

TVVS  
Patient  
Satisfaction  
Survey  
2022

## Introduction

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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 302 patient feedback records below between 8/12/2020 and 8/12/2021. 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)**

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- Good instruction very helpful
- Well organised given the current climate. Lots of reminders and all questions answered.
- Highly recommend the service and treatment. Everything seems to be healing up correctly,
- I found that having the **webinar** meant you got answers to questions from other people that you may not have thought off but with still being able to maintain privacy. This is a **really good idea** and takes up less of the doctor’s time when he can see many patients at once.
- Really good open communication. Explained everything I needed to know prior to surgery.
- I was **very nervous and apprehensive** about having this done but the **webinar really helped** indeed. As for the booking the team were really friendly and reassuring, excellent indeed.

- Everything was efficiently and smoothly run. First Class. Thank you.
- Really smooth process from start to finish.
- **Put my mind at ease and with exceptionally professional acumen**, explained everything I needed to know.
- "It was all very straight forward and smooth. Rebecca was fantastic.
- **Dr Lim performed the webinar and answered the questions I had and made me feel reassured."**
- Everything was clear and efficient. And assuring!
- plain sailing, well organised, efficient, and friendly
- A very fast and efficient service. I was kept informed of every process along the way.
- I am a **young patient, it was very easy to follow the process for young patients**. And submit my application online.
- Within a couple hours of paying for the procedure, I had booked my webinar and vasectomy appointments - without any trouble at all.
- **Was very well organised and well explained on the webinar**
- I was just **tremendously impressed with the organisation and information provided**. To have received an email with aftercare information within seconds of my procedure was typical of the quality and timeliness of service. Thanks to every at TVVS!
- "Before asking my GP for a referral I looked at going private and **was slightly put off TVVS as it has an unusual web address and also only provides a mobile contact number**. Perhaps the investment into these would pay off as they also seemed able to charge £100 more [?]." *[comment Dr Kittel: We do have a landline number 0345 2255 775, published here <https://vasectomy.me.uk/contact-us/>. However, we really don't want people to feel they have to go through switchboards and lots of red tape, so we direct the landline number directly to the mobile. As we don't do switchboards (i.e. press 1 for this and 2 for this etc) it is a bit pointless. The reason for the unusual web address is the fact that vasectomy.co.uk was taken at the time of purchase. But we will look into what can be done.]*

- The whole process was fast and comforting. I never had any questions as all was answered
- Webinar was very informative and put my mind at rest.
- Lots of good information
- Everything was straight forward and explained in what to do.
- Everything was very clear and thorough very happy
- Overall very good, but there is a slightly **confusing range of emails and forms** to complete *[Comment Dr Kittel: Sorry, we acknowledge it would be much better to put all the forms into one place. Currently, we can only send one form in one email, but we will try to create an online login for patients where you can access all your forms in one place].*
- Booking in was swift from the time I initiated the process. The **webinar was informative and entertaining (things asked by others is worth the entrance fee alone)** I came away feeling at ease and having had all questions I had, answered.
- The [webinar] experience prior to the vasectomy helped to ease any of my anxieties about the procedure.
- I would have hoped for a bit more detail about the procedure itself, open ended vs closed *[note Dr Kittel: many patients, particularly anxious patients, don't want to know technical details, but there is a lot of information on the website here: <https://vasectomy.me.uk/faq-clinical/> ]*
- Excellent pre surgery advice care very thorough and well explained.
- All seemed very well organised and straightforward.
- "The **Webinar was incredibly reassuring** and [the doctor] came across as as **enthusiastic** as probably his first 100 vasectomies, even though it's over 10,000.
- The nurse was confident and reassuring, and totally right - it was nothing to worry about. Even though that's easy to say afterwards!"
- Great information and very friendly
- Very happy with how it went from start to finish, was apprehensive but really put at ease.
- I found the whole experience very organised and helpful

- Nice, relaxed manner from Dr Kittel.
- All I can say really is it was smooth, efficient, and put me at ease.
- More details around the actual procedure would be beneficial (e.g., what exactly happens during the surgery, reiterate differences with standard vasectomy, etc.)  
*[note Dr Kittel: many patients, particularly anxious patients, don't want to know technical details, but there is a lot of information on the website here:  
<https://vasectomy.me.uk/faq-clinical/>]*
- All straightforward and easy to follow
- All was well arranged, and the webinar seemed like the most suitable way to deal with it. The nurse I spoke to for the booking was very clear, detailed, and answered all my questions well.
- Everyone was very helpful and very happy to answer any questions I had would highly recommend
- Further warning about the possible bruising and swelling with examples of what to expect would be helpful as came as a shock *[Dr Kittel: Bruising and swelling happens in about 3-5% of patients. We discuss this in the pre-consent form and the webinar before the procedure and it is part of the questions in the quiz you answered. The new aftercare video deals in detail with the points on 1) how to prevent it and 2) what to do when it has occurred. You are in the video and in your automated aftercare email signposted to this part of the website  
<https://vasectomy.me.uk/vasectomy-aftercare/> which discussed the issue in detail and also advises when to contact us. Please let me know what else you feel should be done?]*
- Very smooth process from the first phone call to book in right through to the day of the operation
- Would be nice to have the webinar presentation file sent to us to read through later.
- Everyone I spoke to was very warm and welcoming which instantly calmed some of the nerves I was feeling. All the information and the webinar were very informative.
- The good and professional staff all the way from booking to the surgery and discharge!

- Was put at ease after the webinar, I found it extremely helpful, and eliminated any nerves I had about undergoing the procedure
- "Everything from the booking of the procedure to the webinar and then the vasectomy itself were very well organised and went through without any issues. The vasectomy was done in just over 10 minutes and I was back home on the sofa in no time. **Recovery was also a lot quicker than I'd expect, waking up the following morning with no pain or swelling whatsoever!** Thanks Dr. Lim"
- The nurse was so nice and made me feel relaxed as I was very nervous
- A very quick and easy way to book a procedure
- Booking information and webinar were extremely helpful.
- "The zoom meeting was helpful and Rebecca in particular was helpful as I had a number of questions. Big thank you to Dr Lim and Dr Kittel for agreeing to liaise with my cardiology team also. Regards, L"
- "**Exceptionally fast and so very comfortable.. Made me feel so at ease..** The operation was over in a blink of an eye.. Conversation throughout was interesting & **entertaining..** I recommend every male take this procedure and **save the planet.**"
- Very welcoming and settling atmosphere from start to finish, despite being in the middle of a pandemic the staff was amazing. Would highly recommend this service.
- The communication was very good in terms of both frequency and clarity.
- Very good pre op information
- The booking was efficient and the webinar informative.
- Excellent service. Nurse Nikki and Dr Kittel were very reassuring. A very pleasant experience.
- "I had a very welcoming and pleasant experience Dr Kittel and the nurse made me feel comfortable and the procedure itself was over very quickly to my surprise and hardly felt any discomfort at all . I would definitely recommend THAMES VALLEY VASECTOMY SERVICES should anyone need to have this procedure . Many Thanks again"
- Everything was dealt with very professionally. The booking process was easy and instructions were clear

- Booking and payment online is the way everything should work.
- The website is excellent and makes the process very clear ahead of time. The webinar was also great to meet Dr. Kittel ahead of the procedure, and his additional explanations really put my mind at ease. I came to the appointment with no anxiety about what was going to happen.
- Really quick booking and very informative on the process.
- Always there for you whenever you need them! And always asking if you have any questions
- **Excellent administration**
- "I am happy with my Vasectomy, many thanks to dr Kittel and his nurse . Really no pain.
- Good experience the pre-consultation web chat was really reassuring and made me feel a lot less apprehensive before the procedure.
- The communication before the procedure was very good, clear and helpful.
- "Hello, I was a **little nervous about the procedure today but the nurses and surgeons were amazing! So calm and organised and it was nowhere near as stressful as I thought it might be.** Massive thank you Gareth"
- I found the patient service excellent. Comprehensive information leaving me knowing what I needed. If I had **questions, they were quickly and correctly answered.** I do think the initial 5 emails sent was a bit un structured as you tend to open all of them and then circle back when you have time to do them, but then you kind of loose were you are. It might be an idea of **treating it as modules** (maybe even coloured) so that one has to be finished before you can move on and there is a tick box or green light to show what you need to do next. Or if you simply have to wait. I hope that makes sense, but then I'm scandinavian and we do like our neat box systems..*[Dr Kittel: That's a great idea, we are exploring different options]*
- "I initially booked in September, then backed out and re-booked for January. This was handled quickly, kindly and professionally. Webinar was quick and informative. I wanted to know more about how the area would be numbed and this was explained

to me on the day, so I still knew before it happened. Perhaps something to cover in the webinar."

- Everything to be involved was dealt with very professionally and easy to understand.
- I wonder if Zoom's webinar functionality - <https://zoom.us/webinar> - might be a better approach to the event, as everyone would be anonymous by default. It would probably remove the video/voice element, but might make the process a bit smoother? *[Dr Kittel: We set the zoom settings, so everyone enters anonymously and with their microphone off. Switching on video and audio is an opt in, not an opt out. The webinar option in zoom reduces the functionality quite a bit and is for much bigger audiences, usually more than 100. We are trying to keep things small and personable.]*
- I wasn't expecting a group webinar (I may have missed this info in the comms). Having a group webinar was absolutely fine - I didn't have many questions to ask and would have felt comfortable asking in a group session, but it was a surprise when I logged on. Worth making sure people realise it's a group webinar. *[Dr Kittel: I have witnessed personally the ladies in the office pointing this out to patients routinely. Also, the term webinar usually implies an online lecture. A one to one meeting online is called a video consultation. We will look at the paperwork and clarify this point]*
- The pre consultation was very informative and easy to comprehend. Dr Kittel made me feel at ease with his expertise.
- Very clear
- Both the Surgeon & Nurse put me at ease, a wonderful combination of being very kind & very professional, in a situation which could have been very awkward but wasn't, due completely because of their demeanour & attitude. Fantastic people working hard in current difficult COVID situation, trying to practice "normal" medicine, upmost respect & often not praised for continuing to carry on, well done guys & thank you.
- I received emails fine, but when forms were emailed they went straight to my Junk folder. It was odd as other emails came through. Could be worth pointing out to

people to check junk/spam folders *[Dr Kittel: I have overheard staff mentioning the junk folder to patients. I am sorry if it did not happen in your case.]*

- very well informed and all necessary information was made readily available to me.
- Everything was very honest, detailed and straightforward. The whole booking process was very efficient.
- the one thing that I believe was missing, was an explanation as to what how the surgery would occur, all the information reads is "non scalpel" but with no information as to how the procedure would occur. I thought this would be covered in the webinar but it wasn't, so maybe one area of improvement. *[Dr Kittel: I have written the process in detail here <https://vasectomy.me.uk/faq-clinical/> and also published a vasectomy data sheet explaining my own procedure in detail, just click the link on the above page]*
- I would have found it useful to understand more about the actual procedure.
- A really good experience in all areas. Well organised, well executed and no pain. Nothing to fear for any men worried about this procedure
- I found the service level very good, thorough and responsive.
- I can't think of anything else, the letter and webinar were very informative and covered all my concerns and questions.
- Everything very easy from original phone discussion through to procedure. Everything explained well and the webinar very helpful
- The entire process was very clear, informative and delivered professionally. Many thanks for this.
- "Nervous going in but the nurse made me feel at ease, ensured the process was super quick and I had no pain during the surgery.
- Super happy with it. Thanks!"
- I felt well informed and found the web forms very straightforward to complete.
- 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 contraints. **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 pain 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 helpfull by having someone on who has previously been a client of TVVS
- 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 [Dr Kittel: I remember this and apologise, we will not do this again]

- 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\*

### Feedback DURING the procedure

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- Please write below anything you would like to mention or say about your experience DURING the procedure
- I would like to thank Dr Lim and the Nurse for explaining what was going on throughout the procedure. It was obviously (as expected) an uncomfortable situation from my side, but I felt that I was in capable hands.
- Pain free , did not know it was being done quick in and out job , very helpful
- Most things were explained, particularly by the nurse. Some interaction with Dr Lim but not loads
- we were all having a normal conversation during the operation and in less than 10 mins, it was done. Pain free.
- I think my nurse was Carolyn I'm sorry if it wasn't but who ever she was **she was brilliant. I was really nervous and she really helped. She was great.** Please pass this on to her.
- Procedure was over within in minutes, didn't even realise it was happening, during the procedure we were making small talk and before you knew it, it was over. Felt nothing, very quick and efficient.
- It was actually ridiculously easy the procedure itself was completely pain free and they both put me at ease and reassured my at the start despite my fear! **It was exactly as Dr Kittel said, no pain whatsoever!!**

- **Dr Lim and Sr Carolyn made me feel at ease right away.** I couldn't fault them for anything I think it went as straight forward as it could. Very pleased with how the procedure went.
- Very comfortable, painless and quick.
- I can't remember her name but she was wonderful. I loved the staff.
- "It was fantastic, both **Dr Kittel and Nikki could not have been any more reassuring.** They both made me feel totally at ease and I couldn't believe how smoothly the procedure went. I was feeling a little apprehensive about the procedure but any concerns I had were soon allayed thanks to Dr Kittel and Nikki."
- Did really well distracting me. Really appreciated the effort.
- There was a point when I could suddenly/unexpectedly feel what was happening (when switching to left side, having done the right, for which everything was fine.) Suppose it might have been useful to be warned that might happen/what to do about it? But more anaesthetic was administered calmly and very quickly, so I don't have any complaints!
- Again plain sailing, well organised, efficient and friendly. Slight discomfort equivalent to a dentist visit, some friendly chat and then it was over before it had started
- Kept informed throughout the process and felt at ease.
- All very calm and chatty. Painless procedure
- I almost felt nothing.
- Throughout the procedure (literally 10-15 minutes), the Doctor and Nurse both kept me at ease - I chose to just chat throughout as opposed to having my headphones, but know this is an alternative.
- Nikki was extremely **helpful** and made me at ease.as I suffer with fainting , she was talking to me to take my mind off of things
- **It was low key, no drama - just as I needed it to be.** I wasn't made to feel awkward in any way, thanks.
- "**Carolyn was an absolute superstar.** Completely set my mind at rest and let me waffle her to her throughout. I was a lot more nervous than I expected but **Carolyn was a godsend.**"

- The nurse that stood with me was outstanding. Considering what was going on she was vigilant of my needs, (toes curling) while comforting and having a good chat with me. She made that procedure a walk in the park.
- "Really friendly, professional and quick, made me feel relaxed throughout. **Much quicker and less painful than I thought it might be.**"
- **Very quick and well organised**
- They really made me feel comfortable and at ease. Thank you
- Very pleased with how the procedure was carried out and was made very relaxed.
- Made me feel very relaxed and was so much easier than I could have ever imagined. Nothing painful about this procedure.
- Was made to feel relaxed and the right amount of information was explained. It felt like a friendly and professional environment. Very good
- Excellent, no problems at all and extraordinarily quick.
- **Leanne & Dr Kittel put me at ease and the procedure was over in no time at all.** Very efficient and professional, thank you both.
- **I found Sr Leanne and Dr Kittle extremely thoughtful, competent and professional.** They did a fantastic job of making sure that I avoided becoming anxious and made the experience as pleasant as it could be.
- Not being used to whipping my pants down for a man I felt surprisingly at ease from start to finish with it all.
- Nurse and dr were both very relaxed and filled me with confidence. There was no sense of rush or inconvenience. Both very chatty and helpful in keeping my mind of the hot nuts.
- "The nurse was friendly and caring. I barely got a hello from Dr Lim. No introduction. No discussion about what was about to happen. At no point during the procedure did he involve me or explain things as they were happening. I had to ask if we were half way through - which we were. A bit disappointing." *[Dr Kittel: Sorry I hear Dr Lim was a bit absent minded, it is not usual we get this feedback, so I hope you can forgive us]*

- Everything was very slick and yet **felt unrushed**. I was made to feel very comfortable throughout the procedure.
- **Lead Nurse was very friendly and chatty**, which helped take my mind off of what was happening and for which I am very grateful as it made the time pass quickly and not think about what was being done.
- Surprisingly good conversation given the situation.
- very professional and quick ,**i was well looked after and had total confidence** in all the staff ,Dr Kittel was very quick and procedure was painless and quick .would definitely recommend this surgery .
- Very positive experience during the procedure. Both very friendly, and they kept me so well-distracted that I almost forgot I was having an operation!
- **I watched Prime for 15 minutes - no pain**. The “feeling for tubes” was the only unnerving part. Looking back if I had to have it done again (which I cant) I would not be in the slightest bit concerned. Or even anxious. Plenty of things that could be a more painful 15 minutes - including a child misbehaving or a Zoom meeting presentation - both of which I can say have been a more stressful 15 minutes of my life.
- Fantastic Dr and nurse, very helpful and caring.
- Very professional and friendly
- Both nurse and doctor friendly, with very good bedside manner. Procedure was very straightforward and over surprisingly quickly.
- Nikki has been brilliant in **keeping me engaged** during the procedure which **I believe was key** in how I felt about the overall experience [*Dr Kittel: Thank you, our nurses are highly trained individuals and very good in distracting patients, so the procedure hopefully becomes a non-event for them*]
- Again, smooth and entirely professional. It was clear I was in safe hands.
- **"Felt totally at ease**. All over very swiftly. Job well done. **Top doctor"**
- "Dr Kittel and all the staff was very friendly and professional, very efficient and competent, **takes the time to talk you**. They made me fell comfortable ( as much as you can in this situation) and safe. He explained everything in a clear and thorough

manner prior to my procedure and ensured that I was comfortable and reassured throughout."

- Pain free and quick, very happy so far
- I felt they heard all my fears and dealt with them extremely well as they happened. I **mentioned my autism and panic attack history** which could have gone worse when I did panic a little but the nurse and doctor dealt with it entirely appropriately [*Dr Kittel: One of our nurses specialises in patients with autism*]
- They were very friendly and chatty which help to take your mind off what was going on and put you at ease during the procedure
- Both Dr Kittel and the nurse who assisted were excellent. Let's be honest, for many men the prospect of having this done does not make you jump for joy. However, if you need it done I highly recommend having it with these guys. They are professional, friendly and fast.
- Nurse talked to me throughout, which was a welcome distraction from the procedure.
- Nurse was very good in keeping me diverted from pain.
- professional with warmth, nurse and doctor great. easy, stress free and efficient.
- Yes, I was slightly concerned when Dr Kittel said that something wasn't right but everything was very quickly sorted, explained and very smooth after that.
- Excellent and friendly team, they made me feel at ease and confident. Under the unusual circumstances it was almost a pleasure to be there.
- It was very comfortable, felt reassured and at ease
- I cannot thank Nikki and Dr. Kittel enough. The experience was surprisingly pleasant, given the circumstances, **Nikki and Dr. Kittel couldn't have been more pleasant**, I was at ease from the moment I walked through the door, right up until I left .
- Both the doctor and nurse were fantastic!! **Sr Jane was very caring** and went to great lengths to both interact and distract me. **Dr Lim was quiet and to the point**, which I really appreciated as it really gave me a sense of **his calm professionalism**.
- Easy, quick and straightforward.

- "It all happened so quick that barely noticed, almost haven't felt the needle and the whole process was about 10-15 minutes with all preps and chatting. Happy to recommend to every one."
- Very welcoming and polite. Put me at ease.
- Great company, Nikki and Dr Lim made me feel at ease throughout. Nice music too!
- I'm embarrassed to say I have allowed my mind to forget the Sr's name but she was an absolute delight in both assistance, chat & aftercare.
- "Very reassuring. Being my first surgical procedure for decades this was an important point for me."
- "I cannot thank Dr Kittel and the nurse (apologies if it wasn't Carolyn) enough. From what was a very daunting procedure to go through, I was put at ease before/during and made to feel comfortable throughout."
- Carolyn was excellent
- "The procedure was made virtually stress free due to the easy going conversation, which was a welcome distraction. I was kept informed and made comfortable throughout. **I would go as far as to say it would be difficult to imagine the service being any better.**"
- I had a few sharp pains but was reassured by both the nurse and doctor.
- Great experience
- The process was very quick with explanations provided along the way and conversation making the time pass very quickly
- **Procedure was like clockwork.** Felt like this was something Dr Kittel and nurse could do blindfolded with hands behind their backs.
- The whole process from beginning to end to date has been very efficient and well managed throughout thank you.
- the procedure was very simple and quick. pleasant conversation with the doctor and nurse during the procedure made time go by quickly.
- Both very reassuring and friendly, made it very calming.
- It was made to feel very relaxed and friendly.

- I was pleasantly surprised about how **quick and painless** the whole operation was. Furthermore, not sure if I'm an anomaly, but I had **zero pain after the procedure** too. *[Dr Kittel: You are not an anomaly, in fact 25% of all our pain feedback questionnaires say that patients had no pain at all and the large majority has no more than mild to moderate discomfort for usually less than a week]*
- As nervous as I was they did there very best to keep me at ease and did an amazing job
- "Dr Kittel was an absolute genius. I cannot believe he did the procedure so quickly and so painlessly. I am in shock at how **incredibly pain free** the procedure was . Thank you Dr Kittel"
- Very good
- Fantastic service from start to finish. Sr Carolyn was brilliant and really helped me take my mind away from the procedure whilst reassuring me throughout with what was happening.
- I cannot thank Carolyn enough for her caring approach and words of comfort and the professionalism of Dr Lim.
- Very reassuring, I was majorly nervous but was handled with the upmost reassurance and care.
- Very clear in what was happening and about to happen
- Outstanding and highly experienced. The approach was very professional and the "diversion" from the surgery felt like a real and personal chat.
- "Dr Kittel was very pleasant, quick and professional in how he carried things out. I felt like I was in the hands of someone who knew what they were doing.
- Sr Carolyn was very kind and professional, answering questions in advance and distracting me during the less comfortable moments.
- Overall, the procedure couldn't have gone better."
- The operation happened so quickly and painlessly. Excellent people for the job. Made you feel at ease at all times, even with your pants down!!!!
- Excellent communication throughout the procedure. At first, Dr Kittel had difficulty finding one of my vas deferens but he explained what this might mean, and the

pros/cons of proceeding with the operation regardless. In the end, Dr Kittel located the elusive second vas deferens, but I was impressed by the level of relaxed, informative comms about the potential issue.

- Dr Kittel and the Nurse, whom I can't remember her name, were very informative and caring. I was very nervous however they quickly put me at ease.
- They made me feel comfortable throughout and I felt I was in safe hands.
- "It was all very good, thank you. My two comments are that more time to get used to surroundings. the time from when I walk into the hospital and to when I am being operated on is so short, and similarly afterwards, that it is almost too quick. I suggest **having longer to get more accustomed to what is about to happen**. I also would suggest some more info on the psychological after-effect which is not insignificant. i hope this helps" [Dr Kittel: We recommend in our paperwork and the reminder emails to arrive early to get accustomed. Due to COVID restrictions we had to get people in and out as quick as possible this year, but we are starting to allow patients to come in and sit in the waiting room again. So, I apologise if you felt it was too quick, but these were COVID regulations due to minimal exposure needed. But can I also say that many men really like when it is over quickly]
- "I was too engrossed in conversation with Carolyn (who was brilliant) to be involved directly in the surgery - which I prefer. However, there were some things unexpected. It might sound obvious, but i wasn't expecting to feel as much pressure in my testicles during surgery which was a little uncomfortable at times, but certainly nothing much. It might have been good to know in advance the kind of sensations one might feel. But perhaps I didn't have quite enough anaesthetic as it did have to be topped up." [Dr Kittel: *Feeling pressure during surgery is quite uncommon and mostly due to a man having a very tight anatomy. What to expect can be influenced by many factors, anaesthetic is only one. More than 95% of vasectomies are straightforward, but the occasional one can be surgically a little challenging. However, we try to get everyone pain free throughout the procedure although occasionally some sensation remains. If you look at the feedback you will agree your comment is rare while the "no pain or pain free" comments are common*]

- I was made very at ease and the nurse engaged with me and made constant conversation. **I didn't really experience any pain or discomfort.**
- **The nurse on duty did a fantastic job of distracting me during the procedure and made the experience bearable despite my extreme anxiety.**
- The nurse was wonderful, kept my mind elsewhere. Dr Lim was great too, never thought I would laugh having a chat while my pants are round my ankles. Sorry can't remember her name, but she did say she only works two days a week. So I hope that helps.
- Very smooth, arrived and was in within 10 minutes, **Nikki explained the steps** and what was happening, and felt at ease during the procedure. Made it all very straightforward - thank you!
- Dr. Lim didn't talk that much at all. The nurse did and was helpful.
- It was great, I was made to feel at ease throughout the process.
- Really happy with the procedure and doctor and nurse made me feel very comfortable
- The nurse was reassuring and comforting
- Everything was better than I expected in terms of discomfort etc
- Was a lot better than expected. Very friendly nurse who made me feel much better and doctor was very good
- Excellent
- Both the nurse and dr kittel were fantastic during the whole procedure ( which didnt last very long )
- I never imagined I would feel so at ease during a procedure like this. The balance of professionalism and friendliness was spot on, **I was a bit shocked when I was informed it was all done! So quick.**
- 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." *[Dr Kittel: Thank you, I remember our conversation with a smile on my face. You usually beat our lot and you usually win the world cup, so no harm done just once]*
- The nurse was very friendly and professional, I was put at easy 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.** *[Dr Kittel: There is method in the madness! We are trying to distract you with conversation and then tell you its all over]*
- 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 Kittel is quite comical, making the opp easier. *[Dr Kittel: A funny German? Reminds me of Henning Wehn 😊]* 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 faint 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). *[Dr Kittel: If patients feel faint we usually open the windows, however, on warmer days we switch on the air con for an arctic blast, which usually helps greatly, but you are right the smoke extractor can be a bit overwhelmed.]*
- 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 antithetic 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 anaesthetic 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. *[Dr Kittel: If pain is felt, which happens in a small minority of patients we apply more local anaesthetic until all pain is gone]*
- 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 nurses 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. *[Dr Kittel: Sorry you had this sensation, I am not quite sure what could have caused it as you are the first patient in all my feedback mentioning this.]* Otherwise, it was all very professional and the nurse was lovely."
- All conducted very professionally and completely reassured during the procedure.
- I can't remember the nurse but she was absolutely brilliant she spoke to me the whole way through and made the whole experience a lot more calmer and relaxed
- 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 relaxed and you could tell she was trying so hard. **I must hurt her hand as I was squeezing so hard.** I can't thank her enough. I have **followed all the advice** and **I haven't been in pain at all since** and it looks like I won't. I am very thankful."
- 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. *[Dr Kittel: I am sorry your Lidocaine wore off too quickly, you should have been re-injected]*
- 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: Sorry you felt like being on a conveyor belt. It must have been me, because I am a rather fast surgeon. As a typical German, I have over 20 years optimised this procedure causing the minimum of possible invasiveness and the maximum of outcome. That's why I specialise in patients with anxiety, who want to not be in too long and like someone who takes control and gets things done quickly. Dr Lim usually likes to take a little more time. Patients reading this may wish to use this information to choose their clinician]*

- "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. [Dr Kittel: Sorry, stopping bleeding during surgery is part of standard surgery and not always mentioned to the patient as it is really standard. There are generally 2 ways of stopping a bleed, one is using a bipolar, which is kind of a welder for blood vessels, the other one is to tie it off using an absorbable stitch.]
- 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!

### **Feedback AFTER the vasectomy (Nurse Aftercare, Video)**

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- All was good looked after me very well
- Everything was good. Felt slightly rushed at the end but I know they had a busy day and Covid is still a risk, so it was only a minor point.
- Having **time to sit and watch the video and chill with a drink and a biscuit was really nice.** I was well looked after.
- Nurse was very helpful and honest. I had some water and biscuits while I watched the post Op video.

- Great package of advice and support hopefully I won't need to bother them with further calls will follow the care plan.
- Yes they were
- They where brilliant.
- Nikki was fantastic and answered my questions, not only was she professional but she was also really nice and friendly.
- Brilliant handover of info
- Very informative and efficient service.
- Very clear
- From start to finish the service has been brilliant.
- I think the aftercare information was good. It made me suitably alert to wear supportive underwear, take things very easy, **to avoid making a minor procedure a major issue.** I seem to have got through the first week or so of recovery without any issues, beyond a little tenderness behind one testicle, which seems to have passed.
- Great idea having the video available as this meant I could be alone for a short time which was nice.
- Great video, all advice worked a treat as fully rested for first day, applied ice pack and took painkillers as instructed then next day not much pain at all.
- Information sheet very comprehensive
- Not alot to say. Its was very good everything i expected and more.
- Just brilliant after care
- Was very happy with the discharge and aftercare process.
- All fine and straightforward.
- I left feeling like I was armed with all the knowledge required to recuperate and having the video accessible for anything I may have forgotten was helpful.
- Nurse was very patient and accommodating couldn't ask for a better experience.
- "All aftercare instructions were well presented and clear. The video was excellent.
- I was nervous about urinating and taking a dump after the procedure. I don't recall any mention of this during the pre-op webinar and information provided. As it turns

out there was no problem but perhaps add a note saying don't worry other plumbing unaffected or words to that effect.

- Brilliant !
- Excellent - video was great. Nurse professional. Zero pain or discomfort since - taken it easy but can't say it's effected my life one bit so far (5 days in).
- The nurse was amazing, offering great advice
- Great aftercare video
- I'd have preferred a face to face conversation, but under current covid rules I understand the need for it to be via a video.
- It was nice to have a link to a video that I could refer back to if needs be instead of just being told once at the hospital.
- All seems to make sense and I've followed it all to the word (pretty much; I forgot about wearing the pants in the shower).
- Very informative and answered a lot of questions that was on my mind
- Nurse care was first class, very calming and reassuring through the whole process, appologies as I can't remember her name.
- Excellent aftercare and instructions from the nurse.
- **Video is a very good idea** - have been able to follow all instructions, which are clear and thorough.
- instructions easy to follow via the video.
- Staff was very good and the instructions were simple and easy for follow
- The video is very informative ,leaving me with no confusion about the way to move forward
- **Sr Jane was great.** She made sure I was comfortable and fully understood the instructions pack I had been given before I left. Walked me to the door and wished me well. Very kind hearted
- Informative and helpful.
- "The aftercare video covers plenty of aspects and is very explanatory, I haven't took any pain killers at all due to almost no pain at all in the first day, just a very litle discomfort wich dissapeared the next day.

- Looking forward to get the confirmation in the next few weeks that it was 100% successful."
- "Leanne was very clear in the video
- Having it on YouTube was helpful as I was able to watch it back"
- Very thorough, I cannot add much more.
- Concise and to the point
- All good and appreciate perhaps a little more distanced than normal due to the pandemic.
- Good information provided
- Helpful, patient and clear.
- Very clear explanation and instructions.
- the video explanation was great.
- **It didn't feel rushed** and everything was explained and answered any questions I had.
- Very consistent all throughout and always there for you when ever you need assistance
- I am very grateful to Carolyn. She was incredibly kind to me. I'd love to give her a hug. I feel a bit pathetic that I wanted her to hold my hand but I am very glad she did. What a wonderful lady she is . Thank you
- The dressing basically fell off when I got home
- Excellent
- **Aftercare advice clear and concise.**
- Again the communication directly after the procedure and information was excellent.
- Clear instructions on YouTube
- On the video, the text that appears were sometimes very hard to read as the colour blended in with the background. The nurses voice was clear and loud.
- **The video and instructions were very clear. I took them seriously and followed them to the letter. The water and biscuit afterwards were very much appreciated!**

- Great instructions. I'm not sure if a reminder will go out 20 weeks after the operation re returning the semen sample. I've set my own reminder, but it would be helpful to have an automated reminder from the clinic (and know that one will be sent). *[Dr Kittel: This is mentioned in one of the slides of the webinar i.e. that we will notify you via email and also to put it into your diary / mobile as an alert]*
- I followed the instructions and everything worked out very well
- all good
- N/A
- Very good. Again, it might have been good to be forewarned of the sensations one might feel during recovery. I almost expected soreness after surgery of which there was none, instead aching in the whole area.
- delivery of aftercare information was very fluid and easily accessible both at the time of operation and after the fact.
- All good thank you. No pain or issues to date, (Day 4)
- the video is a great idea, if i had any concerns I could go back to it at anytime (as it happened I had no concerns but it was there if i needed it).
- Yes all very good.
- All clear and helpful
- All fully explained
- Given additional dressing in pack, but required a couple as 1st silicone dressing came off that evening. Had to purchase my own. *[Dr Kittel: There is an additional dressing in your pack. If it was missing, I am very sorry.]*
- Video was helpful and having the document made it super easy.
- The aftercare video was really helpful as it allowed you to watch at your own pace and actually take the information in. When the nurse then spoke about the sample kit it was more confirming I understood than explaining which showed the video had done its job.
- Only issue was my plaster came off and i tried to call./ .text on friday evening and had to wait for a call back on Monday. Nothing to worry about but would have preferred an instant call as was a bit worried at the time. *[Dr Kittel: Sorry there was a*

*delay, we try to pick up calls during the weekend, too. There is information on your aftercare video on what to do when the plaster comes off and also some written information here <https://vasectomy.me.uk/vasectomy-aftercare/>, which is outlined in the written instructions in your aftercare pack]*

- 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, inflammation and low grade pain have been there for me, still after 6 days from the procedure.
- 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 Kittel: Information about taking it easy after the operation is given during the webinar, within the pre-consent form, in the welcome pack (dotted sheet) and also here <https://vasectomy.me.uk/vasectomy-aftercare/> ]*
- 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 Kittel: The small incision should be left alone and covered for a week by which time it is usually healed. We try to tell patients not to interfere with the plaster. Creams and ointments are not usually necessary.]*
- 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. *[Dr Kittel: We did this in response to COVID and found patients were very happy they could take it home as before they often forgot the information given by the nurse in the aftercare talk and to be fair, this also means the nurses don't forget information as the talk is now standardised]*
- 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). *[Dr Kittel: Sorry to hear this, usually normal painkillers and an icebag are plenty and sufficient. And I speak from experience.]*
- **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 honest I 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

## Feedback – Where could we improve further? COVID?

- *[Dr Kittel: Thank you for your comprehensive comment below, I have inserted a couple of thoughts]* "The difficulty I have had is a lump that grew 48 hours after my operation (Wednesday) situated in the top part of my right testicle (I still have it 7 days later) and it is pressed up against a nerve initially causing me a lot of pain, but thankfully calming down. I called the hotline at 0730 on Sunday, but unfortunately the phone kept on ringing out and I was left to go through 111 and then the out of hours GP service at my local hospital. The Dr there prescribed me with Naproxen and Ciprofloxacin. When I received a call from the nurse at 1730 following up my call, I informed her of my tale of woe including the Naproxen prescription and it became evident that Naproxen was not the best meds as they are a blood thinner. I obviously didn't want to make the situation worse and have refrained from opening the box. I should have mentioned that Ibuprofen makes me itch and the doctor prescribed it as an alternative. What I've learnt is that i should have tried to contact Tvvs again later in the morning and not gone through 111. *[Dr Kittel: Sorry you could not get us on the weekend. You are the second patient in this survey to mention this and I am looking into a special phone number just for weekend calls. It appears that Naproxen was the right choice after all when in fact you have a slight allergy to Ibuprofen.]* I would advise that it would be good to inform prospective patients to declare that lumps on nerves is potentially possible even after no issues 48 hours after op and so recovery times could be extended. I have been very compliant with the aftercare instructions given namely sat/laid on the couch for about 5 days and not pushing myself (Thankyou wife). I would advise anyone looking to do this to take at least a week off and simply do nothing. *[Dr Kittel: Not doing too much initially is good. Personally, I went back to my job after the weekend and did a vasectomy list on the following Friday following my vasectomy].* Overall, Im very grateful for the advice given by TVVS. Obviously it's still early days as my lump has not gone yet (and still - pre self adjusting - quite painful), but Thankyou for all your help."
- On the whole, very good. Plus I'm sure if it was in non-Covid times then it would've been even better.
- **I felt like I was treated like a patient who had paid for the procedure to be done privately.** I was booked in within weeks. I've received lots of correspondence so

there was no doubt what to expect on the day. The only thing that would be good is to add in that you need change to pay for parking at the hospital. I know that might sound obvious but most places you can pay for parking by card now and I wrongly assumed. Other than that I was really happy with how I've been treated by both the doctor and the nurse. **It's easy to get embarrassed but the nurse and Dr Lim we're both brilliant so thank you.** Please pass on my thanks.

- Totally excellent service all round thank you very much indeed.
- No keep doing a great job guys. Thank you
- "I only experienced discomfort on the day of the surgery, the following day I only took Ibuprofen because of the anti-inflammatory properties. When I removed the plaster there was only a tiny hole which was already healing well. I did not have any blood in my semen afterwards. **None of this is a complaint, but it all seems to have gone so well that my wife and I joke as to whether you actually did anything!**"
- Perfect as they are.
- I genuinely can't suggest any ways to improve the service. It was brilliant throughout. I'd recommend anyone looking to have a vasectomy book it with Dr Kittel.
- Your service is great and can't be faulted. The only comment for improvement I could give is that website has loads of great info but it's difficult to navigate given the volume of links. If you update in the future consider simplifying it, for example 3 sections planning, doing and follow up. Thanks for the great service
- "My only suggestion (appreciate minor) would be that in the Webinar you talk people through what happens on the actual day - as pre, mid and post op were all discussed in terms of care, however it would potentially relax peoples minds more if you talked them through what actually happens once you arrive on the day. Maybe just a 5 minute window, on the webinar, to talk through what happens between arrival and procedure." [Dr Kittel: I have taken the opportunity with this suggestion to update our website here <https://vasectomy.me.uk/service-in-detail/> and we are now also covering the information in the webinar, thank you]
- I really cannot think of anything you could have done better.

- Nothing else to add.
- To be honest from my experience you could not improve the service any more.  
Maybe a lolly afterwards like the dentist
- "No improvements could be made as everything and everyone was spot on.
- Couldn't recommend it more highly."
- I can't see where there could be any improvements.
- I was happy with the whole process so no specific areas of improvement required.
- The only thing I might add is a formal follow-up/check-up, say a week after the procedure - a call would be fine so that you know that there will a planned follow-up/conclusion to the whole process.
- Was pleasantly surprised by the excellent service all round. While I hope to never go through this experience again I was extremely impressed.
- Unlike recommending a good restaurant or bar to a friend as something to do, I can say that having had a few experiences with the NHS for various things, that this is in the top 3 for ease of experience and efficiency.
- No improvement needed
- I think the best advice I would give to a friend is prepare well for the days afterwards. **Book an Ocado delivery a few days after so you don't have to carry shopping.** Order some books and a big pile of Ibruprofen because the walk, or rather slow waddle, to the chemist to stock up is not going to possible for several days!
- Honestly I don't think so. Incredibly well oiled machine / totally safe. Can't fault it: Would say if I could. Maybe not much help!
- You pretty much nailed it
- The video didnt work as a link on YouTube at time - but managed to use the nurses device to show the video to me
- "All in all, a very informative, reassuring and professional experience. From the initial booking, follow up phone call and webinar to the procedure itself, I felt very well looked after and that patient care was a very high priority of the team.
- All Information provided at each stage was clear, concise and aided in a stress free experience too.

- Please thank the whole team in doing such a great job."
- Webinar or a call a few days after the surgery would be great.
- Nothing. Beyond any expectations I had.
- Very impressed with the care provided before during and after the procedure. Great communication and easy to follow instructions for all aspects. Thanks so much to Dr Kittel, Nurse Carolyn and Rebecca.
- Nothing I can think of it all went very well and was a lot better than what I expected
- I found the whole experience very professional. Only thing I would do is update your Website to a modern design as it looks really old fashioned which reduces confidence. I recommend using my own platform to build it :-). See fastFunnels.com
- The only thing that didn't run smoothly was that the text message sent when I arrived at the car park told me that it did not deliver, so I sent it about 10 times and all 10 messages were received! No idea if that was an issue with my phone or with the process but I was able to call the helpline and talk to someone directly - so quickly resolved. Otherwise an excellent service. *[Dr Kittel: Sorry, technology sometimes can let you down, mostly it works well]*
- Great service and procedure, no pain during or after!
- None.
- Nothing to object
- I don't think there could have been any improvements, everything was very professional and easy
- N/A
- Education to the male community would be a benefit but nothing that you could do..
- Too many different forms, this could be stream lined *[Dr Kittel: Yes, we will]*
- "It would have been useful to have car parking information ahead of time, specifically that it was always at and display that only took coins. *[Dr Kittel: The car park has not been controlled for years, I don't have a permit, but will mention it in the webinar]*

- We had to rush to the local Tesco express to get change and although this was not a problem for us, providing up front information about this point may help others in a similar situation."
- Was surprised not to have needed a negative flow test, however as I have had my initial vaccination much less of a worry for me.
- Keep up the good work!
- All very clear and easy to follow what is needed/expected on before, during and after the procedure. **I take Aspirin that i cannot stop so found it impossible to get done elsewhere and on NHS . Dr Kittel's information on aspirin put them at ease and a quick zoom chat made it even better.** Everyone was very helpful and the whole set up is great! not that I need it again but would recommend to anyone, especially if on medication that will prevent elsewhere.
- Nothing to add fantastic service
- You don't typically expect excellent customer service from a medical procedure, but Excellent Service experience is exactly what i received! Great website let me do my own research. Dr. Kittel explained it really well during the webinar. And the procedure itself was more comfortable than i expected. I had no pain during the procedure and almost no pain the next day either. It was an all around great experience and i would highly recommend your practice to anyone.
- nothing
- Probably user error on my part, but I turned up at the office and not the hospital on the day. Did the text give that info? Not sure - my fault.
- There is absolutely nothing you could do to improve. I am gobsmacked that such a wonderful service exists.
- All is good
- No, from my experience all was great.
- No improvements needed
- **"I did some research before booking with TVVS. The other surgeries did not answer my questions correctly, in full, or did not understand my concerns. TVVS did that quickly and to the point.** Although there were 2 surgeries closer to me, I still went

with TVVS due to my confidence in Dr Kittel experience. That was key to me. I'd like to see a short intro video of anyone that would have me as a patient, as that is probably one of the easiest way to project experience and how you are as a person.

- I also suggest some videos/animations in regards to the procedures as I still after all the info given had some thoughts like how is it done practically. Would I sit in a gyn chair, how is the set up etc. How does it look straight clinically to open and cutting (might be bet with animation here to not be to graphic). I hope my thoughts are helpful and I'd be more then happy to share more thoughts via email or call."
- Nothing to suggest at this point - overall very satisfied. I was treated with kindness and professionalism, and I've experienced almost no discomfort since the procedure.
- neither of the plasters lasted very long (no problems though)
- While I had a wholly positive experience, I would strongly suggest trying to avoid having default "Amazing" options in this survey and leave them blank, as it might bias the results you are collecting.
- I travelled from London by train and took a taxi back. Would be useful to have a bit more info on travel, specifically: time to walk to clinic from Maidenhead station; plus availability of Uber in Maidenhead - I had assumed it was available, but good to know in advance. *[Dr Kittel: I will add the Uber information and some local taxi companies to the website. The walking time can be found on google maps, please do not plan a walk AFTER your vasectomy.]*
- Dr Kittel was very helpful from the start and is also helping me with a referral to his colleague for other medical issues.
- Though I can't remember the Nurses name, she was definitely as wonderful as mentioned above & apologies for not remembering, my Vasectomy was done on Friday 22nd, if you could make sure she & the Surgeon both get the praise they deserve equally.
- As above, more insight into the types of feelings one might receive during and after surgery would be useful.
- very good experience. 5/5 would definitely recommend.
- All worked to a tee.

- All very impressed, **I am on day 6, and had no pain since the procedure.** I did take painkillers for 36 hours post the op, but I didn't have any discomfort and so far so good.
- **I wish I had done this procedure much sooner !**
- Very minor but the instructions for parking were not totally clear and accurate which caused a little confusion. The the car park did not have an identifying code therefore I could not explain where I was. *[Dr Kittel: We have changed our procedure since, you can walk in again, now]*
- Nothing. Was very impressed from start to finish. Thank you
- I cannot think of any way to improve the experience
- No, everything couldn't have been done any better.
- Nothing to improve.
- "This experience was way above my expectations, a simple and well thought out process throughout.
- My only constructive feedback would be to not change the process after covid has eased. I think the level of privacy which the webinar and text message confirmation you have arrived at the clinic really helps to calm any nerves.
- All I can say is thank you, and I'll be recommending your services to friends who are also considering having the procedure done."
- 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. *[Dr Kittel: The car parking has not been controlled for years]*
- Follow up consultation if only for peace of mind *[Dr Kittel: You have our phone number if there are problems, but we are unable to call every patient. Many reasons, but generally, private patients would not appreciate to pay more for the service and the NHS simply does not commission the service, in fact their payments have reduced significantly in the last 10 years making it more challenging to continue with the current quality of the service]*

- 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 Kittel: We usually do this in terms of a feedback reminder, which also contains our contact details again]
- 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 thew **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 :)"
- Improve nothing. Praise is above.
- 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 nor have 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. *[Dr Kittel: Yes, the email was confusing, thank you for graciously accepting the apology and clarification email]*
- 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. *[Dr Kittel: We swapped to bottled water during the pandemic, but recently swapped back to tea and coffee again]*
- Very pleased with this over all. Considering the nature of the procedure, if 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.
- 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 Kittel, Rebecca and Carolyn
- did not mention on any literature how long the procedure was going to take or how long driver should wait outside" *[Dr Kittel: Thank you for the suggestion, since updated here <https://vasectomy.me.uk/service-in-detail/>.]*

- 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 [nurse] 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 unecessarily at the moment." *[Dr Kittel: The car park has not charged for years. I have also noted this here <https://vasectomy.me.uk/at-the-clinic/>, though.]*
- 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. *[Dr Kittel: We will look if we can get some patients to agree to share their pictures online]*
- 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." *[Dr Kittel: Sorry about this experience, we usually respond within 4 hours on week days and 24 hrs on weekends. If a quicker response is needed we signpost patients to urgent services available]*
- "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!

Responsible for report: Dr M Kittel 8/12/2021. Report reviewed every year