

TVVS
Patient
Satisfaction
Survey
2017

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 94 patients provided feedback between June 2016 and December 2016

Standardised questions: BEFORE the procedure

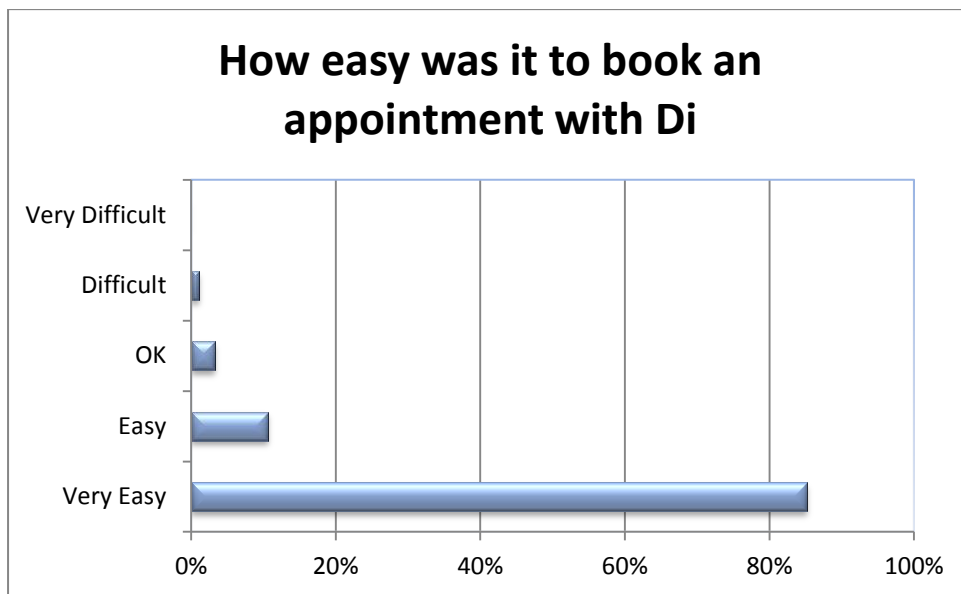


Figure 1:

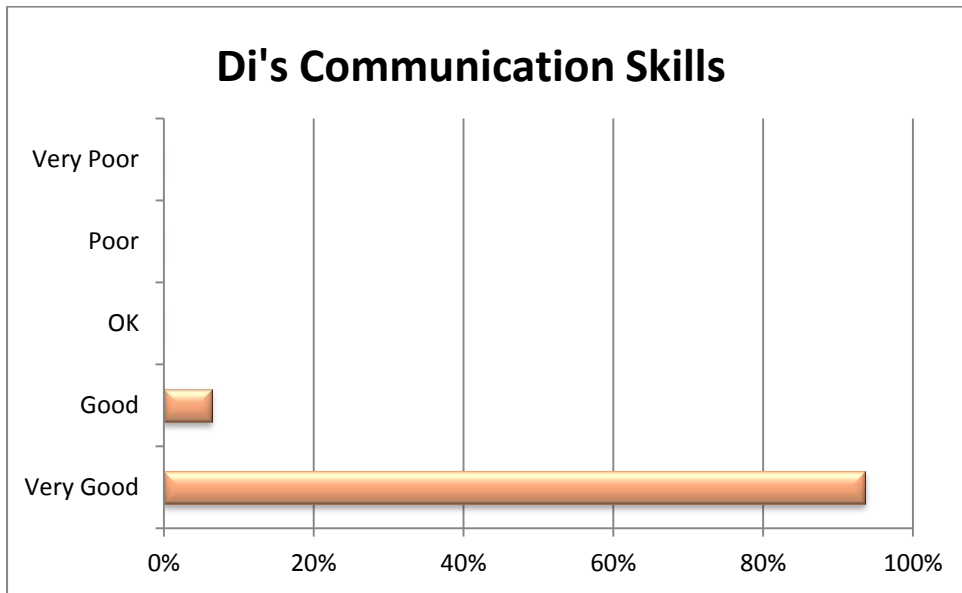


Figure 2:

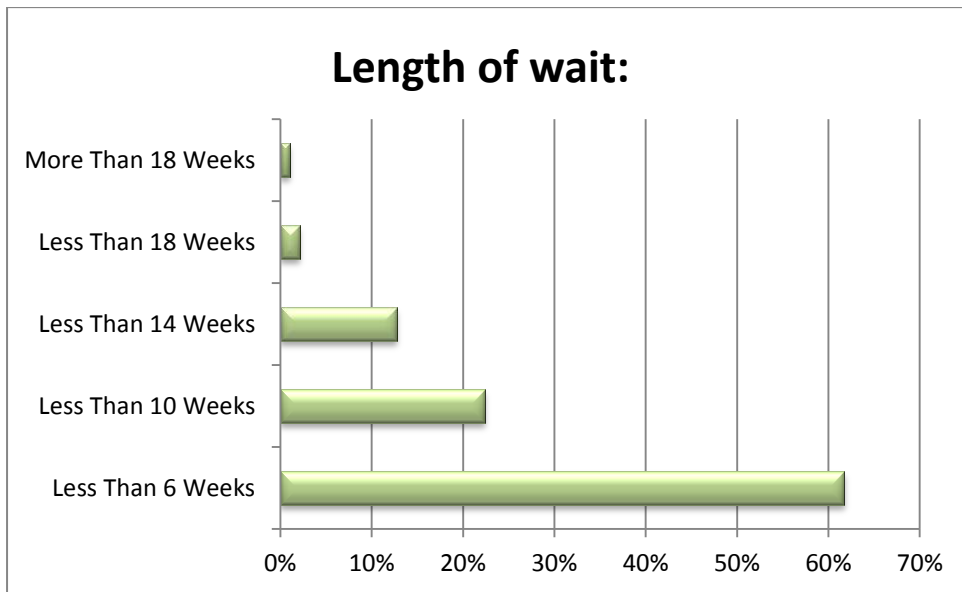


Figure 3: Waiting times have improved and are still satisfyingly short overall

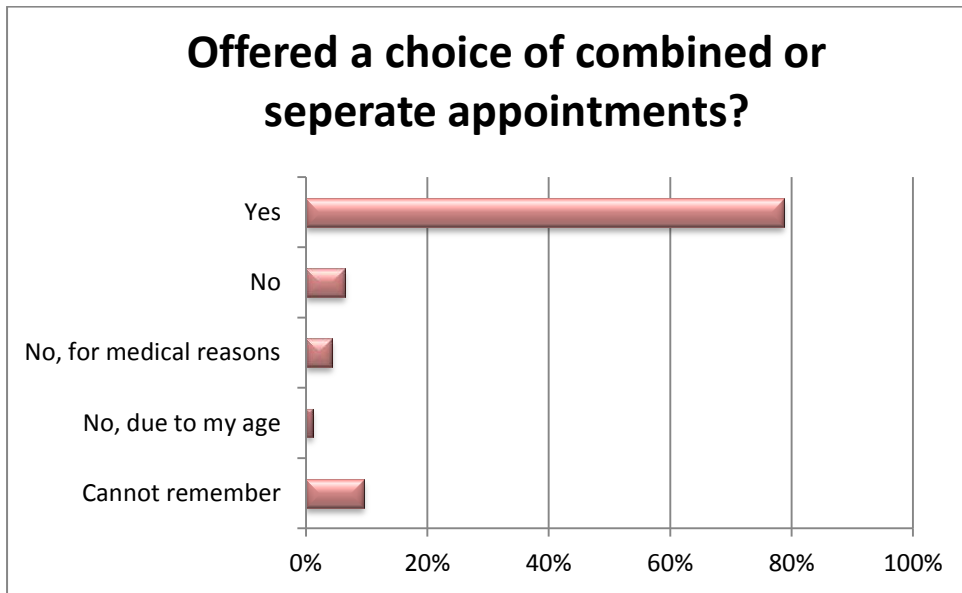


Figure 4: We try to accommodate patient’s wishes for a one-stop appointment in most cases as where clinically, ethically and legally appropriate.

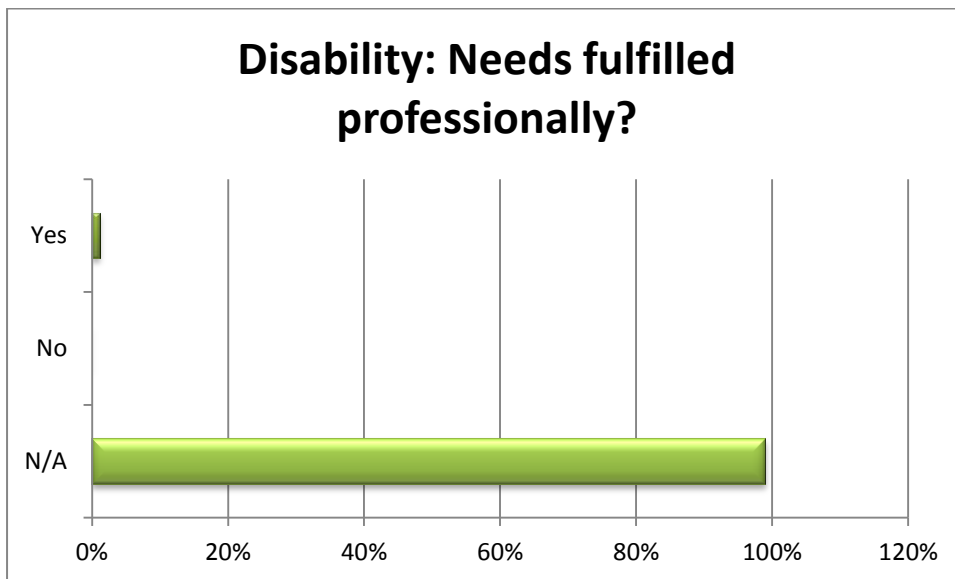


Figure 5: There was only one patient with a disability. All others didn’t have a disability (N/A)

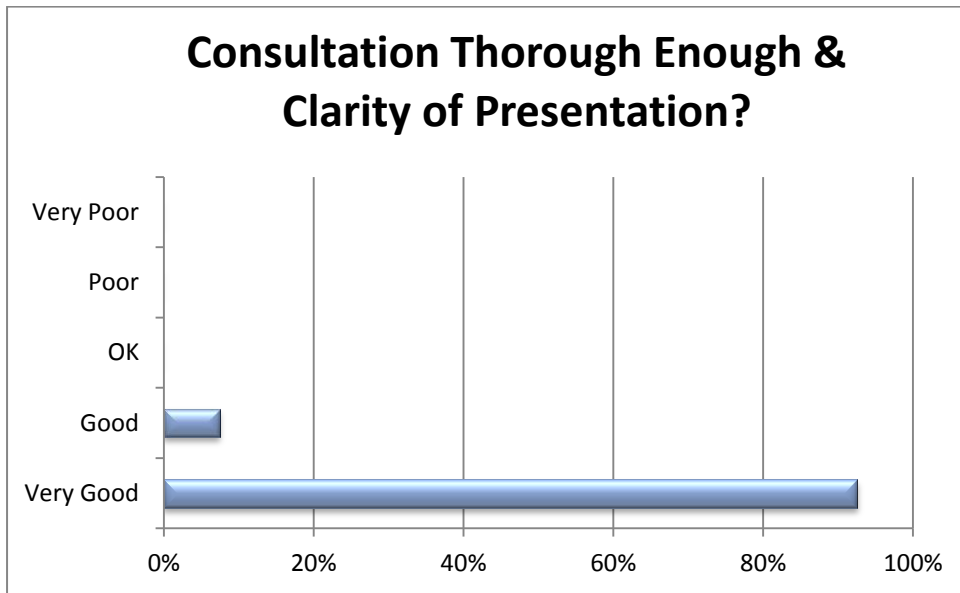


Figure 6: The large majority of patients feel that the consultation is clear, thorough and the balance of important vs too much information is kept well.

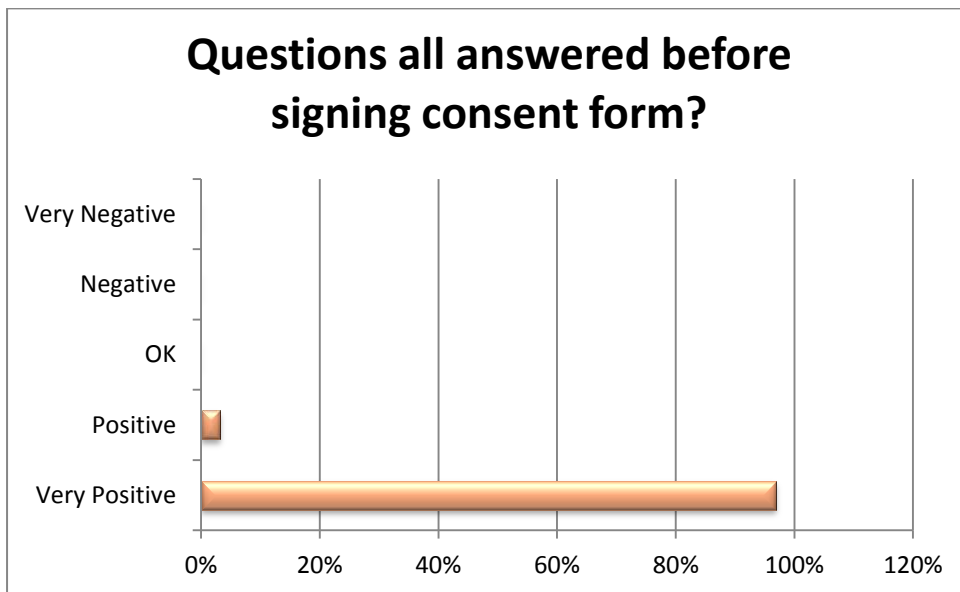


Figure 7: It is very important for our service to ensure all the patients own questions are thoroughly answered. That’s why we send out the information weeks ahead of the appointment, so patients can familiarise themselves with the procedure and prepare any questions they may have.

Comments:

Please be aware the comments below to the questions about Di's (and previously 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.

- I was surprised just how easy it all was
- Very flexible and supportive.
- Some confusion in getting the initial appointment through NHS system
- Very helpful and good experience.
- I think your online booking system can be clearer and should also give you the option to pay the full amount online. Otherwise it was an overall 1st class service. *[you are right, but online payments are more expensive to the business, which would have to be handed onto the patient and would result in an increase of charges by £10]*
- Really excellent and personal service booking in.
- the whole procedure went very well. everyone was friendly and calm and i had no pain or discomfort.
i'm very happy with how everything went. :)
- The whole procedure was excellent from start to finish. Thank you
- No complaints whatsoever.
- Both the nurse (think it was Di? An Irish lady *[comment: that would be Ann]*) & Dr Kittel were friendly & very informative. It is nice that you can go through the procedure together & that you don't have to go through it alone!
- I found the staff very helpful with any questions that i had prior to the booked day of my procedure.
- Only issue I had was getting through on the phone, I don't think a call was ever answered (which is why I've not given a 5 for the first question), I didn't leave a message as I couldn't have answered a returned call in the open plan office I usually sit in, so had to wait for a day I was working from home and could leave a message first thing in the morning, which was returned that day *[Thank you for your help here: We will discuss how we can improve responsiveness and patient information to improve direct call answering].*
- It was all very straightforward & speedy.
- I was good, it was a little annoying that I had to come up with document to defend why I want vasectomy (young patient) and also I had to have the consultation in person. But on the other hand, most doctor doesn't even consider young patients at all so I still very much prefer this and I am very grateful for the opportunity. The consultation was as good as it can be, I was afraid that after writing up 2 pages why I want to have the vasectomy, I would still need to have a long conversation defending that, but I didn't, which was a very pleasant surprise. *[You did a very comprehensive story with great narrative. Not everybody does quite that much. All we are trying to do is make it easy for the patient to demonstrate why they feel they want a vasectomy even they are only 22 and us to be able not to fall in a legal hole ensuring that the chance of regrets has been minimised. We also want to reduce the need for a significant "cooling off" period for you after the consultation by demonstrating in the form that you have thought about it for a good time]*
- I was so apprehensive and very worried about the pain of the procedure I very nearly didn't turn up. When I met the doctor and discussed the procedure in the consultation I decided to go through with it. Really glad I did. Everyone was very supportive, kind and understanding of my fears and put me at ease.
- Di was very helpful
- I e-mailed her on Monday and had my consultation and vasectomy that Friday - no time to worry :-)
- Great service.
- Before the procedure I had the ability to read up all the information I needed to know what was going to be done, if I was making the right decision for the right reasons etc.
- Everything was handled smoothly and communicated clearly.
- Although the FAQs and the consultation were thorough regarding potential complications, it would have been useful to see Dr Kittel's actual rates of complications compared to the

general statistics, as his rates are better than average. I was keen to know, for example, what his rate was for PVP, early failure, late failure and complications such as infection, etc. It's a very positive message to say that the general statistic for PVP is 1 in 400 but Dr Kittel's rate is more like 1 in 500 *[there are no hard and fast statistics out there as in many ways there are no independent audits, but statistics are provider led. We hope you find in this document that we bring up all comments, positive and negative. In terms of PVP, it is so ill-researched and ill-understood, we can't really compare ourselves at all.]*

- Very easy and efficient, excellent service.
- Before my procedure I was very anxious about going ahead but the nurse was very reassuring and made me feel at ease about the whole thing. On the day the nurse was again very professional and reassuring and explained everything during the briefing.
- Dr Kittel and Di were exceptionally friendly and professional. They both made the procedure a whole lot easier. Thank you.
- Everything was satisfactory and calm, nothing I wouldn't of expected in the circumstances
- Made to feel at ease during consultation
- Experience was very good and Di was very helpful and thorough
- I was reassured before the procedure as I was a bit worried about the potential pain
- Outstanding experience, thanks a lot
- Some of the paperwork in the patient pack is poorly worded and appears to be translated into English, it takes some repeated reading to work out what is meant. *[unfortunately, the patient didn't elaborate further. We will have another look at the paperwork again. The consultation has been through many revisions trying to keep the practically important and legally required information, yet make it reasonably concise. We have spent hundreds of man hours on making things easy on giving concise bullet points, but providing more detail to patients who want to know this information. In fact patients commend us on our website www.vasectomy.me.uk and often we are told that this was the reason they chose us. Interestingly, we are the biggest independent private provider in the UK by a large margin and the only way for private patients to find us is on the web. Nobody has so far said our website is poorly worded. First negative comment about this aspect, ever.]*
- I was very nervous but DR Kittel and his nurse were very reassuring
- It was such a quick and straight forward process, Don't see why some men are scared or nervous about it! I'd do it again if I had to. Thanks
- The information I required to make an informed decision to go ahead with the surgery was available to me. My questions were answered by Di and the information on prior procedure preparation was made readily available to me.
- I cannot remember the name of the nurse who did the consultation. Lovely Irish lady *[Ann]* who made me feel very relaxed and at ease.
- The consultation was thorough and operation swift ..
- Excellent and very friendly and very helpful
- I found the booking process very straight forward and appreciated the ability to have it done on a Friday to allow me to return to work on the Monday
- As vasectomies go, it was brilliant! Dr Kittel made me feel at ease and very comfortable!
- Di was fantastic - regular communication.
- My consultation was after hours for the Out-Patients department, while it was explained as clearly as possible around pressing the buzzer, being let in and waiting for the appointment it was still a little uncomfortable not having a receptionist or anyone that confirms I am in the right place and has ticked that I am present *[this has happened recently, previously we had a security guard and we have already addressed this issue, but apologise for your experience.]*
- Nursing staff inside surgery was very helpful and professional. To be admired.
- All the staff were very reassuring and made me feel relaxed and comfortable. I was very pleased my service and would recommend Dr Kittel and his staff in the future.
- It was a recommendation from a good friend, so I was confident that the service was for me. My mind was 100% made up , so even the forms and disclaimers would not have dissuaded me
- Thanks for your very efficient, and friendly care.
- Certainly well looked after by the nurse on the day before the vasectomy.

- Only that Di was wonderful. I had to move my appointment twice due to a) an unplanned business trip and then b) a mistake on my part, and Di was very accommodating and helpful in allowing me to rearrange.
- Di was very helpful and patient during the booking process, especially when I was unsure about the appointment date.
- I booked for 8th July but decided I was TOO EXCITED TO DO IT and wanted an earlier appointment (I wasn't excited, I'd forgotten I had a party that night.)
- Di moved Heaven and Earth to sort me out and get me in on 24th. She's a star.
- Well organised and efficient.

Standardised questions: DURING the procedure

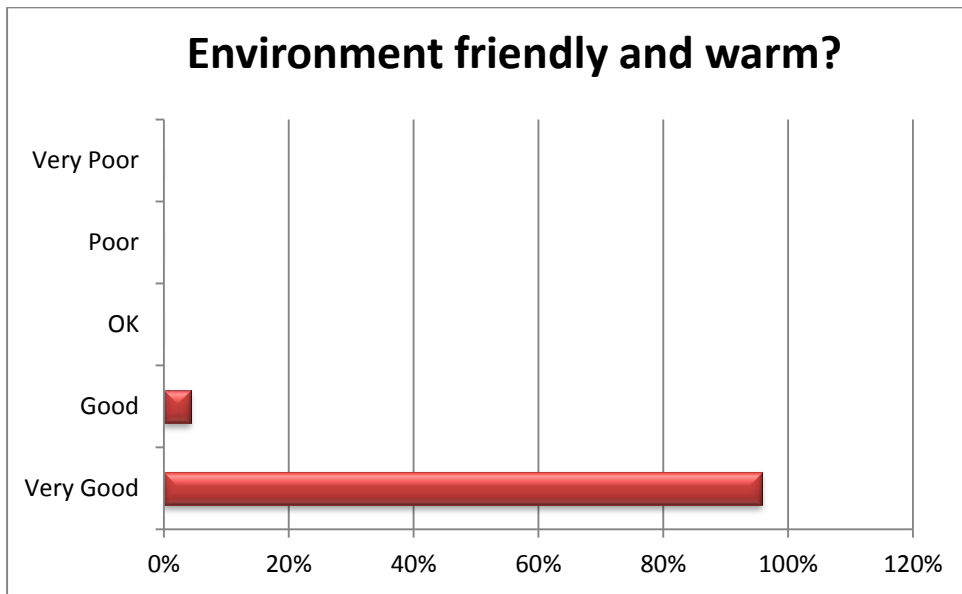


Figure 8: self explanatory

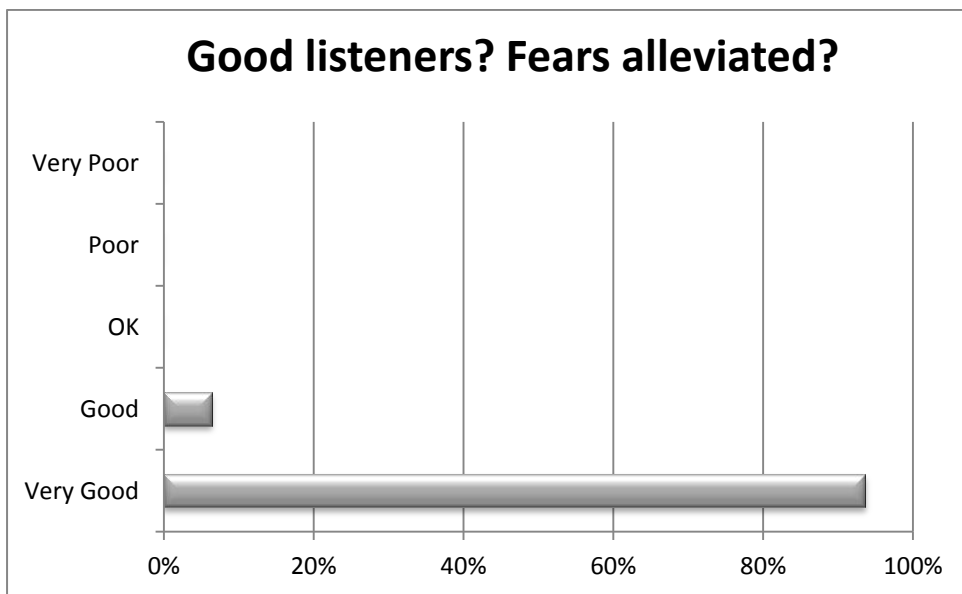


Figure 9: Some patients find a vasectomy a breeze and it is just one of the things they need to do. However, there is a significant number of patients that find vasectomy a daunting idea, many of them have waited for years before they have plugged up the courage. Thus it is of vital importance that we alleviate fears, distract, talk and inform as much or little as the patients wants.

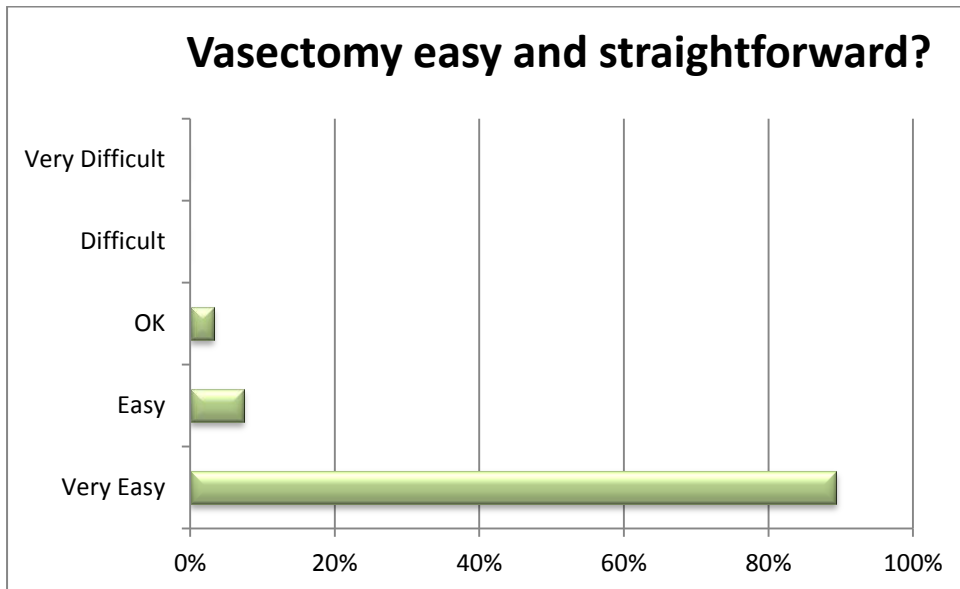


Figure 10: How easy have we made the process for you to have your vasectomy? Did you find the process easy and straightforward overall? Was it easy to get the information, make an appointment and go through with your plans?

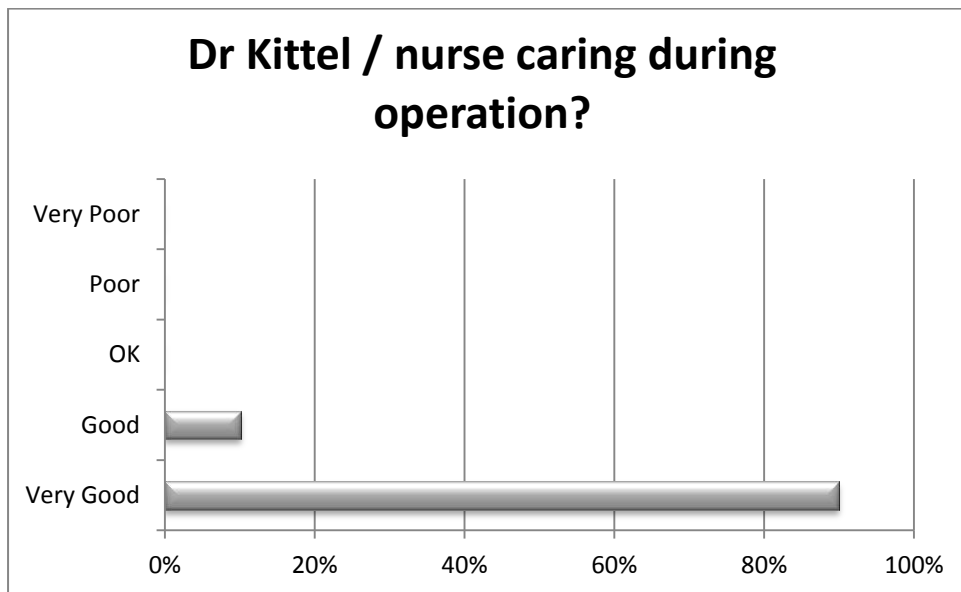


Figure 11: We do a lot of vasectomies. It is easy to loose sight of the fact that patients only go through with this procedure once. Everybody is an individual. We try to keep this procedure individual and tune into your needs as much as we can.

Comments:

- Due to the nature of the procedure it is natural to feel a little apprehensive and self conscious. I was particularly impressed initially with how comfortable I was made to feel by Leanne. She explained the matter in a clear, precise way but did it with empathy in a manner which removed any of the apprehensions I had. This was continued by Dr Kittel during the procedure and continued thereafter.
- injection of pain killer was excruciating. did not like another nurse whom i did not know popping in for a chat whilst was naked and being worked on. Her chat was irrelevant to the case *[we are sorry you felt this way, we will raise your concern at our next clinical governance meeting and find ways to avoid this situation or communicate better in situation where a second nurse needs to enter the room]*
- Found the staff very Friendly
- Very clearly explained, all questions answered. Great that my partner was invited in to spectate - and to have a good conversation with the surgeon about male anatomy!
- Very good service.
- It was a really nice touch to be able to have my wife with me during the procedure. Dr Kittel and the Nurse were excellent, very empathetic and friendly. It was a very positive experience - looking back I would almost say I enjoyed it, but, of course I did still have an operation on my genitals - so you have to draw the line on how you enjoy yourself.
- The whole procedure was faultless. Excellent.
- For me i found the whole procedure very relaxing, any questions i had were responded to very well, Dr Kittel & I just had a normal chat during the procedure. It just made the whole procedure very relaxing & for me i can honestly say i couldn't feel a thing! zero pain.
- I have a varicocele on the right side, which Dr. Kittel took great pains to avoid, spending longer on that side. Only when he moved over to my left side was there pain and tugging in

the abdomen (like being kicked in the testicles). That pain carried on for a week on the same side, where I had no pain on the right side whatsoever, this leads to a niggling doubt that had the procedure on the left been more gentle like the right was, would there have been no pain on the left [*I could just say “fair comment”, but the answer to this is complex: Over 90% of patients are pain-free with the local anaesthetic right away, but there is a small number of patients, who can still feel some pain (albeit usually greatly reduced to what it would be without anaesthetic). Everybody, who is not painfree will get more local anaesthetic at the time. When you look at previous satisfaction questionnaires you will find very few comments like this, because when more local anaesthetic is given >99% result in being pain free. Technically the procedure I did will have been exactly the same as on the right, but the patient is correct that we know pain perceived during the procedure can sometimes linger for longer than the origin of the pain. This is called a “pain stamp” in the brain. A very classic example of such a pain stamp is the phenomenon of “phantom pain” after an amputation where patients perceive pain in a joint that is no longer present.*]

- I was very worried about the procedure I have to be honest. Leanne was amazing to be honest, she really helped me relax & put my fears (of long term pain) into perspective. I can't say enough nice things about her. During the procedure both Leanne & Dr Kittel were very kind & kept me occupied which again helped me immeasurably. Thanks!!
- The procedure was really as good as it can be. I really liked that I was told what was happening, told when to expect some pain, etc. There is only one thing which you should probably explain before the procedure: Dr Kittel was talking to me while doing the procedure. I understand that this is great on one hand as it's about making me think about it less, but on the other hand I just couldn't not think about how is he able to talk and operate at the same time. I am pretty sure he can and probably he didn't talk when he was doing something more complicated but maybe if you mentioned this before the procedure in a half sentence that would have cleared things up. Personally, I would prefer the operation to be perfect vs me being more relaxed and I believe there was no trade off made here but it would have been nice if I was explained why not. (just not understanding it made me less relaxed actually). But this is just a minor thing, keep in mind that the overall experience was really, really good. [*I don't talk when I it's technically more challenging or when the nurse is making conversation. Your vasectomy must have been quite easy. But chatting also relaxes me. Doing 15 vasectomies in a day can be a bit repetitive. And oddly, talking keeps the focus! Particularly, many patients have some great tales to tell and I learn new things every week.*]
- Although my fears had been addressed in the consultation I was still apprehensive, the thought of needles and sharp objects entering one of the most sensitive parts of a male body was terrifying me. Everyone was super caring and did there best to reassure me. The procedure was no where near as bad as I had envisaged it to be although I was still tense throughout.
- 100% brilliant
- I chose to watch the procedure and Dr Kittel explained what he was doing step by step. Most interesting!
- Dr Kittel & Sr Leanne were very relaxed and reassuring. We even had a laugh ! I hope I've got the nurses name right ! I wasn't very comfortable - nerves ! In truth though, the actual procedure wasn't as bad as I feared, just a bit wierd. No pain.
- The experience was outstanding despite it being a life changing surgery. I did not feel a thing. I did not even know the procedure was done if the Doctor had not explained that there was a slight bleed but was nothing to be worried about. I was in deep discussion about my daughter and things that I was oblivious to what was going on. Awesome !!
- I literally did not feel any pain during or after the procedure
- The nurse did a good job of distracting me but I was still quite tense. It was also very helpful to have my wife next to me for support. Dr Kittel was very good at handling some minor complications with my procedure due to an old scar and was very reassuring about his confidence regarding the outcome.
- After a very reassuring consultation with Dr Kittels nurse I was able to relax throughout the entire procedure and the nurse ensured that my concentration was focused on her and not the procedure. I found her diversionary tactics very helpful and must commend her on a very professional approach. As for Dr Kittel, he is probably the most professional and reassuring Dr I've ever had the pleasure to meet!! Thank you Dr Kittel!!!

- They were great. Professional and friendly.
- Very quick and easy , and more painless than I expected
- I felt informed and looked after through out
- It was quick and painless and I felt comfortable
- During the procedure Dr Kittel came across a slight complication. He handled the situation really well and was able to treat the problem at the same time as the actual vasectomy. Really impressed and very grateful.
- The same problem as in the patient pack applies to some of the consultation slides, the language is badly presented *[unfortunately, the patient didn't elaborate further. The consultation has been through many revisions trying to keep the practically important and legally required information, yet make it reasonably concise. We have spent hundreds of man hours on making things easy on giving concise bullet points, but providing more detail to patients who want to know this information. In fact patients commend us on our website www.vasectomy.me.uk and often we are told that this was the reason they chose us. Interestingly, we are the biggest independent private provider in the UK by a large margin and the only way for private patients to find us is on the web. First negative comment about this aspect, ever!]*
- made to feel looked after and in the best possible hands
- Wish I made the decision years ago to have it done. Painless experience
- Dr Kittel and the attending nurse were very reassuring and supportive during the procedure.
- Carolyn was very reassuring allowing me to relax thoroughly during the procedure.
- Dr Kittel and the nurse (again, apologies, the lovely Irish lady), were brilliant during the procedure and we had a good chat about the Edinburgh Fringe, Rugby, Ice Hockey and children growing up. I'm not saying I wasn't aware that I was undergoing a surgical procedure but it was quite a pleasant experience which I really wasn't expecting *[as previously said, those great conversations keep my focus. I rember this conversation and a lot of others about totally different topics. Thank you].*
- Far less traumatic than I imagined. I was kept at ease & talked to during the whole procedure. Extremely satisfied.
- I must say the entire experience was first class and professional in every way - everything was clearly explained, questions answered and very friendly.
- The whole procedure went well Dr Kittel made sure his hands weren't cold and assured me that I would play piano again!
- Dr Kittel was fantastic and so was the nurse on the day (think her name was Carolyn but I may be mistaken). Excellent all round and very trouble free.
- The toga dance probably wasn't necessary - wrapping a linen around me then having to unwrap it a second later to get onto the bed then having it removed about 10 seconds after that anyway *[This comment is about coming through to the treatment room with a drawsheet wrapped around the patient that then acts as a covering sheet to protect patients privacy. My comment: You are quite right with your comment, but others complain when privacy is not kept, so we go with the flow...].*
- As above through the procedure Dr Kittle and his nurse were outstanding and very friendly.
- I was nervous, as I'm not great with blood / needles etc. Couldn't help but sweat a lot through anxiety ! In the chat before , didn't mention where exactly ,Or how small cut was . Helpful to tell future patient . I'm amazed how small the keyhole is!
- Great experience. If Dr. Kittel ever wants to buy a house in Turkey, just let me know!
- All excellent!
- Only that the nurse present was incredibly supportive and I was very surprised as to how quick the procedure was and also how pain free the whole procedure was, including the needle.
- Everyone was friendly and professional on the day of the procedure, and the procedure itself was comfortable and quick. I was very impressed with the level of hygiene, happy to be explained the steps of the procedure and pleased to be shown the result of the operation.
- It wasn't pleasant because it was never going to be. But the guys were amazing. Managed my pain, were friendly, supportive and even squeezed me in early because I'd arrived so early. I've already recommended you guys. Thank you

- Dr Kittel explained what he was doing and was good at putting my mind at rest during the procedure.

Standardised questions: AFTER the procedure

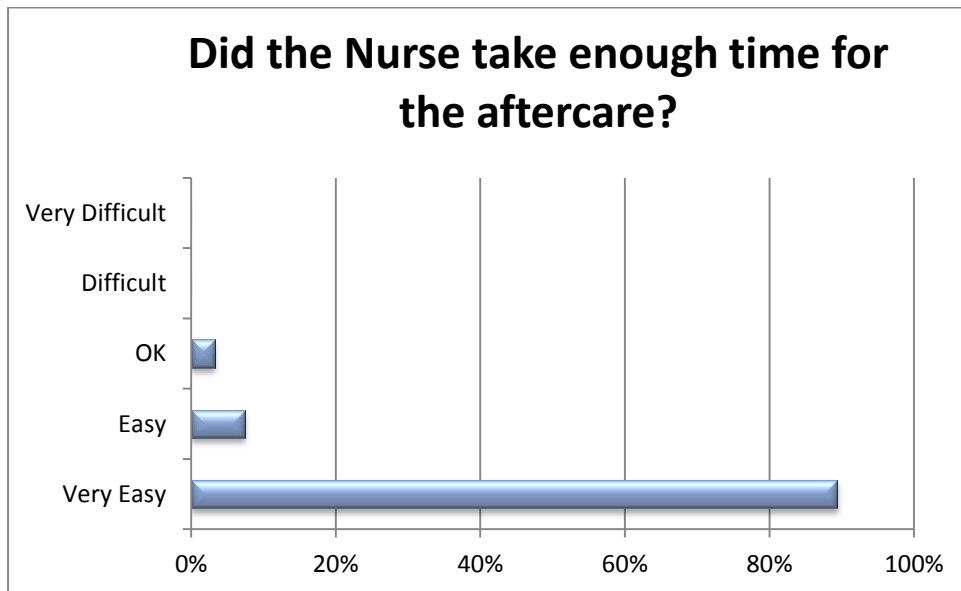


Figure 12: When vasectomy is over, it is often a big relief for patients that it was a lot easier than they feared. Sometimes patients just switch off. We therefore like partners to be present during the aftercare instructions. We give you a pack with your semen sample bottle and explain how to do the semen sample, what to do and what to avoid doing during the first week of recovery.

Comments:

- Excellent. The comments made above apply also to the aftercare.
- I had no pain or discomfort at all
- So far so very good. Writing this 48 hours after the procedure. Was very straightforward in advance and on the day; whilst there is some discomfort at the time of writing it is a much less than I feared might the case.
- Very thorough explained everything. Excellent
- Was expecting a lot worse but haven't really experienced pain just slight discomfort, so far no swelling or bruising.
- yes the nurse on the day was very caring & went though everything in great detail, after the procedure I was made a nice cup of coffee while we went through the after care paperwork.
- The nurse was absolutely BRILLIANT throughout, so I've given a 5 above. What I would STRONGLY suggest is that you give a few extra dressings. The silicone dressing peeled a little at the corner and thus filled up when I had a shower (with my pants on) and was ruined after that so had to replace it for the one dressing supplied. I placed that slightly lower on the penis (the silicone one had peeled off as it was on the bottom of the penis which moved a bit). Unfortunately we couldn't replace the one dressing supplied as boots don't stock them in that

size, only much bigger, and would take a week to order it in!?! It was tricky explaining to a stropy assistant at boots why a much larger dressing couldn't be made to work! Giving a couple of dressings which cost pennies would really help patients I imagine, or warning patients to pre-order *[we will have to look into this. The trouble is, that the silicone dressings are very expensive and a lot of additional supplies will end up in the bin wasted. For NHS patients we are not commissioned to supply dressings beyond the immediate need of patients]*

- Same as BEFORE & DURING really, Leanne was great & gave me plenty of time to get myself sorted out, invited my wife in to help, held my feet when I nearly fainted (!) etc etc. All positive.
- Relieved it was over and glad of my choice of surgeon. I couldn't have asked for better care or kinder staff. I was recommended to this practice and I would defiantly recommend others too.
- I felt there was time after the procedure to draw breath, regroup and ask more questions. The recap of aftercare was very good.
- Having had a bad childhood I had not realised part of the abuse I suffered would have caused the mutilated vas deferens, making the operation slightly more difficult. Thank you for handling the situation sensitively. I had not expected to cry after the minor operation. Sr Leanne handled that very well.
- As I had a slight bleed, I needed to stay in the waiting room for 15-20 min while the doctor and nurse were satisfied that the minor bleed I had was not serious and had stopped within the first few minutes afterwards. The care and attention from them both was so reassuring, I knew that I was okay and the procedure went as planned.
- The procedure was quick and efficient and we were ready to leave very soon after it was complete.
- A very relaxing and reassuring experience a and I would thoroughly recommend Dr Kittels team. Thanks again.
- Much quicker than I expected much less painfull than I had envisaged
- Tea and biscuits were a nice touch
- Dealt with in a very professional and comforting manner
- There are some minor inconsistencies between the aftercare instructions as variously described by Dr Kittel, the slides, the nursing staff and the take home pack. Specifically relating to the length of time to spend resting, how long to leave the dressing in place and so on. For example even between pages 3 and 4 of the take home there is an inconsistency relating to how long to continue icing. Page 3 suggests simply 24hrs, page 4 suggests 48 hrs hourly followed by a reduced regimen for a further 48, as also advice by Dr Kittel and the nurses. In my case I found the Silicone dressing to be fairly poor quality. It came away almost entirely at my first trip to urinate, I was able to keep the sterile side in position and attempt to refix it but it did not work as described in the consultation. The second day it failed completely. My wife had a spare Tegaderm dressing with which I covered the silicone dressing for a further couple of days, before ultimately having to replace the whole lot with the the Mepore. I also used a couple of fresh Mepores that I already had for the following days. The Tegaderm was extremely effective at backing up the original Silicone and they made a good combination but once the wound had started closing I did find the Mepore to be far better. I should add that my wound has healed extremely satisfactorily but I did have to pay close attention to the dressing for that first week. *[Generally, we like the patient to keep the Silicone plaster for a week without any dressing changes. We have looked into a large number of options, Silicone is very expensive and if anybody knows something that sticks better on scrotums, please let us know]*
- I felt everything required was explained before I left.
- I didn't take advantage of the tea and biscuits on offer which I regretted about half way home.
- Everything was good, but i had Hob Nobs! No pun intended! I had been told by a friend who had also had the procedure that he had Chocolate Digestives! I was upset at first but it soon passed as I strode / hobbled off into the distance resembling John Wayne / Max Wall character!
- Only 3 days after the event but very pleased with the lack of pain.
- It was good 1:1 care.

- As I mentioned above, out most perfect.
- I think I just wanted to get out asap and lay down to be honest Ann gave me a tea and settled me down
- Everyone very professional, and friendly.
- All perfect!
- She was very kind and calm, offered me a drink and ensured I understood that recovery was mainly down to me in the next few days after the procedure.I think her name was Carolyn... :-)
- She was friendly and helpful. Exactly what I needed after that.
- Very understanding and clear in their explanations.

Standardised questions: OVERALL

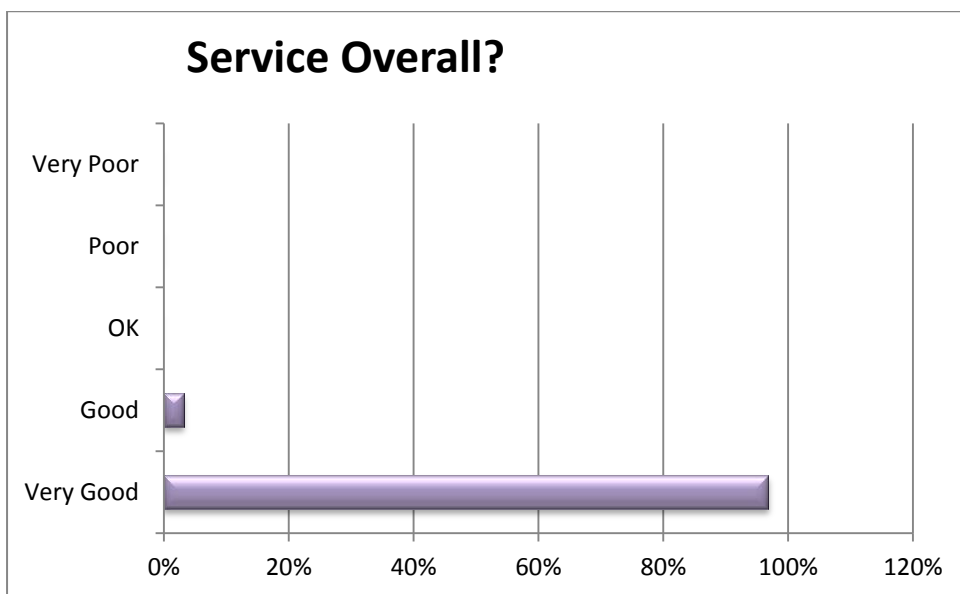


Figure 13: How do patients feel the service rates overall when compared with other health experiences you had in the past.

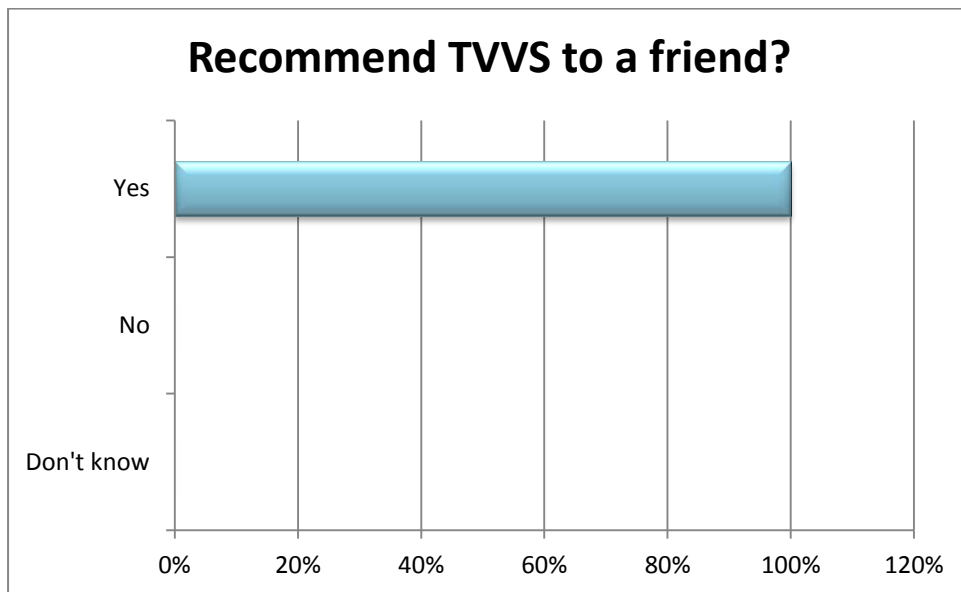


Figure 14: And finally, would you recommend us to a friend. Glad its 100%.

Comments:

- I honestly could not be more complimentary. Excellent
- you could make it clearer on web site that it is a FRIDAY service.
- I really don't think you could improve it - it was virtually painless during the procedure, and completely painless afterwards and for the week following. I've taken no painkillers at all - Thank you !
- Everyone involved throughout the process was very professional and put me at ease which helped a lot. Highly recommended, thanks again.
- See comments above - Thanks to Martin, Di and Carolyn for a very positive experience thus far!
- A spare silicon dressing? the one fitted did come loose and the spare one was not as good *[we will look into the options, here]*
- Everything was faultless thank you.
- Some of the communications and documentation seem mildly amateur... which was not in any way the reality. I think it's possible to increase confidence and professionalism while maintaining the friendly and approachable side too.
- Just overall both the Nurse & Dr Kittel made the experience a whole lot easier but being so open friendly & informative the whole way through. Having my wife with me throughout was great & she weirdly enjoyed being able to watch!
- based on my booking from start to finish, I can't see where you could improve the service. booking the appointment was simple, the care both before, during & after has been brilliant. There was parking on site & the appointment time was kept to time
- Your emails could be more subtle in the subject and from fields, since when they pop up on mobile phones and or popups on a computer it could be embarrassing were others to see them!
- Hard for me to suggest improvements as the appointment itself was straightforward as it turns out was my pain management (I had hardly any pain) I'm just waiting now for the 16 week check. (I guess I had no clue where to remove hair down below before the appointment, perhaps some sort of diagram would've helped!)
- I am still amazed how well this went. I can't really conclude on the recovery yet but I only took 2 painkillers after the operation just because I thought it is becoming worse but probably it didn't. Since then the pain is so minimal that I didn't need any. I had way more pain from just

lying on the bed whole day and not doing anything! :) (backpain mostly) Amazing work, thank you!

- 100% satisfied and would recommend to others.
- As much as it could be, my visit to Dr Kittels clinic went much better than I dared hope ! I was even offered some birthday cake :-) My recovery hasn't been as quick as I would have hoped, even though I haven't had any problems. I understand this is an individual thing, but I definately needed a week off of work afterwards !
- You were excellent, thank you.
- I don't think you could improve in any areas. I bragged about the procedure to my work colleagues when I was back in work 3 days later, pain free.
- The only other note for reference is that compared to other hospitals I have visited, for example Addenbrookes in Cambridge, St Marks looked a little bit, 'tired', shall we say. This was a little off-putting in itself, but did not affect the level of service which was very good.
- Thank you all very much for making what could have been rather stressful a a very smooth uncomplicated experience.
- I'm not sure improvement is possible. It's great to know that the N H S is still providing such great work carried out by amazing professionals like Dr Kittels team.
- All very easy - thank you.
- Once again very happy with all parts of the procedure before, during and after
- Continue the same
- All the team were fantastic and helped make the whole process an easy one.
- Other than tidying up the wording in the paperwork I don't think there is anything else. Given that the whole situation was one of the strangest experiences of my life anyhow, it was not at all embarrassing or inconvenient and was handled very well by all the staff.
- Wider more comfortable operating table, screen to block view of Dr Kittel at work during the procedure.
- I am very pleased with how things went.
- The doctor could inform the patient personally of how the procedure went but I don't consider this point essential.
- The silicone dressing is a bit useless, but other than that I can't think of anything that would have improved the experience unless you start handing out free ice packs. Oh and I didn't get a brave sticker...
- Thanks to the team. Extremely professional, and very friendly.
- I'd like to pass on how accommodating Di was to bringing my appointment forward when there was a gap. I'd also like to pass on my thanks to Leanne who was wonderful throughout and made the whole procedure that much more bearable!
- I can't fault communication, explanation or care. Well done to you all!
- Dr Kittel ✓ Hob Nobs
- Nothing really - the whole experience was brilliant and my thanks go to all those involved.
- The three room set up felt a bit like a factory production line - if there is ever a chance to change the layout so the theatre was in the middle - patient starts on left or right and returns to that room they would be unaware (or less aware) that others were getting ready next door for their appointment. Dr Kittel was very friendly, he has a fairly constant smile that helps settle and comfort.
- Outstanding service from Dr Kittel and his staff
- Martin filled me with confidence , and I would happily recommend All staff were professional and friendly
- Be closer to Nottingham!
- Honestly don't know how it could be improved. The fact that I was actually seen earlier than my appointment time and the whole process took 40 minutes from entering the hospital to leaving is wonderful.
- Everything was really good from start to finish!! I've also experienced very little discomfort in the 7 days after the procedure, mainly on day 4, 5 and 6 because of a swelling over the left testicle. Ibuprofen was enough to ease the soreness. It's day 8 and I can only see a small round scab.
- No was Fantastic!
- Excellent service. Warm and caring and calmed any nerves I had. Thank you.

Responsible for report: Dr M Kittel 13/2/2017. Report reviewed every 6 months