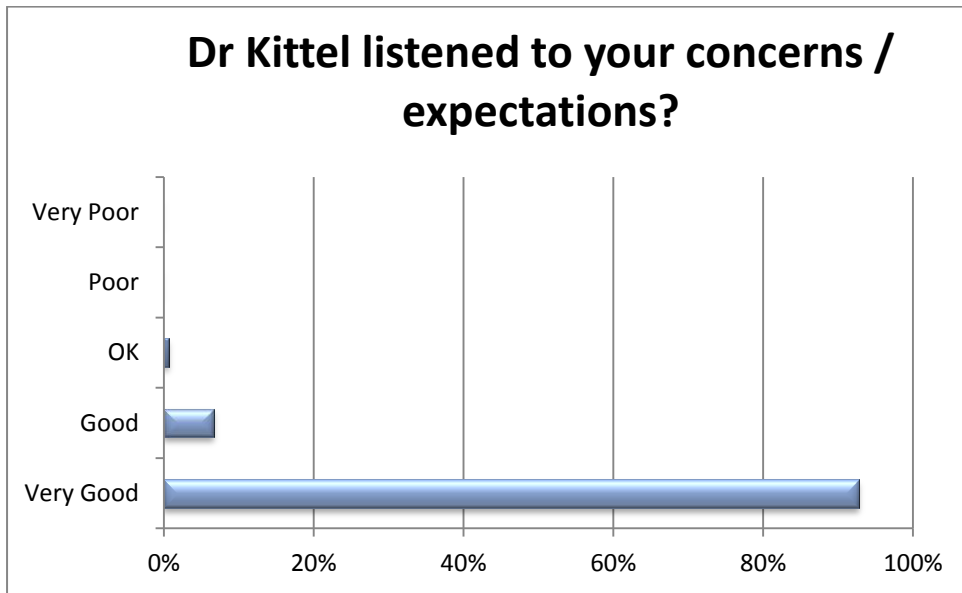


Figure 7:

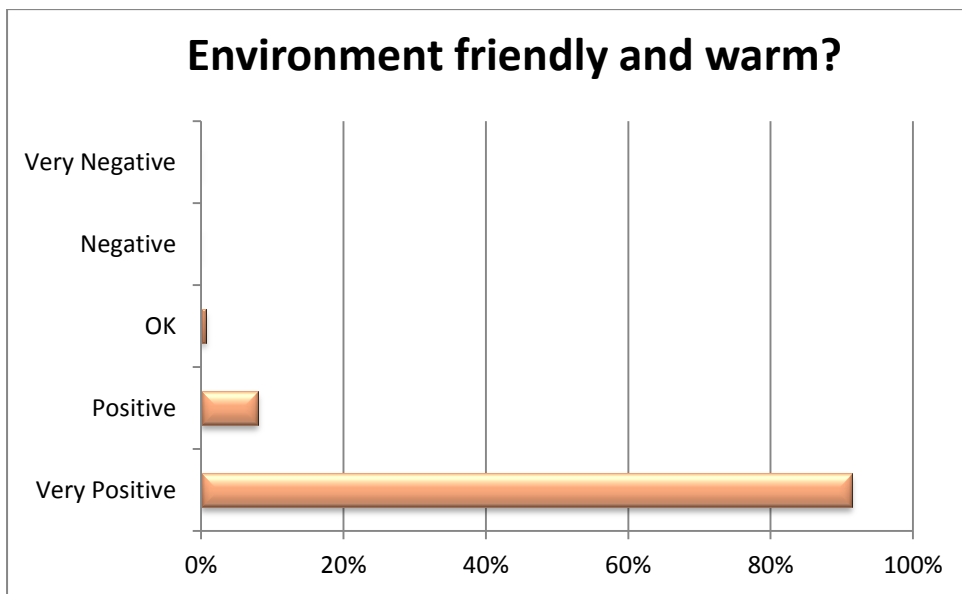


Figure 8:

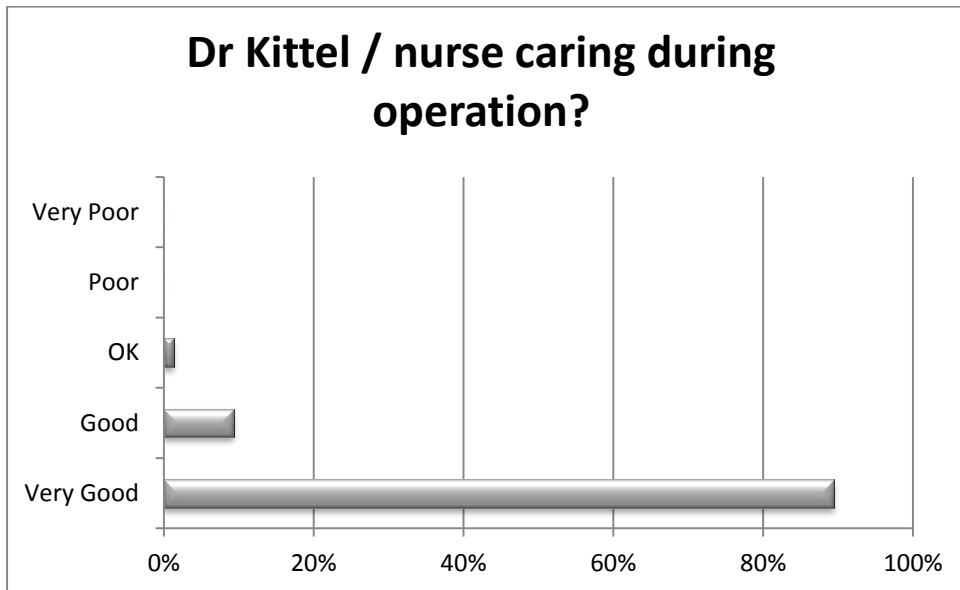


Figure 9:

## Comments:

- The experience was very positive. I was nervous but made to feel at ease. It helped having my wife present. I felt comfortable and at ease throughout the procedure.
- Both Dr Kittel & the nurse worked hard to put me at ease and help me relax throughout the procedure.
- Very relaxing
- I would like to personally thank Dr Kittel and the nurse for being so kind and calming.
- Both kept me calm and reassured me, a great team.
- Procedure was excellent - Dr Kittel and Nurse VERY good !!!!!
- Excellent all around. The banter helped with an otherwise awkward situation.
- Both Dr. Kittel & the nurse put me totally at ease during the procedure.
- Was kept informed of what was happening. Environment very relaxed. Very pleasant people. Partner was allowed to support which was very helpful.
- Very quick and relaxing
- Very relaxed, very professional and a supportive environment for the operation.
- Couldn't be happier
- Dr Kittel was happy to explain everything during the short and interesting procedure. Once the anaesthetic had numbed everything, the whole procedure was quite painless and near sensation free.
- I was made to feel as relaxed as possible, comfortable throughout - marginal bee sting for the enviable start of procedure. Obviously highly unguarded, I didn't feel intimidated at all, with both Dr. Kittel & Nurse supportive, professional and caring throughout - very approachable, genuine friendliness and shared common ground. Good advice with good humour, absolutely relaxed (as much as possible)

under the circumstances) & was chuffed to see how swift the total procedure took. Hoping the after effects go just as smooth!

- Dr. Kittel's manner and professionalism put me totally at ease with the procedure and would recommend him to anyone who asked.
- Had a good chat while the work was done. Gave extra pain relief when I needed it.
- Bed side manner was exceptional and very calming even though I was nervous. The procedure was very quick and Dr Kittel was very honest and accurate as to when you would and wouldn't feel discomfort.
- Believe it or not I was actually a bit nervous, but you were both great at making me relaxed.
- Extremely "feel good", calm and secure sensation.
- nice, easy and quick
- nice friendly none embarrassing service... would recommend.
- Very pleasantly surprised. The doctor and nurse were both really helpful.
- I was nervous at the start but both Dr Kittel and his supporting nurse engaged me in conversation that distracted me and put me at ease.
- I was made to feel very comfortable and every step was explained in detail. The operation was professionally carried out
- The procedure was very good. Both Dr Kittel and the nurse were very relaxing and put me at ease straight away. They kept me informed as to what was happening and I couldn't believe it was all over so quickly.
- everything was very good I was put at ease after speaking to Dr Kittel and during the procedure we were chatting about all kinds of things a very calming environment
- My wife was very happy to be allowed to join me
- positive experience
- As you can imagine I was feeling a bit scared at having the procedure but was put at ease from the start with every step explained in full.
- Dr Kittel and the nurse did their best to remove my nervousness and anxiety - thank you to them both
- Both were talking to me as if they were making a cup of tea, this took my mind off of the procedure and also the time went very quickly
- Thank you for making it as smooth, worry free and as dignified (!) as possible. Appreciated being able to watch the procedure and the running commentary *[comment by Dr Kittel: Most patients are a bit anxious and choose not to watch and we normally do not tell you what is happening. However, some patients are very interested and they are equally accommodated]*.
- Excellent manner and very relaxed. Would have preferred a little more commentary about what was happening (as well as the small talk) *[sorry, sometimes it can be a little difficult to judge how much the patient wants to know and I tend to err on the side of caution]*.
- Really easy no real pain
- Dr. Kittel and his staff nurse made the whole experience like a walk in the park, friendly conversation throughout the procedure which took my mind away from the operation completely. Dentists could learn a lot from Mr. Kittel's bedside manner, excellent!

- Both Dr Kittel and his nurse Lisa were friendly and informative, allowing me to freely ask questions both prior to and during the procedure and allaying any apprehension I may have had. They were also very patient after the completion of the procedure and at no point did I feel rushed out of the clinic.
- I couldn't fault it.
- All very relaxed and friendly, even when I did feel pain and had to have more anaesthetic!
- I was a bit nervous but was put at ease, The nurse and Dr Kittel talked throughout the procedure about different subjects which took my mind off the procedure. It was carried out very quickly and I never felt uncomfortable at any point.
- The whole procedure was carried out professionally and in a caring manner.
- They were both excellent at chatting and relaxing me when I was really tense!!
- Dr Kittel and the nurse were both extremely kind and caring. They talked me through every step that was happening and what I may possibly feel. Extra anaesthetic was given when I could feel things happening. They were both very professional and did their best to make me feel comfortable and at ease.
- It hurt. If you could use only cotton wool balls for the procedure instead of needles and soldering irons then that would be a definite improvement
- guess we laughed really, kept me talking to take my mind off some one chopping into my ----
- Very relaxed
- EVERYTHING WAS FINE
- Not as much pain or discomfort as I was expecting and all over quite quickly.
- Dr Kittel and the supporting nurse were very helpful, understanding and professional as well as making a somewhat nervous patient more at ease.
- Very informative and relaxed.
- I was expecting the procedure to be more painful, but after getting numbed up I virtually did not feel anything. The whole procedure really only took 15min and the injection into the skin of my testicles was as painful as a flu jab. During the procedure I was talking to Dr. Kittel who answered all my questions and made me feel very relaxed [*comment Dr K: Pain perception between patients vary widely. Nobody is the same. We just try to make it as comfortable as possible. And like with all local anaesthetic, after a few seconds the pain is gone.*].
- I didn't ask at the time, I know wonder about how the procedure was performed without a scalpel. This is mainly because the wound formed a small scab that became rather itchy after a week. Otherwise, no problems beyond the initial weeks expected pain.
- I was made at ease and the process was as painless and comfortable as possible.
- As above.
- No complaints about the vasectomy - Lisa and Dr Kittel were excellent, friendly, professional
- As well as one could wish for
- I was slightly nervous about the procedure however both the nurse and Dr Kittel were exceptionally caring and made the whole process a lot easier for myself
- It was very well managed and made me feel at ease.

- Prior to the surgery I was made to feel very comfortable and every effort was made to ease any concerns that my partner had. During the surgery I was relaxed and felt like it was thing right surgeon carrying out the procedure.
- Bit more discomfort than I was expecting but Dr K was very good and applied more local and waited before proceeding further
- I really appreciated how stress-less and easy the procedure was and this was in no small part due to the incredibly professional and caring behaviour of the team.
- I drove from Kent for the procedure and would recommend the surgery to my friends
- It was a very pleasant experience from when I was greeted and met by Martin, and this continued throughout the whole procedure from everything being explained to me, meeting Lisa the nurse and even generally talking through the whole operation. The things that I needed to do afterwards and what to do if there were any problems or things I was worried about. I was made to feel that it was very personal and related to me, not just another number on the list. Thank you.
- See previous comment.
- Very happy with how things were being done
- Dr Kittel and the nurse spoke to me throughout the operation, every day sort of chit chat, it went so smoothly and quickly, i was actually shocked when Dr Kittel said that's it all done.
- Excellent, no problems whatsoever, very relaxed atmosphere
- Dr Kittel was excellent.
- Very attentive and personable. Kept conversation going throughout the procedure thus keeping one's mind off the operation. Very competent and clearly experienced thus affording a great deal of confidence in their ability to deliver.
- It was all fine
- Dr Kittel and his nurse were extremely friendly but professional at the same time. They made the whole procedure very relaxing and pain free.
- I have permanently blocked it from my mind!!!! ;-). Very good, you made my wife feel part of it all and very comfortable, which she found excellent.
- I found Dr Kittel to be very reassuring & I felt as comfortable as possible.
- excellent
- I was very anxious about the procedure itself and I must say Dr Kittel and nurse Lisa were brilliant. Both so professional and friendly. It made the whole a experience one I will promote for many years to come. Thank You
- Dr Kittel and Nurse Lisa were very professional and made efforts to put me at ease during the procedure
- Both Dr Kittel and his nurse kept me chatting throughout the operation which helped remove the nervousness I had as the procedure was about to begin.
- Dr Kittel was very pleasant during the procedure and made me feel at ease.
- It was very relaxed, we chatted about normal things not related to the procedure which took my mind completely off it, didn't feel a thing and was amazed it was over pain free and felt comfortable
- Dr Kittel and his nurse were both outstanding in there care before and during and after.

- It would have been helpful to have the process explained in a little more detail, for example the equipment that was to be used and the role they were performing. It was quite intriguing to see smoke rising at one point. *[Comment: We have recently started to use a new state of the art smoke evacuation system responding to patients comments.]*

## Standardised questions: AFTER the procedure

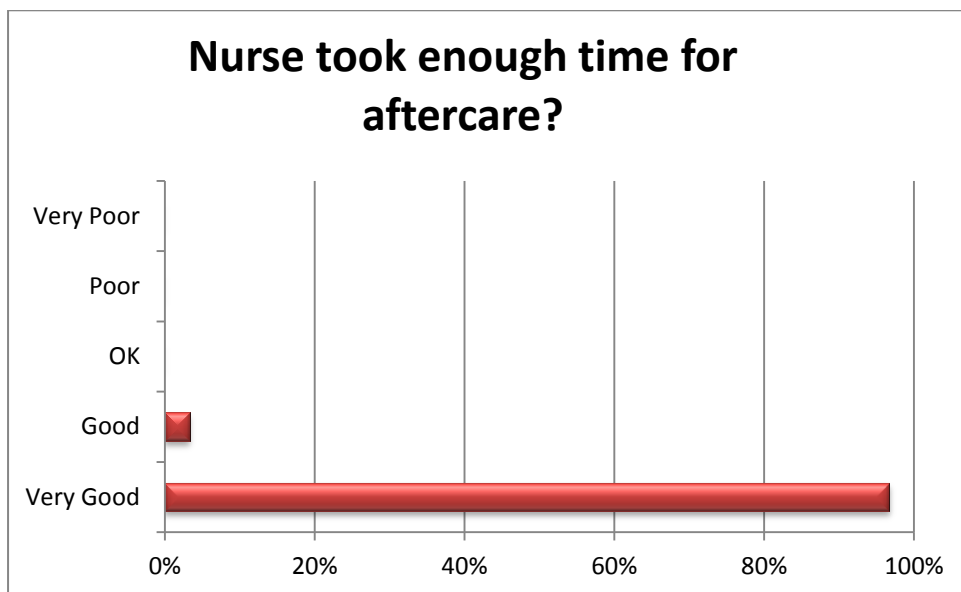


Figure 10:

### Comments:

- The nurse was very friendly and down to earth. She quickly recognised that I looked a little faint. I felt totally at ease.
- everything was explained at a good pace and clearly. i didn't feel rushed or as if they were trying to get me out of the door.
- Linda *[Lisa]* explained the after care very thoroughly, relaxing cup of tea. Thank you.
- All good.
- The explanation for after care was absolutely second to none, with my current training routine I was advised to keep my heart rate as low as possible, so i wore my heart rate monitor for 3 days to ensure I kept the heart rate down and maximised the healing process.It worked superbly.I took 7 full days off training and have since returned to my pre-op training routine of 2 hours a day for 6 days a week with no pain, side effects or complications.

- I have followed the advice given regarding taking it easy and application of ice pack and as I sit here 27 hours after the procedure I am still waiting for the post operative discomfort....So far, no pain, no throbbing or anything so I have not needed any pain killers and don't expect to.
- Feeling completely vulnerable, the nurse took every approach to protect modesty whilst professional doing her job, made to feel at ease and to fully appreciate the expectations. Well prepared for recovery time ahead.
- Very friendly, gave good advice.
- The nurse was very helpful and it was good to have my partner there who could listen as well to the aftercare instructions although they are well documented in the pack we received.
- Very thorough in explaining the aftercare.
- Very well explained by the nurse what to do to have a perfect recovery.
- n/a
- Very relaxing and informative. Made the experience a lot better.
- Brilliant post Op care by the supporting nurse who gave me a clear and easy to understand brief about after care and the process I need to follow to be declared sterile.
- The nurse was great. She explained the aftercare instructions, made sure I was happy with everything and even made me a cup of tea.
- all aspects addressed well - very good experience
- Again very professional with everything explained in great detail, felt that I could ask any questions.
- Very supportive - thank you.
- Nurse was lovely - very clear in her instructions and didn't feel rushed at any point.
- Explained everything really well
- Explained everything really well
- After following the advice given by Dr. Kittel and his staff, I rested for the next day or so with out any discomfort at all. After this I had to keep reminding myself that I had actually had an operation and to take things a little easy as advised, no discomfort at all!!!
- Nurse Lisa was extremely patient and attentive to my post-procedure needs. She took her time to ensure I understood the aftercare instructions and also ensured the bandage was securely in place before my departure.
- The Nurse explained the aftercare to both myself and my partner. Answering any questions.
- I was offered tea, coffee and biscuits and was not made to feel in a rush to leave.
- The nurse took time to explain all the aftercare, she was very kind and understanding. Explained things very well.
- ouch
- The ONLY issue I would raise is that the written notes regarding sperm testing etc could be much clearer *[Dr Kittel: Thank you. We agree and plan an overhaul of the documentation shortly. Shame feedback is anonymous, because we would like your suggestions, but we do not know who you are]*
- N/A



- Everything was explained to me over a nice cuppa with some biscuits. No pain on my return journey and still none 48 hrs on.
- Very informative.
- Excellent care
- When I got home I used packs of frozen peas to cool them and only took in the first night a pair of ibuprofen tablets as a precaution. I had on the 2nd day after the op a slight swelling in my left testicle, but cooling it down over night with the pees made it go away and I also did not need to take any painkillers.
- Having come close to fainting during the operation due to a short period of extreme pain, the nurse spent enough time to ensure I had recovered from my faint spell. However, this seemed to have put her under pressure for the next patient. I really appreciate the care and attention she gave.
- Everything was explained well and my questions answered. I was not rushed out the door and felt totally at ease.
- as above.
- My only point would be that given you offer NHS for both West and East Berkshire, there should be more places to take the Semen sample (e.g. Royal Berks) - only having one location in the far east of the county is not *great* [Dr Kittel: Thank you, we will discuss this further and are sure to find a solution].
- It was very welcome to have a cup of tea afterwards and brief chance to ask further questions about practicalities etc. I am pleased to say I had relatively little discomfort and seem to have healed well
- The nurse was considerate and made me feel at ease
- The nurse was very very good. She made every effort to make sure I understood the after care and again she made me feel at ease with everything.
- After 4 days, swelling and bruising deemed to be getting worse and I wasn't completely expecting this. Lisa did mention some patients getting pain after 3 days but I was still a bit concerned.  
Phone call to Jackie put my mind at rest although Jackie only got back to me the day after I called. If it had been more pressing I would have had to see GP or go to casualty.
- Taking the time to go through the aftercare instructions was really appreciated - simply and delicately explained.  
My cup of tea was also a nice surprise as well :)  
It is perhaps worth noting that the plaster fell off really quickly - I am not sure if a better dressing is possible? [Comment: Sorry you felt this was difficult. The dressing provided is a very high quality dressing and has superior wound healing qualities. It is also unusual, because it has never been mentioned before. We have experimented with this for a long time and the current dressing is superior to all other dressings tried before. However, there is a spare dressing in everybody's discharge pack. And the dressing in the discharge pack is a different brand just in case this happens. This should have been explained to you during the checkout and if this has not happened we apologise.]
- Very happy from the start to finish
- As above, it was all very well explained and personable.

- It has only been six hours since the procedure but so far I have followed the instructions and have no concerns or issues.
- Very happy
- Following the procedure i was driven home by a friend, I relaxed for the rest of the evening and am now writing this 19 hrs. after the operation.  
i have had no effects from the operation and so far i haven't had to take any form of pain killers.
- Excellent, very clear direction
- Everything was very good.
- All is fine and if I knew now before I had it done I wouldn't have worried at all
- I felt that the nurse was happy to answer any questions without rushing me through, despite another patient waiting.
- Excellent, friendly, well informed.
- Very helpful & clear. I didn't feel at all rushed or pushed out
- I felt very well looked after with everything really well explained.
- I was pleasantly surprised at how pain-free my experience has been after the procedure. I have actually had no need to take any pain killers at all the day after the operation. Very impressed
- Excellent care by the nurse.
- Very personable with good people skills.

### Standardised questions: OVERALL

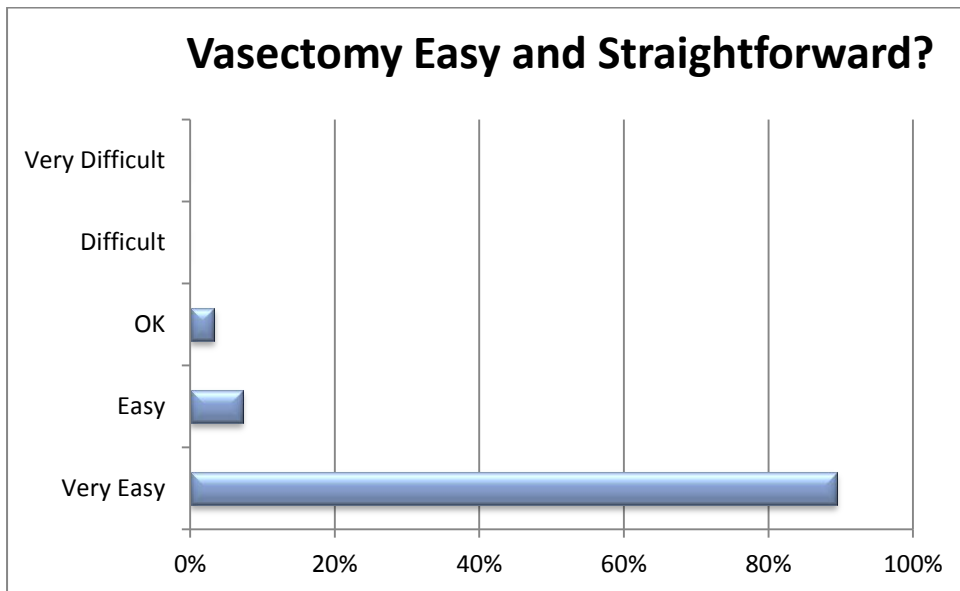


Figure 11:

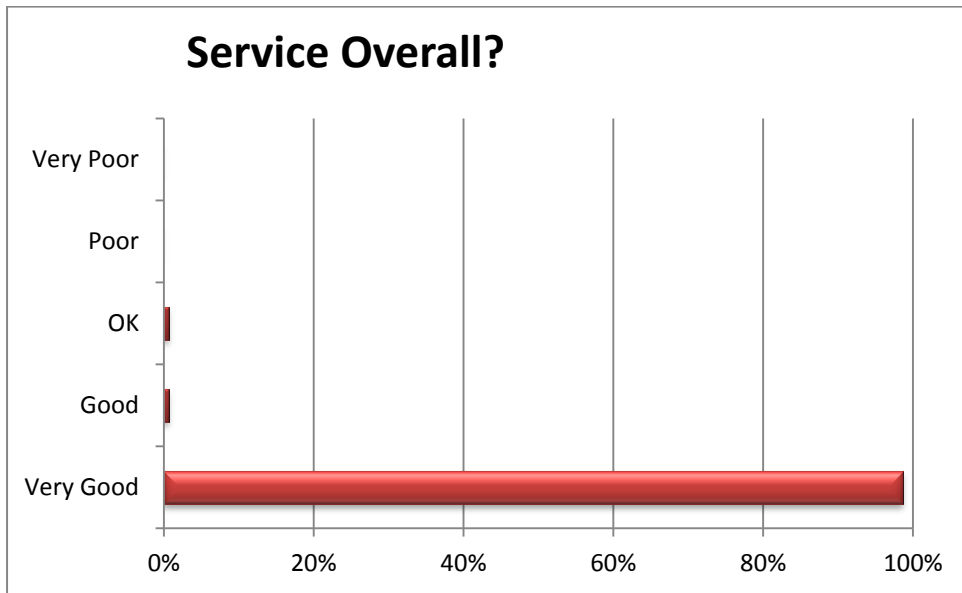


Figure 12:

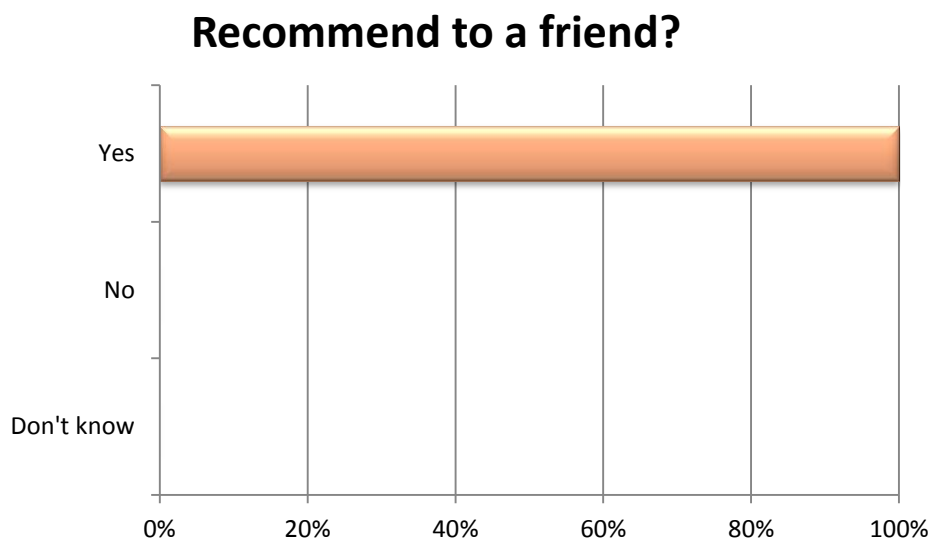


Figure 13:

Comments:

- Thank you for making a daunting process so comfortable. The ice packs work a treat. I used the reusable kind.
- Once again, thank you so much Dr Kittel and the nurse
- 10 out of 10

- I would, without a doubt, highly recommend both this procedure and Dr. Kittel and his team
- Can't thank you all enough.
- Many thanks for your excellent service - I am very happy that I found you to provide my vasectomy. Note for Dr Kittel - Not for publication [*published, but anonymously as useful for patient and name and date changed*].Hi Dr Kittel, Many thanks again - may I offer some additional feedback which might be useful if true. You may recall early during the procedure on Friday 22nd that I wasn't fully numbed up so you administered some additional anaesthetic. (This was the long lasting one - can't remember the name)I think this may have some bearing on why I am so completely pain free even now, so if you think this is relevant, maybe you will want to do this for other patients, even if apparently adequately anaesthetised. I'm no expert but maybe this is useful. Kind Regards, Peter Jones. [*comment Dr Kittel: I am a great fan of Marcain, the only long acting local anaesthetic. It provides often superb and longer acting pain relief. The only downfall is, that patients cannot drive until the next day, so anybody, who has brought a driver as recommended in the paperwork will be given Marcain*]
- The swift timing from start to finish didn't get an opportunity for nerves to set in, as they weren't needed anyway. Totally professional, friendly and caring throughout simple and almost painless process. I would highly recommend, without hesitation!
- So far so good! Ice is working a treat so far!
- The environment, procedure, bedside manner & communication were far better than I envisaged. From my experience I could see no difference between private care and what I received on the day through the NHS. All done within 2 weeks, really impressed. Thank you!
- Much easier & quicker than expected.
- Just to say THANKS. Have been an easy non-traumatic experience.
- Thanks for your help with the local anaesthetic. See you for the next Op.
- Made the experience as good as it could have been. Very impressed - thanks!
- An excellent all round experience.
- Overall very impressed but the whole service from start to finish. I would definitely recommend to anyone.
- Keep up the good work!
- Glad to be over and won't be doing it again.
- Thank you for the care and support during the operation.
- Thank you! Great service and would highly recommend to friends.
- Thanks very much
- I have and would recommend Dr. Kittel's service to anyone, if i had known the procedure was so simple I would have had the treatment ages ago!
- This was probably the most positive clinical procedure I've ever experienced and I would have no hesitation recommending your service to a friend. Many people in my profession tend to have vasectomies and as a result of my experience I would absolutely steer them in your direction. Thank you.
- Excellent service and I would recommend this if anyone wanted a vasectomy.
- Thank you for a superb service.

- On the whole this was a very quick and easy procedure. From being referred by the GP to receiving the appointment and having the procedure carried out. An excellent service all round.
- one week after and little sore , if carries on will call some one
- Have already recommended!
- N/A
- I found the whole experience a pleasant one and would recommend Dr Kittel to anyone thinking of having this procedure.
- Very informative throughout the procedure.
- I was surprised to feel the pain on the left part of the operation but the extra anesthetic and reassurance from Dr Kittel and the nurse made me feel more at ease but I hope not to have the procedure again ! *[Dr Kittel: occasionally, some patients can feel a remaining sensation on one side despite of local anaesthetic and further injections will help to sort this out swiftly. I would like to reassure patients to not worry to mention any remaining pain sensation they have, because it can always be fixed]*
- If I had known that it's so easy I would have done it earlier.
- The pain lasted longer than expect, almost a full week before I wasn't almost continuously conscious of it. This wasn't very well explained; there was more info just about the dos and don'ts. Thanks! *[comment Dr Kittel: as mentioned above pain following the procedure varies widely and in average is 3-7 days of mild discomfort. Basic information is in your aftercare pack. More specific information on [www.vasectomy.me.uk/aftercare](http://www.vasectomy.me.uk/aftercare) as also detailed in your aftercare pack]*
- no comments other than this was an exceptional service.
- Very good - I will be writing to my GP recommending your service
- Thank you
- From start to finish it was an extremely pleasant experience considering the procedure.
- An absolute professional and caring service from the initial contact regarding booking to the aftercare instructions. Dr Kittel has such a manner that makes a difficult and maybe embarrassing situation feel a lot less hard than it could be. Jackie is very prompt and detailed with her correspondence and the nurse (cannot remember her name) helping Dr Kittle with the surgery handled the situation in a manner that made me feel less nervous and at ease. Her information on the aftercare was explained brilliant and was fully understood. I would like to take the time to say a really big "thank you and merry Christmas" to the 3 people involved in this procedure.

Responsible for report: Dr M Kittel 12/04/2014. Report reviewed every 6 months