

TVVS  
Patient  
Satisfaction  
Survey  
2023

## Introduction

---

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

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

We therefore now only publish qualitative feedback by patients. We analysed 330 patient feedback records below between 22/12/2021 and 31/12/2022.

### **Feedback BEFORE the procedure (Booking, Webinar)**

---

- Welcomed the pre-appointment webinar as it covered the key points; what to do / not to do before the vasectomy and allowed us all to ask the questions that we had.
- It was all good no pain
- The whole experience up to the vasectomy, was very pleasant, well communicated, the nurses and Dr were easy to contact, understand, and were openly easy to reach out to.
- Instructions were all clear & I knew I was in the right hands from the beginning.
- Very informative webinar, email communication was very good..
- Brief but informative
- Webinar was clear and everything explained, no issues with this.
- **Really useful information and booking process. Webinar was excellent, informative and really made me feel comfortable about the surgery**
- very informative and extremely useful
- Very concise and informative plus offered the necessary reassurances
- Clear and well delivered
- Very informative, nothing negative to say about it

- It's was thorough and left me with no concerns or questions
- Very friendly and straight forward process.
- All very good. Very organised
- Everything was perfect all the information the forms everything was well done
- Very easy and very informative
- Very good
- very clear, quick, easy to join, on good time
- **Comprehensive and easily digested. Very clear and I had high confidence in Dr Kittel and his team as a result.**
- Process from first phone call to the actual surgery itself was very smooth and efficient.
- webinar was well presented and preparation was thorough.
- Webinar very helpful. Gave us good information to build confidence about what would happen.
- Lots of communication and useful information, with plenty of timely reminders.
- The webinar was very useful for me and my partner, we got all the information needed and found it to help.
- very slick administration throughout the whole process. excellent .
- Amazing service, very good hospitality and prompt service. I had a painless surgery and really appreciate your support. Thank you
- I found the webinar to be very useful and put my mind at ease
- The webinar was very useful and gave me more information than I thought I needed.  
**I also appreciated the other patients asking their questions as I did not know what to ask.**
- Really clear and concise felt extremely comfortable coming into the appointment
- Webinar was very informative and eased a any concerns I had.
- Very informative and put everyone at ease with some funny stories!
- All very helpful and informative
- Booking very straightforward - very good system. Webinar very informative. What could have been valuable would have been someone (a patient) who had recently

undergone the vasectomy process recently (last 3 - 5 years?) to give a quick chat to give people confidence that it was all well. Webinar however very informative and set at right level. Thank you. *[The problem is finding a patient every time happy to give up their time. If you could be one of these patients, please let us know and come to the webinar]*

- i found the webinar very good and informative, putting my mind at ease, with the opportunity to ask questions ample. The staff answering calls during booking also were capable of answering most questions I had.
- Pre procedure webinar was good, informative and light hearted which was nice.
- Overall, the process was excellent, thorough and professional. However, I have one concern. I asked at least twice if there were any ramifications with the possibility that I might also need a procedure for a severe case of haemorrhoids and was assured every time that there would be no ramifications. So, I was very disappointed when I learned post the procedure that I should not have a bath for a week or more. A hot bath is regular way of easing my discomfort from the haemorrhoids. Had I known about this, it might well have affected my choice as to when to have the vasectomy. To be sure, I did not ask specifically about bathing--I did not think to. And you may never have run into this issue before. But I hope in the future, if anyone asks, you will make sure they know that they will need to avoid baths for at least a week. I also think that this requirement should be highlighted in the literature you send out. *[Patient frequently comment (also in these feedback documents) that the information we send out is already too much. We cannot include such specific information into the documentation as you are the only patient ever enquiring about it. If you had told us about the requirement for daily baths with your haemorrhoids we would have been able to feed back, but we did not have this information. Thus, sorry, but I think we were missing a crucial bit of information]*
- The webinar was very relaxed and informative. Details and information sheets were sent out promptly and contained all the information that was required.
- Very easy to do. Team very responsive to emails and all explained thoroughly in the video webinar.

- Very straightforward
- "Really open and supportive webinar - I felt I could ask anything I needed to I also thought that I would always get an answer on email and phone at any point too"
- The webinar was very informative. Help to ease any doubts on my mind.
- Webinar was really good and convenient
- The initial phone call to book the appointment was very poor. I decided not to go ahead with a vasectomy a couple of years ago and the woman chastised me for not picking up the phone, telling me if I don't go ahead with it this time it's my last chance. I found this incredibly rude. It's my body, my decision and your phone staff should never be pressuring anyone into this surgery! She was so unprofessional I was shocked. I nearly cancelled the whole thing because of her. *[I am sorry you feel the lady booking you was rude. You can also use the formal complaints procedure, which is published on our website.]*
- Very quick, easy and efficient.
- Very good and pleasant communication throughout
- I was well informed, and allowed an appropriate time to dwell on the information and be sure it was what I wanted.
- very straight forward, didn't wait long and was given support before the procedure.
- "All very clear and easy. Very happy with the service."
- The whole process was very easy. Given I had read the info emailed over I did find the webinar a little pointless to be honest but can see why you do it.
- Excellent service
- Was very straightforward and easy to get in contact with. Leanne was amazing over the phone when enquiring and dr Kittel was very clear during webinar and consultation.
- Everyone was very professional and was there to answer all my questions and was very helpful
- I was seen a lot faster than expected and received a thoroughly professional service, with excellent communication
- **Great communications and arrangements in preparing for the big day!**

- Fantastic information and helped me understand the process well.
- On time and straightforward
- All very clear and easy to follow.
- **Highly recommended, from start to finish Dr Kittel and his entire team were simply brilliant, the care and empathy they provided was excellent.** I was very nervous and anxious with the removals of my lipomas not only did they make me feel at ease they also provided good aftercare thank you.
- **I chose TVVS because of the full and useful information on the website and because almost everything could be done online. The website answered almost every question even without the webinar. (Unfortunately Zoom sucks, so I missed some of the webinar. Thankfully the main part was available on YouTube later.)**  
The pre-flight information is perfect for preparing and knowing what to expect. I felt fully prepared.
- Some more detail on precisely what happens during the procedure and to what effect would have been helpful. *[Thank you, Dr Kittel has now added 2 videos regarding this. One video where he just talks and 1 video, which graphically shows the procedure]*
- Very easy and straightforward, felt at ease throughout the whole process
- I found the booking process very straight forward with good communication. Reminders of upcoming events were well timed.
- **"The whole clinic has been extremely well run and I always knew what to expect next. Information was easily available, and when I did have a question, it was easy to ask and the answer was very quick. Surgery itself went very smoothly.**
- An absolute credit to the NHS."
- All in all a very good service, informative, professional and very easy..
- Dr Lim explained everything perfectly and the nurse on the day 7th Sept, was Totally Brilliant the pair did their jobs very well and kept me distracted.
- All the information was thorough, easy to understand and covered my concerns. The webinar was great and in hindsight I think it probably helped to know so many other men were about to undergo surgery.

- All of the pre appointment communications via email were very good and useful.
- **Very comfortable experience from 1st call to the end of the procedure, felt 100% comfortable. i arrived early and was seen as soon as i let them know i was on site. If anyone ever asks me i will recommend Dr. Kittel**
- I could not speak highly enough of the process from start to finish. On the day i was not too worried for to the brilliant webinar by Dr Kittel
- "I found the booking and forms very simple and straightforward. Plenty of information to help me consider my options and ultimately reinforce the decision to go ahead.
- The webinar was well run on Zoom and covered all the bases. Dr Kittel explained everything clearly and with good humour on what can be an embarrassing subject for some."
- Leanne was very helpful with the questions I had.
- Very well prepared for, with detailed forms and an online webinar which I was able to reference while travelling.
- I am usually very anxious with the thought of needles, and medical procedures generally. Throughout the booking process the tone was reassuring and calm.
- I thought the webinar was very good. However, it might have been better to include more advise on post op activity, particularly sport and work.
- The webinar was very informative and honest, and the booking process was incredibly easy and efficient.
- Webinar was amazing and dispersed all of my potential worries. I had a "problem" with phone call confirmation when calling from abroad (unable to call or receive a call) so maybe it's worth noting for the potential future cases. Everything was - of course - quickly sorted out by emails in a most satisfactory way.
- Nothing because the staff who are so helpful, they will help you everything which you need to do.
- All was well explained
- The preparatory service was comprehensive and exceptional. Full details and advice throughout.

- The entire process was really smooth. The communication since the beginning and the procedure itself was really smooth. Many thanks for the splendid service.
- The entire team were extremely friendly and helpful throughout the lead up to my procedure, ensuring I was fully briefed and prepared.
- Very good. I really liked the various checks to ensure that I was sure about having a vasectomy.
- Everything was excellent, nothing needs to be changed.
- Great booking procedure and explanation of the process.
- Plenty of guidance and advice before the procedure, so I felt very much "in the know" leading up to the day of the procedure
- The webinar was an excellent way to provide the information that was needed. I found it very useful to have other patients on the call as well, because hearing their questions and thoughts helped plug answers that I had. It was also really good to meet virtually with Dr Kittel before the big day
- The booking was flawless, and they managed to reorganise when staff sickness interrupted our first date. The webinar answered all of my questions and was very informative
- Rapid responses, great organisation. Once I'd made up my mind to have the op I didn't want to wait ages for it, they got me booked in and done within a week with no stress.
- Excellent communications, great webinar seminar which left no questions unanswered. Thank you
- Everything was very informative and the humour helped put me at ease with any anxiety I was harbouring.
- The experience was brilliant all the communication I have had has been very informative and clear
- Every step was clearly communicated on more than one occasion. Every person that spoke to me was professional and very reassuring.
- I cannot fault the communication before surgery.



- First speaking with the nurse on the phone I was made to feel I could ask anything, including when I questioned if their online patient reviews are screened/edited as the feedback seemed to good to be true compared to the horror stories I had misguidedly been delving into on the internet. All my questions were answered fully and Dr Kittel answered my additional questions during the webinar. When I wanted to put my appointment on hold whilst I had a few extra months to feel sure about going ahead with the procedure it was no problem at all. I did a lot of research into vasectomies and where to go before landing on TVVS and Im very glad I did.
- Excellent webinar
- Booking was very easy and even received a phone call on a Saturday afternoon to talk through the next steps and got booked onto the next webinar. Webinar was very informative and was very helpful being given by Dr Kittel
- I found the entire process stress-free and comfortable. From initial phone consultation, to the webinar and finally the day of the procedure. Everyone was so friendly and welcoming and all the advise was extremely easy to follow.
- Very well organised
- Dr Kittel was extremely informative and very engaging.
- Very quick and easy service from TVVS.
- I found the process very easy and they was very helpful throughout
- Fantastic and easy
- The webinar was a great way to go through the information clearly, in more detail than I'd expect from a one-on-one consultation. Strongly recommend.
- I contacted the office several times during the booking process, including having to reschedule the appointment and they were friendly and helpful every time. The webinar was also very helpful and Dr Kittel came across very well and eased any of my doubts
- The Webinar was brilliant. It was very relaxed and it was a huge relief to see and hear the Dr who would be doing the procedure.
- "I felt slightly nervous before the procedure as never had any procedures done before in my life . But on the day the staff were very caring."

- Very informative but I personally got a little confused with the volume of emails received before hand. *[thank you, we are planning a patient portal, which will greatly reduce the amount of emails]*
- There was some confusion on the day around my booked slot, which having got myself into the right headspace was frustrating. It was very difficult to contact the office. However, Dr Kittel made time available for me and the surgery went ahead an hour later than scheduled, which was very much appreciated.
- Overall very happy although number of emails did make things a bit confusing
- Everything that took place before the vasectomy was brilliant. Rebecca was very helpful and supportive with getting everything arranged after the referral from my GP. I was also grateful to Dr Kittel himself who wished to see me out of hours to discuss anything that concerned me and for him to try and calm me down in preparation for the day itself. The care in these areas has been truly outstanding. The webinar before the meeting was also very helpful and useful.
- All very easy, and no stress during the whole process
- Comprehensive and professional but with a personal human feel. I was very reassured by the webinar.
- Fantastic service, thank you!
- Your website is excellent and answered most of my questions. The contact with the office was highly professional, and the materials / communication before and after have also been excellent
- Comprehensive, assuring, efficient.
- **The online seminar with Dr Kittel was surprisingly entertaining and really put me at ease about the whole process.**
- Excellent webinar and booking. Personal service was good.
- I was nervous about the entire process and the time frames of out of normal activities in life.
- I really appreciated the detailed information available beforehand. All of the instructions of where to go, when, how to shave beforehand, the FAQs - almost all of

my questions were answered with the paperwork and this made me feel very reassured.

- All easy and straightforward
- The vasectomy went extremely well, Dr Lim and the nurse made the whole experience very calming and were extremely Professional. No Pain was felt during the op nor do I have any pain or heavy bruising after, so yes all the worrying beforehand was unnecessary, thank you.
- Very easy , clear and straightforward.
- Booking was easy and webinar was great
- I had bad connection issues but what I heard was fun and informative which is brilliant.
- I felt it was very well organised and documented with crystal clear communication
- "I was a little apprehensive about the procedure to begin with. My experience was that all the online correspondence and form filling in which the emphasis was on the risks involved and pain management, bleeding, swelling etc made me much more nervous. My preference would have been one letter explaining evening . I found the whole online'build up' quite distressing." *[unfortunately, the form filling is now a part of the whole process because of the GMC guidance that a patient must be fully informed about their procedure and the side effects and risks. Of course you can refuse to read the information and just sign the forms, but it must be made available to you]*
- Very easy communication and friendly staff. Emails good and easy to fill out.
- I would have preferred to have been clear on the fact that the consultation I paid for was going to be a virtual one in a large group - can't recall if I missed some detail in the website on that point.
- Far more straightforward than I expected it to be
- I think some elements of the process could be simplified or clarified. Eg the instructions relating to Covid measures - eg staying in your car - were not consistent. Similarly the early appointment rendered some of the instructions unhelpful. If you were to walk someone through the whole process, including the automated

messages, you could iron out a few minor wrinkles. Other very useful pre-procedure information was the photographs of the outside of the building. **[thank you, we will need to screen our paperwork for the COVID issues again]**

- "The booking process was relatively seamless, and the webinar was excellent. Perhaps having a WhatsApp group for the attendees would be a good way to further connect with others going through the same experience." *[This is a nice suggestion, but would not be acceptable in terms of confidentiality]*
- Excellent.
- Everything was quite clear, although the emails were quite information heavy and at times a bit confusing and repetitive. 4.8/5 stars
- Any questions I had were answered
- Communication was excellent, prompt and clear. Material was thorough and everything was incredibly professionally organised, including the IT elements. A very positive experience all round.
- A very well done by the whole team, made it very easy and made the experience very clear. Well done
- Great webinar, really helpful and entertaining!
- **Weirdly, I found the whole experience quite enjoyable. The nurse and Dr Kittel both put my mind at ease. I had a great chat during the procedure and it was only when Nikki said "and that's your vasectomy done" I realised it was complete. Absolutely great service and would highly recommend.**
- Lots of communication.
- Answers to lots of the questions I had were already contained on the website. The consultation webinar and welcome pack answered everything you need thoroughly
- The whole experience was thorough and detailed. My only issue was some of the documentation didn't match what was said by Dr Kittel in the webinar.
- Excellent communication. Everything was very clear. The webinar was very helpful and reassuring. Reminders were very helpful. All in all, excellent.
- Webinar worked really well and addressed all questions with honesty and built confidence. Process to maintain privacy but for you to know who attended was good

(first name DOB etc). Plenty of clear reminders. Only question would be why not put multiple things on one email... ? Such as questionnaire and attestation etc. No big issue though. Welcome pack was good and including pictures helped.

- Really easy and smooth experience
- All very good - thought the webinar was engaging and Dr Kittel made it entertaining, which put me / people at ease.
- **The webinar was most helpful. Dr Kittel eased apprehension via a rather unique blend of facts and entirely appropriate humour**
- Excellent communication and response to contact and queries.
- All very straightforward and explained well.
- A very honest and open discussion on the Webinar. If the government's dealing with the Coronavirus was not destroying our normal life and society, I would prefer to have a personal consultation as I hate using computers and prefer dealing with real people face to face. However, what was done as a compromise was useful, if not ideal.
- Very professional team. Very excellent service. Thanks to Kittel's team!
- **Very interesting, informative but more importantly had some humor! Really enjoyed the way it was delivered to help ease the stress and strain of it all**
- Very helpful, plenty of information. Particularly appreciated talking to the nurse in the pre-phone call.
- "I couldn't be happier with the care I received. From the start when I booked the procedure with Rebecca, a really lovely lady, right the way through to when the nurse showed me out. Every member of the team made my experience a stress free one. I was really nervous sitting in the waiting room just before I went in but the nurse came and had a chat with me, told me there was nothing to worry about. She was great, spoke to me the whole time so I wasn't anxious. Dr Kittel is a fantastic doctor, really down to earth and absolutely brilliant at what he does. I didn't feel anything at all throughout the procedure which was my main concern. So to conclude, if you are looking at getting a vasectomy done, this is the place to come.

This team will look after you from start to finish and quash any worries/concerns you have. Thank you to Dr Kittel and his team, you were all great."

## Feedback DURING the procedure

---

- No it was all good thanks
- Very professional and constantly reassuring, over and above the unknown technical discussions with the trainee surgeon. Carolyn was amazing, so warm, kind and engaging. Kept me distracted throughout!
- The whole experience was relatively good (we're going in for something that most men would worry about) - **the dr and nurse that treated me, were fantastic, made me very relaxed, and would highly recommended due to their professionalism.**
- **The procedure was impressively effortless** and there was no pain at any point. I was impressed by how quickly everything happened.
- I wasn't told where to shave, so I focussed on the incorrect area. This meant that I needed to be shaved during the procedure, which was very uncomfortable *[Shaving instructions are in the welcome pack, which is a link in your appointments email for download and mentioned several times during the webinar. It is a pictorial guide for shaving]*
- Very efficient, both tried to engage with me despite my nerves getting the better of me. When I felt some pain you were quick to administer additional anesthetic.
- Very quick, Nikki was very talkative to keep my mind off the procedure..
- Top drawer, would recommend
- Staff were excellent throughout, very happy with the treatment.
- Really good at putting me at ease, talked me through the process and really reduced any stress or anxiety
- everything was explained fully and clearly. I was also kept talking which helped a lot.
- So easy and relaxing, Dr Kittel made me feel at ease at all times. Apologies I cannot remember the nurse who was with us but she was incredibly helpful too.
- There was no explanation of what was happening, only conversation I presume used as a distraction to the work that was happening.

- All good.
- Very talkative, helped my nerves. Procedure was quick and painless
- Both doctor and nurse were great at distracting me while performing the procedure and looking after me when I felt slightly faint.
- Uncomfortable having to put hands behind head, not good. Just placed on chest would be fine and much less vulnerable.
- It was again great the nurse was fantastic at keeping me calm and made me feel at ease
- very nice staff
- **Extremely competent and reassuring. Dr Kittel explained what he was doing and how far through the procedure he was at each stage. Nikki was very reassuring and attentive.**
- Nikki and Dr Kittel were very friendly and professional at all times. I wouldn't hesitate to recommend to anybody who is thinking about having it done.
- It was a very relaxed, welcoming and friendly environment
- Given the nature of the procedure, it's difficult not to be nervous, but all involved were reassuring, confident and thoroughly professional throughout. Very little discomfort felt, and when there is steps are quickly taken to alleviate it.
- The doctor and nurse were so kind and treated me very well.
- "I felt looked after and everything was explained well. I just wish the injection for local anaesthetic wasn't so uncomfortable for me but I knew that this was part of the process. However, it worked very well! I also appreciated Sister Jane and Dr Kittel talking to me throughout the operation. It distracted me from what was going on."
- Everyone was so professional and friendly it made what should be an uncomfortable process really straight forward and comfortable and both the nurse (whom I'm so sorry forgot her name) and Dr removed any feelings of embarrassment that I was worried I may feel
- I am so sorry, but I've forgotten the nurses name. She put me completely at ease which helped with the process immensely. Dr Kittel was very professional.

- Could not believe how quick and painless it was and nice to have a chat during the process which really took my mind off of the whole procedure.
- Both nurse and doctor where brilliant.
- i was very satisfied with all process
- Dr. Kittel continued to talk to me during the procedure and explained what he was doing which put me at my ease and made me feel less anxious. He also reassured me that the removals would be analysed by the lab and I would hear directly from him. However, he also stated that he didn't think there was anything to be worried about and this turned out to be the case. My results were clear and I have the notes for my medical record.
- "Excellent. Very good to engage in chat which distracted me! Very good bedside manner from both Nikki and Dr Kittel - keep it up! Very reassuring. Thank you for letting me touch the bits cut out (!). I know that 'policy' could easily be used to stop this, but being accommodating and flexible is hugely appreciated."
- I found the procedure about as stressful as easy as going for a dental checkup, I was astounded how quick and simple the whole thing was. The staff were very professional, friendly and comforting.
- I did feel something on two occasions that was uncomfortable. Not sure reasons, maybe more time for anaesthetic to kick in? The rest was great.
- I enjoyed the conversation during the procedure. It helped to take my mind off what was happening.
- Dr Kittel was very engaging and explained what was going on in just enough detail as not to worry or frighten me. He was quick to react and reassure when I said I could feel pain. The lead nurse was also very compassionate and reassuring. They were both the right amount of professionalism and banter. To say it was enjoyable would be a lie but it was no way as bad as I'd imagined it to be.
- Both my doctor and nurse were amazing. Reassuring and explained things where necessary.
- Whole team put me at ease. Procedure was painless and quick.
- "Just brilliant - clear and concise information Made me feel relaxed and at ease"



- The nurse present during my operation made me feel really relaxed.
- Dr Kittel and the nurse were very friendly.
- An extremely smooth procedure. No pain and only marginal discomfort for the pain killing injection. Very quick, very efficient. A quick chat and it was all over! :)
- I didn't feel uncomfortable at any point during the procedure. Again, the communication was very good throughout. I was pleasantly surprised at how quickly the procedure was completed.
- The nurse was great. She made the whole experience pleasant and made sure I was comfortable and relaxed.
- I felt calm, and the Nurse/Dr. Kittel kept talking me through what was going on. I was allowed to watch, out of curiosity, and Dr. Kittel talked me through the whole procedure including the what/why of the procedure.
- Apologies, i can't remember the Nurse's name but she was really lovely, very professional!
- no, not really, not that painful, was over quickly.
- The procedure was pretty quick. Dr Kittel and Sr Carolyn we're very reassuring and professional.
- I was fully prepared for the experience during the operation, and **nice calm atmosphere throughout.**
- Both the doc and the nurse were friendly, calming, and professional. Appreciated them a ton!
- I couldn't believe how simple it was. It took a little over 10 mins. We chatted throughout, the nurse (I feel terrible I can't remember her name) was lovely.
- Excellent
- **Dr Kittel was like a ninja. So fast and completely painless. I've had no post pain either. Leanne was very caring and kept me distracted during my (extremely fast) procedure.**
- The nurse and mr kittel made me feel at ease and was very professional, I couldn't believe how quick it was from start to finish.
- At no point was I left unaware of what was going on

- Dr Kittel was great in terms of talking through what he was doing and Nikki was amazing, she made the whole experience less stressful - very attentive and caring.
- I was made to feel very relaxed by the nurse and the procedure was practically painless.
- I forgotten the nurses name but she was amazing in everything she did and helped me keep my mind off to procedure.
- None
- All very calm, collected and strew free.
- Both Dr kittel and Nicky were brilliant.
- Great service
- A little bit more explanation on what was going on, and a little less confusion (or perceived confusion) about the equipment would have been appreciated. *[sorry, we discussed your comment with staff, I agree there was too much talk about equipment and I have raised this with the nurse in question as I felt the same as you]*
- "Absolutely yes. Perfect in every way. No pain during or after. Sadly I can't remember the nurse's name (sorry). But she made me feel perfectly comfortable. Like a tour guide or airline stewardess!"
- Dr Lim was very gentle, thank you!
- No stress and I felt like I was in very good hands.
- Everything was talked through with me throughout the whole process
- I found everyone involved to be very calm and made the whole experience as relaxed as I could hope for.
- The procedure was very professional and the care was superb. **The team are very good at distraction and made the whole experience pleasant.**
- Very smooth process, well on time and put me very at ease.
- Staff are very friendly and put you at ease from the start. Talk to you about everything that is happening and are compassionate and professional.
- Everyone took the time to settle ones nerves and explain the process.
- They both made me feel as relaxed as I could be, and both were very reassuring, **I was very worried about the procedure, however they both were so professional**

**and understanding, whilst carrying out the procedure. And keeping me involved, they were both brilliant.**

- I was put at ease straight away and can't fault the experience.
- Dr Kim was amazing knew instantly when I was in discomfort and stopped and applied more anaesthetic, the nurse was also brilliant keeping me distracted and helping explain when I could feel a little discomfort. Over all except for one occasion that need more anaesthetic on one side I didn't feel a thing and was so much more pleasant than I was expecting thank you.
- we spoke all the way throughout the visit and i left with no worries.
- I was made to feel at ease during the procedure which was mainly down to Nikki who kept me very calm. Dr Lim was also great, i did not know he has completed the procedure until he said so
- "Dr Lim and Sr Carolyn were very clear in their directions and explained everything they were doing in a calm and professional manner. I only experienced a slightly tingling sensation at one point, upon which Dr Lim topped up the anaesthetic and this subsided. I was prepared for a little bit more discomfort but it was pleasantly painless!"
- I thought the procedure went well and kept me calm and entertained (as much as they can) however I did feel a little discomfort at times (not painful) but had to have additional injections to numb the areas I think 5 (2 on one side and 3 on another) in all which to me felt that if I had been given a larger dosage at the start I might not have felt some discomfort at times.
- Dr Kittel was amazing, super professional, did a great job.
- It was moderately uncomfortable but surprisingly brief and all staff were very reassuring and kept me calm.
- She was calming and reassuring
- Both nurse and doctor were very approachable and struck an excellent balance between keeping me informed and talking to keep my mind off what was going on.
- It was totally painless aside from a tiny scratch when the anaesthetic was administered. The procedure itself felt a little odd, but did not hurt at all.

- Fantastic experience, everything was really professional yet still "down-to-earth", I felt involved in every stage and my feedback was asked for and appreciated. Small talk during the procedure also felt very natural and helped me relax a lot.
- **"The doctor was so good , he is the best doctor in vasectomy as I could tell And the nurse was so lovely** So you no need any experience from me."
- I thought it will be more painful and unpleasant ,actually was ok.Doctor and nurse where great and supportive
- Absolutely delightful, I couldn't have asked for better care. Thoroughly professional and compassionate treatment throughout.
- Very good. Had a nice chat to the nurse, which really helped to take my mind off things, which I needed.
- Very good care from the nurse. She chatted nicely with me to distract me from the procedure.
- Both the Dr and Nurse where absolutely lovely and helped calm my mild anxiety, it was really helpful talking to the nurse and helping distract me from what was happening but I couldn't feel anything anyway.
- Nothing, excellent
- **I was very well looked after by a wonderful and kind nurse. Doctor was so polite, professional and efficient**
- A very calm environment and enjoyed talking the the Nurse and Dr
- Very relaxed environment - **we basically just chatted about various things almost as if we were having a coffee.** Great distraction which made me feel relaxed about the whole thing
- Superb - so friendly and caring - made me comfortable and relaxed and confident that I was in good hands.
- **The nurse, whose name (to my shame) I cannot remember was fantastic and reassuring. The entire process was literally and metaphorically painless.**
- Sorry, I can't remember the nurses name, but she was very good and kept talking and distracting me from the op whilst it was happening. I'm ok with ops, but I can imagine others can be very nervous, so she did a fantastic job :)

- "Apologies I cannot remember the nurses name but **she was very welcoming and really nice throughout the whole procedure (before/during and after). Her and Dr Kittel worked really well together and made me feel completely at ease.**"
- "Expecting it to be unpleasant but apart from maybe 5 seconds while being numbed where it felt a little uncomfortable there was no feeling and no pain. Took maybe 15 mins, chatting normally during the op, and then it was done."
- The nurse was great, very friendly, kept talking through the procedure, and procedure was quick and painless.
- I see nurse Nikki and Dr Lim, they were both excellent and put me at ease, we laughed and joked to take my mind off the procedure. **Very relaxed atmosphere and they both made it relaxed. Thank you very much for a pain free snip !!!**
- **"I feel terrible not remembering the Nurse on duty. She was absolutely smashing and an asset to your services and the wider community in her other responsibilities as a community nurse!"** *[well done Jane!]*
- Everyone was very caring through the procedure and I found the environment very relaxing
- "I was naturally nervous and very self-conscious. The sister that met me and led my through to the theatre area was lovely. She reassured me and made me feel a bit more relaxed. Dr Kittel was also very good at putting me at ease. The procedure was quick and completely pain free."
- Quick, painless and the nurse chatted to me throughout.
- I was made to feel very comfortable, had a nice chat with Dr Kittel and Sr Nikki which made me feel very at ease, and when the surgery was over, I honestly thought Dr Kittel must have just have been getting started and not actually done it yet. Very quick and all I felt were two tiny scratches to the outside skin of the scrotum for the anaesthetic, and the tiniest bit of discomfort not strong enough to call pain at a couple of points in the surgery. **It was much, much better than I anticipated.** I appreciated that **Dr Kittel explained what he was doing before he began to perform the surgery, and then didn't keep me informed during it as I didn't want to know,** and as I said, it was therefore over before I knew it had really started. I found him to

be a consummate professional. Felt well looked after before and after the surgery by Sr Nikki.

- "Excellent care. Pleasant, polite and courteous staff. Efficient and organised. Also, I **have had more painful haircuts**"
- Very professional yet felt personal at the same time, I was very quickly put to ease with the friendly and kind natured approach by all the staff
- I felt very calm and that I was in safe hands
- Sr Jane was so nice and we had a good old chat whilst I was having the procedure. Dr Lim was super-friendly and the whole atmosphere was relaxed.
- **Very relaxed, some good humour , very respectful of my own dignity**
- Very well organised and put at ease, the nurse was very friendly.
- Sr Nikki was very nice and really put my mind at rest. The procedure was over very quickly, Sr Nikki was talking to me throughout which made me feel really at ease.
- **We was all chatting you wouldn't have even known a Surgical procedure was taking place**
- Nikki was amazing and Dr Kittel I highly recommend them both. Made me feel relaxed and happy can't thank them both enough
- Really good. I didn't feel anything much and it was over really quickly.
- The procedure was a welcoming and friendly environment and I was very pleasantly surprised by how easy it was. There was very little pain and it was over before I knew it
- **Unbelievably easy and relaxing. It was a very calm environment**
- "I do feel that they should explain what to expect after the procedure. As I had a bleed during resulting in pain and bruising. *[sorry you experienced this. Bruising and bleeding are not very common. Side effects are described in the pre-consent form and aftercare video]* Other than that , during the procedure we was talking to help take my mind off things ."
- I could not have been made to feel more comfortable. Excellent experience - thank you!

- "I understand why the window was open, and support all necessary COVID measures, but I found the breeze a little unpleasant once I had my trousers off. Everything else was excellent, virtually no pain, very quick and easy."
- The nurse made me feel very comfortable. I know it was idle small talk, but it was very helpful.
- **I think I actually got to see pretty much the whole team throughout my experience, and I was impressed with their professionalism.**
- Made to feel very comfortable and was distracted throughout!
- Probably being one of Dr Kittel's most challenging and fearful patients due to my extreme fear of needles and surgical instruments causing intense pain, I was quite concerned he was going to give up on me having injected me what I believed were around three times in an attempt to get the local anaesthetic working and myself screaming down the place because of the intense pain I was feeling. Sr Nikki was awesome throughout, although my only criticism was that I did not like being told that what I would likely experience at the beginning would be psychological. The pain I experienced at the beginning was extreme and real. I felt quite patronised what I was told sadly. Eventually, the anaesthetic worked sort of. It felt like an eternity had passed and I was quite concerned it hadn't worked in some areas being worked on as I was still feeling pain in those areas. Eventually, Dr Kittel was able to carry out the procedure successfully. He was very professional all throughout. At the end of it all despite all the pain and suffering, it felt good to be able to shake his hand afterwards and feel grateful that he and Sr Nikki did not give up on me. Their compliments on how I did really helped a lot. *[correct, you were referred twice, I counselled you twice, my staff did at least 15 phonecalls with you. I strongly advised you should not have the procedure under local anaesthetic. We had an agreement you would not scream the place down, which you initially promised you would not. We spent hours on your case. When the day came it was very challenging. In order to control you and the situation and still perform good and correct surgery we had to almost perform a superhuman act. It was admittedly very difficult and we could have stopped at any time. Please understand most patients find the local anaesthetic mildly uncomfortable, not excruciating and they do not scream. You may have felt*

*patronised at some stage, but the stress levels you put us under very very considerable.]*

- Made me feel very at ease and never felt any anxious during the process
- Great conversation... relaxed environment. Both doc and nurse made me feel very relaxed and comfortable
- I was a bit nervous but both Leanne and Dr Kittel were reassuring and compassionate
- Made me feel comfortable at all times
- I didn't feel anything! Truly astonishing
- Lead Nurse Nikki and Dr Kittel have mastered the art of distraction through conversation! The experience during the procedure was a very good one, not awkward at all but calm and natural considering the circumstances!
- I was not told what was going to happen after the iodine was applied. This led to me being quite surprised when the local anaesthetic was injected. The area didn't seem to be tested for whether the anaesthetic had actually taken affect which also led to me feeling some of the operation taking place on the left side. This left me quite anxious and unrelaxed for the remainder of the operation.
- Both Dr. Kittel and Nikki were very professional and friendly.
- My anxiety levels where high but the nurse was very relaxing and made it easy to cope with. I came out of there thinking what was all the fuss about lol
- During the procedure, I was having a great conversation with Dr Lim and Nurse. Our conversation not only eased the process and it took my mind off the process and nervousness. I was told all the details of the procedure but also too my mind off the procedure.
- Not enough anaesthetic was given and I had felt the laser cut! Wasn't pleasant at all. *[I am sorry, this is unusual. I am sure that you were given quickly some more anaesthetic?]*
- Dr Kittel and the nurse did a great job putting my mind/anxiety at ease



- The procedure was very quick and easy (from my perspective). I was given clear instructions and explanations of what was happening. I didn't ask about what was happening during the procedure - we were talking about other things at the time.
- "Both the doctor and nurse were excellent. Really made me feel at ease and the process was smooth"
- Made me feel comfortable and relaxed - kept me calm and chatting throughout
- **Had a great time!!** Constant discussions felt at ease.
- The vasectomy went extremely well, Dr Lim and the nurse made the whole experience very calming and were extremely Professional. No Pain was felt during the op nor do I have any pain or heavy bruising after, so yes all the worrying beforehand was unnecessary, thank you.
- Surgery was quick and less invasive than what was thought. Nikki was calming and caring and looks after your every need
- Again, everything was calm, well explained and straightforward.
- Both the nurse and Dr were great really put me at ease. Little discomfort afterwards but not as bad as I thought it would be. Thanks to all who assisted me in this process.
- Extremely nice nurse who reassured me and talked to me through the whole procedure and that put my mind at ease. Thank you
- I am sorry that I cannot recall the nurses name, she made the experience very good indeed! And that's not something I would have thought possible. **Very warm and welcoming, did a fantastic job at distracting me, I'm pretty sure I was laughing most of the time** and I only felt pain once during the procedure. It was over very quickly. Massive thank you to all of you
- Nurse was very friendly, kept me calm, sorry can't remember name. Excellent and reassuring. Thank you
- I found the experience very efficient and although I was more nervous than I thought I would be, I felt as if I was dealt with in the right way. *[Sorry you felt we did not deal with you in the right way]*
- "The effort to keep me distracted was greatly appreciated. The only thing that threw me off is that an object was placed on my right hip, that combined with the numb

sensation and my over-imagination led me to believe that my testes had been removed and was resting on my hip. I know that this was not possible as it was a keyhole surgery but nonetheless my thoughts ran away with me!" *[There was nothing placed on your right hip during the procedure, but you had a very strong imagination leading to increased anxiety]*

- I thought that the nurse was excellent, kept me talking and calm throughout the procedure which in turn kept my mind occupied
- very personal care causing any doubt or nerves to disappear
- Both Dr Lim and Jane were very friendly and inspired great confidence. Jane was particularly good at keeping my focus on our conversation and away from the excellent work Dr Lim was carrying out.
- "Surgery was amazing. **Mr Kittel was clearly a pro.** Although I was familiar with the procedure from my research, Mr Kittel was fast, efficient, a pleasant and sociable nature, and the process was flawless. I had zero pain or discomfort. Similarly, Nurse Nikki was fantastic. Friendly, caring and supportive throughout. **Attention to detail was superb.**" *[Thank you so much for your comment, if you read our literature in detail you can see how much work has gone into it to cover all aspects.]*
- Sr Jane was very good at keeping the conversation going during the procedure. I felt some discomfort after the initial local anaesthetic was administered, Dr Linn immediately applied another dose and then a third one after I said I could still feel something, after which I had no further problems.
- The nurse was very calming.
- "As recommended, I was 15 minutes early and waiting outside after texting the phone number provided. I was never responded to or attended to by anyone except at 8am, when they randomly asked...""are you the 8am appointment?"" and let me in. Waiting outside in the cold for 15 min without being responded or attended to in order to be let in, was a disappointment and quite frustrating right before a surgery. If a nurse simply responds or comes to the door, that would have helped me get inside and relax a bit before the vasectomy. I think the solution is to have someone expecting the first 8am appointment and let them in ..so that there is some calm,

warm relaxing time before the procedure, which for some men, can be significant.

Bottom line: A more empathetic approach to "the first guy in the morning coming in for a snip can wait outside, no worries" vs "Let's make someone available so that this patient can have a little relaxation before a life-altering moment in the hands of a world class team" [thank you for your comment. We usually point out to appointments before 8:30am that we have to collect them at the door. Once we are moving to our new premises this should no longer be a problem.]

- You choose which one to offer. :)"
- Sr Carolyn was very professional and helpful
- My nurse and Dr Kittel were both fantastic and welcoming. Everything was well organised and highly efficient.
- Very good put me at ease
- Amazing job, no pain whatsoever and they kept me well informed as to what was going on.
- "Fully informative and explained everything for my simple little head ;D
- I have had no pain or after effects, great service."
- Very good, lots of talking to take my mind off the operation and keep me relaxed. Procedure itself was 15 mins.
- I have nothing but the highest praise for the surgery. Sr Nikki made me feel at ease as soon as I came into the room. Dr Kittel and Sr Nikki explained exactly what was happening. They answered any question I had in a very friendly and professional manner. I had a lovely chat with Sr Nicki whilst Dr Kittel was performing the very fast operation which really took my mind of things ... thanks again!
- Absolutely no issues.
- Excellent. Kept it light, provided information where necessary and made the whole experience very easy. It was very professional and actually painless!
- I was treated with respect and professionalism. Both had a great manner and I felt like an individual, not just the next case. Thank you.
- I felt slightly nauseous at one point and was immediately given a cool towel to help me - this made such a difference.

- The operation was very quick and efficient, although slightly more anaesthetic would have been useful
- Both Dr Kittle and the nurse were very helpful and supportive and it helped me to feel comfortable and relaxed.
- All was very good - both Mr Kittel and the nurse kept talking to me in order to help me focus on other things than what was going on with my scrotum
- The whole process was made as straight forward and comfortable as possible.
- "Naturally I was quite anxious, the advice & procedure was very good. They helped me feel more relaxed."
- Very efficient from arrival to leaving. Everything I wanted to know was answered in full.
- "Excellent staff who made me feel at ease, in and out in no time. Thank you."
- The whole process from beginning to end was extremely professional and everyone was friendly and approachable. Dr Kittel is obviously an expert in his field. He came across as very honest and likeable and with Carolyn's kind and caring help they allayed any fears and I found the operation painless and relaxed. I actually couldn't believe how quickly it was all over. So far (on day 5) I am still pain free and everything appears to have gone well.
- During the procedure had a nice conversation about life
- The nurse who cared for me was simply first class. So calm and caring. Being a healthcare professional myself I know how hard this role can be. She was absolutely lovely and considering i was very nervous she help eased all my worries so well. A credit to your practice.
- Everyone helped to put me completely at ease, and the whole procedure was over very quickly and with only minor discomfort.
- "Just that my nurse and Dr Kittel were fantastic. I experienced no pain or discomfort throughout. They work really well together."

---

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

- It was all straight forward


- "Again, well managed, the video helps and provides a recap as no one will remember everything. Well organised and managed. Continue with this and no issues should arise for anyone else"
- The instructions were very clear and I had no qualms about the checkout, it was brisk and simple. The travel back to the central was a little bit of work but simply because of the distance and the strikes in the city.
- Video covered most things and nurse was keen to ensure no additional questions before release
- The youtube video was very Thorough on the aftercare needed and was out on way home very quickly.
- Great aftercare
- again everything was clear and fully explained.
- All very clear and informative.
- There was something mentioned in person before I left about best way of changing the dressing that I do not think was included in the video or paperwork that would have been good to be able to review again.
- Aftercare instructions were bang on
- very clear and easy to understand
- Extremely clear and easy to understand.
- the video was an excellent idea to show the aftercare details
- Great and informative aftercare video made available after the procedure, covering what to do in the ensuing weeks after the procedure, and who to contact in case of emergency.
- I was given plenty of time to ask questions and was not rushed in any way. The video was very informative and clear.
- Clear and concise
- I had a quick question about pain and got a call back within an hour or so.
- Having had the procedure, Dr Kittel took the time to explain what to expect once I got home regarding healing and wound management and I also watched the video in the waiting room which was very clear. He ensured I had no other questions before I

left. It was reassuring to know I could call the office at any point if I had concerns. I found Dr Kittel, Sr Leanne, Charlie and all the team very professional and caring. They made sure the experience was stress free and as painless as possible. I have recommended them to family and friends. Thank you.

- "Excellent info and really good the we can revisit the information as it's on YouTube and also the paperwork. So far (only had vasectomy yesterday!), so good! Minor query: why is glue / a stitch not used to keep the wound clean? *[glue can seep in the wound and is dangerous as it can cause a foreign body granuloma. A stitch is not necessary in a 5mm wound as it would cause additional problems with internal bleeding, inflammation, removal etc. Most patients after 1 week take the plaster off and everything is healed properly. Occasionally, the wound can be used as a surgical drain if there is a bleed as blood is "better out than in". Generally a stitch causes more trouble than its worth. The silicone plaster is like a giant steri strip which protects from infection for a week]* I don't think this ever came up in the info and it only occurred to me afterwards due to focus given on keeping wound clean for healing. I can ask this on another platform if I don't hear from you - thank you!"
- all instructions were perfect and I followed the meticulously leading to a good level of recovery within the week.
- All was clear and good.
- Other than the fact that this was when I learned about bathing, it all went well.
- Excellent aftercare, because I was on my own I had to drive myself. The nurse found me a quiet room for me to rest for the 2hrs required. Especially as rooms are at a premium in hospitals nowadays. She and her colleagues were always checking in on me, I wasn't forgotten.
- Very nice nurse who made me feel comfortable and went through everything with me afterwards.
- Video was helpful and at a good pace - knowing I could watch it again, was a good thing
- The nurse present answered all my outstanding questions before I left after the video.

- The checkout was very thorough in terms of explaining the next steps.
- Instructions were very clear, and the nurse answered all my questions thoroughly.
- My Nurse (again, unfortunately cannot recall her name!) was wonderful, calming, and talked to me throughout the procedure. Provided me with water/cookie afterwards, and explained with clarity the aftercare/semens sample procedure.
- Yes, the video was informative and easy to follow
- I have phoned twice within a week and Leanne picked up the phone straight away and offered advice after 17.00 both times.
- Very clear.
- I left feeling well informed and at ease that if I needed anything, I could call. Thank you
- All excellent
- Again very professional and really made sure I understood the aftercare instructions
- After care was very thorough and detailed. Any questions are encouraged even after the procedure and I had departed
- I had some bleeding issues in the recovery room, so I was kept for a couple of extra hours. I felt very well taken care of, and the issue was fully resolved before I left.
- All aftercare was explained thoroughly and Nikki was very attentive to my questions.
- Everything was explained well.
- Guidance on how to look after oneself was very clear and easy to follow.
- Checkout nurse Nicky was very kind . Aftercare nurse Leanne was very helpful and very understanding.
- "My bandage came off instantly. The spare bandage provided was a different type, but many mentions were made about this silicone bandage so i was unsure whether the spare was appropriate. In the end i used my judgement that it didn't really matter. I think a packet of 7 or so spare bandages would be a better accompaniment in the aftercare kit than a pack of biscuits." *[The silicone plaster sticks excellent in most people. My own plaster lasted for a week. We don't want daily plaster check as this introduces infection. 7 plasters would suggest this. We want to keep the plaster on like a steri strip and never remove it until after a week. Most extra plasters would*

*land in the bin, which is not sustainable and the cost of 7 silicone plasters would increase the cost of vasectomy so much we would actually make a loss in NHS patients and would have to increase the price of private patients by about £30. You will also recognise in this aftercare section that there are very few people commenting on problems with the plaster]*

- **Felt like I was in the first class seats! The aftercare video was \_excellent\_. I especially liked that it wasn't just a list of instructions. It included reasons, which makes it a lot easier to remember and understand.**
- All very well organised. The nurse was very considerate and engaging.
- 
- As per the previous stages of the process, the aftercare was detailed and well thought out.
- The information is very thorough and informative. I phoned with a concern 6 days post procedure and was put at ease straight away.
- As with all parts of the process, all clear and easy to understand.
- After care video was super helpful as I could rewatch at home to make sure I didn't forget anything.
- Everything one could be worried about was covered and was reassured with the aftercare information.
- "The provision of a biscuit and cup of water was a welcome treat. The aftercare video was clear and concise."
- **The follow-up instructions were detailed and clear. Everything went very well and there was surprisingly little pain or even discomfort after the procedure.**
- I felt the video was good and was glad it was recorded as I don't think I took in everything that was said whilst watching it in recovery.
- The aftercare was very good, and all the necessary information was provided clearly both verbally and in the form of a video and handout. Very simple to follow.
- The nurse went beyond what was expected to ensure I understood all instructions and also provided me with extra ice packs for a longer ride home.



- "No , nothing at all. Because the nurse was really kind and she was really helpful as well."
- All perfect explained
- First class!
- Very good. Well-made cup of tea and two biscuits, thank you :)
- Again, excellent. The idea of a must-watch 10 min video is a smart way to force that period of monitoring
- Very detailed and clear
- clear, concise, and plenty of reassurance that the team are on hand if any further help is required
- "All of the advice provided and documents have been excellent. Sitting and watching the video afterwards was a nice touch. I followed all of the advice across the weekend, and was basically pain and trouble free - still can't believe it."
- Great all round care
- All well planned out , plenty of info to take away.
- Everything was explained perfectly.
- All was brilliant, thank you!
- My nurse was awesome she brought me a coffee afterwards and took me through the aftercare requirements
- **Despite all the information I was given before my procedure, the staff made sure to reiterate everything again once the procedure had ended. This help with a full and painless recovery. If you listen and pay attention the what you're being told, there won't be any issues.**
- **No issues. Followed their instructions and had no issues. Very, very minor discomfort which has now passed.**
- "Everything very clear and thoughtful, could not ask for more. If pushed, I would suggest that the information on this page <https://vasectomy.me.uk/vasectomy-aftercare/> which says that regular ejaculations are important after the first 7 days have passed since the operation, be included on the printed sheet that is given to you before you leave the clinic, in case it is missed." *[Thank you for giving us the link,*

*I am impressed! You are correct, we are trying to only keep the most essential information on the printed sheet as it has to be on 1 page.]*

- Excellent
- The video was very helpful as it clearly explained everything and especially helpful being able to show you partner and or watch again for peace of mind rather than having to remember everything
- Me and my wife felt that the aftercare was very good and that they could not do any more for me and thank you for answering all of our phone calls and questions
- Informative and easy to follow
- Sr Leanne, a real pleasure to listen to, very comforting and reassuring x
- Worked very well
- Detailed and very helpful.
- The nurse was very helpful she explained everything and made sure I was ok before I went home
- Nothing everything was great and professional
- It felt a bit rushed, but the video was very clear and comprehensive.
- The nurse helped me feel comfortable and was very friendly
- so far so good!
- Very clear instructions. Lovely biscuits. Thank you.
- Really smooth process.
- So far so good
- The entire aftercare service has been brilliant throughout. The video and all the information digitally and on paper was thorough and easy to understand. Really pleased also that further support is available easily when necessary as well especially in emergencies.
- Nice and relaxed
- It was very clear and reassuring.
- After the incident outlined above I was not asked if there was any further pain which I was still experiencing while watching the video. Overall the aftercare was delivered with a very basic clinical manner which made it feel like you were on a production

line. Overall not a great experience at all. What made it worse was that I went into the operation feeling very confident after the excellent consultation/webinar that had taken place previously.

- All very good.
- "Rebecca, was great help and I could pick up my phone and ask any query and she would be there with answer to resolve any question I have. The aftercare instructions given in the document were clear and well documented and easy to follow."
- I like the cup of tea during the aftercare video. The nurse could not have been kinder.
- The video/email/paper documents all have different information on in terms of timelines for e.g. video says ice for 2 days after op but paper work says 24 hrs I. Can be confusing. *[Thank you for your comment. Generally, keeping all information in synch is almost impossible, because the resources have been put together by different people, but I agree it should be as synchronised as possible. In fact, during the webinar I say ice for a few days afterwards if you remember, which is actually what helped me most, personally. Again everyone will decide themselves how long they want to use painkillers and ice for.]*
- Very pleasant!!!!
- Very clear yes
- Again clear and concise
- Good video to watch and clear instructions
- More information about going to the toilet would have been helpful. While it wasn't an issue, I was unsure what I should and shouldn't do. *[Thank you, we did not give information about this, because we cannot stop you from going to the toilet normally when you have to. If you mean how to support your scrotum during going to the toilet it is almost impossible to do so. The reason why we want you to shower with your underpants on is because of the hot water relaxing the scrotum and the drag that can create particularly in men with heavy testicles. This is also why we say "no shower for 48 hrs]*

- Some of your literature is inconsistent on post-procedure exercise - the written handout suggests 7 days for exercise, but when I queried the point around cycling I was told 2 weeks at least. The nurse in the aftercare video then referred to 3 weeks rest before cycling. *[Thank you for your comment. In the webinar every week I say '1 week for no contact sport, 2-3 weeks for cycling, 4-6 weeks for contact sport like rugby or in the extreme kickboxing. I also say to use common sense if still in pain after the time periods specified. The written handout is quite rudimentary. It is already very small print and most people do not want a huge printed telephone book. But I will now also update the information on [www.vasectomy.me.uk/aftercare-support](http://www.vasectomy.me.uk/aftercare-support). So when you read this comment you can check and it will be there ]*
- Nurse was very pleasant, caring and patient with me.
- Very thorough
- Very clear and reassuring. I was left in no doubt that further support was available should I need it.
- Please see previous comments.
- Excellent
- Yes very clear and easy.
- Again, all very professional. **Incorporating video in the aftercare instructions is a great move and ensures consistency of service.** Post-procedure I felt only minimal discomfort on the day, barely noticeable, and have felt absolutely fine the two days after, closely following the instructions given throughout. *[Thank you for the comment, you are correct, video allows us to create consistency in the aftercare advice. It also allows you to watch it again at home]*
- Video is a great idea.
- Nikki was brilliant throughout, everything explained fully and in a personal way.
- Apart from plaster not sticking I have no complaints.
- All outstanding questions were answered before I left. The aftercare video is a great idea. Not only does it explain everything you need to know straight after the surgery but you also get the chance to watch it again at home if you need to. The video contained everything you need to know and was very well explained.

- No issues.
- Video was really useful and I re-watched with my wife when we got home. It covered all the topics in a concise and direct approach.... Great. My only additional question was about ice in the car back as my journey was over an hour... But this was answered quickly and would not be relevant to all patients.
- *The aftercare pack containing a ginger biscuit was extremely helpful in my immediate recovery* as it helped me settle my stomach which was a little sensitive with nerves and from the procedure itself making me feel slightly queasy (but no worse for me than a dentist procedure!)
- Aftercare was great. The video was clear and precise
- Great, clear content and advice shared in the video and reinforced by the nurse.
- Everything so far is good. First day after procedure so am taking the advice & resting.
- Very clear and concise. I have followed the instructions carefully and been pain/swelling free.
- Excellent.
- Very thorough and informative.
- I feel supported throughout
- The video was excellent and very helpful. Also good to be able to refer back to it.

### **Where could we improve further?**

- Where could we improve further? Any other comment?
- Had a few questions/queries over the Christmas period as my vasectomy was just before Christmas but couldn't get hold of anyone on either number as said they were closed until 3rd Jan. Thankfully these weren't too important however if they had been I would have been quite worried. *[Sorry, you feel we were not responsive. We checked our messages every day over Christmas and as you had not left a message we did not know you wanted a callback]*
- No it was all good
- "Honestly the whole process was as simple as I could imagine it could be. From booking right through to the procedure. All information I could need was given to me

beforehand so I knew exactly what to expect. I was made to feel comfortable and at ease throughout and went away happy with thorough aftercare instructions and safe knowing who to contact if any issues arose. They didn't and all is great just over a week post procedure. Amazing service would recommend to anyone."

- Only thing would be to explain the bath/washing after bandage comes off *[We say no bathing and washing for a week in the aftercare video and assumed patients would understand this means for patients they can wash and bathe normally afterwards.]*
- Overall, very happy with the information provided prior, level of care during and after care. I was lucky as I've also had no pain post surgery so am extra pleased.
- I don't feel that any improvement is needed for the level of service I received.
- Honestly would not change a thing
- "Clearer emails and messaging. Lots of texts/ questions marks random places. Could be formatted in more effective way to read." *[We will introduce a patient portal soon, which should reduce emails a lot. However, specifically, please let us know some more detail so we can understand what you mean.]*
- A bit of pain on the first day but after day 1 all was good. Pain subsided, no bleeding and not much inflammation. All in all 100% recommended
- Nope, it was great
- everything was perfect
- Excellent service carried out by skilled professionals. It made what was a daunting and unpleasant prospect very comfortable and easy.
- I thought the whole process was really straight forward and easy to follow. Apart from the venue genuinely nothing to fault
- Absolutely nothing, the focus is on the patient and making it personal when it is purely transactional
- I can't think of any improvements to add here.
- A wonderful service carried out by healthcare professionals who clearly care about patient experience. Please keep it up for future patients. Thank you.

- I cannot fault the service and have no suggestions for improvements. Absolutely fantastic, thank you to everyone there. Apologies for forgetting the name of my nurse as everything happened so quickly, she was great.
- I had a funny turn before leaving and again in the car park which unfortunately I passed out. My only concern was I'd had a bad reaction to something but this is something no one could have predicted but I was cared for after which was a positive. *[thank you for your comments. We shall advise patients to stay on the premises for 30 minutes after their procedure in the future, so far in a straightforward vasectomy it was 20-25]*
- I have very appreciative for the care and expertise that has gone into this.
- Going to be honest. I don't have any complaints at all.
- As the decision to have a versectomy was in my case a joint decision between myself and my wife I would of liked to have had the option of my wife being able to be in the room to support me during the procedure.
- No improvements my end - was brilliant all round
- Everything was as expected except for the initial booking which was terrible. Having someone with that kind of attitude as the front point for your company is really poor. It doesn't project the right image and made me very uncomfortable. *[Sorry, to hear booking was such an issue. If you could let us know some detail what upset you, then we can investigate. This will help our staff to improve]*
- Only thing I found strange was when I very first booked, to me It's unusual to pay before having an appointment date. It did make me hesitant. In hindsight it was fine, but some people might be put off by that. *[Thank you for your comment. Let me explain: If you do not charge a downpayment you get a lot of timewasters, cancellations, last minute changes etc. This would significantly increase the cost of a vasectomy, which, as you know is comparably very competitive. Therefore we will keep this way of payment.]*
- no it was all good
- Nothing to improve
- Thank you very much for a very smooth process from start to finish.

- I struggle to see any area that could be improved.
- I don't think you need to improve it was 5 star
- A very seamless process from a very experienced team. My advise to others, is lie still during the anaesthetic
- No
- No improvement required from booking to aftercare. The job everyone did was outstanding.
- A very simple, clear and efficient service throughout.
- You all provide an amazing service thankyou
- I honestly can't think of how anything could have been better. There was complete information up front, the procedure was a non-event, and the aftercare instructions set me on my way.
- "I just wanted to say a big ""thank you"" for making the process as simple and painless (literally and figuratively!) as possible. The instructions and communication was clear throughout.
- I am also grateful that you have been willing to perform the vasectomy given my age, as many other doctors would refuse to do so out of hand, and fail to consider personal factors and reasons."
- With COVID being a little more relaxed now, I thought the precautions were more than adequate and at no point did I feel uncomfortable.
- Nothing to improve, I have already recommended this to two friends.
- The quiz appeared at first a little condescending, but I understand the need to ensure that serious thought is given to this procedure. *[We understand, but it is part of "informed consent", the law that governs it is the medical consent act. We need to proof that you understood what we have told you and do not suffer i.e. of dementia etc.]*
- If I could provide other constructive feedback I would but in all honesty this was one of the best experiences I've had when undergoing a medical procedure. Thank you for the care and attention provided through the whole process.
- The whole process has been fantastic and super well organised.



- Couldn't think of thing you could do better.
- "I will be recommending this service.
- It is two weeks since my operation and I feel pretty much back to normal. I will take it steady returning to exercise - but I feel the operation was simple, well organised and relatively painless.
- The hospital was clean and quiet providing an element of privacy. Staff wore masks and coronavirus policies were carried out safely."
- Refer to notes above
- I had a slight feeling that the after care video was rushed and not as calming as the rest of the process. Would it be possible to re-record it at a lightly slower pace, perhaps with some soothing background music playing to aid people in recovery?  
*[Unfortunately, we have the opposite comments, too, people who feel 12 minutes is too long. Background music: We could do this, but would it take away the concentration? There are good studies that show if you play music you get distracted. But I can see the point and we will discuss this. However, the good thing is, you can watch the video at home again if it was too fast.]*
- I did experience a bit of pain during the op, which was remedied with extra anaesthetic. When a nerve was touched it was particularly painful. I suspect not much could be done - occupational hazard - but it was more painful than I hoped/expected. *[sorry you feel the operation was more painful than expected. This is not something very common and I hope the extra local anaesthetic sorted the issue quickly.]*
- I wanted to wait a little while before leaving feedback, to see how it went, and it turns out the most painful part of the whole procedure is the soreness the week afterwards, which was taken care of by some ibuprofen. Twelve days later there is no pain or discomfort at all, and just the smallest of scars which is almost fully healed. I was quite apprehensive about the whole thing, but there was no need to be, highly recommended.
- Thank you also for the biscuit! :)
- No

- I cannot think of anything.
- **I'm trying to think of constructive criticism but I'm struggling!** I was a little apprehensive after what felt like quite a long build up, with the forms and webinar, but it was over so quickly and was pretty much pain-free during and after.
- **Nailed it, including the email domain improvements! Good work folks!** *[note, this gentleman made some recommendation regarding our web domain etc and we followed his advice]*
- **I can't see any room for improvement to be honest, everything was as advertised, efficient, friendly, and as per all the other reviews which is what led me to choose this service**
- Nothing to comment on by way of improvements. The whole procedure went along so smoothly that I didn't even realise what was happening. It's now going on today 3 after the Op, and I've been following the aftercare advice and no issues to report on. Can't recommend Dr Kittel and the team enough!
- I am very impressed with all aspects. I have been almost completely pain free which I think is impressive. Couldn't recommend you highly enough.
- "Absolutely totally recommend this service if this op is what you want. **I drove 80 miles to come here and the service is professional, well organised, friendly, and you are left confident that they are the best at what they do.**"
- All went to plan.
- Perfect already!
- I cannot think of anything to improve what is already a swift, informative and reassuring experience.
- Open more clinics around the country, our drive from Cardiff was a long one. That said, it was worth it.
- None that I can offer.
- I struggle to find anything to suggest for improvement. It is now 24 hours after the surgery and I've still not yet had any pain at all at any point, the whole thing so far has been a breeze. If I'm clutching at straws, the webinar format instead of a one to one consultation felt a tiny bit impersonal, however, in the context of having a very

busy and experienced specialist perform the surgery (and also give me a one to one phone call before the surgery), this is not really a problem at all, I only mention it in case others feel the same at the time of webinar. *[thank you for your comment, according to our webinar feedback survey 95% of patients prefer the webinar to a face to face, but as mentioned in the webinar, a telephone or face to face consultation is always possible.]* Between Dr Kittel and the nursing team, I dont think I could really have asked for better care. I wouldnt let a friend go anywhere else for a vasectomy.

- A floor plan or simple map of inside the hospital showing where to go would be helpful. Being dyslexic I can't always easily follow written instructions and a simple map would of helped me *[thank you for your comments, we will consider these at our next meeting]*
- Being able to post the sample back would be helpful. My brother had it done some ware else and was able to post his back *[We also have patients, who post their sample. It isn't the service that decides on where the sample goes, it is our commissioners, who determine what lab they want us to use. We do offer the option of a private postal sample, though.]*
- Nowhere at all. If there were higher ratings above I'd be giving those
- None.
- Nothing else was amazing in my opinion
- I was a little unsure a couple of times how to proceed in the run up to my procedure but both times the office was very helpful when I contacted them. They explained to me that they did not want to chase me as they did want me to feel pressured into getting the procedure which I understand and am thankful for. I do think it would've been slightly easier for me if there were clearer instructions that I needed to contact the clinic to arrange the next step, but none of this was a major issue and all staff involved were friendly and helpful at every step *[I am not sure about your comment, please contact us to discuss. Every patient that contacts us gets an appointment at the time of first contact]*
- I have already successfully recommended your service to a friend.

- Whole experience was excellent from start to finish. One small point is that 20 weeks seems quite long to wait before semen test. Some other places appear to test after 12 weeks. *[correct, but other services also have late failures and we never had a late failure]*
- "Other than perhaps making comms more succinct prior to the procedure I think there is nothing to improve. NA- re COVID procedure." *[we will introduce a patient portal where all communications and forms are kept]*
- Some of the documentation was a little unclear about when to take the dressing off. I saw mention of keeping it on for the first 7 days. I also saw 'until it falls off / after 5 days'. I ended up calling to clarify as I wasn't sure. Not a big deal, might just be worth a skim through to harmonise the document. *[Thank you for your comment. keeping all the documentation synchronised can be a bit of a struggle, but we will have a look and see if we can find the discrepancy. If you know where you found it, please contact the office]*
- I wish the best answers weren't pre-selected in this form, it feels dishonest. Everything else is good. *[Thank you for your comment. The forms automatically pre-select the answers that are given most commonly and the top answers are over 90%. But I will look if this can be changed]*
- Everything was easy to do and to book. Annoying that the person ahead of me was late and delayed my appointment, but what can be done about that.
- Overall very happy with whole experience
- Overall, the level of care and support given all throughout was very good. Arranging the procedure, webinar, additional support before and after and of course the procedure itself was done well. As I mentioned earlier, the only thing I do not want to hear again is that my fear with these kinds of procedures is psychological. The pain I feel and experience whenever my body comes into contact with any surgical needle or instrument is extreme and real. It is not psychological in any way shape or form.
- "All excellent, thank you. Worth amending that parking charges are currently waived."

- Explaining what is happening (doesn't have to be in great detail) but alerting the patient that some pain may be felt and confirming that the area to be worked on is properly anaesthetised. *[Thank you for your feedback, we may have failed in your case as we usually do this with almost all our patients. Apologies!]*
- One question at the end of the questionnaire asked if you had covid in the past 14 days. This meant I answered "yes" triggering me to have to contact you immediately. I believe this was not necessary according to your policy that if you are negative on the day of the operation there is no need to contact you in advance. *[this has now been changed, all COVID references are now removed]*
- Get paperwork and video singing from hymn sheet and all is perfect.
- All was fantastic from start to finish.
- Not that it bothered me much at all, I think another nurse walking in while my vasectomy was in progress could have been avoided, some men may have found that uncomfortable. *[Sorry, we sometimes have to do this due to the tight room space and arrangements or if a patient has a problem next door. We try to keep it to a minimum. When we change premises this will no longer be an issue]*
- "Reduce online correspondence and thus anxiety." *[We know some patient would love to have almost no information, but according to the GMC and the medical consent guidance we have to give you the information. You can choose not to read or ignore it, but we cannot withhold it]*
- "- be clear about the virtual consultation (assuming unclear now) I wouldn't say there is a huge amount more you could do. It may make sense to move the photos / parking info to the front end of the guidance booklet. You could also mention if the parking is cash only or not."
- From following the detailed instructions before and after the procedure, I have experienced very little pain or discomfort. I'm confident that in the coming days and weeks this will resolve completely. Huge credit to the team for their kind and supportive approach and their technical expertise.
- The process was pretty smooth and no complications.
- Nothing.

- A wee bit more personalization and acknowledgement of the importance of this moment for men. And the process on the day of. *[Please can you be more specific with this comment and feed back directly to the office]*
- Nothing, awesome experience
- I would recommend updating your website and not using the mobile number as a contact number. This was the only thing at first that put me off and then I had to google you to make sure it wasn't a fake site. Exceptional service throughout, from the booking process, to the webinar where Dr Kittel was very personable to the exceptional way in which Nikki dealt with me. 5 stars all round. *[We are planning to put a new telephone system into place by the end of 2023. The mobile phone is no longer adequate, it was designed when the service was very small with only a few vasectomies per week so we could have an all day service]*
- Everything was excellent.
- Please check the details of the documents to ensure they match what is said in the webinar. I cannot recall a specific detail, but I do recall that some points mentioned were slightly inconsistent
- "Excellent service from start to finish - everything was fully explained at every step of the way, promptly answering questions or concerns, and the staff made me feel at ease throughout.
- THANK YOU!"
- Everything was good.
- An excellent service and highly recommended. Hopefully, the Coronavirus procedures will no longer be required soon!
- Highly recommended to all. Wonderful service throughout

---

Responsible for report: Dr M Kittel 7/2/2023. Next report December 2023