

TVVS
Patient
Satisfaction
Survey
2018

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 171 patients provided feedback between Jan 2017 and November 2017

Standardised questions: BEFORE the procedure

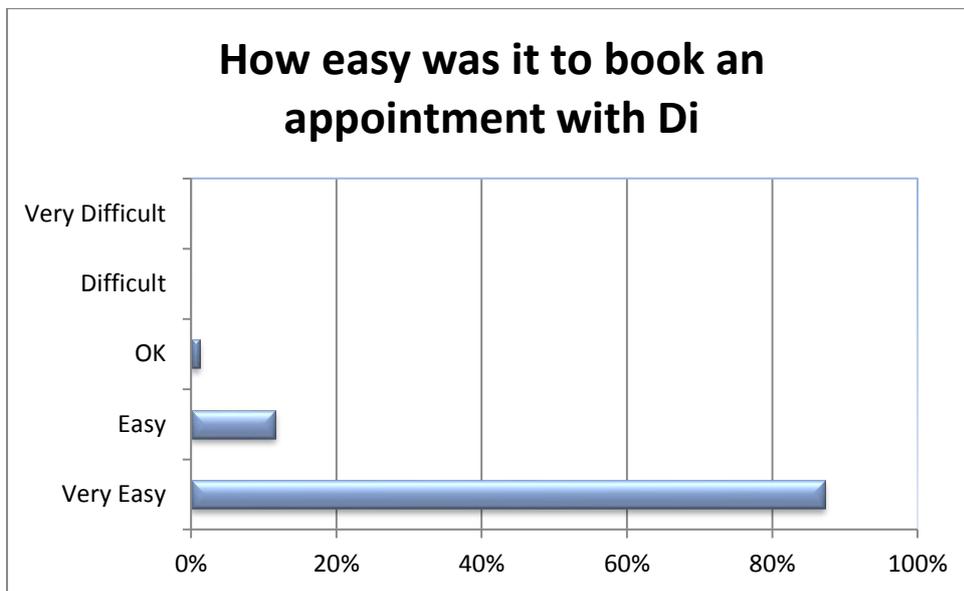


Figure 1:

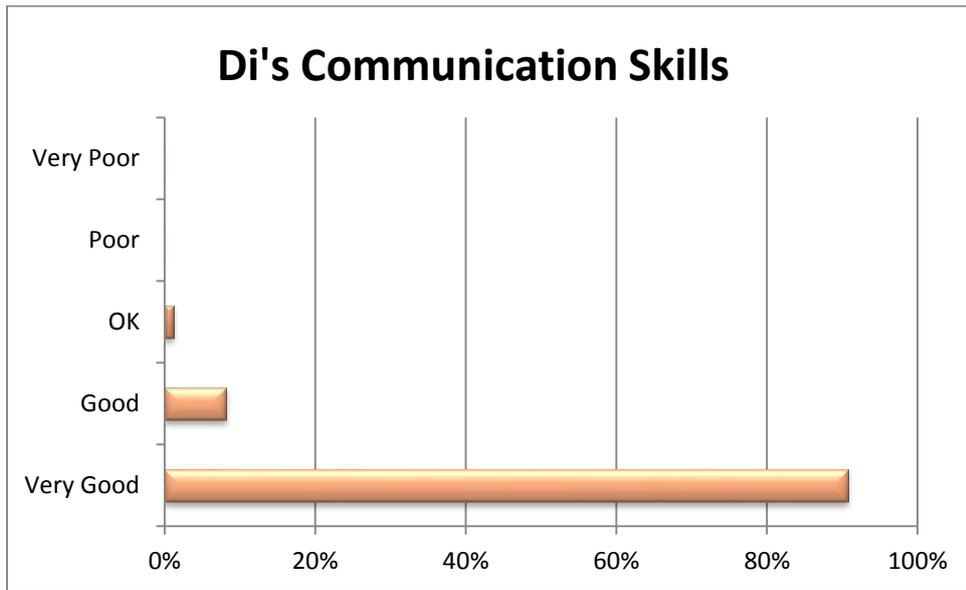


Figure 2:

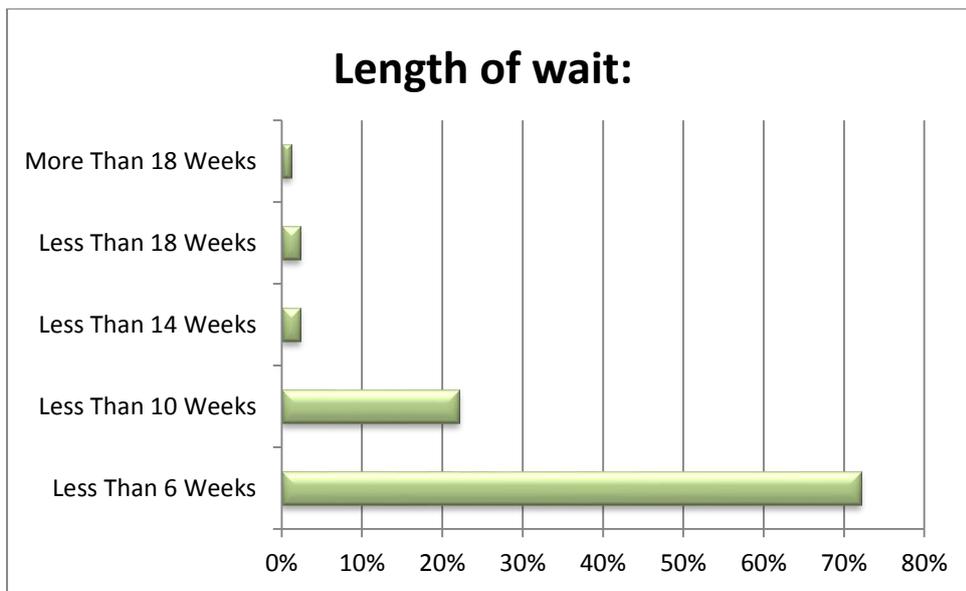


Figure 3: Waiting times remain satisfyingly short overall

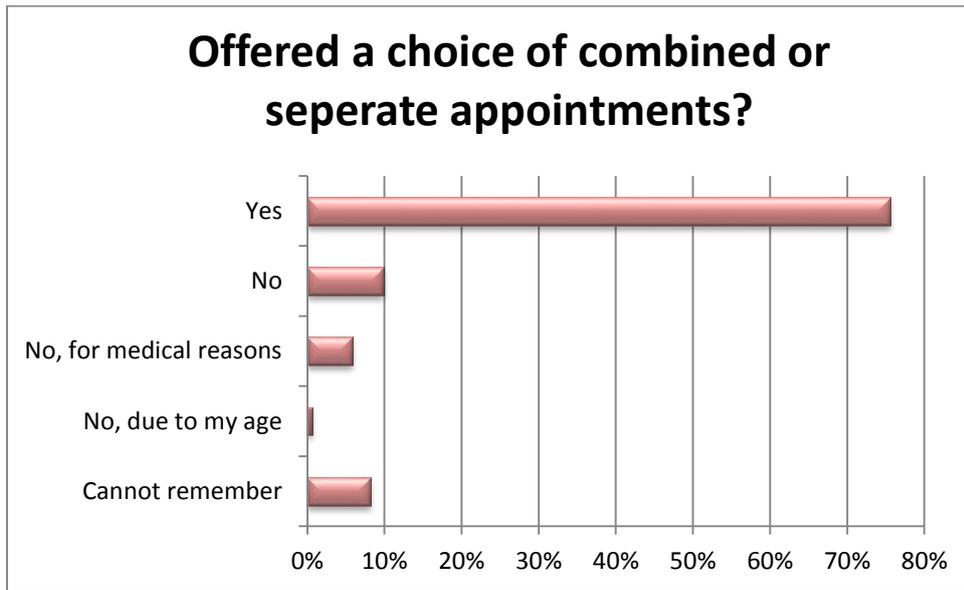


Figure 4: We try to accommodate patient’s wishes for a one-stop appointment in most cases as where clinically, ethically and legally appropriate.

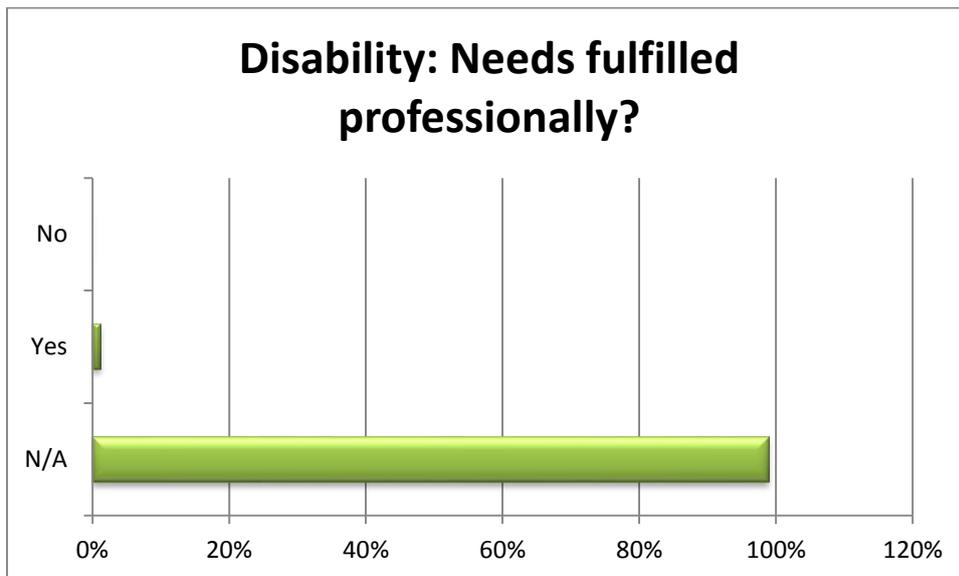


Figure 5: There was only two patients with a disability. All others didn’t have a disability (N/A)

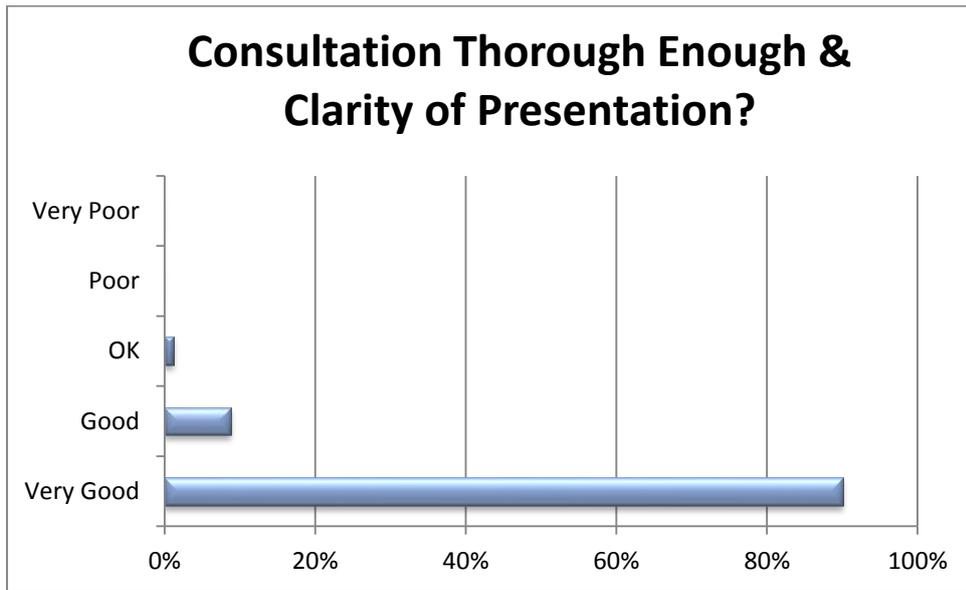


Figure 6: The large majority of patients feel that the consultation is clear, thorough and the balance of important vs too much information is kept well.

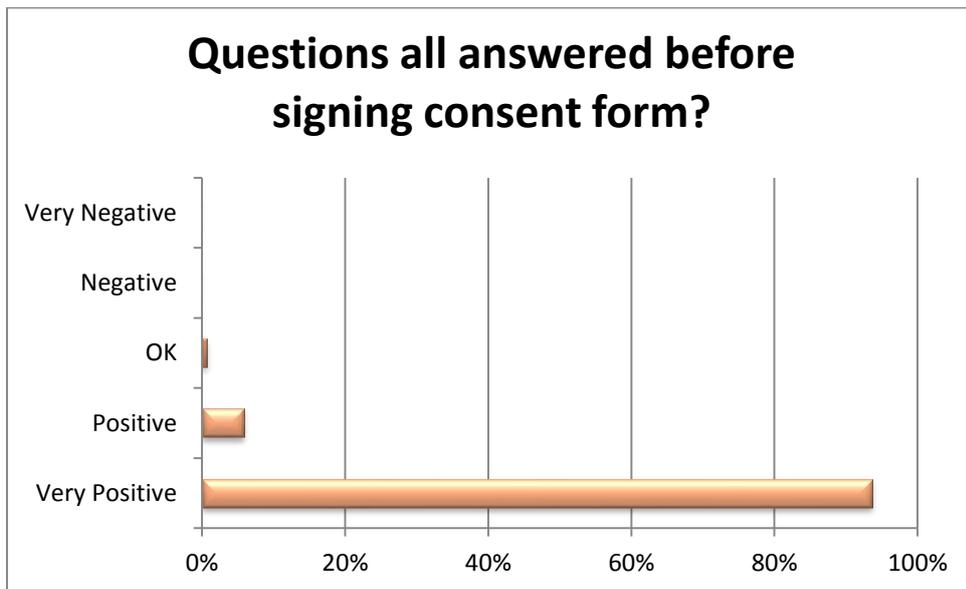


Figure 7: It is very important for our service to ensure all the patient’s own questions are thoroughly answered. That’s why we send out the information weeks ahead of the appointment, so patients can familiarise themselves with the procedure and prepare any questions they may have.

Comments:

Please be aware the comments below to the questions about Di's performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- Di was very helpful, kind and most importantly listened
- Di was very understanding and responsive to my needs in altering appointment times due to unforeseen medical issues. Thank you for that.
- I was experiencing migraine morning of procedure. Nurse and Dr very understanding of my situation and were wonderfully caring.
- Nurses not listed below were very informative and made me feel relaxed about the operation and post op requirements.
- Very professional and Di was amazing at getting an appointment for me after I had cancelled my first op appointment at late notice and then she managed to fit in a date for my procedure very quickly after my consultation. It makes a refreshing change for someone nowadays to be so efficient and courteous - thanks Di!
- Patients should be give a proper gown that can be tied securely. I was merely given a large white sheet to wrap round my lower half. *[I am sorry you feel the sheet giving as a wraparound is not sufficient. We are trying to not fully undress patients and let them keep their T-shirt. The sheet helps to cover the lower part of the body like a towel. I hope that helps to understand why we use sheets]*
- My whole experience before was excellent, very informative efficient.
- It was a calm and relaxing environment all staff were very helpful.
- All very professional and straight forward.
- booking was very straightforward and I managed to an appointment within 3 weeks.
- everything was easy and smooth
- Very good pain free experience ... really enjoyed the chat and care given
- You were running 35 minutes late, but reception had no idea how late you were running. Some communication would have made a big difference *[We are sorry for your experience. We usually inform reception except if it is a clinically difficult situation when all our attention is required like a patient fainting or reacting to local anaesthetic].*
- I was a little nervous before the procedure, but Di was great in keeping me calm and taking me through what was going to happen.
- Fi was fantastic at explaining everything.
- Excellent service, friendly caring and extremely professional. Will recommend to any one who wants this procedure.
- Exceptionally professional and not as bad as I expected!
- i was offered an appointment 2 months from the date i phoned but after talking with Di i was able to get a cancelation a couple of weeks away, perfect. the Nurses and Doctor all had a great bedside manner, was very happy with the service.
- Di was great at helping me get an appointment that suited, as I'd unfortunately been let down by the NHS withdrawing funding from a pre-booked procedure at a different clinic. Due to a pre-existing medical condition I had to see Dr. Kittel prior to the vasectomy, and he even came in early so that I could have that appointment within the timescales required which I massively appreciated.
- Very quick and easy booking in questions answered very promptly.
- Was made to feel relaxed and was fully informed as to all aspects of care!
- I was put at ease from the start.
- Very impressed with the respectful, friendly and caring way I was dealt with at my appointment, every step was explained clearly and I had complete confidence in Dr Kittel.
- I thought the presentation was very good and explained everything in detail.
- It was very good
- Great service and easy to arrange

- Very professional service by everyone, will highly recommend if topic ever talked about with friends.
- Very good, clear and distinct. I wasn't quite sure whether the meeting would be for the consultation, with the vasectomy later, or whether it was all in one. That did however become clear as time went on.
- All very good staff are very friendly
- Was a little nervous but was calmed down by the staff on hand making this procedure as pleasant as it could have been.
- Everything was great, although it was odd to turn up for the 8:15 appointment and the building be shut with a large queue and it saying that it didn't open until 8:30 *[we start working before 8:30, usually at 8am. It is correct St Mark only opens at 8:30 and Di usually advised patients booked earlier to come to the side door. If this didn't happen in your case, then we apologise].*
- An illustration of exactly where to shave would have helped.
- The nurses and Dr Kittel were brilliant made you feel at ease and comfortable
- Great communications from Di. Straightforward and easy to arrange an agreeable date and time.
- On my first appointment i had to re book as i was on antibiotics for a tooth problem. Dr Kittel explained that this could be a problem . so we rebooked and it was very easy to do.
- Straightforward.
- When I told Di I was taking aspirin for a heart condition she clearly explained the options for me. In the end my doctor advised I could stop taking aspirin. I was able to book the Friday appointment I wanted to fit in with my families plans.
- Di is a credit to the department. Very kind and professional
- Wonderful team here. Was very nervous but the team took the time to methodically go through everything and did not rush. My pre-conception was that it would be a rushed service given the strain on NHS resources, but every care was taken to make this as pleasant a service as surgery can be in such a situation. Really great team here.
- Very thorough and well planned. Extremely professional.
- Excellent service
- A great experience all round.
- Initial consultation for my wife and myself was extremely professional, informative and comprehensive. The process was efficient, effective and us at ease from the onset.
- After months of frustration with Clarence Medical Centre Di sorted everything in 2 days!!
- Information pack was an excellent guide
- Excellent communication with Di, all questions answered without hesitation and to my satisfaction.
- Very professional and easy to deal with.
- All staff were fantastic
- Very quick, and professional
- Brilliant experience nurse and doctor very nice and professional. They made us feel very welcome and at ease
- All staff supportive and helpful
- Nothing to say everything was straight forward.
- Friendly staff, made me feel at ease. A smile goes along way and it did.
- excellent efficient service
- Great experience with caring and sympathetic staff who helped with all questions and really put my mind at risk.
- Sincerely a pleasure to have met you all. Very polite and effective service.
- I was moved around a lot and then let down by a previous surgery. A blessing in disguise that I was TVVS carried out my procedure
- Every thing explained in simple terms
- The length of wait was only down to the fact that I was running the London marathon and didn't want to tale time out of training
- The entire booking procedure was easy and accommodating, even with me working shifts the staff were patient and professional in the booking and very accommodating. I can't remember the name of the nurse who saw us on the day of the procedure (28APR) but

a very nice lady who explained the procedure thoroughly along with the aftercare to both my wife and I.

- Di was very friendly, and welcoming. The information provided was thorough and informative.
- Everything was explained very well I was terrified and I was made to feel at ease
- Very nice welcome helped make things as easy and comfortable as possible
- Just simple and straight forward.
- Very thorough and professional. I only have good things to say about the whole procedure.
- Excellent service from start to finish
- Very good
- No concerns at all. Straightforward and easy really.
- The professionalism showed was outstanding for what could be an embarrassing kind of op for some. From the moment I picked up the phone and made the call, only confidence was instilled.
- Very easy experience. Di was very responsive on email.
- The whole procedure was explained very well & any questions answered very reassuringly.
- Excellent booking procedure
- Great experience. Di was incredibly responsive, professional and friendly. The time from first contact to having the procedure was short and much appreciated.
- The consultation with Ann was excellent, she had a very calming and professional nature which helped immensely.
- Excellent correspondence and given a choice of dates to suit my needs
- Very positive experience
- I have forgotten the lady's name but she was very thorough and professional and made sure I understood everything. She was great during the procedure too as I was quite nervous. Both her and Dr Kittel were excellent. Really nice people and great at their job.
- Very good all round from booking the appointment to the care I had today. Thank you
- Generally a good process but did think the website could've been a little better. From memory I think there were a couple of typos.
- I was put at ease and the information was very clear. Any questions I had were answered thoroughly. Dr Kittel and Carolyn were very personable which made for a relaxed and stress-free experience.
- I felt at ease and well informed before the procedure.
- Very thorough and professional in the way the procedure was conducted.
- Staff very helpful and softly spoken, calming any nerves one may have. Time taken to explain the procedure and to listen to what I had to say.
- Perhaps a few discreet TVVS arrows in the hospital grounds would help to locate the clinic. People I asked had no idea and I was eventually found by the nurse through good fortune more than anything else [*You are correct, we will be working on better sign posting*]
- Staff were accommodating, communicative and professional.
- Very professional and supportive from start to finish.
- The staff were very professional. It was easy to book the appointment. It seemed to me to be a well run service.
- Excellent service - Di was very helpful seeing as I had deleted my appointment details by mistake. The process was simple flexible and accommodating.
- Excellent service with a very friendly team who made the whole experience easier
- The way it was explained was very good and helps put you at ease if you are nervous
- I was extremely pleased with the whole process from, seeing my Doctor, through to yesterday's procedure.
- Yourself and your staff were very friendly and helped putting my mind at rest. Thank you.
- Perfect administration.

Standardised questions: DURING the procedure

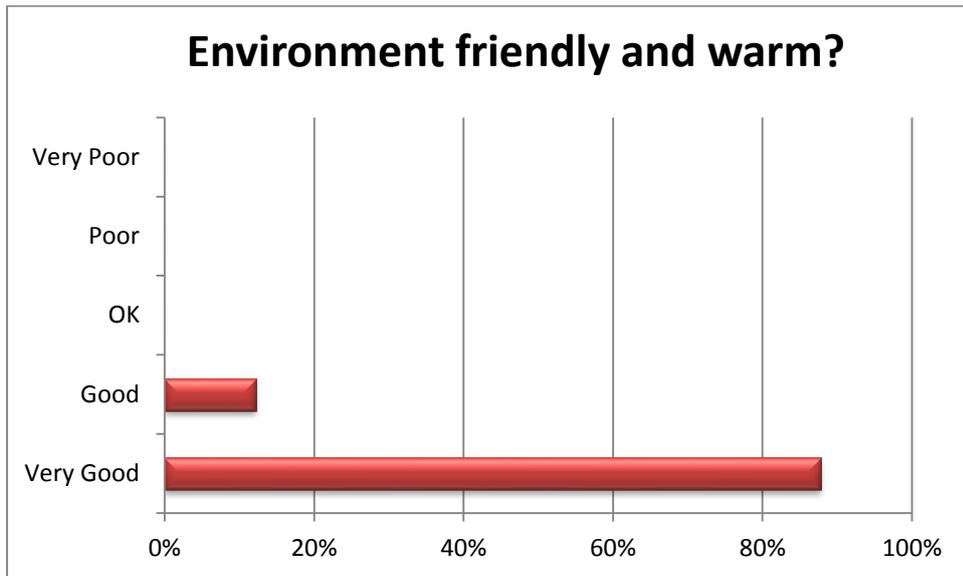


Figure 8:

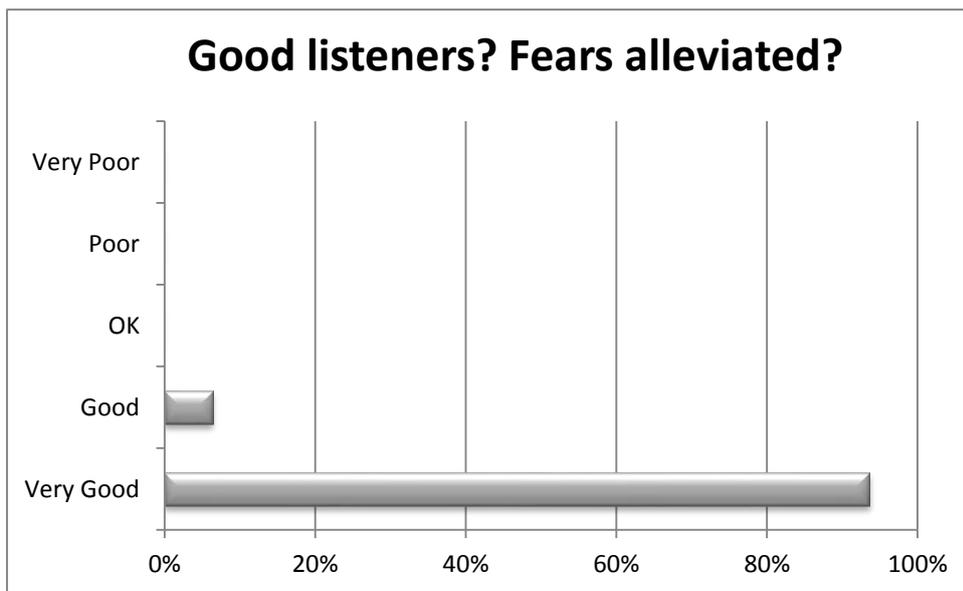


Figure 9: Some patients find a vasectomy a breeze and it is just one of the things they need to do. However, there is a significant number of patients that find vasectomy a daunting idea, many of them have waited for years before they have plucked up the courage. Thus it is of vital importance that we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

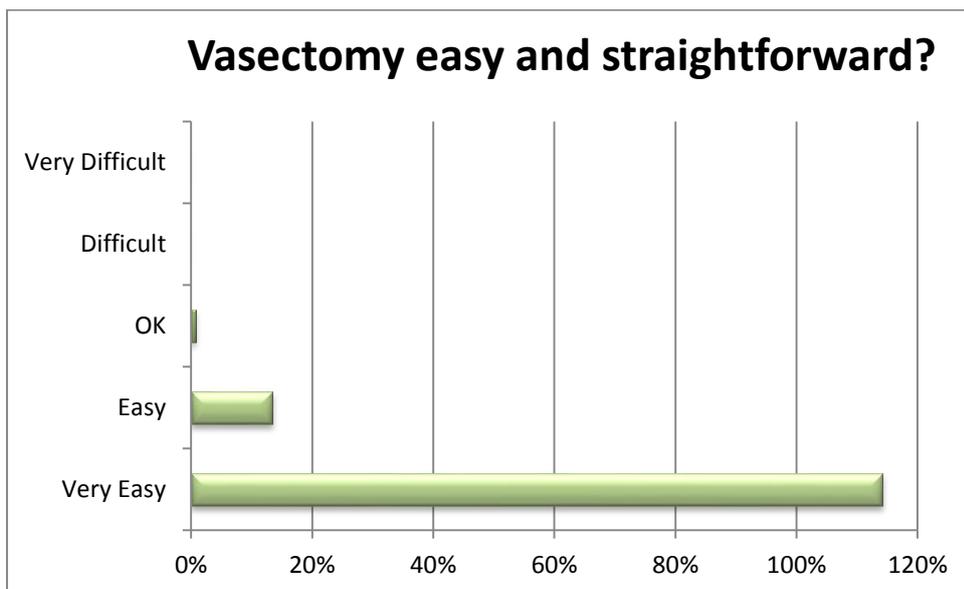


Figure 10: How easy have we made the process for you to have your vasectomy? Did you find the process easy and straightforward overall? Was it easy to get the information, make an appointment and go through with your plans?

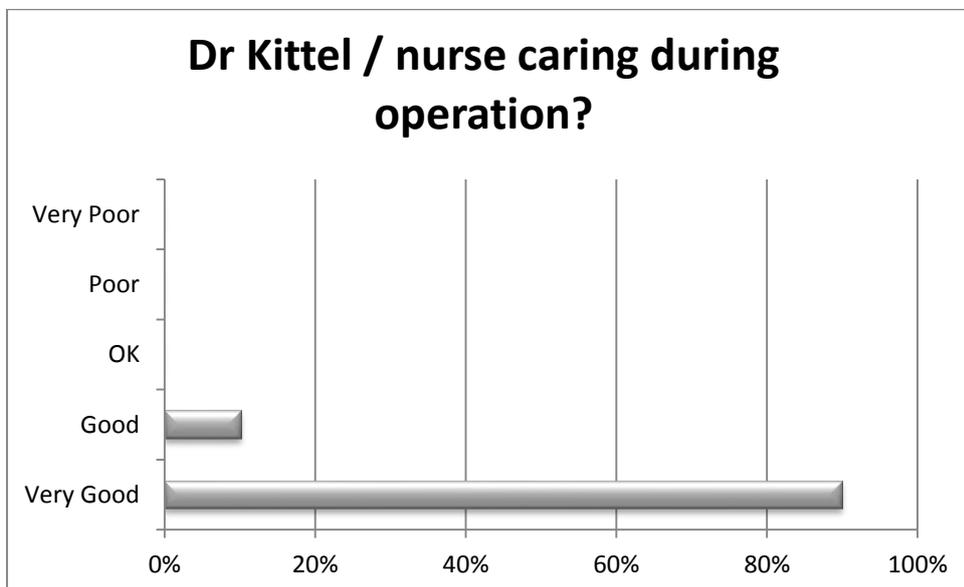


Figure 11: We do a lot of vasectomies. It is easy to loose sight of the fact that patients only go through with this procedure once. Everybody is an individual. We try to keep this procedure individual and tune into your needs as much as we can.

Comments:

- For a procedure that can be potentially embarrassing, and painful, it was handled in a most kind and comforting way...thank you
- Handled very well thank you. You kept me sufficiently distracted and entertained!
- Thank you for makeshift migraine eye mask.
- Nurse Jane spoke to me throughout making the procedure a very positive experience. Dr was very informative.
- Thank you so much for putting me at ease and being so professional. It was a nervous patient and you put me totally at ease and thank you for bearing with me and putting up with me! You were both brilliant!
- There wasn't any exact detail as the procedure was carried out, other than a warning prior to receiving the local anaesthetic that I may feel a small scratch or needle.
- The majority of the discussions were unrelated to the procedure to help me relax, such as weekend plans, holidays and sunny beaches!
- Quick and painless, light hearted chat putting the world to rights
- I believe my nurse was named Fi (?)
- My partner enjoyed watching
- very quick, straightforward and painless.
- everything went well and the Doctor and the nurse were very friendly and professional.
- The experience was chilled and relaxed. Di and Dr Kittel made me feel very comfortable
- Everything went very smoothly.
- Very relaxed and great all round care
- Very reassuring expertise
- I greatly appreciated the effort to talk to me during the procedure. It was very natural and kept me distracted.
- My operation wasn't with Dr Kittel
- The procedure lasted longer than I have expected but the Dr and Nurse were reassuring
- I feel so bad that I can't remember the nurses name (I think it may have been Ann). I was a bit nervous so it must've just bounced out of my head. However, she was absolutely lovely throughout, and massively put me at ease. Dr. Kittel once again was great, and between them managed to take my mind off of what was going on. I seem to remember there were even a few laughs!
- Never felt a thing (pain wise) extremely relaxed atmosphere and felt very at ease.
- Very well oiled machine!
- Absolutely painless throughout the whole procedure.
- Very quick and easy - I also enjoyed the 'football chat' with Dr Kittel.
- all very professional
- It probably hurt more than I was expecting but I guess it was best that I didn't know that. The nurse and Dr Kittel chatted throuhpout and that really helped. Thanks guys
- Nurse was brilliant - she typifies all those things that are great about the NHS - most grateful for the way she handled the experience. Dr Kittel was very professional as well.
- Again very professional at removing the fear of pain by both Dr and Nurse.
- Absolutely fine, thank you!
- We were all chatting but not about the operation/procedure
- I thought that Carolyn was excellent - I have never had such a thorough briefing before and after the op. Carolyn understood me and had great interpersonal skills and she made Hayley & I feel very comfortable and understand how we should take care after the op
- Can't fault dr kittle and the nurse. Both did a fantastic job and the procedure was painless.
- As I said I the previous box, the procedure was as pleasant as it could have been. Atmosphere really helped as things were very calm etc.
- I was made to feel very comfortable with it all and Dr Kittel was very attentive if I felt anything.

- All went very well, I can't remember the nurses name but she was very helpful and went through everything very clearly.
- The care and understanding shown to me was exceptional
- Something to clench fists and / or jaw on, during the unpleasant feelings. Television screen to watch.
- The procedure went very quick, as i was expecting to be there longer, Dr Kittel was very reassuring and everything went almost painless.
- Very relaxing atmosphere. Always felt at ease. Very professional and thoughtful team.
- the whole experience was made very easy due to your great staff.
- Dr Kittel and Ann were professional and pleasant throughout. They did well in engaging me in conversation which helped to distract me from what was going on during the procedure. Ann conveyed to me a great deal of information before and after the procedure in a clear and concise manner.
Thank you
- Both Carolyn and Leanne were very warm and friendly and Dr Kittel has a charming and professional presence. The experience was far better than I expected. Thank you
- During the procedure I lost all ability to compose myself and became a nervous wreck! I was reassured by the wonderful nurse who helped me throughout. I was so surprised that the team were expected to cover a good number of procedures, and still had time to calm me. Dr Kittel was kind to explain the procedure.
- Thank you all for making the experience so much more bearable!
- The team were very careful to be engaging and try to distract me from any pain or discomfort during the procedure. And perhaps to make sure I didn't pass out either! But I'm one of those people that prefers to just take my mind somewhere else and not be in the room when it happens, so is no criticism at all, but would have been quite happy to listen to the doctor and nurse continue talking amongst themselves as normal instead of trying to encourage me to talk. Again, no criticism, just personal preference!
- Everyone made me feel exceptionally calm, safe, welcomed and relaxed. A huge amount of care and attention.
- Really nice ,polite & courteous staff
Felt very reassured by both doctor and nurse
Recommended
- Dr Kittel let me watch the procedure explaining everything he was doing and why. It was a fascinating and enjoyable experience.
- Was talked to and reassured during the whole procedure
- A very simple and well-managed procedure with good care from the nurse and Dr Kittel
- In this day and age it is unfortunate that a great many people are quick to denigrate and criticise the NHS. This process to me exemplifies the efficiency and effectiveness of the out patient process. I had a thoroughly positive experience and am completely delighted with the whole experience. Both Dr Kittel and the nurse were both very reassuring and talked me through the whole procedure
- I found the procedure was straightforward, quick and found the staff to be reassuring and professional
- Very good and very professional
- All very reassuring as to what was happening and what to expect next
- The Procedure was well explain
- Nice relaxed approached, I wanted to watch but then changed my mind but dr kittel was willing to help out. Music was good.
- said ok with regards to presentation as didn't see a presentation? Perhaps it was assumed I saw it in the first consultation however this was in no way an issue for me. I was always given the opportunity to ask questions and was advised all along what was happening so no concerns.
- Great experience, quick and efficient. Very professional and helpful.
- Entertaining from start to finish. Very happy.
- This was incredibly relaxing and I didn't realise it would be so quick. Dr Kittel made me feel so relaxed I almost forgot what he was doing. Thanks for making something that I was a little apprehensive about so relaxing.

- Such a kind team, fast and efficient. Always making me feel relaxed and informative on what was happening
- Could see that I could feel the procedure so they administered more local anaesthetic
- Was made to feel very relaxed and Dr Kittel and the nurse were very professional yet approachable. No pain at all.
- Both Dr Kittel and the nurse were great
- A remarkably relaxing procedure without any real pain or discomfort. Dr Kittel allowed my wife to watch the procedure and explained what he was doing throughout, both Dr Kittel and the nurse (sorry I don't recall your name) both very friendly and explained things throughout the procedure.
- Whilst I was obviously very nervous, both Dr Kittel and the nurse did their best to settle my nerves by being friendly, professional and giving a sensible amount of information for my situation,
The procedure was much faster than expected, and although not pleasant, it wasn't horrendous, and almost pain free.
- Both Dr Kittel and the nurse made me feel very comfortable during the procedure.
- Dr Kittel and the nurse were both amazing I could not ask for more
- Felt discomfort/pain during procedure so local anesthetic had to be topped up
- Distracted in a very positive way through conversation
- When I first thought about the procedure I was worried and had doubts. This procedure was so simple, uncomplicated and over before you knew it. I left feeling very looked after and very relieved, thank you.
- The whole process was managed very professionally. And really no pain to speak of both during and after.
- Felt very quick professional and caring
- Dr Kittel and Sr Ann both had excellent bedside manner. So swift!
- Procedure was over very quickly but was also done very calmly with progress dialogue. Very efficient team, very impressed with the whole thing. Painless in every respect of the word.
- Procedure was straightforward and I was made to feel very relaxed.
- I found the whole experience was made relaxed by Dr Kittel and the nurse. Very professional and friendly.
- Very relaxing & surprisingly pleasant.
- Extremely calming and caring service. Made something potentially uncomfortable into an amazing relaxing experience.
- Dr. Kittel was incredibly friendly and professional during the procedure. His skill at putting me at ease and finding common ground - football :-) - to discuss during the procedure was impressive and greatly appreciated. Please pass on my immense gratitude to Dr. Kittel for putting me at ease and also for making the procedure quick and what appears to be very successful. Chatting to me and seeming genuinely interested throughout makes such a positive difference.
- Everything was explained as the procedure took place. I was very anxious and they put you at ease. Carolyn is fantastic really down to earth and nothing is too much trouble.
- Highly recommended service and if I'm honest was nowhere near as bad as I thought the procedure would be.
- Very professional and respectful
- See comments above.
- Dr Kittel and The Nurse were both great! They made the whole process as easy as possible and couldn't have done a better job
- Very nice nurse talking to me all the way through
- I think Dr Kittel and Sr Ann did a great job of alleviating nervousness. You hear lots of stories about vasectomies in general and I thought the way the team talked to me during the process did wonders for keeping my mind occupied.
It's not a nice process but I can't think of anything more you could do, so many thanks!
- They were attentive and when made sure I wasn't uncomfortable or in pain.
- Great service/attention throughout the entire process. Highly recommended.
- Fantastic, so relaxed. I did not have any fears before or during. This was helped by the attentiveness of both nurse and doctor. Overall excellent.

- My experience was quick and painless. Dr. Kittel performed the procedure expediently and fortunately there appeared to be no complications.
- Professionally managed and a good team.
- Made to feel very comfortable and at ease the nurse and Dr Kittel were amazing.
- The whole process and procedure was very quick and thoroughly explained. Both Dr Kittel and the nurse put me at ease throughout.
A very supportive team
- I found the procedure very easy. The only very small pain I had was from the anesthetic needle which only lasted a tiny moment. The staff chatted with me during the procedure which helped pass the time quickly. The procedure did not seem to take very long to me, although I didn't time it.
- Surprisingly pain free considering the sensitivity of the operation.
- Very relaxed - felt like a simple dental appointment
- It was really comforting having Carolyn by my side
- Excellent - couldn't have been nicer or more professional.
- Please don't tell me you will feel a little scratch as I hate needles
- I had a little bit of discomfort at the start of the procedure which was immediately rectified. Reassured me of the care that was being shown to me as a patient!
- Dr Kittel and the nurse were very caring and kind while I was having the procedure done
- Very relaxed atmosphere which contributed to a relaxed state of mind during procedure.

Standardised questions: AFTER the procedure

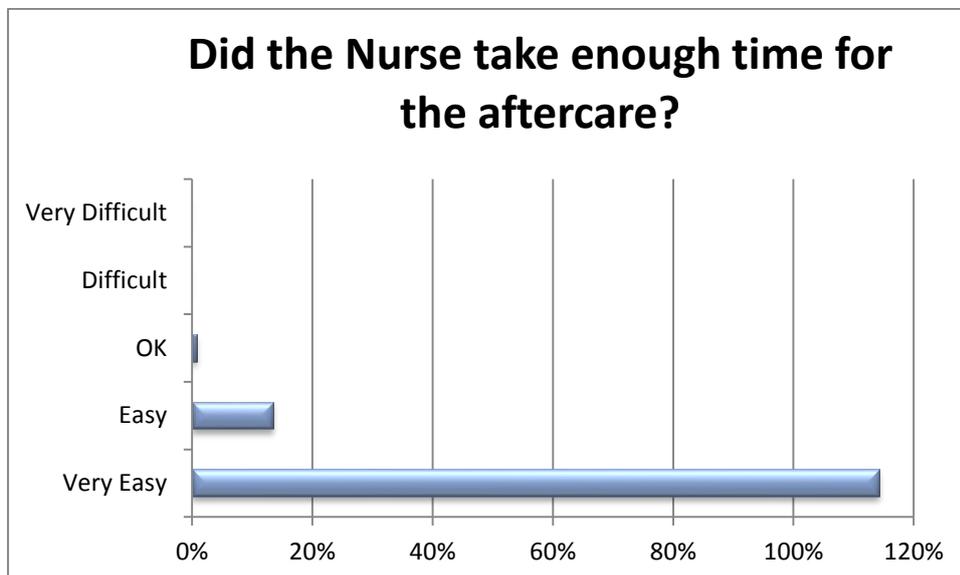


Figure 12: When vasectomy is over, it is often a big relief for patients that it was a lot easier than they feared. Sometimes patients just switch off. We therefore like partners to be present during the aftercare instructions. We give

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:

- I was allowed to rest up in a private room before I drove and my cup of coffee and biscuit were excellent!
- Thank you for taking the time to explain everything and also ensuring that everything I need to do was already prepared for me!
- Followed the instructions given all went well at the start. I had my operation on a Friday went back to work on the following Monday. I did too much on the Wednesday and noticed that I had some swelling starting. I called Di and she put my mind at rest straight away and told me to ice pack again, very helpful having someone on the phone to ask questions and get answered straight away.
- n/a
- I recovered very quickly. No pain whatsoever.
- The whole experience was a very relaxed affair. I would recommend this service to anyone consider a vasectomy.
- Excellent and very clear
- Perfectly managed
- I became a little worried once I'd got home, as clearly there'd been some bleeding and the plaster was coming off. I left a message for Dr. Kittel, who called me back very quickly and allayed the concerns I had, and gave me some useful advice. I was really impressed by that, and his relaxed and unflappable tone was just what I needed to hear!
- Given plenty of time to get myself sorted not rushed or put under pressure to get out.
- Frozen peas!! Worked a great!
- I've had very little pain since having the procedure.
- She was excellent
- A good cup of tea was appreciated!
- Comparing to the procedure in my head the whole operation was very smooth and caring.
- The after pain was a lot worse than expected but keeping up with the tablets recommended was helping. I didn't get on with the plaster found that very uncomfortable but that is my only complaint. Top work from everyone involved
- All after care info is spot on. If you follow it you do feel better in no time at all.
- I followed the instructions, and had no problems at all. No infections and other than a little tenderness and some slight swelling, it could hardly have been easier. This completely passed within 2 weeks and I had no bruising at all!
- Most of the explanation was given to my wife as I wasn't in a position to receive too much detail
- I was led to believe there would be great difficulty experienced afterwards, due to the much advised medication and ice pack application, etcetera. Throughout my aftercare I used neither: I experienced very little discomfort at all (thank you for doing such good surgery!). The disparity between expectations and reality was slightly unsettling, as I thought something was not quite right.
- I followed all the advice and instructions the nurse gave me, and everything is back to normal.
- The nurse was great she was new you would not have thought it she was very thorough and went through everything carefully very impressive!!
- All good. Keep up the good work!
- The aftercare do's and don't sheet recommended optional pain relief for days 1,2,3. I experienced virtually no pain until day 4,5,6 which needed regular pain relief. I understand that the pain was probably the result of me becoming more active but it did make me wonder if perhaps infection was setting in. I think the do's and don't sheet made it look like you

wouldn't need pain relief after day 3. I'm now at day 8 and haven't needed any pain relief for 2 days so things are settling down.

- offered a cup of tea and made to feel very cared for thank you all
- See above.
- The aftercare was first class! Thank you
- Very thorough. The local started to wear off half way through this conversation so my attention began to waiver, but I was glad my partner was there to pick up on any info that I missed on.
- Again, the advice was clear and reassuring regarding post op ways to limit pain and infection. Very detailed and systematic.
- Felt good about the whole experience Any questions and anxieties very explained and calmed by the staff Really pleasant experience
- Excellent service
- The 48 hour ban on drinking came as a shock!
- Yet again, very clear and informative instructions. A thoroughly professional team.
- I followed the information given to me verbally and written and so far so good
- satisfactory
- Lovely staff can't thank them enough. And make a mean cup of coffee.
- very thorough and attentive after procedure. given plenty of time to recover properly
- Loved the detail and coffee. Felt almost like I was in a hotel.
- Pain was nothing, even after 24 hours later.
- The nurse spent time to reassure me that everything went well and I certainly did not feel rushed. She was very good
- A thorough debrief following the procedure. I was made comfortable, I was given a drink and the post procedure instructions were carefully explained to both my wife and I, I was asked if I had any questions.
- The nurse, (my sincere apologies for not remembering her name) was fantastic, ensuring that I was ready to leave. At no time did I feel rushed, and the information was delivered in a friendly manner. At times I felt faint, and I felt that the care was excellent.
- Strangely a rather pain free procedure both during and after the event. Thank you both very much.
- Plenty of time given and no rushing out of the door
- The whole process was managed very professionally. And really no pain to speak of both during and after.
- Very smooth, helpful and reassuring.
- Even though I'm sure this was a conveyor belt type day, I never felt rushed at any point and genuinely felt cared for. A cup of tea offered was a nice touch
- Made comfortable and not rushed.
- Excellent again, wouldn't complain about the whole process.
- Very thorough in aftercare, especially as i had an unexpected bleed a couple of hours later. Very supportive team and done an excellent job
- Again Ann was excellent as per earlier comments. The offer of beverage and snack is a nice touch.
- Yes you feel a little uncomfortable for a few hours after. But take the pain relief nurofen etc. I only needed this for the day after and then I felt I didn't need them anymore. Budgie smugglers are a god send !!!!
- Very professional, thorough and sensitive.
- Very quick and easy. Caring staff. Great service. Thank you.
- The coffee offer and biscuits were welcomed in addition to including my wife in the after match discussion.
- I was allowed to take my time getting dressed and not rushed to leave which I appreciated greatly.
- Great service/attention throughout the entire process. I felt at ease and well informed before, during and after the procedure. Highly recommended.
- Great aftercare and attention to detail.
- Again excellent.

- Thorough and caring.
- Very good throughout,
- I am at the 40 hour mark after the procedure and so far have had very little discomfort. In the initial 10 hours I just had a slight ache from down there, and today after about 40 hours, there is no pain. I have tried to follow the after procedure instructions of ice packs, ibuprofen, and rest which I guess has helped with the lack of pain.
- 1st class service! I love my nuts; it took me 2 years to go because of DEEP FEAR!! The result: NO PAIN what so ever and the love between me and my nuts continues. ...:-)
- Thanks for coffee and biscuit
- Very caring
- All very professional and caring.
- Very kind and helpful
- Ann was very reassuring and professional

Standardised questions: OVERALL

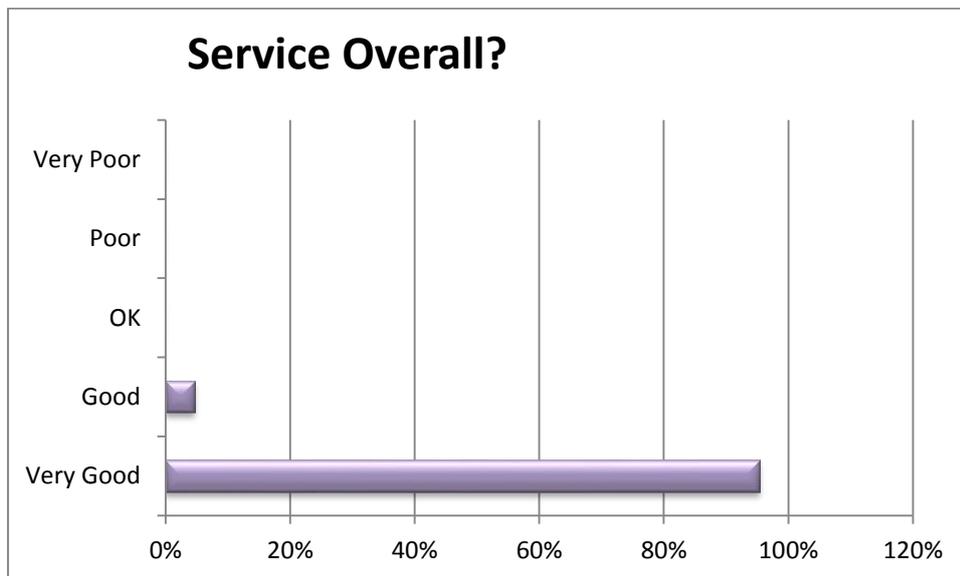


Figure 13: How do patients feel the service rates overall when compared with other health experiences you had in the past.

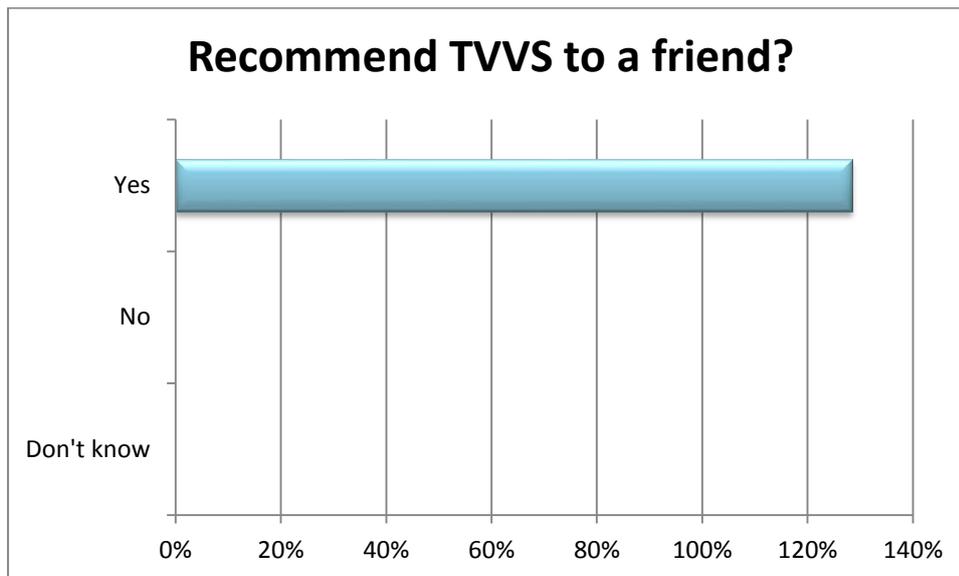


Figure 14: And finally, would you recommend us to a friend.

Comments:

- I would like to thank the nurses and doctor.
- Thank you all again!
- What most men would usually panic about you made stress free and easy.
- My whole experience has been positive. My only small issue is the healing, which has taken longer than expected. I have had to drive a lot, and generally sit a lot in meetings. This has meant the healing has taken two weeks. No pain, no inflammation or infection though. I have simply covered the incision w. 3M Micropore after I removed the silicone pad on day 7. I don't know if a single stitching would have facilitated a faster healing for me. *[In most cases the incision heals quickly and without problems. I prefer not to stitch as it causes more inflammation, bleeding and problems. Also, in the rare case of an infection or bleeding the small incision of 4mm works as a surgical drain.]*
- Excellent friendly service. I would certainly recommend.
- Perhaps some background music in the operating theatre?
- The whole process went very smoothly and efficiently.
- Great team job!
- There's nothing I can think of to improve, so really it's just a big thank you for making what could be a bit of a traumatic experience anything but. I'm so pleased that my bad luck at having my NHS funding withdrawn meant that I ended up coming to TVVS, even though it meant I had to pay for it myself.
- Excellent excellent service (I know I typed that twice) I was put at ease from the first moment to the moment we left, can not speak highly enough of both Dr Kittel and Dr Lim would thoroughly recommend TVVS. Many thanks indeed.
- I was made to feel very relaxed and knew I was in good hands.
- I would highly recommend your services as it was a painless procedure, and I have hardly had any pain since the procedure. Thank you again.
- Need to give more anaesthetic before procedure due to felt electric shocks but you did rectify once said
- Some prescribed pain relief might be a good idea, the procedure and 24 hours was painful but then I think I might be a bit of a wimp when it comes to pain. All in all the nurse and doctor made the whole process palatable and I really appreciate it

- I was a bit apprehensive to start with but can't say how brilliant and professional both the nurse and Dr Kittel have been. Thank You!
- Both the consultation and after care (especially the aftercare) were first class, I was made to feel comfortable and at ease through the whole procedure. Thank you.
- Maybe some new equipment to remove the frustration of the Dr when performing the operation. The nurse had to take time to adjust connections on leads. The Dr and nurse should not have to worry about this and concentrate on operation and care of client. Maybe and interval check on equipment beforehand. This also maybe myself misunderstanding the nature of the procedure *[That's all been done now! All new equipment]*
- don't think you could service was very good from start to finish
- Nothing Dr Kittel & Carolyn were spot on!
- Outstanding work
- In all honestly I can't see how you could improve on what the service you provide. Information is a clear as it could be. The procedure isn't rushed (which it shouldn't be as it's a big decision). And everything is conducted in a very calming manner.
- Building being open, when i was nervous when i arrived ;)
- Very happy with entire experience.
- N/A
- Superb all round. If only I didn't have to travel quite so far. All in all very good. Perhaps put some info about hospital parking charges in your patient pack. Nice to meet you all.
- No room for improvement all very good great service
- Thank you
- I found it a bit stressful when shaving the scrotum and penis prior to the opp. I managed to cut myself numerous times, it's not easy, and I wasn't sure I had done a good enough job. I wondered if you could add the following words to the pre-op pack? If you haven't shaved the area before then we would suggest you give yourself plenty of time. Firstly you should use a beard trimmer or hair clippers to reduce the length of the hairs. Then, with an electric shaver ideally, you shave the area. You won't be able to get as smooth a shave as on your chin but you are looking for a good shave, not perfect. *[That's a really good suggestion. We'll add that]*
- The only issue with the vasectomy was my nerves. Thank you all for helping.
- Continue as you are. Wouldn't change a thing.
- Thank you to everyone for their amazing hospitality. Wonderful experience, I'm grateful to have been referred to you all.
- N/a
- If it ain't broke don't fix it
- Thanks for a great experience. I felt well-informed and well looked after throughout the whole process. A great team who made what could be a very stressful time both easy and worry-free.
- Keep up the good work. Excellent service :)
- Just keep doing what you are doing because it is a success
- I cannot think of any ways you could have improved the procedure.
- N/a
- Can't improve on anything in my opinion and I would like to thank dr kittel and his staff on a very professional operation
- Can't fault anything. So far so good. Will tell you in 4 months time. Haha
- overall a very good and efficient experience. given confidence at every stage. kept informed about appointment changes in plenty of time.
- Thank you all such a great team. I was looked after from the minute I walked in the door till we drove away. Such a friendly environment
- None, it was fine
- The whole thing was much easier than expected and much less painful than expected. Thank you
- I very professional set up, all the staff I encountered were friendly, very knowledgeable and supporting, I was put at ease and all questions answered. I would thoroughly recommend the service to anyone else. The care taken during the procedure and aftercare instructions mean I have suffered virtually no "Pain", a little mild discomfort at most. I have honestly had more pain leaving a dentist surgery and have had more groin pain following rugby injuries.

- Thank you very much. The entire team made the procedure as painless and easy as possible. I was very nervous before the procedure, but everybody helped me through ensuring that it was as pleasant as a vasectomy is ever going to be. Now in the recovery stage, I would recommend Dr Kittel and his team to a friend.
- Hospital could be better sign posted from the road We missed the entrance twice but the service I received once their was first class [*You are correct, we need to work on the signposting*]
- Perfect service
- A china tea cup instead of paper!
- Nothing comes to mind to improve further. Full of praise for the whole process.
- It was all very good. I forgot to pass on my Fathers regards to Dr Kittel he used to be a GP in Amersham Dr Bryn Neal
- A note on the map regarding the location within the hospital - ie Outpatients - would be useful. The only reference was buried in the directions info (which, by using Maps, I hadn't read!)
- Everything was fine.
- Other than a full English breakfast afterwards, I could not pin point any area for improvement. 100% happy. Great job
- No improvement needed. Very professional and caring service throughout.
- Couldn't of hoped for a more comfortable journey. Let's hope the recovery is the same. Thank you all.
- I would not hesitate to recommend your services or act as a reference. From start to finish, the 3 people I've dealt with have been really impressive. This professional and friendly conduct makes a massive difference, thank you. Please pass on my thanks to all
- Fantastic service. Lovely people. Keep up the good work. Thanks very much for your time. Darren
- No improvement opportunities I would recommend.
- I don't think so. It went better than expected.
- Thanks!
- Couldn't be more pleased with the service I received.
- Brilliant experience, if you make the decision to have a Vasectomy, Dr Kittel and his team are fantastic.
- My only negative would be the rooms were rather utilitarian but clean and functional. Maybe some artwork on the walls might make the room a little more welcoming.
- Thank you for your assistance.
- The whole experience was great and has turned out to be pain free
- Maybe double check the form where St Mark's is displayed and add in the Slough, just to avoid that someone hypothetically goes to the wrong place, even though that would be entirely on them :)
- I can't really think of any improvements. So far so good.
- Thank you Di, Carolyn and Dr Kittel for looking after me and making me feel comfortable. Just hope the healing process is as smooth.
- Nothing to add - excellent service from start to finish - thank you!
- I can't praise the staff enough they make you feel at ease and explain everything to you and nothing is to much trouble
- The only area I could identify for improvement is the appearance and feel of the consultation and treatment rooms. However, this was not an issue for me.
- For the NHS and facilities available then I'm sure the process could not be improved.
- I can not fault the experience from start to finish.

Responsible for report: Dr M Kittel 21/1/2018. Report reviewed every 6-12 months