

TVVS  
Webinar  
Feedback  
Survey  
2020-2022

## Introduction

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Patients are admitted for a group consultation using Zoom. Video and audio is off by default. Prior to admission they wait in the Zoom waiting room where they can adjust their credentials.

We ask patients to use their first name and date of birth. Some patients are concerned about going into a group meeting. We offer them the alternative of a pre-recorded meeting or sending them a pre-recorded video.

We confirm that patients have watched the video and not done email during the webinar by doing a quiz afterwards and ensuring they give informed consent.

The information given to patients is standardised and quality controlled initially through a Powerpoint presentation. Part 2 of the meeting is open questions and answers.

Furthermore, patients are able to easily book a private phonecall with a clinician after the webinar (by completing a question in the Quiz saying they want a private call).

The reason why we do the webinar rather than just sending the video is that we find a not inconsiderable portion of patients skip watching the video mostly due to not finding the time or forgetting and come utterly unprepared and uninformed and therefore are unable to give valid consent.

The questionnaire was sent recently and some of the feedback on the bottom of the report actually goes 2 years back.

## Quantitative Webinar Feedback

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The quantitative feedback for our webinar is published here

<https://vasectomy.me.uk/vasectomy-webinar-feedback/>

## Open Question feedback: Write anything you wish to say about the webinar in terms of praise or suggestions for improvement.

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- As I have mentioned directly, what I think would be useful would be to get a previous patient in (if possible!) perhaps done in last 1-2 years to just talk through his experience - it could be pre-recorded (so that you can sanity check that nothing untoward is said) but it would just give that validation that it was all good. Which was never in question (!) but "consumer" feedback is very powerful for future consumers.
- "Yes, it was entertaining! Light-hearted chat that answered questions. I personally prefer an online group consultation where it makes sense. One thing, though. Zoom as a technology is

very poor. I had difficulties getting connected and the audio didn't work for much of the time. I was grateful for the YouTube link later, which I watched to fill in the blanks. Possibly consider alternatives to Zoom." *[Thank you, Zoom appears to work for the large majority of patients and works better in terms of anonymity etc than i.e. google meet or teams, also in terms of ease of access. Therefore we will stick with Zoom, but we also now email a recording for patients with difficulties like yourself]*

- No improvements required - I was happy that I did not need to make the trip to Maidenhead twice, despite only living in London.
- Professional and well run. From what I recall it was concise and informative, allowing me to easily complete the required paperwork.
- My name was initially visible to all attendees and was therefore not anonymous. This was not ideal, as I was unaware who else was on the call. This surgery is personal, and anonymity is only fair. Other than that, the webinar worked well *[Dr K: Thank you for the feedback, your name can be adjusted easily and we will ensure this will be communicated more systematically rather than just verbally on the phone]*
- "Well organised and very informative.. Dr Kittel added some humour which helps to deflect from the matter in hand! Nikki was amazing during and after the actual procedure."
- "Personally I think that the webinar was a brilliant idea - it made sure that I was fully prepared for the procedure. Note that I could not have been happier with the end to end service - I have friends who have recently had a vasectomy in other areas and their experience doesn't come close to mine. Thank you once again to everyone involved."
- Thought it was very helpful, as if there was something I might not thought of asking someone else would have asked it.
- Very useful.
- Very happy
- Party of the archive should be too have a few days off work. After two days ,I was in agony for the days barely being able to walk.
- "I thought the service was amazing. I would suggest maybe having an actual webinar rather than a zoom call, therefore everyone can stay anonymous and still ask questions. I would start the webinar by explaining what will happen on the day, that was most important for me and then go onto the details around why to have it, how it works and whats involved. I liked the video you showed after the surgery and it was good to see the people who work there. At the end of the day, most people on the call know they are having it done, they know the reasons why they are having it, they just really want to know the process on the day and will it hurt... as well as knowing when they can get ""active"" again. It was a great service and I would highly recommend."
- Was good service.
- It makes sense, saves time, money/fuel and makes the process convenient. Dr Kittel made it seem personal so I didn't feel I was missing out in any way. The whole procedure was slick from start to finish including a completely pain-free vasectomy.
- It was over a year ago so I may be wrong, but I don't remember the doctor telling us the process of the procedure. I was unaware that the operation involved "burning" and not cutting. But that was not that important I was just interested
- It just made you understand properly the process and what was expected.
- "Everything went so smoothly , recommended you to all my friends in similar situation :) Thanks again for the a1 service"

- Felt a little concerning seeing everyone's personal information on the zoom screen (ie. name and date of birth). Wonder how this affects data confidentiality - it would be very easy for someone to take a screen-shot of patient detail along with their image. for this reason I would not share that level of detail.
- "It was clear and very convenient. I really appreciated the flexibility of being able to join after work. It was also useful that we could ask questions and here others too."
- I personally found having it online made it far easier logistically. I, like probably a lot of people having vasectomies, have two young children at home and it's a lot easier to attend via video online than having to go to an appointment somewhere.
- I think there is research around the pressure of turning on webcams during a webinar. I think inviting people to do so is okay, but also stating that it is okay to have your webcams off. Especially as people are agreeing to a procedure with the doctor not to have a group meeting and sharing that information. There is a possibility that attendees may know other attendees and wish to remain anonymous. *[Thank you, this is exactly what we intend. Enter with camera and audio off and make your own choice]*
- There were a lot of numpties who hadn't done any pre reading. Be nice to somehow wheedle those men out so as not to waste everyone else's time. *[one of the reasons for the webinar is to ensure that everyone gets the same standardised information exactly because of the different information levels and the fact a lot of men never read anything you send them]*
- Dr Kittle was very reassuring and his insights on the facts and data significantly reduced any sense of anxiety. The webinar is a great idea and would recommend to continue - it didn't take too much time out of typical working hours and was a great way to communicate the information without it being intimidating
- The necessity to add DOB to our Zoom name felt like a bit of a privacy invasion and I think you need to find a different way of "authenticating" people into the meeting. I totally understand the need to do something, but I don't think this is the right answer. Perhaps ask people to add their patient ID or something else that you could issue us with. *[thank you for your suggestion. We will consider this and make changes to the sign up procedure]*
- "Very straight forward and positive.
- Dr Kittel is amazing and highly recommended, the team are also really supportive too!"
- Nothing to add. Even the YouTube video in lieu of the webinar answers so many questions
- The webinar was fairly awkward being in a group setting as there were some fears and concerns I had which would have been great to ask but since there were other guys there it didn't feel appropriate.
- I think the info in the webinar was good but ultimately dictated by people asking particular questions that didn't relate to me.
- "I have chronic post vasectomy pain - I believe the incidence of this condition was underestimated when we discussed the % chance of problems arising post vasectomy. Would I have still had a vasectomy? Probably, but I think that more light should be shed on this topic" *[thank you for this feedback – I have since updated the webinar on chronic post vasectomy pain. Also, as per your pre-consent form, detailed information has been published here which you confirmed you had read <https://vasectomy.me.uk/why-not-to-have-a-vasectomy/>.*
- This was a modern and effective way to communicate about this procedure

- "I only wished that the follow up were as good as the webinar. I have never received a text or email to send the samples for confirmation. So even now, I still don't know 100% if it worked!!" *[You were given an aftercare pack with all the information including semen sample pots and the information you require. The email will be sent to your registered email address exactly 21 and 25 weeks after your vasectomy]*
- Informative and well presented by Dr. The sign-up instructions throughout the process could be much clearer to paper based would be much better via web based portal approach (as per the start of the process).
- "Brilliant idea and should be used moving forward, Covid or no Covid. Very helpful to hear from others and saves a lot of time needed for the NHS."
- Thought it was a good option...more convenient than driving to see a consultant...& better environmentally. A good use of all of our time, especially the consultant's who may otherwise have spent hours meeting the various attendees.
- I found it difficult to answer the first question, as I thought the webinar was well done and I do think it is a good way of disseminating the information, but I would also have liked the opportunity to meet with the doctor or nurse face to face. *[in the quiz there is a question regarding a follow up call, which can easily be also a follow up visit. All you have to do – as outlined in the webinar – is yes to the question if you want a follow up call by the doctor]*
- "I thought the whole experience from start to finish was very professional and well conducted. I felt very comfortable throughout the whole process"
- "I think it has its place and gets a lot of the questions out of the way. I was able to ask questions specific to me on a follow up call which worked for me. With regards to meeting the surgeon I didn't as I had doctor lim. This didn't bother me." *[correct, the surgeon doing the webinar is often, but not always the surgeon, which will do the vasectomy due to holidays and other issues]*
- The webinar was informative and professional but with just the right amount of humour and light heartedness
- "Was good to hear from the doctor. He came across as very knowledgeable and also personable and funny. This made it nice on the day as I felt he wasn't a stranger. I like the group webinar as other people asked questions I hadn't thought of so I felt I got a more complete understanding than if it was just myself."
- I sent the sperm Sample to them and it took to long to get to them and when they received it the sample was not fresh so they couldn't give me a proper result and so I have had another test to know wether it worked or not *[sorry, we are having repeatedly issues with one lab in particular which we are trying to resolve again as we speak]*
- I thought the webinar was a great way to learn about the procedure etc and to be reassured that other people were thinking exactly the same things as I was.
- Thought it was good that it was optional to switch camera on, I liked the fact that questions were in an open forum as it meant I got to see questions I hadn't even thought about but would of been a concern at some point if they weren't answered.
- "I would prefer a brief consultation, there was a lot of fuss and drama about pain management etc which made me unnecessary nervous. The operation itself was fine and so was the recovery" *[I am sorry, but we have to standardise the information you receive and the issue about pain is a particular issue as you read in one of the comments above. I cannot save you from receiving this information]*

- I apologize for being unable to remember the detail and give useful suggestions, but I did find it informative and I felt all my questions and concerns had been answered.
- Thank you for explaining everything so clearly and for reassuring everyone. Gave me great confidence that the procedure would go well and helped to manage my expectations.
- The webinar was very helpful and I really appreciated the questions from the other patients. I also appreciated being told to study up on the documentation prior to the webinar as I felt fully informed with the questions from others helping to fill out any uncertainties I had. The only issue I had was logging in as it took a while to be signed in making me worried I had the incorrect link. However it worked well and I appreciated it.
- "I think the webinar is a great method of communication. It was clear, precise and personal. Hearing from others on the call with similar thoughts / questions was also very helpful and assuring, 'i am not the only one. Thank you"
- I like to do things virtually; saves on travel time and travel cost for everyone involved.
- The webinar was useful and performed its function perfectly
- "Worked well, we got through the main topics and saved me having to come and see you directly. I don't have time in my day for a face to face meeting. So this worked better for me. It hopefully keeps the costs down. I use zoom and teams every day so it was easy to schedule it and the time worked as I had finished most of my meetings. I can see if someone was nervous they may want more, but this worked very well for me"
- The webinar was a great format for information delivery, and provides ample chance to ask questions, but also to hear about other people's reasons and experiences.
- I thought the whole service from TVVS was great, I'm glad I found you online!
- I thought the webinar was a great way to efficiently disseminate information to a large number of people.
- Everything was great from start to finish
- Group format was great and seemed much more efficient for you guys. Dr Kittel had a lovely manner, professional but still entertaining enough to relax everyone. Overall experience was great and I'd definitely recommend TVVS.
- The whole procedure from start to finish was very well managed and I felt at ease throughout - the polar opposite to the stories told 3rd hand about other people's experiences before booking up.
- "I found the webinar very useful and relaxed which made me feel at ease about having the procedure done. Any questions that was asked by myself or others were answered professionally by the Doctor or the Nurse. It was a relaxed environment with some banter thrown in which kept it all from being too serious that was a big plus in my eyes."
- Helpful & informative.
- Overall, it was very informative, balanced and professionally done. I liked how we could still all remain private while allowing questions to be asked along the way. I experienced no technical problems and the host end was also reliable.
- "Think it's a good idea. I was quite worried before webinar but it settled my nerves."
- Honestly I've used the whole thing as an awkward funny story.
- "I thought it was pitched perfectly. It was a short but detailed explanation of how and what happens followed by the risks and finally, any questions. That is all that is required in my opinion. 20-30 mins max. I would not change it. My operation was seamless. Worth every penny."

- On the basis a webinar replaces many face to face meetings, this is much more cost effective and trust that savings are passed on to the NHS.
- Worked really well. Comforting that others had similar questions/concerns. Questions were raised and addressed that I hadn't considered but were informative
- "The webinar was perfectly fine. (Thank you all!). Too many of the other patients asked really stupid questions (they clearly hadn't read the supplied information). This meant that the webinar went on much longer than it needed to have. I don't mean to be overly critical. A patient should, of course, feel free to ask any question they need. But because of the webinar format, the rest of us had to sit through it. Logging on was OK. I was doing so from abroad. I guess we're all used to Zoom and the like now, so it was fine. ("Entertaining"? My word.) Cheers, everyone. All good at this end."
- "The webinar was great, it was good to see others who were going through the same procedure."
- It was quite a while ago. For research purposes if it's more than a year ago the findings may be unreliable?
- "The webinar served its purpose in informing me of the procedure and being able to ask questions.
- I didn't show myself on the webcam. Although I am more than happy to talk to close friends about the experience it's not something i particularly want to discuss with strangers or possibly someone I know but less well or through work.
- It didn't feel very personal.
- The procedure was performed by a different surgeon than the one in the webinar. Although not really an issue it does feel a little less personal not having had any interaction with your surgeon before the day of the operation" *[It is a bit of an issue, I agree, but it cannot always be helped due to staffing issues as well as annual leave etc. Also, making the groups to small reduces the enjoyment factor. We found groups around 30-45 people work best. If its small people find it awkward and men tend to like to disappear in the "anonymity" of a bigger group. But you could have requested an individual call with your own surgeon].*
- "For the cost involved, it's appropriately executed. Glad there was available 1on1 Q+A after group session."
- "I think would be good to not create the feelings that is a minimal pain operation. As i was even struggling to walk for a couple of days." *[This feeling may have been yours, but the data I present says that the average pain is 3-7 days of moderate discomfort with a median of 5.2 days (based on 2000+ datasets in my audits over 12 years) the presentation also says that 90% of patients are better after 2 weeks, 97 % after 3 weeks and 25% have no pain at all. There are 2 detailed slides on pain]*
- I didn't attend a webinar. I saw Dr Kittel in person. *[this is something we can arrange for patients, who find it difficult to master technology or prefer this way. Generally we want everyone to have this standardised information though]*
- I felt the whole process was very easy, informative and professional.
- The webinar worked well and informative. I found it easier and more convenient than to attend the clinic
- It was a very valuable part of the process and provided very useful information pre op.
- The online session worked well for me and it was a comprehensive, well delivered presentation, with a bit of humour thrown in to make me feel relaxed. I liked the fact that during the presentation I was able to pull up some additional online research and ask some

additional questions, that I wouldn't have thought to ask in a face-to-face consultation. Very good.

- "The ease and relaxed nature of the webinar helped ease any worries or concerns about the procedure. Information and reassurance provided about how sex would feel/differ after the procedure was very welcomed as this information was harder to come by."
- "It was fine. The only piece of information I think would have been helpful that I'm not sure featured (of course I might have missed it) was the likely duration to heal of the small wound. *[we try not to overload the webinar, this is part of the aftercare video we send to you]*. Off topic of this survey but it seemed a little odd that no stitch or glue was used to close it up. Would a smear of glue with the wound edges opposed have helped it heal quicker?" *[The answer is no – most men heal very well. Glue can cause serious issues if it trickles into the wound i.e. foreign body granulomas and stitch management causes a lot of inflammation and aftercare phone calls. The least problems we have is when we leave everything natural and apply a silicone plaster with over 95% of patients never calling back]*
- I enjoyed it, and was surprised how many other men were on it and doing the procedure! One guy was chilled out lying on his chaise longue and vaping. Very amusing.
- "It was fine. To be honest, I'd already decided to have the op and paid my money, there was some relevant info in the webinar but your follow up videos and nurses on the day covered everything for me. I'd imagine the webinar is good if you're nervous about the op,"
- No changes required to the current setup.
- I think a photo of post op would be useful and would decrease any worry - incision is tiny.
- Saved me a car journey! It served its purpose really effectively and was good to hear from others who were considering the operation too.
- It was well structured and presented - Valuable time saving experience.
- Webinar was a great format, I imagine one to one or face to face consultation would have been a bit awkward. Other people asked useful questions that I wouldn't have thought about so was great to have a group together
- Everything is ok
- Interesting rather than entertaining.
- Not thing at all.
- A little shorter would be great
- It worked well and was convenient
- "I rather have a webinar than in person meeting. Others may ask questions that I am not thinking of, helping me having the full picture before the procedure. I am also very used to zoom meetings and see no issues with them."
- This is a perfect example of saving time & money for both the Dr and patient. A webinar was absolutely fine and gave all the info I needed before my procedure appointment.
- Convenient and easy, minimised disruption
- I thought it was very well organised and put over all the relevant information in a calm/ relaxed manner
- Webinar was very interesting and informative
- "I found the webinar extremely helpful. Some questions I had were asked by other people which was helpful. The chat was light hearted with some funny moments which made it easy to sit and listen. Dr Kittle doesn't come across as too serious which made things more relaxing for me personally. "

- I thought it was great. I had read a lot of what was on your website already but it was still quite entertaining.
- None
- Brilliant way of discussing the procedure & ideal opportunity to ask questions. Saved me a lot of time by not having to travel to the surgery to have a face to face appointment therefore didn't have to use a day's holiday or lose a day's pay as time slot was very convenient.
- Fine with me
- Mr K's style and approach is ideal for Webinars. A great experience overall.
- Nice to feel part of a community, a shared endeavour. Good information so I was confident on the day
- "Useful information was provided and I could ask my questions without issues, but I can see how people who are shier than my could be keeping quiet due to anxiety of being put in this situation. Vasectomy feels like a deeply private matter, and while it did not affect me on this occasion I'm sure others may have issues with this kind of approach. It would be best to keep both options open to make sure people that are uncomfortable to seek more private one to one consultations."
- A lot of the guys asked questions that I would have asked if I had thought of them that I found interesting.
- Excellent and time - efficient way to prepare for the procedure.
- "I asked a question on shaving and was referred to one of the many emails and documents. Question was not answered. Too much communication in a cluttered fashion, information was repeated many times, I took offence to the way we were treated as children. Drs and nurses on the day were amazing." *[sorry, we are trying to get people to read the information we send out, particularly the pictorial guide on shaving and the question is a great opportunity to signpost patients to our paperwork. Sorry you felt this was not appropriate for you]*
- Well run, informative and entertaining. I know what it's like to deliver a webinar to a sea of empty boxes, so I wanted to turn my camera on out of respect. I was pleased to see that a few other attendees did the same after I did.
- I personally think this is the most time efficient and best way of conducting these for both the patient and yourselves. No concerns at all
- I thought the webinar was helpful and informative. I felt reassured and less nervous about the whole procedure as a result of attending the webinar.
- All information needed was in the documents and reaffirmed in the webinar. Nice and easy
- Excellent
- I noticed a lot of the guys asking questions they didn't need to ask if they had read the paperwork you provided with all the information maybe there's something you can do to make sure they read it all and understand it apart from that I found it enjoyable and good to be in contact with everyone and the doctor
- At that time it was the right way to do this, but I feel that face to face can't be beaten
- Don't change. Individual consultations for this waste your time and mine. Much more. Efficient having a Webinar.
- Answered all my questions and alleviated all my fears. Also - silly as it may sound - it helps to know there are other people going through the same procedure, so in my case the webinar was absolutely more reassuring than any private consultation could be.

- Good informative session
- "I found the entire process very easy, so much so I have referred 2 others (work colleague and brother in law) who have both since used your services. Keep up the good work."
- It was very informative and put me at ease before what was a very minor operation.
- Was informative.
- It's a very good way to do it. It allowed for other things to be done at the same time. It also cuts out traveling for a meeting.
- I know multiple people in the webinar besides myself struggled with some aspects such as naming themselves and muting their microphones however this seems an unavoidable issue and was resolved well
- I thought it was a very good session. Everything was comprehensively explained. I felt like it was an open forum where anyone could ask any question they wanted. A group forum encourages people to discuss things openly and feel you're not alone in the concerns you may have which is a positive.
- The webinar was an excellent summary of the procedure, as was the written material sent before the webinar. In comparison with a private consultation, it wasn't possible to ask questions that depended on knowledge of my medical history. It was possible to ask this on the phone the following day, so I didn't miss out on that.
- All fine
- Suggest using dedicated webinar software / signup

Responsible for report: Dr M Kittel 22/12/22. Report reviewed every year