

TVVS
Patient
Satisfaction
Survey
2021

Introduction

The document below contains **anonymised comments** from our **service feedback questionnaire** supplied to every **private** and **NHS** patient following the procedure.

Quantitative feedback is no longer being published in this document as it is available online at all times as “Real Time Feedback” here <https://vasectomy.me.uk/real-time-patient-vasectomy-feedback/>.

We therefore now only publish qualitative feedback by patients. We analysed 255 patient feedback records below between 1/12/2019 and 11/12/2020. Here are the unfiltered comments including spelling mistakes. A number of these comments have also been posted directly on the website.

Feedback BEFORE the procedure (Booking, Webinar)

- Everything was done in a very well organised fashion. A very slick operation akin to the pit crew in a Formula 1 team.
- Fantastic from the very first contact to the vasectomy it self, thank Dr kittel and Nikki.
- Very well explained from the first contact I had by phone. After the first contact I did not look other clinic because I really believe when you call asking for informing about a procedure like this, you expect a non-rush talking over the phone, and that was exactly what I had, all questions was answered basically on my first contact, I felt at ease, that's why I decided to do the vasectomy with DR KITTEL. Finally the webinar with Dr kittel before the surgery was just to seal any doubt I had, so I felt even more confident this was the place where I would have my vasectomy. Thanks Nikki and Dr kittel for you help, I wish you all the best everyday!!
- The office was brilliant, they made everything clear and easy to deal with. Friendly and professional all the way

- "The whole process has been very well thought through and adapted to Covid constraints. Some parts of it, like the webinar, are a best practice saving time and money for everyone, I'd expect it to continue beyond the pandemic.
- The staff is very responsive, attentive, and manages a sensitive conversation in an easy way, clear straight forward instructions."
- Excellent service
- Very Quick service , very happy and the experience wasn't anyway as bad as I thought it would be.
- The whole process was quick and painless. Thank you to the whole team!
- booking was straight forward and hassle free!
- Very professional fast and easy.
- I have no prior knowledge of the booking process but it was as easy as a pie. The services has taken well care about the modifications of the booking with ease.
- All very easy and comprehensive information was provided
- Excellent service from start to finish, can't fault in any way
- Extremely easy process from start to finish. I think including the booking, consultation, operation and recovery the whole process was no more than 2 hours, yet the information needed pre and post operation is comprehensive. Impressive. It makes a 'Vas Deferens' to the enjoyment of the process (that's a medical joke ;))
- Nothing to add - I found that everything went wonderfully smoothly.
- Very well organised and no problem with the surgery and nurse kept my spirits up and attention whilst it was taking place
- It was very straight forward.
- Very friendly and highly professional.
- Excellent
- A great experience. Fortunately my procedure went smoothly without any complications and completely pained free. Dr Kittel and the nurse makes you feel entirely comfortable.
- Very straightforward and surprised at how quickly my procedure could be accommodated

- Very straightforward and informative.
- "My experience was totally 100 percent positive. Dr.Kittle and nurse made me feel comfortable. The procedure was painless."
- I was amazed at the speed and received excellent advice from Rebecca.
- I think the webinar could of been more helpful by having someone on who has previously been a client of TVVS *[Dr K: Difficult to organise every week, also due to confidentiality issues, but if you wish to support us in this way, please get in contact with the office, it would be much appreciated.]*
- Note, <18 w waiting time was due to the Covid lock-down. I think I rang to book in March and you were beginning to make appointments starting in August? Therefore, that particular question/response should probably be disregarded, given the circumstances!
- Very well done. Easy, and very polite
- Very efficient and expected to have to wait a lot longer.
- Incredibly quick and efficient
- Good process overall - the procedure was pain free and more or less has been since. I'm not sure this was completely clear in the briefing and could have been emphasised more to reduce anxiety
- Both surgeon and nurse were superb
- Amazingly simply and well communicated
- Some of the online webinar form came before the webinar started (such as the questionnaire) I completed mine prior to the webinar starting as it was not clear to me that it was to be done after or during the webinar.
- Very friendly and responsive and helpful, did not have to wait long for a response. All my questions were answered.
- The doctor and nurse were brilliant. Made me feel comfortable and relaxed throughout.
- Very efficient, but also thorough with all the information provided in a very clear way (written plus verbally in the webinar).
- All made very clear and easy to follow.

- Very quickly done
- "In my opinion, nothing needs changing, I cannot fault the way I was cared for. You guys are a credit to the NHS"
- "I couldn't have imagined the whole process would be so positive. It was brilliant, superb - thank you."
- It was all easy and hassle free
- "Booking was very easy. I was referred through the NHS, received an appointment for the vasectomy promptly and all communication was clear and thorough. I thought the webinar was particularly helpful, answering lots of questions and explaining clearly what to expect."
- Very happy with the service, especially as it was NHS. Can't fault any aspect. Thank you very much.
- Very easy - quicker than I expected.
- The whole process was easy, informative, and relaxed.
- Everything was smooth and professional
- Everything from start to finish was smooth and efficient. If only booking a table for dinner was as easy.
- When the appointments were postponed at the start of lockdown, it would have been good if there was more communication then.
- All very easy and well communicated
- Very straightforward. I did need to rebook and this was simple without any fuss.
- Hi, the entire process has been excellent, from the initial appointment to the aftercare. A special mention to the nurse who looked after me, I cannot remember her name but she made me feel at ease.
- It was Excellent not a bad word to say about my experience.
- I was very happy with how swiftly I could book an appointment, it was simple and everyone at the surgery were kind and helpful.
- Very easy and straightforward to book. Very professional. I was very impressed.
Brilliant 5*
- Made easy.

- Very professional job
- Very straightforward. Booking staff really friendly.
- All very professional, friendly and straightforward.
- I was surprised how quickly and efficient the whole process was, from first raising it with my GP to being at the clinic. Excellent service all round.
- Absolutely professional
- Got I'd experience throughout well informed throughout the process. Albeit nervous on the day of the procedure It was completed in a very calm and professional manner. I could not believe how quick the procedure was completed.
- Very straight forward and friendly.
- Really positive experience
- The video call was not made clear that it would be a group call which did catch me by surprise. Perhaps you could record a video for all to watch and then have a 5/10 minute call per person as it is a private matter and not everyone would like a public call *[Dr K: Your comment has been taken on board. It is imperative that all staff make it clear this is a webinar with other people in which you are admitted anonymously. The video and your own home audio are both switched off as a pre-set standard. The majority of patients on every webinar choose to stay anonymous. You are also offered a private call for private matters during the webinar and that is explained to you verbally and in the documentation.]*
- Fantastic
- Excellent content via documents and zoom conf call
- "Really being picky here, but did not receive an email confirmation straight away after purchase *[This should be set up with Worldpay, we will need to look into this].*
- Also i travelled 2 hours to get the the apointment, and had not brought any pain relief with me. You sorted it straight away, but could have perhaps been included in presentation *[Dr K: Pain relief is part of the presentation, the detail of pain relief is part of the welcome pack, but I will improve the presentation further].*
- None of this is an issue for me, but the only areas i can think of improvement!"

- "Due to coronavirus the appointment was delayed for 3 months. But when activities resumed you contacted me and booked another appointment quickly. The whole experience was great. The only note is that in terms of the software you use, the forms, and the website look very outdated and there is some user experience issues that could be solved Feel free to contact me if you need more details." [Dr K: The forms are part of the clinical software and save directly into your patient record. Compared with the software I use in GP its lightyears ahead, but I agree with your connotation. In terms of the website, I also agree and we will look into this in the future]
- Very professional service from start to finish and enjoyed the chats with the Doctor and nurse also. Made me feel at ease. Thank you so much.
- I found the response positive and caring. The advice given was always to ensure I healed as quickly as possible.
- Very easy and problem free
- Booking experience was straightforward and easy.
- Throughout the entire process , everything was explained clearly and thoroughly
- I thought your team coped very well during the initial shutdown of the pandemic. They offered plenty of options and I thought kept a good balance of keeping in contact but not to the point of harrassing. Very impressed.
- Very friendly and accommodating process. The webinar, update emails and information provided was of good quality and too any doubt away. Changing appointments was of ease.
- The communications i've had from you have been very thorough and reassuring from my first call from you. If the webinar consultation is a new process due to C-19 i think you should continue with it. It was very helpful and reassuring to see other people on the call and hear their concerns and questions too.
- Excellent service, really appreciate all the support as the whole experience was surprisingly pleasant and so easy.
- No problems really. However, the webinar is a lot of information to take in. Presumably I was told that I needed to text when I arrived. However, I missed this

information and I couldn't see anywhere in information pack that I was sent that I should text on arrival. I was therefore calling without response. Fortunately, this only resulted in a delay of a couple of minutes or so.

- everything was booked easily and the online presentation was easily understood.
- Great customer service and support both in booking and leading into my procedure.
- On the whole a swift and hassle free service.
- "Very efficient, friendly and professional. Thought it was excellent that I could easily communicate by phone, text and email, a great improvement over impersonal letters and switchboards. Couldn't have been better."
- It would be very beneficial if the reminder emails for appointments contained the information sent out in the confirmation email. E.g. how long the video call would be. Text message required on arrival to get collected from the car rather than a phone call.
- I just wish I had it done sooner pain free and was done in no time at all.
- The service was excellent
- The whole process was very professional and made easy - thank you to the whole team. From making the initial appointment through to the care after the procedure, the whole process has been easy to understand.
- All very good and thorough. I liked the webinar, as it was great to meet with others going through the same procedure and benefit from questions asked by others too.
- Very easy process
- The webinar was very encouraging and it boosts your confidence when you see fellow men doing same procedure
- Very straight forward, very lovely and friendly team.
- The whole booking process was professional, friendly and both reassuring and helpful.
- A seamless process ... more than accommodating given the need reschedule as result of lockdown.

- "Made to feel very comfortable throughout the proceedings, all staff were wonderful and very helpful.. procedure was straight forward with no issues at all, overall very happy with my experience.."
- Wait time was dictated by the temporary stop of elective procedures imposed by the government due to the Covid19 outbreak.
- Highly efficient despite covid.
- The whole process from enquiry to booking was excellent with great communication in an informative but relaxed and uncomplicated manner. The only reason I ticked the 6 week wait above was because of lockdown. My procedure was not delayed in any other way.
- It would help to have a 5 minute warning ahead of the zoom call [*Thank you for your suggestion which we since implemented*]
- Very happy with it all
- I called directly and was walked thru the process over the phone. I then placed a deposit and paid the balance closer to the time. No problems and easy process.
- n/a
- The whole experience was very good and it was made very easy especially considering I was an Oxford patient
- When booking the receptionist was very polite and explained some of the procedures, this put me at ease
- Everything was explained really well. I had to reschedule due to wife's work commitments and that was handled with no problems whatsoever.
- The online consent forms were very easy to use and information about the procedure was very comprehensive.
- I wanted to book way in advance due to other commitments and that was dealt with without any issues - thanks! On the day the process was simple and staff superb! Thanks.
- Girls in the office were excellent, my nurse was kind helpful and supportive and Dr Lim was great. I've only experienced mild aching which at day 3 is wearing off. Excellent service which I'd recommend

- Both Dr Lim and the nurse Mary were very professional, friendly and efficient, and Mary very good at distracting during the procedure and great in the aftercare! Very pleased with the overall experience.
- "Very straight forward process. Everything fine your end, however I had a couple of calls from either my GP or the NHS (not sure) who said I still hadn't booked my appointment post-GP referral. I had already booked, and TVVS had the booking on record too. Somehow the GP/NHS had no info on this." *[Leanne: The NHS e referrals system can be a bit tricky to operate, sorry about this]*
- All very straight forward and easy. No problems at all
- "Perfect and professional in every way. Made me feel very comfortable. Keep up excellent service"
- Really pleased with the overall procedure. Was given plenty of information and I was in and out in less than one hour. Brilliant service and very pleasant professional staff.
- I was very surprised at how quickly I was contacted by TVVS after the initial referral from my GP. I spoke to Rebecca the following day and was offered the consultation and procedure in approximately 4 weeks time. Rebecca was very friendly and answered all questions that I had at the time of booking. Email communications were sent out immediately containing links to the online forms and a very useful information pack.
- Very smooth and easy
- "The team on the day were very good made me feel comfortable can't praise them enough. The team on the booking side again very good, helpful and accommodating as I booked in November/December for an appointment in February. The information I received before and after was brilliant. Thank you"
- The process was easy to book and I was notified with what I needed to do in advance.
- The staff are really good and help full with the booking dates and the emails help you remember as-well many thank .
- I found booking very easy. Notwithstanding that I called quite late relative to the appointment dated I wanted, the booking assistant was very understanding.

- This was one of the smoothest medical procedures I've had. Excellent staff !
- Was a very straight forward and helpful experience, with every bit of information i needed covered
- Excellent support. Very thorough and empathitic.
- Very quick and efficient - good use of technology in terms of the text service..
- Amazingly easy and simple!! Concise guidance and questions including follow up queries - perfect customer experience! Made me feel entirely confident and comfortable I was in good hands and had nothing to worry about!
- "I must say that right from the 1st telephone conversation I had until I walked out the door after the operation I have felt I was dealt with in such an incredibly professional but extremely friendly manner. For a fairly scary situation for a man to be in I was put at complete ease by everyone involved. DR Lim was very good and explained everything to me before the procedure. Carolyn was amazing, she kept me talking through the whole procedure as a complete distraction. The after care was great. Thank you to everyone that helped me through my procedure."
- Both the Doctor and Nurse were amazing. Cant fault them both. Very professional and genuinely caring.
- Fantastic experience. Relaxed, calm, and well looked after.
- Very helpful and knowledgeable staff who explained every aspect.
- Overall a really easy and straightforward experience
- Very professional throughout, excellent service.
- Very friendly over the phone

Feedback DURING the procedure

- All I can say is that Sr Carolyn was an absolute angel and did a fantastic job given that I "panicked" a little due to my absolute hatred of needles etc. I was extremely impressed by her calm manner and she did a wonderful job, keeping me in a calm enough state to allow Dr Kittel continue with the operation uninterrupted.
- Both surgeon and nurse were re-assuring and made you feel as comfortable as possible

- "It was faster than I expected, which is good. I had no issue at all. I would definitely recommend Dr Kittel to anyone I know. I just wish Brazil could beat Germany 7-0 next confront."
- The nurse was very friendly and professional, I was put at ease from the start. Dr Lim was excellent, the procedure was almost completely painless and I was very well looked after.
- Overall I was in and out within 30min which testament to the professionalism of the team. There was some discomfort during the procedure that was addressed as soon as it was mentioned. Friendly conversation during the procedure helped as a useful distraction and nothing more than a small plaster at the end.
- The operation was very good indeed, fast and efficient, no pain other than a minor discomfort, but completed while chatting about markets and economy, a breeze
- Excellent service
- Sorry can't recall nurses name , but talked and put me at ease throughout procedure
- I was nervous but everyone was lovely and kept me super calm throughout.
- Dr Kittel was very engaging and made me feel very relaxed. He is very professional and the whole procedure was quick and pain free!
- Perfect
- This is where I was blank on the time and outcome of the procedure and its totally a big surprise to me which barely took 15 mins and absolutely no pain. Dr. Lim though spoke less but can sense he is well experienced with what he is doing. I am very much thankful to him for a seamless procedure. God bless him. While the nurse engaged me with a normal chit chat.
- The whole experience was straightforward. Only minimal discomfort during the procedure.
- Good chat. Made me feel at ease. I was nervous but I forgot where I was for two mins which was needed. Thanks to the nurse.
- I didn't really know how much of the procedure was done at any point but cant decide if that was good or not..
- It all went very smoothly. No concerns

- Dr Lim was fantastic. Really calming, together the team were really caring and provided a lot of confidence. Did not feel a thing... no John Wayne swagger on the way out - thank you so much.
- I don't think I was explained what was happening all the way through the operation but to be fair I would not have wanted to.
- The procedure was completely painless and was very quick. I would like to say thank you to the nurse that was working with Dr Lim. Unfortunately I can't remember your name but you are the perfect person to take people's mind of the procedure. Obviously a big thank you to Dr Lim for my treatment.
- Both the lead nurse and Dr Kittel were fantastic, clear and descriptive throughout the procedure and friendly. In fact Dr Kittle is quite comical, making the opp easier. The lead nurse and im annoyed I cant remember her name was fantastic, she really looked after me. Excellent team and a wonderful chat in surgery with both. Thank you guys,!.!
- I was a little nervous to say the least but both D Kittel and my nurse did all they could to put me at ease by talking to me throughout the procedure
- Chatted throughout the procedure to both Dr Kittel and Nurse Nikki. Relatively pain free experience.
- Felt very relaxed and comfortable.
- Exceptional care given.
- Both the Dr and Sr were very professional and clear whilst being friendly and warm. They completely put me at my ease and were a pleasure to be with.
- It was obvious that I was nervous and the nurse was brilliant at keeping me talking and telling me what was going on. It made a huge difference to the overall experience.
- I felt feint and so the nurse put the fan on for some movement of air across my face. However, I think the fan was at my feet end and so the smell of burning flesh was probably being blown into my face! I was looked after very well but would suggest if possible, having a fan at the other end of the bed (or perhaps just opening the window during the procedure).

- Nurse and Dr were both great. The Opp took a little longer than I expected and it took a few attempts to get the local anesthetic levels right.
- I was put at ease straight away, we just all chatted through it, it was all done in no time.
- Maybe wait a bit longer for anesthetic to kick in as I could feel a lot of what was going on.
- I experienced discomfort at the start of the procedure but the nurse was quick to recognise and asked me as I was being a typical bloke and ignoring the pain. But afterwards the situation was quickly resolved and no further pain was felt.
- I was made to feel thoroughly relaxed throughout the full procedure and was amazed at how quickly the whole process was completed.
- Sr Jane was very good at letting Dr Lim know when I was uncomfortable
- I would have preferred having a little more anaesthetic from the start rather than waiting for me to feel fairly significant discomfort and then topping up my pain relief!
- I would have been good for Dr Lim to talk to me a bit more and tell me what was going on or the stage that he was at.
- I sadly can't remember the nurse's name but she was amazing! We were talking so much I only realised 20 minutes later the procedure had started!
- Happy with everything
- Very pleasant and friendly, was painless and swift experience made me feel at ease.
- Nice and easy. No reason to worry.
- This was a repeat procedure for me which handled very professionally by Dr Kittel who answered my queries and put my mind at ease.
- I had a small bleed during the operation, but Dr Kittel explained what he was doing very clearly which put my mind at rest
- "It was all very good, however, I did feel something being cut, which was very painful but over within seconds. I also felt something very hot on the end of my penis during the procedure, which I commented on but I'm not sure was understood.
- Otherwise, it was all very professional and the nurse was lovely."

- All conducted very professionally and completely reassured during the procedure.
- I cant remember the nurse but she was absolutely brilliant she spoke to me the whole way through and made the whole experience alot more calmer and relaxedi
- I think it was a less than straight forward vasectomy but the nurse and doctor did their best to re-assure and took into account my concerns about being able to feel the procedure and stopped to administer more anaesthetic.
- The team were really nice and I felt very relaxed about it all. Sorry I can't remember the lead nurses name but big thanks to her
- "I was very nervous when it came to the vasectomy itself on the day. I must compliment all the staff but in particular (Caroline, i think her name was.. sorry if it wasn't) she made me feel slightly more relax and you could tell she was trying so hard. I must hurt her hand as i was squeezing so hard. I can't thanks her enough. i have followed all the advise and I haven't been in pain at all since and it looks like i won't. i am very tanksful."
- Painless
- I felt very relaxed and the sense of humour in the room helped
- "Like before - superb. Warm, caring, sympathetic, friendly - thank you"
- I felt very well looked after and had a lot of confidence in Dr Kittel and the lead nurse. Everything was explained clearly and the nurse did a great job of keeping me chatting, distracted and reassured while Dr Kittel performed the surgery. I think this was the best experience it could have been and I am very grateful to them both.
- Very pleasant. Sr Leanne and Dr Kittel were both excellent at smalltalk and distraction :-)
- Was made to feel relaxed and as much information as I wanted was given.
- Atmosphere was friendly and relaxing
- The experience was pleasant, the nurse and I chatted throughout which was really helpful as the operation itself was rather painful.
- The team were very professional and friendly. The procedure was finished before I even realised it had begun.

- Mostly went as well as expected, although I had an issue with the Lidocaine wearing off quicker than anticipated and the second half of the procedure was very painful for me. The staff tried to keep me talking and engaged to take the focus away. I'm afraid the increased stress probably contributed to my slow recovery.
- Very quick procedure
- Carolyn was very friendly and meant I was less concerned about the procedure on the day.
- Felt a bit like a conveyor belt procedure.
- "Dr Kittel and Carolyn were a great team and extremely reassuring, they were brilliant! I believe the thought of the operation is worse than actual operation in my experience. Thank you again!"
- I was incredibly apprehensive about this procedure but both Dr Lim and the Nurse made it incredibly straightforward. They really put my mind at rest and there wasn't a single part of the experience that was difficult or uncomfortable or painful in any way. Wish I hadn't built it up in my head so much as there was no need at all!
- They did hit a nerve at one point which was quite unpleasant. I also found out from a subsequent conversation that some blood vessels had been tied off. I don't recall being informed at the time.
- Very calm & caring scenario, I felt at ease the whole time
- "Carolyn was a wonderful nurse she really made me feel at ease through the operation with her kind and bubbly personality. Dr Lim was charming and professional he made me feel as if i was in very capable hands and always adjusted to help me feel as comfortable as possible during the operation. I'm very thankful to him and his team."
- Nikki was absolutely brilliant, a real star. She made me feel so relaxed! She was very professional, thank you so much!
- Thank you for your very much for efforts. You put me at ease (as much as possible) during something I was not looking forward to.
- The pain was less than expected, but psychologically it was worse than expected (my issue, nothing that could be done about it). The Nurse was trying to talk to me and

keep my mind off it, but realised I was not up for that and offered not to talk to me, which I accepted. very well handled. Very quick, friendly and efficient procedure. Nothing more you could have done, and i only hated the procedure because I could not bear the thought of what was happening to me!

- There was a question over whether one side (the left) had worked. I left feeling quite unsure about what had happened. Perhaps a follow up discussion in that circumstance would be helpful to help alleviate worry, etc about what had happened or if anything had gone wrong.
- The procedure was very quick and pain free. Had a conversation with Dr Kittle and the nurse and before you knew it they were done. The nurse looked after you from start to finish and was happy to answer any questions about the after care.
- A very relaxed experience throughout.
- Carolyn was very friendly and reassuring throughout; she and Dr Lim both clearly explained what was happening at each stage.
- The nurse was exceptionally good at keeping my attention away from what going on down below and her experience at dealing with nervous blokes going through this procedure was evident.
- "absolutely fine. Both professionals were excellent"
- As mentioned above very informative and surprisingly relaxing.
- Very friendly atmosphere, and very straight forward procedure, came in for a little chat and by then the op was done.
- Fantastic staff
- Great distraction chat, thank you :)
- Clear
- In and out in about 45 mins from memory, no pain, couldn't have been easier or quicker
- "I had pain a couple of times and Dr Lim had to apply more sedation but everything when really well and quickly. They were very professional, polite and friendly. Carolyn was very warm, caring and really helped shifting focus towards a

conversation instead of the procedure. Thank you so much to both of them for their great job."

- The nurse looking after me was friendly and very caring. She explained the procedure well and kept me engaged when the doctor was at the delicate stage of the procedure. What a wonderful, positive and caring Lady!
- Far better than I'd imagined
- Experience during the procedure was great. Both nurse and Dr Kittel made me feel comfortable and relaxed. Whole thing was over before I knew it and aftercare video probably took longer than procedure itself!
- "The speed and professionalism was very impressive particularly given the coronavirus outbreak. Obviously your methods are streamlined enough to cope with arguably the worst case scenario. As nervous as I was going into the life changing procedure, I was made to feel comfortable from beginning to end."
- Slick. Very efficient and well established process. All of the medical staff were great and having a conversation during the procedure was an added bonus!
- The Nurse was very good at keeping me occupied through conversation to calm my nerves! I couldn't believe how easy going the procedure was and that I pretty much didn't feel a thing.
- The atmosphere during the procedure was very open and friendly and put me at ease. Everything was explained clearly.
- The nurse was exceptional by making me feel comfortable and calming my nerves, really appreciated it.
- I was very nervous but they were both excellent and reassuring
- Dr LIM and attending nurse (cannot recall name - sorry) were very professional and made the process feel quick and pain free
- At all times I felt reassured and calmed by the engagement from Carolyn and Dr Kittel. I found the procedure a very positive experience.
- "I was made to feel at ease and genuinely reassured throughout. It may have been quite a quick procedure but it all made a huge difference to me. Many thanks to Dr

Kittel and his lovely assistant on the day. I would recommend anyone think of having the procedure done to go here."

- "Again the friendly atmosphere and professionalism was excellent, putting me at ease. Even though i got a few jolts during the procedure, that was put right with extra local and at no point did I feel worried."
- Caring and very friendly made me feel at ease with the procedure
- "Very happy. Excellent care"
- All very good and felt well looked after.
- Absolutely spot on!! Well cared for can't give enough praise!
- Doctor and nurse were very friendly
- "Despite my fear of needles, Dr Kittel and the nurse (I apologise that I cannot remember her name) were calm and reassuring throughout. I needn't have worried because I could barely feel the needle, nor did I experience any pain at all during the procedure. I'm very grateful to Dr Kittel for allowing me to watch part of the procedure once I had relaxed a bit." *[Dr K: Patients that watch the procedure are rare, of course we accommodate this wish when it is made, very occasionally]*
- Felt comfortable at all times.
- Nurse was great, she noticed if I was feeling uncomfortable or hot and addressed it straight away.. very chatty to help make you feel at ease.
- Much quicker than expected and almost entirely pain free.
- "Dr Kittel is very personable and informative, before and during the procedure Dr Kittel was informative, unhurried and calm. Aside from the tiny pain of the local anaesthetic injections the procedure was painless and straight forward and extraordinarily quick."
- All good
- Very straightforward process. Nikki was excellent in providing all the necessary information. I was very apprehensive but it went fine. There is a short sharp pain when the local anesthetic injection is applied but thereafter its fine. Dr Kettel and Nikki kept me occupied with a chat whilst he did his magic. A few days of mild pain and a week later it went away. I'm now post 3 weeks and back to normal.

- Very professional very lovely people and supportive
- I was very apprehensive that it would be quite painful but the whole procedure was very straight forward and I was well looked after
- It was very comfortable and easy going experience.
- "Very good staff made me feel at ease. I would like to say please maybe give a bit more local anaesthetic rather than having to top 3 times!!!" [Dr K / Dr L: Sorry, most of the time the procedure is completely pain free for our patients, we give a good amount of local anaesthetic, occasionally an anaesthetic can be a bit tricky and requires a repeat]
- The whole experience was really straightforward. The staff were excellent at putting you at ease and explaining everything. The procedure went well and I was comfortable throughout.
- Both dr and nurse were very supportive and professional but in a friendly manner and made the process very smooth and as relaxing as possible.
- They did an excellent job of reassuring me. They were very responsive to what I had to say during the procedure, were very attentive and kept me as comfortable as possible. Very professional and it was not as bad as I thought. Sr Carolyn and Dr Kittel were brilliant. Thank you so much for taking such good care of me.
- No pain a little pulling. I was nervy so spoke to me throughout. Thanks
- I didn't really want to know
- Mary was very distracting in a friendly and easy mannered way
- "Very quick and relatively painless. Fast response to signs of discomfort and more anesthetic was administered. Sr Jane was very good at conversing, keeping my mind off of the procedure."
- Both doctor and nurse were very good and ensured that such a sensitive and difficult procedure went as smoothly as possible
- All very good, thank you very much.
- "The whole process from arrival at the hospital to having the consultation, procedure and then leaving took less than an hour. Jane was lovely and very chatty which helped me to relax during the procedure. Dr Lim was also very friendly and the

procedure was pretty much pain free. I would thoroughly recommend TVVS to anyone looking to have the procedure completed."

- A little concerned the the doctor knocked over a tray and could not find a tube. I would have liked it to have been found while I was there. *[Dr K: This happens very rarely, but it is only an additional, not the only safety measure. Few other vasectomy surgeons use this additional safety measure, most don't remove any vas at all. In the end all that matters is that I knew I had completed both sides and that you are now sterile]*
- Very professional, made me relax and made the whole experience much easier
- As above
- The nurses and doctor were very friendly and reassuring and made a not very nice situation seem not to bad.
- Dr kittel and the nurse i had where fantastic i was made to feel very relaxed on the day and it was over in no time thank you.
- I was treated extremely well with pleasantries, friendly conversations and of course professionalism. I had no concerns.
- I had a wonderful experience. The service I received right from the time I was ushered in by the Nurse, Ms Wise, to the actual procedure and the after care briefing, was excellent.
- Was great, thanks so much.
- "I was really nervous going in but both the Nurse, Carolyn and Dr. Lim were fantastic. I didn't display much bravery but luckily, Carolyn was on hand to keep me calm throughout. Everything was explained in great detail before the procedure, for what to expect afterwards and after care. Really great service, thank you."
- The help and reassurance i got all throughout was exceptional. Thank you
- Calming and supporting.
- More than happy with the relax approach that took place.
- Wonderfully quick and efficient, made to feel really relaxed despite impending underwear removal and operation by effectively "strangers". Wiggling of toes worked well! But all in all the team have taken a daunting procedure and made it all

feel not too different from a trip to GP about a cold! Would recommend to all my friends!

- As above Dr Lim talked through the start ie needle being a scratching feeling etc. Then he got to work. I think both him and Carolyn realised that distraction methods was the best way for me. They were great
- As above Dr Lim talked through the start ie needle being a scratching feeling etc. Then he got to work. I think both him and Carolyn realised that distraction methods was the best way for me. They were great
- Everyone was very calm and understanding.
- I was feeling quite apprehensive and both Carolyn and Dr. Kittle out me at ease and talked to me whilst procedure was going on .They were both extremely professional and I really didn't have anything to worry about the whole process was over quickly .
- Excellent distracting chat! Attentive to pain relief needs.
- Excellent distracting chat! Attentive to pain relief needs.
- Excellent service throughout - no fuss and almost no pain through the entire procedure.-
- Couldn't fault the team, in fact Jane made the procedure much much easier and calmer. Thanks kindly.

Feedback AFTER the vasectomy (Nurse Aftercare, Video)

- Absolutely brilliant.
- Although procedure well explained I feel a follow up consultation either with surgeon or local gp would be beneficial as still some anxiety after two weeks.
- Nikki was lovely explaining all in details. As in my opinion it is a quite simple aftercare though some attention is needed. Thanks Nikki, you are such lovely Nurse!! Very professional.
- Again the treatment was second to none. I was allowed time to go through the video and given ever chance to ask questions
- I'd suggest reiterating the rest aspects, but also explain the pain, while not extreme, can be annoying even with pain relieve tablets. Tenderness, inflamation and low

grade pain have been there for me, still after 6 days from the procedure. [Dr K: The rest aspect and pain relief issues are outlined in the webinar, the aftercare video, which is also emailed to you for review at home, the printed welcome pack and the printed aftercare instructions you receive in the goodbye-pack at the clinic, but as you are not the only patient mentioning this I will bring this to be discussed at our next clinical governance meeting and likely add another section at the webinar. Thank you for outlining this.]

- All great
- Good
- Aftercare was clear and everything seems to be healing well.
- all instructions were very straight forward and easy to follow
- I drove to the procedure and waited for 2 hours at reception before I drove back home and it was a smooth drive. Thanks for keeping the standards to ease the patients and overall its a 5/5 review to me.
- The iPad information was a good idea during the rest period
- Top notch
- I'm sorry I don't remember her name but the nurse was excellent.
- All perfect.
- Excellent
- Very informative and reassuring
- Very straightforward
- The video was good except for some of the text in blue which is difficult to see.
- All aftercare instructions were thorough, having followed them I am pain free.
- My nurse was amazing.
- It could have been quicker or clearer.
- "The information given prior to the Opp had lead me to believe that the couple of days after the appointment would need to be taken easy. I have interpreted that as working from home would be sufficient but I found that I needed to take it easier than I had anticipated. I think the advise from the Nurse about how to approach the days following the Opp was clearer and would have allowed me to prepare my plans

a little better. This might have been all on me not digesting the information correctly but I found that I needed to take it more easy for the 4 days following the opp than I had planned." *[Dr K: Everyone is different, but I will try to improve the webinar as you are not the only patient who mentioned this, so we will discuss improvements we can make. Generally, we advise office jobs can go back on Monday, manual jobs rest for a week and discuss this generally in the welcome pack, pre-consent form, webinar, aftercare video and printed aftercare instructions]*

- Fantastic and put me very much at ease
- All very good and thorough.
- The nurse was brilliant.
- All has gone fine and was pain free within a day or two.
- The biscuits were a nice touch. My wife said it was a bit like giving a special treat to a child for being such a good boy!
- Again very clear and easy to follow.
- Very clear
- "Does not explicitly mention self relief or masturbation just sex. Does not mention ideal laying down position. Does not mention anything regarding creams or ointments for surgical hole" *[Dr K: We generally advise to leave the plaster undisturbed for a week (see aftercare instructions) after which the "surgical hole" is usually healed. You generally do not need any creams or ointments. We have not thought what the ideal laying down position is and you are correct we do not mention masturbation.]*
- Just listen to what the nurses and Surgeon are saying and comply with it all. there will be no issues.
- "Very thorough and again, caring. Thank you"
- Everything was very comprehensive. The video set everything out very well and the nurse supported it with advice and answers to my questions. I was given a comprehensive pack for aftercare.
- Nurse was absolutely wonderful. Very reassuring and kind.

- Very clear. Great YouTube video. Really useful to have so that I could show it to my wife as well. Better than if it had just been communicated directly to me and potentially forgotten.
- All my questions were answered, all procedure from beginning to end was smooth.
- Very well explained aftercare details. Cannot fault them at all.
- All instructions and assistance was great. I did however have quite intense pain and discomfort for 5 days post procedure. Still not able to walk normally on Wednesday (Op on Friday).
- The aftercare video was very detailed and helpful and also good that it was a recorded video so I could watch it twice. I think if all the detail had been covered in person I would have forgotten some of it.
- Great instructions, very clear to follow.
- As with the procedure I was worried about the discomfort post vasectomy. I have honestly felt next to nothing other than a very faint and dull ache. I have realised that I am nervous about moving too much as I expect some pain but I honestly haven't felt any pain whatsoever.
- Very well explained
- They were clear and concise, Easy to understand and straightforward.
- Both Nikki & Dr Kittel were amazing! I was very relaxed. They did a fantastic job!
Thank you
- Very helpful
- Maybe a comment on when going for a walk would be appropriate. is that exercise or not? I should have asked that, but maybe it could go in after care notes.
- All very clear.
- The aftercare pack of information is very clear. Noting the information is also available on line it was good to see a hard copy pack of the information and instructions too.
- Very concise and helpful
- Very informative and thorough briefing.

- All made sense, a lot of it was already mentioned ahead of time but good to have reminders and opportunity to ask questions
- Very clear
- "The dressing became detached very quickly, and was not in a condition that could be reapplied. Spare dressing would have been useful - It is only by chance that I had appropriate dressings" *[Dr K: There is usually a spare dressing in the pack, this is explained in the video, sorry if this was not the case in your case]*
- I have still experiences some very mild discomfort which improves every day but the after care instructions set my expectations too high. I have since read other vasectomy centre's paperwork which indicated 2-3 weeks discomfort to be more common than that TVVS mentioned
- Only slight discomfort
- 5 stars to Carolyn.
- video was very good and supportive paperwork also given to refer back to
- I never felt rushed. I was given plenty of time to acclimatise. Very positive experience
- Very thorough
- Checkout and aftercare was flawless. Was well informed and knew to reach out if I had any concerns.
- Maybe some better chocolate chip cookies as the ones I had were a little dry. But I still ate them happily so I guess they weren't that bad. But that is all I can possibly think of.
- Excellent. Very caring and thoughtful without over doing it. The video aftercare summary was a nice edition. If anything COVID has streamlined the process without losing a sense of professionalism and care.
- "The video was very clear and helpful. There was no rush at the end. Biscuits and water were much appreciated! I am a cyclist so it was helpful to have mentioned that i should avoid cycling for 3 weeks - perhaps that could be added to the paper form too as this is a different time scale to general exercise and swimming." *[Dr K: We will consider this, there is obviously a balance between being too short vs being too detailed]*

- Genuinely found the whole experience a lot more pleasant than expected.
- Aftercare instructions were clear. The video is extremely useful as a reference point for not just me but my partner as well. I also find the chart in the patient pack a highly useful reference tool to quickly check what is permitted.
- The nurse was excellent, friendly, reassuring and, was very clear with instructions.
- "Well looked after, appreciated that the biscuit was vegan - probably a coincident, but I'm willing to believe it was on purpose :-)
- Having the received the video link on my on device, I was reassured to know that I could watch it again at home for a refresh."
- Great aftercare simple to understand and follow,
- Good
- All very good and felt well looked after.
- The nurse was really friendly - she helped to keep me calm during the anaesthetic and was happy to answer my questions after the procedure.
- Clear and concise, couldn't ask for anything more.
- Instructions were first class.. to the point and very easy to follow....
- Everything good and well explained. Only possible improvements would be providing a gel ice pack (or making it clear the procedure is so quick patients can bring their own), and waiting to GP on your behalf.
- "Leanne did brilliantly in the video because presenting is a tough task. She kept her manner engaging and because of the large amount of information it was excellent that she returned at the end of the video to the immediate 48 hour post op regime....so I left the clinic with the most relevant information in the front of my mind.
- Nikki, my lead nurse, was around for any questions before I left.
- And, as they reminded me, I could rewatch the video once I was home....which I did."
- Very helpful
- No issues to report. All the instructions were provided. The after care recommendations on icing and rest were spot on.

- Fantastic/ professional/ informative
- Very friendly, very attentive and made the whole experience so easy
- Mary was very friendly and helpful
- Answered every question & very friendly.
- The procedure is a bit of a whirlwind of emotions and it can be hard to focus immediately after. I thought I had followed the instructions but clearly that's not the case. The dressings provided both came off so I substituted them with normal plasters (which is what I thought I'd been told). Initially the aftercare was good and I was sending pictures and was told that, although it was taking more time than usual (due to me putting regular plasters on) it was healing well and I didn't have to do anything else
- Excellent nurse explained everything clearly
- The after care was very thorough and the tea and coffee was a nice touch.
- Again, Jane was very informative and helpful. Everything was explained clearly and was also provided on paper for me to take home.
- Nothing very supportive and informative
- As above
- The nurse was very good and helped me understand what I needed to do to recover and also supplied coffee and biscuits which was nice.
- Very thoroughly explained.
- Checkout was easy. I enjoyed the attention to detail by the nurse and the cup of tea she kindly offered.
- I was given all the information I needed after the procedure and lots of time to relax afterwards, you certainly aren't rushed out of the door.
- Perfect instructions and great aftercare
- Excellent.
- Had everything I needed, Viennese whirl was a welcome treat :) But the clear guidance and explanation of what is important around resting really helped make it easy to follow.

- I think for me I just wanted to get away fairly soon after the op and so Carolyn was great at telling me everything I needed to know. I turned down the hot drink but it was a lovely gesture.
- I think for me I just wanted to get away fairly soon after the op and so Carolyn was great at telling me everything I needed to know. I turned down the hot drink but it was a lovely gesture.
- Only a minor thing, but the patient should only go through this once so maybe a little slower in the presentation of the pre & post expectations etc. I know the staff will do this many times a day, but it takes us a little longer to process.

Feedback – Where could we improve further? COVID?

- Just a tiny comment to say to people to bring coins to pay for the car parking since the machines don't accept cards. In this day and age, a lot of people just don't have coins on them.
- Follow up consultation if only for peace of mind
- The whole process from start to finish could not be any better, by far the best treatment I have ever had. I would like to say a huge thank you to all the people involved for their kind and professional care.
- V slick service; well done!
- "Nothing else, I think everything has been thought through. My only suggestion would be an email or text to check in may be on day 2 or 3. It helps to nudge people to ask questions, perhaps suggest the most common ones and also offer some more advice, a short note helps even busy folks that may otherwise no reach out to you ."
[Dr K: Thank you for your suggestion. We will bring this suggestion to our next clinical governance meeting with a view to implementation].
- A very slick service!
- No
- I was whisked in and out within 20 minutes. I cannot see how the experience could have been improved.

- I would highly recommend Dr Kittel if you are looking to have a vasectomy. Anything you would be concerned about it dealt with before hand and the day of the procedure is a walk in the park! outstanding performance from the entire team!!
- The whole service was very well conceived and delivered in a friendly and professional manner
- I can't think of anything.
- "I am amazed how simple it all was. The hardest part was to get through to my GP! Very fluid communication all the way through and all the forms are web based so no faff around printing and signing documents. 5 stars :)" *[Dr K: Thank you! Very important for us, this comment. All we want to do is make it easy for everyone, so you can complete everything from your phone in your chair at home rather than having to print, trek and travel and its all stored in your medical record]*
- Improve nothing. Praise is above.
- n/a
- Whilst surgery of any kind (least of all "down there") is not a pleasurable experience the team at TVVS made the whole process very easy from start to finish. I have already recommended you to two of my friends who were considering the procedure who are now going to book themselves in. Ever considered a "refer a friend" reward scheme? :)
- "I really cannot think how things could have been quicker, clearer, smoother or better organised. I feel delighted and relieved. Communication was prompt and expressed with real clarity and I have yet to experience any pain or discomfort whatsoever. Thank you so much - what an excellent team."
- It is now 24 hours after the procedure which was totally painless and I have not had any discomfort whatsoever. The plaster is the only proof I have had something done !!
- The email sent about needing to wait 20 weeks was a little confusing, although it didn't bother me too much. I did feel there should have been information as to why this was and whether or not we could still give the sample after 16 weeks. The

apology email that followed did clear everything up nicely, so thank you for clarifying promptly afterwards.

- The webinar was a great format for the preopp sessions and listening to others questions helped break the ice!
- An offer of a hot drink rather than water might be nice post vasectomy. *[Leanne: We always did hot drinks before COVID. And we will do this again. Hot refreshments will come back. During COVID we stopped it for safety reasons, but as soon as COVID is beaten we will bring hot drinks back]*
- Very pleased with this over all. Considering the nature of the procedure, it was far better then I would have hoped.
- Honestly I cant think of anything to improve my experience
- No all done as per government advice. *[note question is also about COVID improvements]*
- Nil
- All done very well and professionally. Can't think of anything that could be improved upon.
- Everything and everyone was brilliant
- "very efficient
- took plenty of time explaining all aspects and answering questions
- includes Dr Kittle, Rebecca and Carolyn
- did not mention on any literature how long the procedure was going to take or how long driver should wait outside"
- I have already recommended it to 2 friends whom are very interested. they are waiting to make sure it works and i have no pain in the near future
- Leanne was amazing
- There really is nothing you can do to improve - it was excellent.
- "I think everything was excellent around the whole medical experience. Thank you very much for making it such a smooth and efficient and dignified experience.
- I would suggest providing contactless card payment option for the carpark - particularly at the moment. I had to get cash specially as with COVID I've not used

any for a long time - and of course, while its easy to draw a bank note from a cash machine, getting it turned into change requires buying something from a shop - and they are not keen on taking cash unnecessarily at the moment."

- No, everything was perfect from start to finish.
- I honestly cannot say anything negative on the whole process.
- I dont see any gap where you can improve anything. It looks like you have brilliant system.
- It was very good overall, better than expected! Very well organised and good communication throughout.
- Excellently handled and a pleasure to deal with Dr. Kittel and Sr. Leanne.
- Excellent pre and post care. Perhaps I was in the minority who had a slow recovery and some pain. Great communications throughout process.
- Fantastic at reassurance
- I know you say you can call in any time but a post-op call would be nice a couple of days later just to check in on how things were going.
- Nothing comes to mind!
- the only thought I have is that I needed to be convinced that that the experience would be far easier than I expected. Nurse Leanne really did put my mind at rest during my consultation but I still expected it to be uncomfortable. I can't believe how much I needlessly built it up in my head.
- "I experienced a haematoma resulting in significant swelling, bruising and discomfort after my vasectomy. I did not feel prepared for this. Seeing some pictures of what this may look like could have prepared me better for this eventuality, especially as it is not uncommon.
- Also I called the post-vasectomy support number 3 times, and left 2 messages on the afternoon of my surgery as I was concerned about the discomfort and swelling but received no answer or call back until the following day. Especially as it is emphasised so strongly that you should call this number if you have a problem I wasn't very happy with this. I did receive a call from Dr Lim the next day which put my mind at rest but I found this experience quite stressful."

- "I don't have much in the way of a 'critique' around my experience this is simply down to how happy I was with the smooth running and capability of everyone in the team.
- I'm resting up and very glad i chose thames valley for my procedure!, all the best to everyone in the future!."
- Thank you once again! You are all amazing, couldn't have been happier! Very professional & understanding! Thank you once again!
- If it hurt a little less afterwards lol.
- Everything, from initial contact, through to gingerly walking out post vasectomy was very good. I can not fault anything at all
- I don't think you could have done any more.
- Excellent service all round.
- Nothing to mind
- All mentioned above
- All went much quicker and smoother than I had imagined. I've been taking it easy and regularly using the ice pack but I haven't had any pain following surgery so far, not even needed a paracetamol. Was absolutely fine to carefully drive myself home afterwards, and grateful you found me a room to rest in before I drove back.
- "The overall experience from start to finish was excellent. It was Friendly and professional throughout. My only advice or suggestion would be that the signal/quality of the webinar or video conference be of better quality but I completely understand that cannot always be helped due to the nature of technology. other than that I cannot fault the experience. Fantastic job. Thank you"
- N/A
- I honestly can't think how it could be improved ... Plenty of valuable info beforehand, procedure was quick and straightforward
- "As I said, the forms are not very user friendly. And the website needs a redesign and content review. The whole experience was great from beginning to end. I felt safe and in good hands during the whole process. Dr Lim was very professional and communicated well during the surgery, Carolyn was supportive, warm, friendly,

communicative and very professional. Which gave me full reassurance during the whole process."

- The experience was made pleasant from beginning to end. I'd highly recommend the team that worked with me.
- Personally I'm not a fan of chocolate and orange cookies but the thought was nice ;)
- "Thank you for providing such a high quality service during such a difficult time. I have been so impressed that one of our friends will be using your service due to my experience. All the best."
- To summarise the above; friendly & attentive staff, queries / questions answered quickly and a very professional & seamless experience on the day.
- "The vasectomy was easy for me, I hope it was for Dr Lim too. Thank you! jp"
- Dr Kittel and the surgeon on the day were so calm and collective, made me feel like it was a breeze rather than a minor op. Excellent service.
- "I think the patient pack was great but should if possible be updated with the new covid-19 process (eg texting, parking, outpatient entrance meeting, temperature scan, face mask, provision of face mask if you do not have one). The zoom meeting I found to be very positive seeing such a broad spectrum of men also having the procedure and the sharing of questions meant we covered many points we might not otherwise. *[Dr K: Good points, we will update the information]* . The aftercare video as previously mentioned was a welcome resource and it is great that this can be accessed as a reminder at any time. I found my medical care excellent and am pleased to report that, apart from a sensation of mild pressure for the evening after the op, I have had no discomfort or pain. My thanks to the Thames Valley team for the service received and Dr Kittel/Carolyn for your care."
- I really can't think of how it could have been better. The exactly right balance of friendly professionalism, I felt personally cared for and in good hands.
- I was very happy with the service I received from TVVS, I will highly recommend to anyone thinking about this procedure to use TVVS, thanks.
- "This was my 2nd op. I was told the first time that I had an extra tube. When I came to have this 2nd op I was then informed I hadn't but he had missed one tube one my

first. So not only was I mis-told, I then waited several months to find out results. Not clear aftercare. However this 2nd op went very well and felt a lot more at ease."

- Very confident doctor, it's also very advisable for doctor to always let the patients know he has also been through the same procedure. *[This I do, Dr K]*
- A brief note to Dr Kittel: Es tut mir leid, dass ich fast keine wörter mich erinnern könnte, während den eingriff. Aber ich danke Ihnen für die kurtze Plauderei auf Deutsch!" *[Danke – Dr K]*
- Have some music playing next time.. had the wrong laptop... haha
- Would recommend to anyone, so much easier and quicker than other options and confidence procedure will be effective.
- "I don't have any recommendations for improvement. I have much praise to heap on the team and the results. I did not experience any pain or discomfort at any point during my procedure nor during the first five days of my recovery (up to the moment I am filling out this form). I also experienced no swelling and no bruising, at any point which I'm sure was down to the surgical skills of Dr Kittel. Just for your reference, I used the refreezable plastic ice blocks for the hourly icing over 48 hours. I actually drove carefully home two hours after the procedure with one of those ice blocks beneath me and with no actual disturbing leg movements, so that didn't upset the rehab at all. *[good point, I agree, I like those too! Dr K]* Also I resisted showering for four days to help prevent infection of the wound. I was very comfortable with a full strip wash at a sink with a flannel without removing my underwear. I think that if showering has in prior cases caused infection there is no inconvenience to suggest the 48 hour no shower rule could be extended to three or four days. *[Good point, we will consider this – Dr K]*. Overall I could not have asked for a better process and outcome to date. Just the 16 week test to go in order to prove the success of the procedure" *[now it is changed to 20 weeks]*
- No need to improve . All was perfect
- Nothing to add - keep up the great work.
- The nurse working with Dr Lim on the morning of 18/3 was fantastic

- "It was just exceptional care from start to finish. Thank you to everyone involved in really looking after me. I did get a little concerned during the procedure as Dr Lim seemed to have some concerns towards the end but he explained what happened and reassured me. Thank you."
- Such a simple and painless process. Fantastic service from start to finish.
- Simple and straightforward. Thanks.
- The whole experience was easy and very informative, from what I have heard of others having a vasectomy this service is most excellent and I'd highly recommend
- Both dr lim and mary were great!!!!!!
- All was fine. The info provided at every stage was concise, and everything seemed to go as smoothly as possible.
- This form doesn't seem to work and has erased what I have done so i will need to email separately
- To be honest, I cant fault anything.
- The whole process was very straight forward, all the staff were amazing, keep doing what you are doing.
- Don't lose something!
- All staff and doctor very professional and personable which helped greatly thank you
- As above
- n/a
- It would be nice to have a suitable waiting room for patients with early morning appointments. Hanging outside and exposed to the elements is not nice.
- I called my friend (from the recovery room) as he us having a vasectomy here soon to tell him what a smooth process it was and that he should not worry.
- I can't see how it could be improved, both Carolyn and Dr. Lim were kind and caring before, during and after. Could not expect any more in terms of care and service.
- "A little more privacy with clothing. I am happy to underdress in an office, but was slightly less happy that other peoples clothes were in the same enviroment and then items were moved." [Dr K: So sorry, there should have been only your own clothes,

not sure what happened, was there a staff coat or similar? This is a very unusual experience and we will definitely discuss this at the next meeting]

- Thanks! No recommendations it was thorough and an experience I actually look back on positively - not just the best it could be of a bad situation.
- "I think the whole service from TVVS has been excellent. The staff are all compassionate, professional and very competent, the literature and online forms were all very easy to understand and the procedure itself was very quick and completely painless. I wonder if during the webinar and the discussion of 'pain' it might help to clarify a little what this might be like - e.g. sharp vs dull vs ache... I think there may be many cases where bruising and tenderness are classed as pain, even though it is really mild. In my case I would say that I have not experienced any pain at all, however there is a slight tenderness/ache at times. For comparison, the day after my procedure I managed to tear a small bit of dry skin on my foot and this has been more painful than any aspect of the vasectomy. Again a big thank you to Dr Kittle and his team. An excellent service which I've already recommended to a couple of friends.

Responsible for report: Dr M Kittle 11/12/2020. Report reviewed every year