

TVVS  
Patient  
Satisfaction  
Survey  
2024

## Introduction by Dr Kittel

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As every year our feedback comments have been overwhelmingly positive. I would therefore like to say a very heartfelt thank you to all my staff in the office to our nurses and to Dr Sophie Nicholls, who joined me in the last quarter of last year. Our staff are the backbone of TVVS and they are the ones that make you all so comfortable in using our services. We are very grateful for your ongoing support.

We have also had some new and interesting comments, which help us shaping our service. Furthermore, it is helpful to know what our patients value most in our service. So, what have we learned?

(Note, the numbers in brackets related to the comment numbers in the document below)

### Before the Vasectomy

We have learned our patients overwhelmingly value our easy booking process and the friendly people in our office (19, 93). One man said it made all the difference with other providers not being as responsive (201). Patients value to be able to call, not to be kept in a call queue and often being able to speak to a nurse or an experienced administrator when discussing their vasectomy needs (129, 143). A patient said he valued speaking to a real person rather than just sending emails etc (269). Patients enjoy their booking not being rushed (216). One patient said that we were accommodating in the re-scheduling (221) of an appointment. One patient even had contemplated vasectomy for 20 years and when he called our nurses he felt confident he could do it (229).

We have learned that our patients overwhelmingly value the webinar prior to the vasectomy. Many comments below reflect this. The patient in comment no

49 valued the group aspect of the webinar being able to learn from other patients yet having his confidentiality maintained by staying anonymous. Some patients even find the webinar entertaining (325), but most comments value the information and content within. Patients also like the fact the webinar is time saving and efficient (106). One patient (111) said the webinar made all the difference in booking with us rather than another provider where 2 face to face appointments were required. And I confirm, we had last year a patient on the beach in Brazil on the webinar and another patient on a military exercise.

A great thank you at this stage to our nurse manager Leanne, who has been vital to the success of the webinar. There are many patient comments regarding Leanne all through the document below. And not only is Leanne always present before your vasectomy, she has also recorded the aftercare video, that patients value a lot (see below).

Few people had problems with zoom (255, 378), but feedback about the ease of technology. Overall Zoom as a technology scores 4.7 / 5 on our webinar feedback and 95% of patients prefer the zoom vs a f2f consultation

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

### During the vasectomy

I started vasectomies in 2001. This year, 2023 I had my first patient, who I had done a vasectomy before, who then had a reversal and now he came for a 2<sup>nd</sup> vasectomy (719). Another first was the son of a patient, whose father I had done in the beginning of my vasectomy career, but I do not have a comment for this.

Dr Sophie Nicholls, our new doctor has had a positive start with positive comments (426, 472). Our nurses have received glowing feedback. One very

anxious patient gave nurse Carolyn a cuddle after he had finished (430). One patient said he recommended nurse Nicki 1 Million Percent! (774). Jane was recommended for relaxing patients through conversation (646). Many more positive comments followed our nurses (i.e. 496, 687) Two patients commented on it being a pleasurable (enjoyable) experience (487, 646).

One patient said he was “gobsmacked” about the speed. (568) and many others commented positively about the speed of the procedure. Many patients commented about how little or no pain they had (i.e. 479, 631) , but some commented on pain experienced. Patient in comment no 660 gave us a 10 out of 10.

I certainly learned that I have to get my glasses sorted before our nurses get the first patient into the room (507). We also have learned that a number of patients want a little summary when entering the room (667) and I focus even more on this now, as also positively confirmed by another patient (678).

### After the Vasectomy

Leanne’s aftercare video has been commended on many occasions throughout the document below (815). It does support patients self care (837). One patient said we should return to the old model of aftercare where the nurse explains it (863), but I tried to explain why we probably will not do this. After all our nurses answer all questions once the video is finished, which is mentioned in a good number of comments. Patients liked not being rushed (888). Only one patient found the video tedious and too long (1068). Generally, however, patients appreciate they can go back to the video at home (972). Patients feel safe going home with enough information to self manage (919)

Our staff were also commended for their aftercare support and the ease to reach us after the vasectomy (877, 949, 976).

Patients say that it is a model how things should be done (861). They appreciate the nurses and the biscuit after the procedure (1058), but wish for a cup of tea (1198), which really is not too much to ask for.

What we learned is that a good number of patients still want to change their dressing daily, despite of our video that encourages to leave on the dressing for a week. I have tried to explain to those patients why it is not recommended (966, 1066, 1309, 1331, 1352).

### Overall experience / Suggestions for improvement

We learned a number of patients were amazed they had no pain at all after the procedure (1136, 1189). One said it was his best hospital experience ever (1152), another commented very kindly on my competence (1205) and how they recommended us to others (1213). Patient 1333 was very grateful our service will keep his family safe as his wife would be life threateningly ill was she going to fall pregnant again.

While many patients say they are completely satisfied (1116), there were a good number of suggestions for improvement. Patient 1138 wants an online portal (something we are planning to provide) to reduce the number of emails.

A number of patients commented on the rather outdated facilities (1248, 1258), but with the imminent move to our new purpose built state of the art facility in Bourne End near Maidenhead this problem will no longer be an issue ([www.thebourneendclinic.co.uk](http://www.thebourneendclinic.co.uk))

Dr M Kittel, January 2024



## How to use this document

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

**Comments in fat print are those we think you may enjoy reading most.**

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 617 patient feedback records below between 1/1/2023 and 15/12/2023.

*[Dr Kittel has added his responses to the comments listed in this document in brackets]*

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

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1. Really straight forward and convenient.
2. All very informative and professional
3. Whenever someone asked a question the default answer was "read the welcome pack" or "all the information is in the welcome pack, you should have read it". Ppl lead busy lives and may not have had a chance to read the welcome pack. It would have been faster simply to answer their question instead of making them feel bad that they hadn't read the pack. It was really condescending from the lady that kept saying this. Fortunately Dr Kittel would answer the question. *[Dr K: Sorry you felt the repeated reference to the Welcome Pack was unhelpful. I am sure the nurse did not mean to be condescending and we apologise for any upset*

*caused. It is rather we want to point out how helpful it is to actually read the pack as many of the questions are answered in there any also many other facts that may not be answered during the webinar. We are just trying to promote for people to be well prepared and read the literature to minimise after-effects.]*

4. **The webinar was well presented and informative with nice stories and friendly atmosphere.**
5. Very straightforward process and wonderfully calming team with a wealth of experience meaning I had absolutely no concerns. Very helpful instructions
6. **Very good communication, prompt, efficient, regular follow up and appropriate amount of information shared at appropriate times. Personable without being overbearing and responsive to individual needs.**
7. Webinar was great, it was informative and had an element of light hearted humour, which I personally found relaxed me and helped with the nerves. Everything was clear and well communicated.
8. The team have been friendly, helpful and professional from start to finish.
9. Webinar was very informative and kept light hearted
10. A good and informative session.
11. All the information I needed. Very easy to book.
12. Was greeted and made to feel very comfortable.
13. I found it a useful recap
14. Insightful, relaxed and put me at ease.



15. Well presented information, I thoroughly look over the website, all the information needed to give you an informed decision was available, including a video of the procedure, the webinar was a good chance to ask Dr Kettel in person or in private afterwards any concerns I may of had prior to the surgery.
16. Brilliant will answer any doubts or questions
17. Very informative and reassuring
18. This has been a very good experience I have had. I was nervous like every man would have not knowing what was going to happen.
19. **Very efficient booking and administration process. The website is full of useful information, and the webinar was a good opportunity to hear it again and to ask questions. It was great to be able to do all the paperwork online.**
20. To be honest, I felt like you did everything you could do in terms of contact, ease of use, and communication. I felt it was more than I was expecting from an NHS experience - it felt private. I felt pretty much fully prepared.
21. The webinar was helpful for both of us and answered the questions we had.
22. Webinar was clear and enthusiastic
23. Webinar was great. Informative and easy to follow.
24. Everything was explained very well.
25. Interesting and made fun
26. Booking and Webinar straight forward , dr Kittel explained everything
27. The webinar was really helpful and I was left with no questions to ask as any information had already been covered.

28. Great experience over all, webinar was very helpful, Doctor explained the whole process very clear. But
29. All very easy and informative
30. **"very good and smooth. Would have been helpful to know that public transport was not advised for the return journey home, as we had already purchased a return train ticket to London when we arrived"** [Dr K: *That's definitely something we need to update in the Welcome Pack, thank you!*]
31. The webinar was informative and the staff were friendly throughout.
32. The webinar was very clear and helpful.
33. Webinar was excellent at helping to understand the procedure and at putting my mind at rest ahead of the procedure. Mood was informative but also light-hearted
34. The communication before the procedure was very good and I really enjoyed the webinar. it made me feel far more comfortable about going for the procedure.
35. No complaints - very friendly, professional, knowledgeable and helpful throughout the whole process.
36. All formation was comprehensive and given in a friendly manner, and was all I needed to know. The webinar was excellent.
37. Very helpful
38. Refreshingly informal.
39. It was very clear and very factual.
40. Was good and informative
41. "The booking was very simple, I was contacted quickly and was able to sign all documents and attend webinar without any hassle. The webinar

was very useful and I like that i could access a video afterwards to remind myself of all the facts. I also like that vasectomy price was shown beforehand, makes me feel as if there was **no age discrimination.**" *[Dr K: we will not charge more just because you are young or older than usual or had previous surgery. Transparency and fairness are central to our service etc etc]*

42. Run like clockwork. Personable staff that make you feel at ease.
43. I felt the info provision was excellent
44. "Lots of standardised advice which was great and automated emails with info. Webinar worked well. **Nice being anonymous option.** Well informed for the procedure." *[Dr K: Every participant will come in with Video and Audio off (preset) and it is the choice of the patient to switch it on or leave as is]*
45. The arrangement you have with the hospital for early appointments (before the reception opens at 8.30) might be clearer. Just a tiny bit stressful trying to negotiate your way into the building. Perhaps it was explained in the webinar and I wasn't listening?! *[Dr K: Any entry problems will be a thing of the past when we move to our new premises soon!]*
46. Everything was very clear and well organised. I liked the forms and documentation being digital - I wish more health services did this. A bit tricky tracking down forms from the individual emails when checking they are completed, but overall good.
47. The whole process was quick and efficient and the information provided was accurate and informative.

48. I thought the webinar consultation was excellent and very informative. Almost all my questions were covered in the presentation and there was chance at the end to ask anything further.
49. **I felt it was great to have a shared consultation in the for of a webinar. It allowed me to benefit from concerns raised by other patients and the answers provide by Dr Kittel to them, while choosing to maintain full anonymity or share as much as I wanted with other participants.**
50. I found the booking process very straightforward from a logistical perspective. All the information I needed to make an informed decision about having a vasectomy was available on the website and during the webinar. I felt reassured by the information provided that although there are some risks associated with the procedure, overall it is safe and it is the best option for me.
51. The webinar was very clear and was easy to understand. Increased my knowledge on what I was having done.
52. Webinar was good and clear - much easier than coming in for a consultation.
53. Excellent information provided in a very relaxed atmosphere
54. **Generally I was surprised that there was a webinar and perhaps expected some type of consultation, but I thought the webinar was excellent. Dr K is clearly very knowledgeable and both the Dr and lead nurse were very personable and professional. The webinar let me join from home, saving me time whilst giving me opportunity to ask questions. 10/10.**
55. Webinar was good - however, anonymity wasn't that easy (wasn't a problem for me).

56. I received all the information in good time and get fully aware of how the procedure would work. The webinar video was excellent as was the fact it was available to rewatch later
57. Very easy to book and loads of information beforehand
58. Simple booking process and a very useful and informative webinar. The text reminders / updates were also very handy.
59. Booking was very convenient, the whole process was a perfect model for how things should be done.
60. Everything was explained more than once to make sure you know and are sure of the procedure
61. All the information was clear and helpful. They have tried to answer every question you might have as well as answer any concerns.
62. Everything spot on. Very well organised. Thanks
63. Webinar informative, and the light-hearted nature sets your mind at ease.
64. Everyone I dealt with was very pleasant and helpful.
65. The booking was easy to complete and the webinar plus all the links I was sent were easy to understand and follow and helped explain the process.
66. It was a good experience the webinar was needed
67. Everything was straight forward no headaches
68. **"The webinar was great and really insightful It was nice not having to travel for this and thought the question from the group were good and answered really well"**

69. The whole pre-procedure process was excellent, with clear and regular communication from TVVS and a wealth of information, including the webinar, to answer all possible questions.
70. Although I was apprehensive, the information provided through paperwork and webinar put my mind at rest. Lots of opportunities to ask questions and very approachable.
- 71. Exactly the information I needed delivered in an engaging way; just excellent, thank you!**
72. very clear instructions, webinar was very clear and explained everything and had chance to answer any questions.
73. The webinar was clear and easy to understand. Being able to ask questions to clarify certain things as well was really helpful.
74. I really liked the webinar as an easy way of understanding the process. The information and literature throughout was the right level of detail (easy to read but sufficient in providing all the information).
75. Very efficiently done. Nice Dr and Nurse who kept me at ease and talked to me throughout.
76. A really easy to book and informative webinar. I felt I needed (and had access to) follow-up notes / paperwork also. You think you'll remember it all, but you don't... use the written pack (I printed mine out).
77. It was surprisingly helpful to do this as a group activity rather than a 1 on 1 session.
- 78. Everything was made very clear and straightforward. The booking process and arranging an appointment was simple, the webinar informative, and the information in the packs provided detailed and contained everything you could wish to know. Brilliant.**

79. Very friendly, informative and easy to follow
80. "I'm not really technologically with the web calls and didn't really know what I was doing. Maybe an age thing."
81. Much quicker and less painful than expected.
82. The information presented before the procedure was very comprehensive and covered all aspects
83. Webinar was useful
84. Found the booking process very simple and the webinar was very informative. Also really like the detailed website which provides a lot of information along with the downloadable PDF files.
85. The service was excellent - I even got reminders to complete the forms which was a helpful prompt as it had slipped my mind.
86. The webinar was very informative, and answered all questions I had.
87. they would explain everything to me perfectly
88. Really good and extremely good information given
89. Very informative and comprehensive
90. Very informative and well explained. Booking was really simple, lovely helpful staff
91. **I thought this was useful and a quick way of getting the information that I needed. However, I would have preferred not to have had to change my name on Zoom to my real name and include my DOB. I think you need to find another way of knowing who we are - perhaps a patient reference number? [Dr K: The reference number is a good idea, also a pseudonym would be possible. We will discuss this.]**
92. Very clear and light hearted too

93. **"Booking over the phone was simple and basic information was explained well. I managed to get a cancellation in 10 days. Webinar was very good and very informative."**
94. Was amazing, kept me well informed and answered all my questions that I was worried about and also put me at ease
95. Although I felt the webinar was going to be a waste of my time I actually found it very informative, It's a group video call and I was working at home. I muted my mic and screen and just listened, was an easy and informative session
96. Very well organised and useful
97. It was very good explained procedure and aftercare and advice
98. The webinar was a great format. It was very informative and to the point allowing an open conversation with questions and answers. Ha
99. The webinar was very good and thoroughly touched on my concerns i had.
- 100. I felt a bit worried about the procedure before I contacted your service. After booking my appointment and watching the webinar I was totally relaxed and much more confident.**
101. "Very well explained pre op
102. Excellent bead side manner during op
103. perfect information and support provided post op"
104. I think the whole process was fantastic, all of the staff where very helpful and all of the information provided was spot on and easy to understand/find.
105. None



106. **Worked exceptionally well - the evening webinar is a great time saver for busy people! Info very conclusive and well presented.**
107. This was a great session, helped me understand the process and do's/don'ts a lot easier than just reading alone. **It was nice that the doctor was there so got to meet (virtually) the person who would be doing the surgery.**
108. Very thorough
109. "Excellent. All was made to be well informed and prepared."
110. The presentation was good and informative, the information was sufficient to prepare me for what was coming.
111. **It was useful having the virtual session for the preparation. The other provider I considered required two in person meetings which was an important factor for me.**
112. Extremely professional and very friendly
113. Very easy to follow being tech savy it was definitely a fluid process
114. **The webinar was very relaxed but also informative, Dr Kittel and the nurse on the webinar were very welcoming and answered any questions that were asked.**
115. From the booking team, to the nurses, to the surgeon, i found every person i interacted with caring, informative and helpful. It was a great experience. Only constructive feedback is if the initial flurry of emails/confirmations could be rationalised into fewer.
116. **A very comprehensive, professional and informal webinar following an excellently efficient and accommodating booking process.**
117. Great Webinar, full of information and given/ delivered in a great relax manner.

118. Staff was absolutely fantastic everything was explained very well and all questions answered fully.
119. Everything was great and helpful. Made me very at ease about the procedure ahead
120. Very informative and understanding
121. Very informative, was great to have a face to face(sort of) with the surgeon.
122. All excellent and concise
123. The webinar, information and clarity of process was very good.
124. Very informative and useful format as people asked questions that I had not thought of.
125. I felt that all the pre op information was very clear, very easy to understand, and put my mind at rest about the procedure and what to expect.
126. Excellent! Very clear and gave all viewers time. This is an innovative way to do consultations and is an excellent Innovation.
127. excellent information made available on website, webinar and via emails, queries dealt with promptly and extra measures taken into consideration with medical history.
128. A very useful forum for information exchange and questions
129. **"Sr Leanne was brilliant at answering questions that I had prior to booking, and putting my mind at rest after a disheartening experience with another surgeon. The webinar was also good -- informative, well structured and although I couldn't stay for the full thing, the freeform Q&A session at the end is a great idea!"**
130. Everything was good and easy.

131. Very clear and informative
132. Very informative - quick and easy procedure
133. Really informative and helpful webinar.
134. The webinar was fantastic and had really valuable information included
135. All information that I needed was available either online or through the team
136. "Very informative and made me feel at ease of what was going to happen"
137. If anything, too much info. I understand why some covid refs were in place but maybe could be relaxed a bit.
138. It was all very well documented and clear.
139. Really nice informal and formal at times webinar, packed with all the information you need and happy to answer any questions that may arise.
140. Everything was clear and well explained.
141. Very informative
142. A very kind and caring team. I was very nervous and afraid but the doctor and in particular nurse were wonderful and re-assuring me and comforting me. Thank you so much!
- 143. I have to say I felt incredibly nervous upon booking the vasectomy but those fears were eased greatly by the caring approach taken by Dr Kettell and the nurse, Leanne. Their approach is very laid back, but at the same time I came away from any telephone calls or webinars with the overwhelming feeling that I would be looked after and that these guys knew exactly what they were doing!**

144. Thorough information and informative webinar detailing the procedure, aftercare, and considerations prior to going through with the surgery
145. All good went smoothly prior
146. Great webinar, extremely informative and settling, allowed all questions/concerns to be raised and answered well
147. All very helpful and friendly
148. Painless, I was recommended by a friend not just for the procedure but the full beginning to end of the process and I understand why!
149. Very informative and made me feel much more prepared for the procedure.
150. "not specifically related to the webinar consultation but the PPP. there were instructions to shave area a few days before, but the accompanying images were right at the end after the images about how to find your way to the right place in the hospital. i think it would be better to have them together"
151. The webinar was great. Very relaxed, the right amount of humour but very informative.
152. Webinar was good and informative
153. Excellent. Really great service. I felt I was fully prepared for the procedure and everything was clear
154. Booking very straightforward with clear concise details of the process and procedure with clear paperwork issued upon booking. Webinar was excellent, just the right balance of information about pre, during and post op stages as well as a simple explanation of the procedure to put my mind at rest and stop the imagination running wild about the

operation. Webinar followed by a question and answer session where all questions were addressed in full.

155. I changed my booking which was easy and I found the webinar very useful.
156. Both were very informative and told me everything i needed to know
157. "The booking process was excellent - everything was explained to me in the appropriate level of detail. The webinar was comprehensive with sufficient scope for asking questions."
158. This was well setup and answered all the questions I had plus giving me reassurances for the operation
159. **"Absolutely superb treatment in every aspect of the process....from start to finish. I literally could not be more impressed. Fabulous admin, wonderful nurse, incredibly talented surgeon. The entire thing was a model of excellence."**
160. The webinar was a very useful tool, that provides details and answers any queries over procedure and aftercare.
161. Everything was really well managed from start to finish - very impressed, thank you!
162. It was an excellent webinar that was very informative and put my mind at ease about the procedure. Very good advice from the doctor and nurses. Thank you for a brilliant service!
163. The general efficiency to answering questions was outstanding .
164. Everything was explained clearly. I felt comfortable and knew what to expect.
165. Very friendly and warm staff over the phone, and all questions / queries answered via Webinar

166. Everything was very well explained and provided multiple opportunities to reexplain when something wasn't understood.
167. Really Easy process and very helpful contact number if I had any queries at all.
168. Webinar was informative and held at a time that wouldn't interrupt work.
169. Every was explained thoroughly fromt start to finish.
170. It was all very clear and easy.
171. All clear before the procedure.
172. Great and informative webinar putting any concerns at ease.
173. Very good, and professional, information delivery was excellent. All round good meeting.
174. I found the webinar very useful, especially some of the more detailed elements that were supported with slides and diagrams.
175. Good amount of info on website made choice to go with TVVS very easy. Slight concern just after paying and only receiving a worldpay receipt - would've liked a 'TVVS email' to confirm that I had a slot.
176. "Very clear and informative Got what I needed and no follow up questions required"
177. The whole process and steps were very clear and smooth.
178. Excellent service.
179. Easy to book. Pleasant reception.
- 180. The whole process was so well structured and organised and clear. The emails, forms, reminders and webinar well all so clear and considered, which made the process so easy and everyone was so friendly**

181. The information and support provided before the procedure was excellent.
182. All very efficient and friendly. All staff were good at putting my mind at ease. Very clear information
183. Informative and reassuring
184. Dr Kittel and Sr Leanne put my mind at rest during the webinar
185. Very well explained and administered process that gave all the relevant information.
186. "The only thing that would have helped in the webinar is hearing from a man who has been through the procedure to know how they got on. I discussed this with Dr Kittel when I had my vasectomy and have volunteered to attend a future webinar to play this role. I also get comfort from knowing exactly what will happen during the procedure such as was I going to have to change into a gown, would I be in a chair or on a bed, is it an operating theatre etc?" *[Dr K: Thank you for the suggestions. The idea with the patient is definitely something I will consider for the future. The detail in what happens is probably something that could be put into the form of a video]*
187. I found both the details sent over to me, and the information in the webinar very helpful. It put my mind at rest and answered any questions I had about the procedure.
188. Really well organised with plenty of information. Very friendly service and really slick experience.
- 189. [the webinar] Was very informative and as it was online, struck a good balance between anonymity and also seeing that a lot of other, similar men were in the same boat.**

190. Communication was great. Webinar is a great idea and makes it feel less awkward when people can discuss the subject on an open platform. Dr Kittel was very happy to answer any questions as part of the session and privately if required, Welcome Pack all very clear and helps you feel prepped.
- 191. I thought it worked well having multiple people on a webinar as it meant you heard different questions and got different perspectives.**
192. Fantastic service all the way through to completion.
193. Very smooth booking process and everything clearly explained up front.
194. Very good and easy to follow.
195. The webinar was a great introduction to what can be expected before, during and after the procedure with opportunity to ask questions and express concerns.
196. The webinar was very useful, and gave me the opportunity to ask any questions long before the day. It was very helpful and extremely convenient as a format.
197. Great to have an online webinar, very useful to have some slides to understand the procedure and some of the common questions asked by those who have had the operation in the past. **Think it would be good for Dr Kittel to explain his experience of his own Vasectomy at all webinars as a way for all to understand the person performing the procedure has also been through the procedure**
198. excellent
199. Super clear and given all information as required to make an informed decision.



200. All worked very smoothly. There seemed to be quite a lot of admin involved - forms etc. but guess that's a legal requirement. The phone call was helpful.
- 201. The experience of booking was amazing, I knew from the moment that I called that this was the place that I want! I called some other clinics before finding this one and the way that some answered was terrible so when I got this one I loved it from the very beginning! The way that I was treated over the phone was so welcoming and they answer all my questions, the webinar was very helpful!**
202. excellent experience
203. Very informative and light hearted webinar which eased my nerves.
204. I found the webinar to be helpful to understand the procedure in more detail. Good to share the experience with both the surgical team and the other patients
205. All very good. Very helpful
206. All very smooth and easy.
207. All 100% superb
208. Everything was well explained and a good service provided.
209. Very organised and informative
210. Very good, professional, clear, easy to understand and an opportunity to get any questions answered.
211. Both booking the appointment and the webinar was very easy and straightforward
212. Very informative, and put me at ease about the procedure
213. I found the webinar really helpful and informative. Lots of really useful information additional to the information I had previously read. The

ability to ask questions - and hear questions from others which had never even crossed my mind - was really welcome too.

214. Very informative and to the point, exactly what I was looking for
215. When I called to enquire the staff were very professional, very helpful and friendly.
- 216. Friendly and helpful staff. Didn't feel rushed and were able to answer all my questions.**
217. I think the lead up to the procedure was very informative and helpful. The constant reminders of support being on hand were appreciated as well.
218. Very easy to follow the steps to complete the forms and the webinar is a perfect way to settle most of the nerves and any questions you may have. Very professional but also very approachable.
219. Yeah the webinar was very informative and helpful.
220. Whole process was simple and well explained. Webinar was informative and all questions answered fully
- 221. "Booking was very easy. I needed to postpone the appointment and was accommodated with understanding. The webinar is very informative and set a positive tone for a group of nervous men!"**
222. Very simple and informative . Everything was easy to organise .
223. The entire process was very good - the webinar was very informative and provided all the necessary information required which the option to ask questions on anything not covered.
224. Very helpful
- 225. Limited options around the webinar - Wednesday evening was very difficult to make but no other option. Even if recording made**

**available plus option for question** [*Dr K: Thank you for the suggestion. We have since your comment also introduced a Monday evening every second week and we have other options like moving to lunchtime etc for some patients. However, the more appointments you have the more confusion and 99% of patients are happy with the offering, so there is a balance to be struck. Anyway, your comment has been implemented.*]

226. All very good
227. All my questions were answered
228. Webinar was informative, with the right amount of humour to keep in interesting and ease a lot of pre procedure fears.
- 229. I had been contemplating having a vasectomy for nearly 20 years, but had always put it off...once I made my mind up and booked it, my mind was eased due to the information and professionalism shown by TVVS.**
230. Very helpful and informative
231. Everything went very smoothly. From the first call and emails through to the webinar. I was initially concerned about making the full payment without being able to arrange a booking first but the feedback online convinced me everything was genuine and it's been an easy process ever since.
232. Very useful to put mind at rest
233. Very well organised
234. Good information and a thorough seminar for everyone to understand the procedure and ask questions. Very comforting.
235. I thought the webinar was informative, narrated very well and Dr Kittel put me at ease. A relaxed manner with a very consultative style in terms

- of communication which was clear, reinforced and with a theme of reassurance and calmness.
236. The whole process was incredibly well managed and the communication was clear at all times. The webinar struck the right tone and put my mind at ease.
237. The booking service was excellent and very easy. All documentation and information was sent via email. All forms self explanatory and easy to complete. The information pack contained sufficient detail and was informative. The website contains all the information required to answer most if not all questions a patient may have. The webinar was well presented and again very informative and relaxed.
238. "The booking process was possibly a little abrupt and more information about what you would get and reassurance of legitimacy of both payment process and the practice would be good. Webinar and all instructions very clear and easy to follow" *[Dr K: Sorry, the person who booked you in was a bit abrupt and left us a short while after]*
239. The whole pre-vasectomy experience was incredibly smooth, informative and very helpful (especially the webinar).
240. Booking was easy, webinar was very relaxed and informative.
241. Thank you
242. All of the information presented was useful and helpful
243. Comprehensive and efficient
244. Booking and webinar were very good and I felt fully informed of what to expect on the day.
245. "Booked a last minute vasectomy as had another clinic cancel on me.

246. Got the webinar and all the paperwork done quickly. Was nervous and scared whilst watching and booking it all in. But it all ran smoothly pre op."
247. "Communication was clear and concise. The online teams meeting was of great help and given in a friendly but informative manner."
248. Good communication - always friendly and informative
249. All communication very clear. Time from calling to get an appointment was long - around 5 months. *[Dr K: Sorry, we will try to reduce our NHS waiting list again. Due to room issues this was not possible in the past.]*
250. very informative and useful
251. Everything about the process has been very easy, well explained, and all went very smoothly.
252. Very easy and great info
253. On the webinar they made sure we knew everything that was going to happen during the procedure and what we had to do before and after very helpful.
254. All straight forward and very informative
255. "The only thing I had an issue with (because my own fault), I did not give access rights to my microphone and speaker on my phone to Zoom, so I couldn't interact or hear the Doctor and his assistant. After I got this resolved everything went smooth, I did feel comfortable to ask open questions and the whole event felt welcoming and helpful." *[Dr K: Sorry, your login was not easy, generally the feedback for Zoom is excellent, see here <https://vasectomy.me.uk/vasectomy-webinar-feedback/> ]*

256. Very well informed and all questions addressed and answered. The webinar was very useful and great to see other patients as well which helped ease nerves.
257. Excellent communication in the run-up to the procedure
258. It was a really detailed and informative session. Dr Kittel's laid back style put me at ease and my appreciation of what to expect was much greater thanks to the session.
259. "Excellent team, friendly and great communication. I found the first step of booking from the website slightly confusing as it wasn't clear that this was payment only and the team would be in touch about booking the date."
260. I thought it was comprehensive and answered all my questions. Liked that it was via zoom - efficient use of time.
261. Great idea
262. Fantastic webinar
263. Really good and informative.
264. I found the webinar very helpful and highlighted information I'd missed in the Welcome Pack.
265. Very clear and helpful
266. It went very well and did cause me any discomfort. Very nice people
267. Everything was just fantastic.
268. Well put together, informative, and convenient webinar.
- 269. The booking process was very easy. I appreciated that I was dealing with a real person, and not an automated system. The team at TVVS was always available to help.**
270. Dr Kittel's manner put me at ease during the webinar.

271. Friendly, informative, 100% professional - made me confident that I am in the right place.
272. "I found the webinar very useful. With a family and a full time job it was much more convenient to do this part remotely. It would have perhaps been useful for me to visit in person due to a complication on one side (due to historical surgeries) which Dr Kittel may have preferred to have seen prior to the day of the procedure. I did raise this in the initial forms where medical details/history were requested." *[Dr K: We sometimes pre-examine patients, but generally we don't as we want to save you time and journeys and because I complete 99.9% of all vasectomies successfully]*
273. Very clear and helpful instructions to make sure the procedure went as smoothly as possible.
274. Everything was clear
275. Great communication and informative. Always felt fully updated and informed at all times.
276. Information was comprehensive. Not sure what I was expecting from webinar but it was reassuring to have key points summarised again and to have contact
277. Any concerns I had were laid to rest
278. Great service and friendly staff who are knowledgeable.
279. Very informative and I knew exactly what to expect.
- 280. Lots of helpful information, everything I needed to prepare for the operation. The zoom chat was very useful and Dr Kittel made me feel very relaxed about the whole thing.**

281. **"Booking very straight forward, well communicated in terms of what will happen and next steps. Webinar was helpful and settled any nerves"**
282. Very patient in responding to my emails and the session was very detailed
283. Very helpful and informative
284. Webinar brilliant.
285. Brilliant
286. Webinar definitely helped me. Even though I dreaded the thought of the procedure, it helped me calm down a bit, but mainly understand the whole process better. Great to see the confidence in the doctor and team
287. Webinar contained great advice and reassurance for me and partner. Very helpful to have the YouTube link too.
288. All very good.
289. "Zoom call was very informative and incredibly useful, Dr Kittel was very relaxed and had a great 'bedside ' manner that put me at ease. Carolyn was great when she welcomed me was very relaxed and helpful throughout!!"
290. very informative and helpful session
291. Few glitches with IT but essentially worked very well
292. Very informative
293. All questions and queries I had about the procedure were answered and the information pack was very good at explaining the whole process and after care.



294. Webinar was very informative and covered any of the concerns that I had.
295. Very relaxed and informative, didnt feel too self conscious
296. Booking was very straightforward. The webinar was helpful in addressing key concerns and providing useful info.
297. Provided detailed information and prepared me fully.
298. I thought the webinar was very informative - it put me at ease and was good to see other faces of men that were doing the same thing.
299. It felt like a lot of thought had gone into how I might be thinking and I felt my concerns were alleviated by the practical and well thought out information packs.
300. All good
301. Very informative
302. Very informative, I did not have any questions after the webinar.
303. "Absolutely efficient. Very happy."
304. Very easy to move appointments around and friendly staff.
305. helpful to meet the doctor on the video call
306. Very useful to have the webinar and hear the points discussed
307. Webinar was useful, and it was great to have a recording to refer to as well.
308. Would be ideal if webinar could sometimes be done either a bit earlier or a bit later to avoid clash with many young childrens' bedtime.
309. Just a very brief understanding of actual surgery would be good
310. Small IT issues during webinar, apart from that very smooth
311. **"Amazingly well organised. Felt completely reassured ."** *[Dr K: Our aim is to waste no ones time, yet give you all the information you need]*

- 312. Excellent
- 313. Nothing left to chance.
- 314. Very informative booking process and well presented webinar with good humour.
- 315. Very efficient, professional and polite
- 316. Felt very comfortable when I arrived , they made me feel relaxed.
- 317. Happy with everything. The Welcome pack was very useful, as was the webinar.
- 318. Very helpful and straight forward
- 319. There were a few technical issues with the webinar but apart from that's it was very professional and the information before and after was very informative.
- 320. Booking and webinar were very streamlined. I would only add that it was tricky to try and shave myself, too nervous.
- 321. All very professional and detailed. Webinar a great idea.
- 322. It was an incredible well run, professional and friendly service.
- 323. Good information provided before the vasectomy
- 324. All questions answered clearly in the webinar. The calmness of Dr Kittel explaining the procedure was very reassuring.
- 325. "Information about the procedure clearly presented and discussed. Dr. Kittel injected humour during the webinar, which helped me feel at ease with what the procedure entailed."**
- 326. Excellent service
- 327. Webinar was extremely helpful, it was a fantastic idea
- 328. I particularly liked the webinar which gave the opportunity to ask questions

329. The only thing I wasn't clear on was I needed to pay before I knew the date (without contacting the mailbox). Maybe some wording somewhere to make this clearer would be easier to understand and would have avoided me needing to contact via mail.
330. I thought the webinar was relatively useful, but more from a 'what to do on the day' perspective. It would have been nice to see a diagram of what the operation actually involved, as I was left to find this information on Google. I respect that I did have the opportunity to ask questions, but it did feel like the information was being rushed after a long day in clinic. *[Dr K: Thank you for your comment, we since have added exactly that to our webinar and it was your suggestion, which did it. Leanne found a great diagram]*
331. I thought that the Webinar was a very good idea. It worked really well and covered everything
332. "The information on the website and Dr Kittel's video explanation were what drove my decision to travel to TVVS rather than a local provider. It was clear what he would do and that it would be minimally invasive, in complete contrast to local providers, who when contacted, couldn't even tell me whether it would be no scalpel, whether it would be closed ended, whether there would be stitches etc.
333. The webinar was great to get all the necessary information and be able to ask specific questions without the need for a 1:1 consultation."
334. All was perfect
335. All very easy to understand. The webinar was very useful and reassuring.
336. Webinar was informative and left plenty of space for questions.
337. Everything was fantastic and clear

338. Very detailed and helpful throughout the webinar.
339. Absolutely brilliant communication right from the initial enquiry. The whole process including the webinar had my needs at the core.
340. It was easy and efficient
341. I was a bit nervous before and going in as you would do. The webinar was great. Using zoom was a new experience but the doctor and nurse answered all my questions.
342. The webinar was a great way to discuss the procedure and actually put my mind more at rest given the amount of other Men going through the same procedure.
343. seamless
344. I found the webinar useful, it was intense and definitely made you think twice. I was loaded with fear of what if, but still carried on with the Op.
345. "very informative, good to have the questions down the side so not all people tiling over each other. Great to have the surgeon and nurse on there to advise"
346. When contacting the clinic to query about getting a vasectomy, the nurse made me feel completely relaxed and provided so much information but in a casual way. I found the documentation that was emailed, extremely useful and informative. This was reinforced by the very relaxed and friendly webinar. For something that would make any man nervous, the experience of the build up was as relaxed as you could wish for, with the team being just a call away.
347. Professional and extremely helpful
348. Great service all round! Super nice people

349. Very good preparation by means of the documentation provided and the webinar. I felt comforted and prepared for it.
350. Lots of information in useful, easy to digest formats. Webinair was also useful, although due to sheer number of people, some people asking questions that had either already been answered or were just non-sensical so it did take a little while to finish. *[Comment Dr Kittel: Yes, you were at the biggest webinar of the year, so I agree. Usually we have 30-45 patients, which works better]*
351. Great experience. Very friendly staff.
352. Really helpful, the size of the group could've been smaller as I think there was 70+ on mine, repeating the same questions to Dr Kittle
353. It was all very well planned out with ample of opportunity to ask questions. Everything was explained throughout I had no fears going in to the procedure. *[Dr K: Correct, 70+ people is too many, although a lot of people also told me after the webinar they enjoyed the fun we had when the group was big.]*
354. Booking and Webinar very easy and informative
355. The nurse and surgeon were both fantastic and had a great experience.
356. Booking was easy and quick.
357. The initial consultation was excellent as was the information provided. The webinar however could be improved. The room didn't open early as told and with 70 people somenot muting and asking questions all the way through was pretty chaotic. The information provided during the webinar was as expected excellent however. *[Comment Dr Kittel: I accept, 70 people in a Webinar can be a bit challenging, I prefer 40-50. However, usually it also means there are lots of questions and lots of fun.]*

*Essentially, it is down to my chairing skills not to ask people to switch of their microphones and I am sorry this was the case]*

358. Very easy to book via the NHS, the webinar with Dr Kittel was very good with lots of information which put me in good stead for going ahead with the surgery.
359. Covered everything nicely and made me feel like I was not alone going into this procedure. Q&A was a bit drawn out but informative [*Dr K: Agreed, large numbers did not help]*
360. It was worrying before the webinar but after vasectomy I was ok
361. Every question or concern was answered fully
362. Webinar very helpful to set out any queries and questions I had
363. Although very informative maybe slightly long due to the attendee list being quite big.
364. It was very informative and eased my mind
365. Information was delivered professionally and clearly.
366. The webinar was very helpful and settling to pre vasectomy and was able to help answer some concerns too
367. It was a good experience to find out more about the operation and definitely put my mind at ease
368. Ver easy to book with plenty of information
- 369. Everyone on the phone and emails have been wonderful, the webinar was informative and inclusive, my only suggestion would be to keep a closer eye on people asking questions in text chat so they don't feel left out. [*Dr K: We usually do keep an eye on the chat, so if you felt left out, it was a real oversight, for which I apologise]***
370. Really clear and helpful

371. Very informative
372. Very good. Explained all relevant points and answered a whole bunch of questions.
373. Very clear instructions before the procedure and easy booking process
374. The process was very smooth. I was able to get a date in good time. The webinar was helpful and clear with plenty of opportunity to ask questions.
375. No issues but a heads up.....and possibly just me but i logged in 15 minutes before the call and had to refresh at 7pm as nobody let me in beforehand. *[Dr K: For a number of reasons including patient confidentiality we put people into a virtual waiting room before we start with the webinar]*
376. Very good, informative and professional, efficient use of time.
377. Everything was really smooth and efficient
378. Zoom is a particularly nasty system, consider moving the Webinar to Google Meet. *[Dr K: We have such high approval rates for Zoom. Happy, in principle, to use Google Meet (which would save the commercial licence for Zoom, but not sure how many people know it compared to Zoom <https://vasectomy.me.uk/vasectomy-webinar-feedback/>]*
379. The booking process and information provided online and during the webinar were excellent. All questions were answered and made me feel relaxed about having the procedure done.
380. Very well organised and Webinar put any doubts out of my mind.
381. Booking very straight forward and the webinar was very informative, answering any questions you had.
382. Very helpful and helped calm any anxiety I was having

383. Very professional set from the outset.
384. Everyone I spoke to was professional, friendly and helpful
385. The process was really good although I did not receive my confirmation booking email or welcome pack until a week before the procedure although I had text asking for them a few times. I did however receive regular texts keeping me up to date.
386. Very informative and easy to follow
387. All very clear and answered any questions I had.
- 388. Excellent idea, safe and anonymous environment to learn about the procedure and ask questions and hear answers to them as a group**
389. very clear information given and a good platform to ask any questions at the end
390. I found the Webinar very informative and extremely helpful.
391. Very comprehensively informed of the dos and don'ts. The webinar was a great idea to get focused - and serious.
392. Very good from start to finish
393. Every explained very well, all questions answered contacted quickly for booking date given for webinar quite a long wait for procedure though
394. Informative and relaxed. Great to be able to ask open questions. Discretion too if needed.
395. The Communication was excellent, the surgeon made me feel at ease straight away In the webinar. At times he was funny, but also direct and informative.
- 396. I thought it was very informative as well as being light hearted.**
397. Everything was quick and smooth.
398. Clear and concise.



399. All good except that appointment was cancelled just a day after the bill for pre-payment was sent. I had not been online that day (or maybe two?) to be able to pay and it was cancelled by the next day. I called and got it reinstated, but no apology for this policy - so don't plan to be away from the computer for a day! *[Dr K: Sorry, but the policy is clearly outlined here. <https://vasectomy.me.uk/appointment-cancellation-and-re-scheduling-policy-vasectomy/>. The downpayment has to be made within 48 hrs of the appointment booking, otherwise we cancel the appointment. The remaining payment is currently made a week beforehand, but once we move to our new premises we will get a card machine and it can be made on the day.*
400. Very clear webinar. Lots of opportunities to ask questions
401. I felt at ease that the procedure would be straight forward. I had more scare mongering from outside sources than anything else.
402. Very thorough, very professional.
403. All good!
404. It was very thorough and reassuring.
405. It was a smooth and clear process. All information was clearly communicated, emails were great and the seminar was very informative and reassuring. At one point in the seminar it was mentioned it would be available to be rewatched, however I couldn't find it. But all my questions were answered by the nurses in the day. All around a very nice experience
406. It was a welcomed experience and answered all questions I had and others. Very good for resolving any concerns ahead of the procedure day
407. Was great, very informative yet light hearted, put my mind at ease.

408. Very simple and excellent

409. Very good and clear instructions/ advice. Webinar a good idea/ approach.

410. Very straight forward and well informed.

## Feedback DURING the procedure

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411. During the procedure I thought the care and attention was great, Cannot fault the entire experience
412. All was very quick and easy
- 413. Procedure was great. The bedside manner of the Doctor and nurse was fantastic.**
414. First class kept talking and explaining in a very friendly manner
415. The procedure was very quick and the nurse and Dr Kittel were very kind and understanding, allaying any fears and always communicating with myself; very professional and nice.
416. As expected it was over almost as soon as it started. Constant conversation proved as intended a pleasant distraction. When a slight discomfort on the second tube Martin was very quick to administer further anaesthetic and it was all tolerable. Amazing how efficiently and quickly the whole procedure went. Thank you
417. Very good customer service, put me at ease and made me feel very comfortable from the moment I was greeted to leaving the room.
418. The whole process was simple and I felt very well looked after. Simple things like the conversations before, during and after made it easier for myself and soon took my mind off the operation.
- 419. The team have been friendly, helpful and professional from start to finish. I have literally recommended the procedure to any of my friends and family who might be interested**
420. The wait time was minimal everyone was happy and helpful the procedure felt relaxed and was over in a flash I felt very little discomfort during or after by following all instructions given.

421. Everyone was comforting and the nurse did a good job at distracting me
422. I would have liked Dr. Kittel to handle my testicals more gently when he was applying the iodine. *[Dr K: I am sorry you felt “manhandled”. Truly, I play the piano and have a very gentle approach, so I must have really touched a nerve where I should not have touched it. Also, if you go back in 13 years of comments, I have never had this comment before, so it is unusual. Nevertheless, sorry you felt uncomfortable.]*
423. Very straight forward pain free no pain afterwards didn't need to take any pain relief very happy fantastic people highly recommend
424. Great and quick service and made me feel very comfortable.
425. The procedure was very fast and I am thankful for the conversation for helping me relax
426. **"Can't thank Sophie and my nurse enough, they made the whole experience as relaxed and painless as possible. We had a great chat about travels in South Africa and before I knew it the procedure was over."**
427. My sincere apologies for not remembering my lead nurse's name, it was the last thing on my mind at the time, but afterwards it should of been the first, the lead nurse made me feel so comfortable and at ease, I felt she was an old friend I could talk to randomly, Dr Kittle was also so extremely friendly during the surgery. The whole procedure from start to finish has made me very comfortable with my choice and something I would recommend to others when the topic arises.
428. Dr kittel and the nurse were brilliant. I can't remember what the nurses name was but she was incredible. I was very anxious but the nurse was talking to me to the point where all I remember about the procedure

was the nurse. Would love to know who she was to thank her personally.

**429. Much quicker than I thought it would be and Leanne was extremely helpful to make sure I wasn't thinking about the procedure**

**430. My experience was brilliant I was nervous when I arrived but nurse Carolyn made me feel so much better. She was very calming and lovely. Even through the process she talked to me just to take my mind off it and then the surgeon said that's it both side are done. It was about 15mins from sitting on the chair. I even gave Carolyn a cuddle and thanked here and shook the surgeons hand thanked him for the quick procedure. On my way out I assured the other nervous men waiting that it was a quick procedure and not to worry.**

431. Dr Kittel was very good at explaining and reassuring - and it really was as quick as he promised.

432. "As an autistic person (admittedly I didn't mention this in the communication and should have), I would have benefitted from 5 minutes before we started to be explained exactly what was going to happen and when rather than feeling rushed in to get started. I felt that I would have liked a little more information during the procedure so I could better manage my expectations about what was happening and when. It was by no means comfortable, probably not helped by my tenseness and anxiety. Apologies I can't remember the nurse's name. This wasn't because she wasn't doing a good job, just that I was so anxious I could think about anything other than the end." *[Dr K: Any autistic patient reading this, please let us know beforehand as we have one nurse specialising in autism]*

433. I didn't feel a thing apart from the sharp scratch as a person who scared of blood and needles everyone made me feel relatively at ease.
434. The procedure was completely pain free and went quickly. Dr Nicholls was superb throughout.
435. Everything about the op and service were tremendous. I forgot the name of the doctor/ nurse that performed the operation but she made me feel really relaxed and was as gentle as she could be
436. Very comfortable experience.
437. One thing is I would ask if you want to listen to your own music before the procedure starts.
438. no notes. It was such a positive and welcoming experience.
439. During the procedure i was relaxed as i was chatting to Leanne, she was really nice and professional , to be fair i did not notice when it was over as we were too busy chatting
440. The procedure was very fast and comfortable and almost completely painless. I'd definitely recommend TVVS to anyone that mentions to me that they are considering a vasectomy.
441. During procedure, nurse was very nice and kept me informed of what was going on all the time, Doctor made some comments and behave very professional.
442. Barely felt a thing.
443. The nurse and surgeon were incredibly friendly, chatted to me throughout and made the whole experience a positive one.
444. I was quite nervous but the nurse and Dr Kittel did a great job to help relax me. Both were very friendly and competent.

445. The procedure was quick and mostly pain-free, Carolyn made conversation with me throughout which was a distraction from the procedure
446. Both Nikki and Dr Kittel made me feel very calm and comfortable in an unnerving situation. While preparing and performing the procedure they both very quickly found common ground with me to create conversation. This helped to take my mind off of what was happening and therefore made me feel very at ease.
447. Dr Nicholls and Nikki put me at ease before and during the surgery. It appeared to have been carried out competently and I was happy with the whole process.
448. Made me feel very comfortable and relaxed, really appreciated it
449. One painful moment, which I could've done without, but otherwise, all good.
450. Everyone was professional and approachable. I felt comfortable straight away & enjoyed chatting.
451. Very straightforward, took only a few minutes and experienced no pain.
452. The whole procedure went well and both members of staff were very professional and made me feel at ease
453. This was excellent in every way.
454. **"The procedure was very professional and I like that i was able to be distracted with conversations rather than focusing on the surgery itself. It was done very quickly and mostly painless which was appreciated."**
455. Dr Nichols was very reassuring.

456. **I actually had a bit of a panic attack (as I'm prone to with needles & surgery), and I didn't go through with the procedure. The staff were most kind, and even phoned afterwards to check-up on me. I'm grateful for their attentiveness.**
457. Nothing went over my head. Lots of small talk. Couple of achy moments where a bit more anaesthetic was required.
458. I had 3 ladies which could have made the situation quite embarrassing / nerve racking for me but they immediately relaxed me. I was explained everything at every stage and they kept talking to me during the procedure keeping me calm and relaxed.
459. You were both lovely and kept me at ease during the procedure. Well done!
460. Everything went smoothly and I felt included in most parts of the process. The nurse was good, despite being a bit unsure about some questions I had pre and post-surgery (I believe Dr Kittel had mentioned she was new, so completely forgivable and to be expected). Dr Kittel came across very relaxed and professional, I felt like I was in good hands. Bonus points for the nice compliment on the size of my vas! “Not quite macaroni, but close” *[Dr K: Italian pasta sizes when talking about the vas deferens, certainly a little humour sometimes takes any tension out of the procedure 😊]*
461. Hi was so much easier than my brain had told me it would be!
462. **I felt extremely well looked after by the nurses in my appointment. I struggle with anxiety and I felt faint during the procedure and they were brilliant at helping me through it. Really sorry I can't remember nurse names but a big thank you to them all. They were a great team.**



463. Very calm and safe environment which kept me informed and confident about what was happening. Could have asked for better.
464. Very relaxed environment with either the surgeon or the nurse keeping me informed of progress on the procedure as well as having a casual conversation.
465. The nurse was very reassuring during the procedure and although I was nervous I felt confident that I was in very good hands with Dr Kittel.
- 466. "The 3 nurses I had were wonderful. They were very professional and understanding and helped me calm my nerves. I walked into the room expecting to see at least 1 male but when I saw 3 females I was a bit nervous but they made me feel comfortable. Everyone explained what they were doing as well as answering any questions I had based on what I was feeling." [Dr K: One of the nurses was a doctor, your vasectomy surgeon Dr Nicholls]**
467. Lovely welcoming nurses who made you feel very comfortable in what could've been a very uncomfortable environment, very friendly & made me feel at ease
468. Everything went really smoothly and both the nurse and Dr Kittel put me at ease from the outset, admittedly being a bit nervous beforehand. We ended up having an interesting conversation about holidays in Venice, and they helped me to relax throughout. It was all finished in 10 minutes and I felt hardly any discomfort at all, I actually enjoyed the experience which sounds very weird to say!
469. The nurses and doctor made me feel very comfortable and relaxed. We chatted about lots and that helped distract me and the time pass.

470. The surgery was painless other than a slight scratch at the beginning for the anesthetic. The doctor and nurse engaged me in conversation throughout and the procedure passed very quickly.
471. Was surprisingly comfortable and its over with, before you know it.
- 472. As a sufferer of "white coat syndrome" I really appreciated the approach taken by Sister Carolyn and Dr Sophie. They were great both immediately before, during and also immediately after the procedure. I didn't particularly want to be involved in my surgery and they were happy to accommodate this and chat about everything but the procedure!**
473. Both Doctors were extremely competent and reassuring before and during. The lead nurse was very welcoming open and warm and did a good job relaxing me during the whole procedure.
474. Put at ease straight away, nurse kept you talking while the treatment took place, was over in 10 mins and watching the after care video.
475. "Quick, efficient and friendly procedure. It might have been good to know what was happening during the actual procedure (i.e. brief commentary). Overall very good - no complaints. One thing to note - my partner said conversation was audible in the corridor outside. FYI..." *[Dr K: We are aware, but are moving premises soon!]*
476. Both the nurse and doctor were very professional.
477. I was put at ease, the procedure was done efficiently and quickly meaning that it was not as bad as I had anticipated!
478. It was a quick and painless procedure and the doctor and nurse were both very patient, and very accommodating to my wife and I

479. **"Absolute first class totally painless and didn't feel a thing, Top class Mr Kittle. Also i can't remember the nurses name? However this lady was top class also and made me feel very relaxed , thank you"**
480. The entire procedure was excellent, painless and professional. Both Dr Kittel and the nurse (Leanne, I think) were engaging and answered my questions, as well as listening to me and acting appropriately when I felt some discomfort.
481. Again, very informative told me exactly what was going on. Very friendly
482. Efficient, compassionate and professional. Perfect experience; thank you so much for looking after me so well.
483. very friendly consultant and nurse, made me feel at ease. The procedure was done before i knew it as having an interesting conversation with them both
484. The team where very professional and chatted all the way through the procedure making me feel at ease
485. "Both Dr Kittel and the lead nurse (I feel very guilty that I can't remember her name!) were absolutely brilliant on the day. They put me at ease and there was a very relaxed atmosphere in the room throughout, even when Dr Kittel had to put a stitch in due to some excess bleeding."
486. **"During the procedure Dr Kittle performed the first half really quickly but unfortunately the other side initially was extremely painful. Dr Kittle was very quick to respond with more local anaesthetic and explained that he would not begin again. The Lead Nurse was also very quick to react in managing the process. For what it's worth, I had very limited discomfort after the procedure and only took ibuprofen for the**

**anti-inflammatory effect. I have had no pain since and the greatest discomfort was not anything to do with the procedure but was limited to the regrowth of hair in the areas I have to shave before the op!" [Dr K: I always find it oddly reassuring when patients say the worst pain was the hair re-growing. 😊]**

487. **A review I read prior said it was actually a very pleasurable experience! ...and it was! I'd do it again! The nurse came out to say hi about 10mins before I went in which was a very small thing but a HUGE benefit. Dr. KITTLE was fab, understated confidence. Know that you're part of a long line of those before you, and there's a long line after you who've had it done.**
488. Was made to feel very relaxed. Was completely pain and stress free.
489. I am a fainter - both through nursing staff and Dr kittel were very nice and I felt took excellent care of me.
490. I couldn't have asked for more. This was my first surgery of any kind, and both doctor and nurse were welcoming, interactive and made me feel completely at ease. When I felt some minor pain, it was instantly recognised, and dealt with immediately, and no further pain was felt for the rest of the procedure. They were both clearly very experienced and recognised what was required for patient comfort - in my case prompting a lot of conversation to take my mind off the surgery, which worked an absolute treat. Genuinely felt cared for and that my comfort was paramount during the process. Absolutely first class.
491. Very calming and attentive nurse looked after me and explained everything.

492. Dr Kittel & Carolyn were very friendly and informative throughout the procedure and completely dispelled any nerves
493. Procedure was very quick and pain free. Both the doctor & nurse were very friendly & great. They both made me feel very relaxed.
494. All the team were amazing and calmed me during the initial stages where I was a bit nervous.
495. The nurse, and doctor did a very good job of putting me at ease before and during the procedure.
- 496. the doctor was very attentive and careful. but my nurse was the best she calmed me down I was scared and scared she was an angel I'm sorry now for forgetting her name but she was just perfect**
497. "Dr Kittel and the nurse Nikki were very calm and reassuring. The procedure was completed faster than I had expected. I would have wanted to know a little more about what was happening but was also happy to have been engaged in conversation and distracted."
498. "Felt really comfortable. Really nice people and very welcoming."
499. I felt extremely comfortable and at ease. I couldn't believe how easy and simple it was for myself.
500. I am so sorry that I don't remember her name but my nurse was fantastic. I panicked a bit but she came over, grabbed my hand and gave me comfort. I realise you probably do that all the time but it made me feel pressure.
- 501. "Procedure was very slick and relaxed. Nurse and Dr Kittel made you feel at ease and procedure took approx 15 mins with no pain at all."**
- 502. Was brilliant, I was really anxious about having the surgery and suffer with anxiety, but Nicki spoke to me the whole time while I was**

**receiving the surgery and totally distracted me which worked a treat as it took my mind off what's was happening down below, Dr Kittel was amazing and I didn't feel any discomfort at all and it wasn't as bad or as scary as I thought. Highly recommended**

503. We had great conversation, the nurse was great and Dr kittle made me feel safe and comfortable at all times. We actually had quite a good laugh

**504. Sorry can't remember nurses name but she made me feel very relaxed and I felt looked after all the way through. The whole procedure was very professional and I appreciated that everything was calm and professional.**

505. It was very good and the doctor and nurse reassured me and calmed me throughout the procedure and told me ehat was going on.

506. Process was seamless and both doctor and nurse were great. The process was quick and pain free.

507. "I was the first slot in the morning. Dr Kittel did not seem fully prepared. He had to check with the nurse whether he was wearing the correct glasses. *[Dr K: Sorry, I have learned from this. Get myself sorted before the nurse gets the first patient!]*

508. Sr Nikki was nice and comforting as i was nervous and i am not a fan of needles. I was surprised being told the procedure was over already.

509. Totally professional and caring and informative throughout the procedure.

510. Literally just got on with it, it was happening before I realised which for me was the best way

511. "I'm very sorry i cant remember the nurses name but she was fantastic!

512. The whole procedure ran very smoothly and both Dr Kittel and the nursing team were great. I felt very comfortable and safe throughout the whole procedure."
513. Dr K and Nikki both really good, put me at ease.
514. The nurse kept me talking and distracted from what was happening which I found really useful
515. Was very good
516. Thank you, the bit I appreciated the most was the effort to engage in conversation to distract me from the experience during the procedure.
517. The Nurse was very good - I'm just not good with names!
518. *Flawless. Painless. Stress free. It was a great chat...*
519. A very good discussion during the procedure helped keep my mind off what was happening. When I experienced immediate pain, all stopped and more anaesthesia administered.
520. Providing an ice pack immediately after would have been nice, or advice to purchase in advance.
521. Picking a subject to talk about was very helpful for myself and made the procedure more comfortable
522. Both were very polite and professional and explained everything as it was happening
523. It was a little bit more painful than I was expecting, but once I mentioned I felt pain Dr Kittel added more anaesthetic. The procedure was relaxed and interesting conversations were had between the three of us.
- 524. I found the care excellent. The local anesthetic injection more painful than expected but it soon numbed and the rest of the procedure flew**

**by. [Dr K: compare with comment in fat print, below. The local anaesthetic is the same for everyone, but the pain perception varies widely. Fortunately, most patients tolerate the LA extremely well]**

525. Just as the webinar and booking process; efficient and accommodating.

526. All staff were great. Caring and talking through the procedure while it was carried out help relaxed me.

527. I was made to feel very comfortable and all was explained thoroughly.

528. Honestly, I couldn't fault it. Both Dr Kittel and Sr Nikki kept me at ease the whole way through. Everything was explained throughout. Was nice that Sr Nikki came out before and introduced herself and explained what was going to happen. And Dr Kittel was as professional as you could hope for.

529. They kept talking to me and keeping me calm as I didn't feel great during the procedure

**530. "Was incredibly relaxing experience, i have a personal thing about being exposed in front of people and was made to feel very relaxed and comfortable during the whole procedure. As for the actual procedure other than a little scratching from the initial needle i didn't feel a thing and the nurse and doctor were chatting to me throughout which helped me forget there was a person cutting thing apart in my testicle area haha. Honestly was expecting myself to freak out a little but absolutely not for a second was it uncomfortable." [Dr K: compare with comment in fat print, above. The local anaesthetic is the same for everyone, but the pain perception varies widely. Fortunately, most patients tolerate the LA extremely well]**



531. A Relaxing environment was created and I felt informed throughout.  
Procedure was seamless!
532. "Nurse was very lovely made me feel very much cared for and as an individual. Held my hand when anaesthetic didn't kick in straight away.
533. Role model nursing and Dr Kittel was excellent"
534. I was well distracted by having an in depth conversation, which I was grateful for.
535. The procedure was amazing. Leanne did a great job in keeping me talking and not thinking about what was going on. Dr Kittle performed the whole thing quicker than I had expected and totally pain free. It sounds cliché, but it really was one of the best ops I have had.
536. When I experienced some discomfort it was immediately dealt with calm brilliant professionalism and care.
537. cannot fault process or staff, everything explained very well with exceptional care during and after the procedure, friendly and put me at ease (Nurse and Dr Kittel)
538. I was pleasantly surprised how quick and painless it was.
539. Leanne was excellent, very understanding and provided great care during and after the procedure.
540. "Both Dr Kittel and Sr Leanne were great during the procedure, talking to me about what was currently happening and having a bit of a laugh at the same time -- really helped to calm my nerves!
541. It was all over very quickly, far quicker than I'd expected!
542. My only gripe, and it is *\*very\** minor, is that I would have appreciated the typical ""sharp scratch"" warning just before the anaesthetic is administered -- obviously I knew it was coming, but without the warning

it still took me by surprise a little!" [Dr K: Sorry, if I did not warn you, this is unusual for me]

543. Brilliant experience as far as could be. Well looked after
544. Was made to feel very at ease and calm throughout.
545. Considering the situation I was made as comfortable as I could have been by both Dr Kittel and the team
546. Made me feel at ease talked me through what was going to happen friendly and helpful
547. Other than 5 seconds during the initial injection the procedure was pain free. The nurse and doctor kept me distracted throughout with friendly conversation that really helped keep my attention away from the procedure.
548. The only disturbing part was seeing the reflection of the procedure in the doctors glasses. Everything else was excellent
- 549. To be able to just lay back and chat about holidays etc completely at ease during the procedure helps settle what nerves we're there to begin with.**
550. All excellent.
551. Excellent experience. I had little nerves before the procedure, but what little nerves I had were washed away almost instantly
- 552. "Again, I have to say, I felt incredibly uncomfortable just before the op where there is the (obvious!) requirement to undress down to the knee so that the procedure could be carried out. I should mention that I was sexually abused as a child so was, in my mind, quite distressed at this. However, Leanne and Dr Kittel quickly alleviated this by talking to me throughout the procedure which took my mind away from any**

**negative thoughts. For one minute I didn't think I would be talking about Peter Kay, Genesis and upcoming holidays to Venice during a vasectomy, but it really helped, so thank you!"**

553. Nurse very nice & helpful so was surgeon so all fantastic
554. Made to feel extremely at ease and comfortable the whole time
555. Had a lot more pain than expected as more anaesthetic was required. Very unpleasant up until more was used. Then fine.
556. Extremely well done, professional and everything felt clean too. Considering the nature of the surgery I was made to feel completely relaxed, to be able to feel like that was great for me.
557. Both the nurse and Dr Kittel were extremely lovely and made sure I was comfortable and all times.
558. "i had not followed the shaving instructions correctly but Dr Kittel was kind about this and finished the job himself. the procedure was done with obvious skill and extremely quickly and explanations were provided with a good level of detail. i am terrible with names but i think the nurse was carolyn and she was very nice and put me at ease."
559. The whole process/procedure was so smooth. I was surprised at how quickly I was on the bed once I'd met the nurse, but it was done professionally and it was all done before I knew it. I was at ease throughout.
560. It was completely pain free perhaps thanks to the cream I was advised to apply beforehand.
561. Excellent. I must admit I felt a little nervous but Dr Kittel and the nurse were excellent and put me at ease. Very happy. All through put the procedure I felt so at ease.

562. The whole process from checking in and getting through to the theatre room was seamless and reassuring which helped reduce any anxiety before the operation started. There was a good level of communication/conversation during the procedure achieving a balance between providing outline details of what was being done and also being a distraction from thinking about it. All was complete very quickly and without any added anxiety.
563. It was genuinely excellent. Both Dr Kittel and the lead nurse explained everything, put me at ease and we're efficient.
564. Both the nurse and Dr Kittel were exceptional
565. Everything was explained to me and I felt involved. Dr Kittel and the Nurse looked after me well - overall a good experience.
566. I was quite anxious and Dr Kittel and the nurse put me at ease. The surgery was quick and painless. Thank you.
567. They were very kind and kept my mind of the operation, also very interesting to talk to
568. **"Dr Kittel was so skilled at what he did....he had completed the entire vasectomy in an absolutely pain free unbelievable 7 or 8 mins. I was actually gobsmacked when he informed me that he had completed the operation."**
569. Very professional from the first encounter, including any telephone conversations, booking, information and the surgery itself. Altogether a very competent and pleasant experience.
570. Dr Kittle and Sr Nikki made me feel very comfortable before the procedure took place, chatted freely during and it was over in no time at all.

571. Again, it was all very well done and well impressed with the procedure, thank you!
572. Overall it was as pleasant as a vasectomy could be! The advice again from the nurse was excellent.
573. Amazing procedure - nurses made you feel at ease and all on time . Great job all round .
- 574. I felt relaxed and comfortable. It was not the first procedure that Dr Kittel had performed for me so I know I was in good hands.**
575. Kept me at ease throughout the procedure, couldn't have asked for more
576. The nurse was very nice and made it comfortable and ended up chatting whilst the procedure was being carried out
577. The procedure was quick and the appointment efficient.
578. The procedure could not have been made any easier. I was kept as comfortable as possible throughout the entire process. My appointment was also brought forward as I arrived around 45 minute early.
579. It was very relaxing, the doctor and nurse were both amazing at making me feel at ease. We talked all the time during the procedure and I was surprised it was finished so soon.
580. Very quick and pain free.
581. Excellent service from a great doctor and his staff. Thank you.
582. Everyone was brilliant and calmly informed me about all was happening
583. Yes all very informative. My only comment and this might be just me but I didn't feel I needed as much descriptive information during the procedure as it allowed my imagination to wonder and fuelled my

anxiety [Dr K: This patient likes to have less information, but look at the next comment...]

584. I would have liked to be told a bit more what was happening [Dr K: And the next patient likes more.... The problem is sometimes that the brain stores the previous patient and then you basically behave slightly differently. Apologies, but everyone is different and I don't always get it right]
585. I felt very relaxed, which was no doubt due to the professional and friendly nature of Dr Kittel and the nurse, Carolyn.
586. Procedure straight forward and as expected. Little extra local applied after feeling electric twinge. Otherwise painless.
587. "Didn't want to talk about the procedure so we talked about something else Didn't feel a thing. Was over with so quickly"
588. It was great! Way better than I was expecting in terms of pain. Dr Kitten and the nurse were very welcoming and reassuring.
589. Very good, nurse and dr talking to me helped with my anxiety toward the operation
590. I was a bit apprehensive about getting it done but the Doctor and Nurse made me feel at ease.
591. The procedure was quick, simple, comfortable and on time which made the whole thing easy and anxious free
592. Calming, professional, prompt and reassuring.
593. Everyone was very reassuring and the procedure seemed relatively straightforward. I did require additional anaesthetic as I had some residual feeling that the further injection resolved.

594. Just that it was incredibly easy and efficient. Friendly staff chatting to distract me and Dr Kittel is clearly an expert in his field of work
595. I had a slight complication due to having a large sist which Dr Kittle removed while operating. I do feel more comfortable now
596. I felt a little faint at one point and both Dr Kittel and my nurse were great and made me feel at ease. They checked on me until I felt better and the care was great.
597. "I felt pain when starting procedure and then I felt like I had been stabbed . The Local anaesthetic did not work the pain was unbearable . It was not a good experience. After a few more local anaesthetics the immense pain I was going though had finally stopped and Dr's Kittel could continue the op. The nurse was amazing keeping me calm and holding my hand from the first injection of the local anaesthetic. I did not enjoy the pain during the procedure . I just may have a high tolerance to the anaesthetic?" *[Comment Dr K: I reviewed your records. Generally I give everyone the same type of local anaesthetic. I noted not only that you felt a lot more pain when I gave the local anaesthetic, but also that I had to repeat twice and give double of what I would usually give. I guess everyone is different, but I think it may also be the fact you are more pain sensitive than others. Generally, as you can see in these comments, most men find it very acceptable.]*
598. It would have helped me to have a very quick 30 second overview of the procedure before it started. This might have happened but I was too nervous on the day to remember it! *[Comment Dr K: Again, we try to "feel" the patients needs (the nurses are usually excellent). We do almost always give an overview of the procedure (either me or the nurses).*

*Sometimes very nervous patients rather want less information. So, I am sorry if the level of information was not correct))*

599. I needed a little more anaesthetic during the procedure as I could still had some discomfort. The nurse took the time to talk to me about other things, to help take my mind off the procedure. And it was completed before I knew it.
600. Made to feel relaxed and very friendly. Very informative.
601. Very reassuring and could tell that I was happy to talk and be distracted.
602. Was made to feel at ease and the procedure itself went very quickly which was great!
603. Very good experience, very friendly and felt very comfortable
604. Fantastic team, very quick and efficient.
605. Very quick and simple process and everyone did a great job at making it feel relaxed and not a 'big deal'
606. "I was made comfortable and distracted thoroughly, which was extremely helpful. I didn't anticipate the extent to which my knees naturally tried to adjust themselves almost defensively, and being asked to brace my legs might have prevented this - I can understand why this might not be advisable, though. Overall, the procedure was carried out swiftly, almost painlessly."
607. I was put at ease very quickly. Great to have the nurse present and focused on me during the procedure, where Dr Kittel completed the works. Able to have a very cordial conversation around what I do and other subjects to keep me at ease and the procedure really did go as quickly as stated, relatively painlessly. Very happy with how it all went
608. excellent



609. Made to feel very comfortable mentally and physically. Very efficient and didn't feel rushed.
610. Great explanation and really professionally done!
611. Very patient with my nervousness. Kept me busy throughout. Looked after me after. very pleased.
612. It was extremely great! I thought that I was going to be embarrassed and nervous due the procedure, but they make me feel so comfortable from the moment that I came into the room to the end. I thought that I was going to feel a lot of pain, but the doctor and the nurse was amazing! I definitely will be recommending this clinic to whoever is looking to do the vasectomy!
613. excellent, quick, pain-free
614. Very straight forward and efficient. Not sure why I worried about it for so long. Sorry I cannot remember the nurse's name but she was friendly and helpful.
615. My mind was definitely kept off the actual procedure.
616. Seamless (excuse the pun!)
617. The procedure was quick and casual, which is great for anyone who may be anxious. The nurse was great to just chat casually to distract me from the surgery.
618. Very calm atmosphere, spoke throughout the procedure, very good
619. Very quick, easy and efficient. Both the nurse and Dr. Kittle we very pleasant, and very good at putting me at ease and explaining everything as they went along. Procedure was very quick and pain free. Overall a very pleasant experience and I would have no hesitation in recommending your services to anyone.

620. The only painful part of the procedure was the injection of the local anaesthetic - pain only lasted less than a minute and the rest of the procedure was pain free.
621. Was made to feel very comfortable and as relaxed as I could be, which I appreciated
622. I was fairly nervous, but both Dr Kittel and SR Nikki were brilliant. They kept me at ease as best they could and really helped me thorough, chatting away and making sure I was ok. I cannot fault their professionalism, friendliness and care, I came out with a smile on my face in spite of what had just been done! Thank you to them both, brilliant team!
623. It was quick and painless, they talked me through the procedure in real time as well as taking an interest in my work and home life. Very nice team.
624. The nurse did a fantastic job of distracting me, explaining what was occurring when necessary and otherwise keeping me occupied. She was great!
625. Chatting during the procedure is a great way to take your mind off what is happening.
626. It was all done very professionally in a relaxed environment. I was made to feel at ease throughout.
627. "The waiting period at the hospital is of course a bit nerve-wracking however once you get into the procedure room you are welcomed with friendly faces and make you feel at ease. During the procedure everything can be explained as it goes along if you so desire or you can

just talk about the 'weather' It's very quick and generally painless during the procedure."

628. "During my operation Dr Kittel narrated throughout for a training video. I liked that he did this as i could not see or feel what was happening so it was good to at least hear how it was progressing." *[Dr K: Thank you for allowing this to happen, I do those very rarely, so very grateful if the patient allows it]*
629. Absolutely no complaints. Really good.
630. Extremely caring, helped to distract my attention by engaging in discussion.
631. The nurse made me feel at ease as I was nervous and honestly felt virtually nothing in the process. **So far 4 days after and still had no pain, no bruising, no swelling** . Have a minor ache but it's not painful.
632. The procedure was very good - both doctor and nurse made me feel at ease and provided me with plenty of reassurance. The procedure itself was very quick.
633. Very straight forward and impressive I thought.
634. I didn't feel anything, before I realized it's been done. I didn't feel any pain even after the procedure.Thanks very much
635. Very well done and good information
636. Both chatted very naturally, if I had had any nerves about the procedure they would have settled them for me
637. If I knew how quick, painless it was going to be, I would have had it done long ago. I was immediately put at ease and the whole procedure was not nearly as intimidating as I expected it to be. Definitely beats going to the Dentist.

638. The procedure was incredibly smooth and Dr Kittel and the nurse spoke to me the whole time about random things like holidays and the upcoming coronation. before I knew it I was having a dressing applied and was told it was all done. I couldn't believe how quick and painless it was.
- 639. As I was nervous before and during the procedure, it was good that both Dr Kittel and nurse talked to me during the while time, and without me even knowing or feeling any discomfort, it was completed.**
640. Quick and very effective
641. Again, it was all very straightforward and reassuring. I did feel some discomfort and received additional local anaesthetic but overall it was quick and felt as relaxing and informal as the circumstances allowed.
642. Nicki was extremely helpful in setting my mind at rest pre op and during.  
Thank you
643. The procedure was extremely quick and there was no pain whatsoever. Both Nurse Nikki and Dr. Kittel were kind and talkative during the entire procedure.
644. Calming and professional
645. Very relaxing, communicative and quick
646. A very timely and dare i say it, enjoyable experience. Motivations always play a part when deciding to undertake this procedure. I was pretty relaxed and both Dr Kittel and Jane played in to this and the topics of conversation varied and ensured that my focus on was them rather than the procedure.
647. The process was straightforward and swift. Both Dr Kittel and Nikki were welcoming, helpful throughout.

648. Both Dr Kittel and Sr Leanne were both excellent and extremely professional. The procedure was very quick, pain free and completed very efficiently. Excellent service.
649. It was well conducted and the Nurse was extremely helpful
- 650. Everyone went to great lengths to put me at ease, explain the process and completely distract me during the procedure. In and out within 25mins. Fantastic!**
651. Eased my mind from the first minute. Completely painless and much quicker than I thought. Very relaxed atmosphere.
652. Thank you, for your care, lovely
653. I would have preferred more detailed information during the procedure
654. The procedure was quick and painless, and I was set at ease by the kind Nikki and the good doctor.
655. The procedure was very quick and apart from the initial injection, which felt like a brief sting as does any injection, there was no pain at all. It felt very routine.
656. "Can't remember the nurse's name, but she kept me distracted during the procedure and im so thankful that she did. As soon as i felt anything she informed the doctor and i felt nothing else after that. I was scared about this, as i don't usually get on well at the doctors or dentist. But this experience was as good as this procedure could be.
657. Honestly couldn't thank the nurse and the doctor enough."
658. Made me feel at ease during the surgery and felt well supported
659. Could not fault, very reassuring and caring. Credits to the NHS

660. **If I could give Dr Kittel a 10 i would , very professional , impressed !!! and a really nice guy to boot , couldn't ask any more from him and the team , perfect 10**
661. The nurse and the doctor were both very professional and personable and that was very much appreciated.
662. The doctor and nurse were very pleasant they talked to me about anything to distract me from what was happening and made me feel as comfortable as possible
663. They were both very exceptional in every way they are a massive credit to their profession
664. It was great, Dr Kittel, was very comforting and the fact that we were able to have some fun in German made it even better. So far all is good, and I certainly will write a positive review. I also felt very welcome by the nursing staff during the whole procedure.
665. Very straight forward and went better than I could have imagined. Before I knew it, the process was complete and all done.
666. I hadn't been given quite enough anaesthetic so got a nasty shock halfway through - not painful, but more of an electric shock that made me (and the nurse!) jump
667. **"The whole procedure was very calm and professionally carried out. The nurse (I've forgotten her name) was lovely. Kind and calm- exactly what you need in a situation like this. The only thing I would have liked is a brief explanation of what was actually going to happen once I was lying down. Just a quick overview of the various steps would have helped manage expectations." [Dr K: *There have been a number of***

*comments about the level of information and we will certainly learn from those and ensure that the overview is always given]*

668. I felt in very good hands, Carolyn was friendly and comforting all the way through and Dr Kittel was a brilliant and friendly surgeon, explaining every step and did an excellent job. Everything went very smoothly and I didn't feel any pain. Thank you!!!
669. Bedside manner of clinical team brilliant and made for a relaxed atmosphere in what is a very stressful, sensitive procedure for the patient.
670. All very well handled and professional
671. Nothing it was all good
672. Dr Kittel and the nurse were very reassuring and kept me calm when I started to feel uncomfortable during the procedure.
673. Fast, and low stress
674. They were very nice people and made it very relaxing and it was over in the time the conversation was finished
675. They kept talking to me which was a great distraction.
676. Absolutely professional and clearly extremely familiar with every aspect of the procedure - made me feel at ease and explained every part of the process.
677. Excellent experience-very relaxed and comfortable.
- 678. Dr Kittel and the nurse engaged me in conversation (about travel, my job, etc) and also explained what was happening. I felt that they gave me the right amount of information (“you’re going to feel us use the freezing”) without overwhelming with the details of what was happening. I appreciated it.**

679. Painless, quick , with a good sence of humour
680. They were very good at keeping conversation/ distraction flowing whilst performing the operation quickly.
681. "I apologise profusely but I have forgotten the name of the lead nurse for my procedure. She and Dr Kittel were highly professional and explained clearly to me what was happening. Due to complications on one side, the procedure was slightly more painful than I had expected. The lead nurse and Dr Kittel were very comforting and professional in keeping me informed as to what was going on. It was greatly appreciated."
682. They were great at keeping me engaged throughout the surgery which stopped me thinking about what was going on down there.
683. Both Dr and Nurse were very friendly, explained what was going to happen in the procedure and then we had a nice conversation whilst the procedure was being carried out. Made me feel at ease and the whole procedure was done very quickly.
684. Everything went fine.
685. The nurse was lovely and friendly and so was the Dr which made the experience a lot better.
686. It was incredibly smooth and felt relaxed thanks to the lead nurse and Dr Kittel's professionalism. The operation was so much smoother than anticipated.
- 687. I forgot the name of the Nurse, but she was brilliant and It would be very good if you could check who was there in the room with me, on 29.3.23 at 11:50. I would really love if she get the credit for her incredible work. She was very polite, and it was lovely to talk to her.**



688. Less traumatic than expected.
689. I felt calm and at ease
690. Again, very professional but showed human side which is need to relax me.
691. I never felt more calm and relaxed
692. I was very nervous and both the nurse and dr helped me feel as relaxed as possible about the whole thing.
693. I was very nervous the whole time I was going through the procedure but the nurses kept talking to me and calming me down and the whole process was very quick and painless
694. Both dr Kittel and the nurses made me feel at ease and as comfortable as possible under the circumstances
695. Very quick, very easy, very reassuring
696. The procedure was quick and painless
697. Needed a bit more anesthetic, but after that it was bearable. After that, the only uncomfortable thing were my own thoughts
698. Far easier than expected and felt very at ease. Whole process took 8 mins.
699. All very good. Chatted to and reassured throughout.
700. Very positive relaxed attitude and atmosphere throughout procedure and was happy to explain what was happening when appropriate
701. thank you :)
702. it was all very quick efficient and very good
703. Very straight forward procedure and I felt very relaxed throughout. Everything was explained as it was happening and kept me at ease.

704. The procedure was very quick and well organised with little waiting around. It was also pretty much painless!
705. Again, very relaxed . We were able to make jokes and smile
706. My mind was taken off the procedure by some calming conversation from Dr Kittel and the nurse. All went smoothly.
707. No.
708. I appreciated the conversation throughout the procedure. I barely felt a thing and it was very easy.
709. I was amazed at how quick and painless it was. In hindsight I probably would have liked to know more about what was happening during the procedure however this would have probably added to my nerves that I had at the time so the team dealt with it all very slickly and in a comforting way.
710. I was very impressed given the fact I was a nervous wreck
711. Overall very positive, very nervous but felt at ease.
712. Great at taking my mind of the whole situation. Thank you very much
713. i was really apprehensive beforehand and during the procedure, so i want to say thank you to the nurse who was super supportive and held my hand throughout. That was really kind of her. Dr Kittel was very calm too which helped.
714. Made me feel relaxed and talked through what was happening
715. There was no indication that the procedure was going to begin, but I quite liked this as it meant I didn't become more anxious.
716. Very quick and professional
717. **"The nurse was super kind. Couldn't ask for any better care before and after. Dr Kittle is one of a kind. He is a top man"**

718. Excellent
719. **"Now this is my 2nd go. And as the last time had an excellent time and experience. Felt safe and in confident hands. Nikki and Dr Kittle were great. Had some laughs too." [Dr K: You were my first patient that has come twice during my professional life as you had a reversal. Thank you again!]**
720. Both Dr Kittel and Sr Carolyn were very friendly, polite and made me feel as relaxed as possible.
721. Very good, all involved in interesting conversation, didn't even feel procedure, very efficient
722. Had a good conversation with nurse and surgeon. Put me off from what was happening
723. Very happy with the procedure. Nikki made me feel at ease and Dr Kittel was professional.
724. Very reassuring and stress free environment
725. Really friendly and put me at ease. Relaxed and calm which was very reassuring
726. This was a very comfortable and calm procedure, the lead nurse was very helpful and happy to talk to me without the mask on which catered to my need very well. Both Dr Kittle and the nurse were very accomodating
727. Very relaxed, informative. Good dynamic between Dr Kittel and nurse.
728. All was well and I was made to feel at ease with the professional manner.
729. It was a very calm experience and the staff were friendly and chatty which is great.

730. Fantastic care provided to make me feel comfortable during the procedure. Great levels of empathy shown.
731. Fairly straightforward procedure but needed more anaesthetic to numb the area.
732. Excellent service
733. We had a lovely conversation
734. Excellent all around. Sorry I couldn't remember the name of the nurse but she was excellent
735. The nurse was very kind. It was super quick and I did not feel any pain after the injection.
736. The nurses were very reassuring which was very calming
737. "Dr Kittle and the nurse present were brilliant. It was quick and relatively painless."
- 738. "I was prepared mentally for something like a dentist visit where it's bearable but still unpleasant and uncomfortable, but I was pleasantly surprised that I hardly even felt the anaesthetic and then for almost all of the procedure felt nothing at all. I was also pleasantly surprised how fast and easy it was, I laid down, had a good chat with the nurse and then was in the recovery room in what seemed like no time at all!"**
739. All perfect
740. It was outstanding. I felt very at ease and both Dr Kittel and the nurse made it all feel very 'normal'. Their approach was much appreciated.
741. Was good to have light conversation during the procedure to pass the time.
- 742. "Both Dr kittel and the nurse were great at distracting me from the procedure. Dr Kittel was very understanding with the local and made**

**sure I was happy each time he did something. If only he carried out all my other surgeries. Great team great surgeon."**

743. Absolutely spot on. As a clinician myself the whole experience was supportive and caring. I felt supported and the experience was really good., it was finished in no time at all.
744. It was quick and i was put at ease
745. I felt comfortable during the procedure. It was calm and straight forward.
746. I cannot remember the name of the nurse but she was very kind and chatty which helped put me at ease and take my mind off the procedure.
747. Very quick, organised and efficient
748. "The administration of the local anaesthetic was the only thing that made me curl my toes... but it was the same scratch sensation of getting a jab on the arm. It quickly kicked in, after which I felt absolutely nothing. The nurse kept me occupied in conversation and we actually had a giggle whilst Dr Kittel proceeded. He too got involved with the conversation and explained things as he was going along. A much easier, quicker and pain free experience than I could have possibly imagined."
749. Welcoming, felt relaxed throughout. Zero pain and really quick procedure
750. I was very nervous and twitchy for the preparation and the anaesthetic, it was a strange experience being manipulated by someone else more so than I'm used to, probably worse for me having undergone scrotal surgery due to a motorcycle accident many years ago. Dr Kittel and Carolyn did a great job of calming me. Once the procedure started I was absolutely fine and couldn't feel a thing! My advice, grin and bear the

preparation and anticipation as the main event was simply an enjoyable chat!

- 751. Excellent, speedy and very well done
- 752. Dr Kittle and Carolyn were immense, put me at ease and we had a good chat for 15-20mins whilst the procedure was completed
- 753. There's nothing negative to say, I was looked after very well, I won't say I enjoyed it but was a quick professional procedure
- 754. Extremely professional and caring throughout
- 755. Very helpful being someone who is nervous about procedures
- 756. Felt very relaxed and the procedure with no problems.
- 757. The procedure was carried out very professionally and was more relaxed than expected which was excellent.
- 758. Dr Kittel made the whole procedure feel very relaxed and with no awkwardness/ worry about what was going to happen. Nurse Jane was also great, very friendly and chatty. The procedure was swift and just as Dr Kittel described in the webinar, pretty much painless.
- 759. Nice to talk and take your mind off it. Very effective at communication with analgesia and made me feel comfortable
- 760. I was kept busy by the nurse and doctor in conversation
- 761. Totally professional
- 762. No complaints- very good and re-assuring
- 763. It was fast and profesional
- 764. It was, bar the initial anaesthetic injection (which was no worse than any typical injection) painless, to which I anticipated some discomfort but this wasn't the case
- 765. Was very calming and I don't feel a thing

766. all very comfortable and felt no pain
767. "Everyone during the procedure was very friendly, i didn't feel rushed and they were great at explaining what was going on and keeping me relaxed. The procedure itself was an uncomfortable experience but i wouldn't say there was any intense pain. I was incredibly impressed by the speed, expertise and compassion of the doctors and nurses present."
768. Sorry I. Ant remember my nurses name however she was excellent, put me at ease straight away
769. Both Dr Kittel and my Nurse were excellent. I was very nervous prior and during the procedure. The Nurse dealt with me perfectly, by keeping me calm and keeping me talking. I'm truly grateful to the Nurse for that. I can only apologise for making such a fuss!
770. During the procedure it felt like Dr Kittel and the other chap there were more discussing it between them, than discussing it with me. But Jane was being very good talking to me about random things, so maybe you all decided I was the type of patient who needed distracting? :-)
771. Much better than anticipated. Thank you
772. The procedure was quick and efficient and to my surprise painless. Sr Leanne and Dr Kittel made me feel relaxed during the procedure and after care instructions were very clear. Highly recommended.
773. The procedure went smoothly. The nurse was good at chatting to me to take my mind off things and it was all done very quickly. I felt very little beyond the initial anaesthetic and some rummaging about. It was quick and efficient. Dr Kittel was friendly and business like.
- 774. "Nikki was amazing. She kept me calm and mentally occupied throughout the whole procedure. She had my back, and informed Dr**

**Kittel when I needed another injection Would 1000000% recommend her by your side. Thank you so much."**

775. "As frequently happens in a medical setting, patients are treated with the expectation that they will interfere or disrupt unless carefully managed. I was not impressed with being required to put my hands behind my head when they had been resting comfortably motionless and out of the way across my chest.
776. On the other hand, conversation with Dr Kittel during the procedure was intelligent and enjoyable and the procedure itself was quick and largely painless except for two occasions where I felt what I assume was the cautery touching skin outside of the anaesthetised area."
777. Excellent... for somebody who has experienced pain under local before, time was given to explain what was been done, to check how I was doing and to be made as relaxed as possible. The procedure went smoothly and was over very quickly... an excellent team.
778. Welcoming, professional and efficient
779. Was very nervous going into it as dont like injections. Dr kittel and Sr Leanne were very reassuring and talked to me throughout the whole procedure. Cannot explain enough how straight forward it was and would be happy to talk to anyone about it.
780. I was very surprised how painless the whole procedure was
781. Was made to feel welcome, comfortable and was in safe hands. Very professional, didn't feel rushed, time and care were taken.
782. Dr Kittel made me feel very comfortable, kept me informed of what he was doing trthroughout and made the whole experience (of having a relatively large lipoma removed) very easy and pain free!!



783. I thought every think was very professional done and explained in advance and during the procedure
784. A heads up that the injections were about to be happen. Otherwise a very good experience the nurse and Dr Kittel were very talkative and pleasant throughout.
785. Dr Kittel and my nurse (I'm so sorry I cannot remember her name) but both lovely
786. Nurse and Dr K both did a great job of trying to provide distraction and keep my mind occupied on things other than the procedure
787. I was well looked after during and after the procedure. Even the slight pinching was taken care of with some more local anaesthetic
788. The whole procedure was competed in a professional and efficient manner.
789. I found the whole experience much better than I expected. Dr Kittel and the Nurse put me at ease, and helped me to relax during the procedure. I would definitely recommend the surgery and the clinic to others.
790. Very relaxed atmosphere fostered by everyone in the room.
791. The nurse on the day and dr was great made me feel at ease.
792. Very quick everything explained well, had a good chat with the nurse!!
793. It was quicker than I thought, nurse and Dr Kittel were chatty and I was informed throughout, made me at ease which is the most important thing. Surgery to was quicker than expected, just 15 mins
794. It was very quick, painless and easier than I thought. My nurse was fantastic, she made me feel so welcome and comfortable during the process.

795. Apart from the slight bit of pain because of the numbing not working originally, I thought it was all good, very accommodating and understanding of my nervousness
796. Procedure was very quick and uneventful.
797. "The whole experience was fantastic. Thank you"
- 798. Fantastic communication, made the whole experience as pleasurable as it could be. Extremely professional at all times, creating a calm and relaxed environment.**
799. Dr Kittel's confidence is reassuring.
800. The team did a good job in distracting me when the procedure became a bit tricky!
801. My appointment was considerably delayed, apparently due to complications on previous patients which was frustrating as I had someone waiting for me. I think this made people involved in the procedure look slightly flustered / rushed to make up time.
802. I did feel some pain right at the end of the procedure and a small slit in the skin was right under the base of the penis. The silicone plaster didnt cover that so i have had to put a separate plaster
803. They make you incredibly relaxed & at ease. It was all over very quickly, too.
804. Was very easy!
805. It was done swiftly with minimal discomfort and with a lovely and distracting conversation to take my mind off the procedure.
806. Nurse helped me feel comfortable during the procedure, by talking to me. Another doctor did the procedure (with the help and supervision of Dr Kittel, but it went smoothly.

807. Although there was a delay on the day, the nursing staff were very professional and kept us updated on why the delay happened and what to expect. First class staff.
808. "Very efficient, found the experience very good. The nurse (I've forgotten the ladies name) was lovely. Pleased I chose to undertake the process with TVVS .. would definitely recommend"
809. They did well at distracting me by talking about interests
810. Professional and personal at the same time. Very good.

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

811. really simple and straight forward, very efficient.
812. All great
813. Nurse was amazing before,during and after the treatment .
814. The nurse was lovely and enjoyed conversing with her about my dogs and showing her their instagram; very sweet and helpful.
- 815. Great to watch the aftercare video. Helps remind of how to best aid the recovery. Pleased to say only 4 ibuprofen were taken afterwards just out of precaution at night to help sleep. No discomfort to report post procedure**
816. Clear and easy to access. Covered everything I needed to know.
817. The nurse was great (sorry, I don't recall her name, but she really was lovely) and the aftercare video and general instructions were very good
818. I found the aftercare video informative and helpful
819. Good video with all info needed. Biscuits and water provided
820. The video approach was very helpful. Thanks for providing an ice pack.
821. My nurse was amazing very helpful I felt light headed after the procedure she reassured me it's ok with in 5 minutes I was fine couldn't of asked for a better nurse
822. Great and quick service and made me feel very comfortable.
823. Super clear, and the biscuits were a nice touch!
824. Once again the nurse set me at ease, was very patient with me, softly spoken and very due diligent, making sure I was comfortable and had ample time to read / watch the aftercare notes, once the nurse was happy with my response, I was reminded to take care and rest.

825. Nurse was excellent, I wish I could remember her name. And aftercare just do as they say just taken my plaster off and I'm basically healed. No pain at any point.
826. Extremely good.
827. Excellent staff and service.
828. The aftercare video was very helpful. I liked the fact that I could watch it again at home. The nurse was really caring and made sure I was ok and had no unanswered questions.
829. "To be honest again, I wasn't paying too much attention to the video as I was still in come down from the procedure. The water was appreciated though. I later went through the video again and the documentation at home and everything I needed was in there. I also had issues with the plaster not being over the wound but I after calling the clinic I was put at ease and was able to put the replacement plaster on without issue. It was easy to get hold of and communicate with the team."
830. All questions were answered.
831. See was unbelievably kind. I will never forget her. Can't remember her name sadly but she was very nice.
832. Everything was clear as to what not to do , as long as you follow the instructions you will be fine!
833. The nurse was really helpful and told me everything I needed to know.
834. Again, very good aftercare, watched the video, and everything was explained very clearly. Very happy with the whole process. Highly recommended
835. Everything was clear, and the nurse was nice and attentive
836. Excellent aftercare

- 837. The aftercare instructions were explained very well and having it accessible by a link sent through email made me feel more confident in caring for myself.**
838. The aftercare instructions were very clear, I was able to rest on my own and the nurse helped ensure no outstanding questions.
839. Nikki went through the after-care procedure in a very easy yet informative way and answered any questions I had.
840. Very thorough and informative aftercare
841. No comments as yet - so far, so good.
842. Everything was explained well. I did not feel rushed at all, and left feeling relaxed & happy.
843. I did nearly pass out after taking a seat (not from pain i might add - there was no pain at all), and the nurse couldn't hear me through the closed door.
844. Very clear video and was explained very well
845. Again good
846. Aftercare instructions had all the necessary info and the nurse was helpful asking if i had any further questions.
847. Very good nursing care. All questions answered.
848. All very clear to me. (I'm recovering well - wound seems to have largely healed now after a fortnight.)
849. The aftercare video was excellent and I have rewatched it a few times since to check I'm following the best practice aftercare advice. The nurse did ask if there were any questions, I believe I asked 'can I mix the [bleeding/clotting medication - I forget the name] medication with the painkillers mentioned in the aftercare pack?', and 'Can I still drink

coffee?’ - After checking with a different nurse, I had an answers pretty quick. All good.

850. It was a simple case of following instructions and watching the video.

851. All instructions clear and easy to follow.

852. **The team works like a well-oiled machine.** After the procedure, I was lead to a waiting room and presented with the aftercare video which explained everything in great details. Straight after the video, the nurse stepped back into the waiting room to ensure I had no outstanding questions and that I had someone driving me home as I checked out.

853. Yes all the aftercare support from the video, the package you go home with and the extra information on the website are all excellent.

854. I wish I would have asked a few more questions but apart from that the instructions given were very clear.

855. Perfect and also a YouTube video to help if needed

856. Really appreciated the opportunity to sit down and watch the aftercare video straight after the surgery for a few minutes. The video was informative and easy to understand, and got the key messages across.

857. Yes good video and nurse stayed with me whole time and when I felt faint - two nurses helped me get my colour back and walked me to the car park.

858. I followed all the advice and the healing went perfectly.

859. Was very straightforward

860. Very clear and concise aftercare instructions which no doubt will help with my recovery.

861. **Again the whole process was a complete model for how things should be done. The video means everything was clear, the printed sheet the pdf availability means nothing was missed and easy to refer to.**
862. Follow the aftercare and you won't have any issues, straight home with a cold pack and rested, didn't get any swelling nor pain
863. Why not just have the nurse who was in the procedure explain the after care rather than watch a video of another nurse? *[Dr K: We did exactly this before COVID. The truth is, particularly nervous patients did not always listen, remember the information. Also, different nurses gave different information. Now we give you the standardised version, you can also take it home and then the nurse comes and asks if there are outstanding questions, so you get the bespoke information afterwards where required]*
864. When I had a question about the aftercare, I rang the number provided and I was given the information I needed.
865. The instructions were clear, I was offered a cup of water and some ginger biscuits and was allowed to rest prior to leaving the hospital.
866. Nikki check in on me during my rest which was very comfort
867. The aftercare from TVVS has been excellent. The video, factsheet and follow up care has been very helpful to my recovery.
868. Excellent and clear
869. Just like any other part of my experience; absolutely wonderful. One minor point of constructive feedback would be to state when >5kg of lifting can occur on the dos and don't sheet.
870. very clear instructions, didn't feel rushed.
871. Nothing to say, all brilliant.



872. Pay attention to the aftercare. Follow the instructions. Tight y fronts under tight boxers worked well, have kept that arrangement for 4 days and counting. Take paracetamol and ibuprofen. I followed a previous reviewer note on ice packs - definitely worth the tenner on amazon - I have an ice machine and it's been on since my op, feel it helps enormously. If you have a shower hose use that for a week to wash hair etc bent over rather than a bath or full shower.
873. I still haven't received the after care video on email (did watch the video on the ipad in the checkout area) *[Dr K: Sorry, we had an issue with your email, this was remedied right after your feedback. We also learned the nurse needs to check the email has come through with every patient]*
874. All the aftercare instruction and rest was just in line with the rest of the experience from start to finish - excellent.
875. Aftercare video very informative and easy to follow
876. Would be useful to know how long the local anaesthetic would be expected to last.
877. The after care was very good. **At one point I had to phone the number and leave a voicemail. I got a prompt callback and my questions were answered in a very calm & detailed manor.**
878. Very clear
879. I was provided with a good amount of information regarding aftercare, via the video, and pack.
880. It was very professional, perfect, 10
881. the video was good and being a video means that i can go back. but from an interaction point of view it lacks that personal touch

882. Was well looked after, drink and biscuit and checked up in to make sure I was ok.
883. I thought the video and explanation was fab - no need to improve.
884. After care and instructions were well presented.
885. Was very well looked after and everything was explained in simple English so was easy to understand and was even given a biscuit, they had run out of stickers and lollipops lol
886. Nurse was great, we laughed and joked and she was very helpful with all my questions and needs
887. Video was very informative and the process was easy to understand and follow. Also being able to download a digital copy helps.
- 888. I was given time to go through the video, which was articulate and clearly explanatory. I asked a few questions that Sr Nikki was happy to answer.**
889. There is a lot of information to take in, especially the after care. The YouTube recording helped a lot and I can go back to it at any time as it was sent to my email address. Excellent idea
890. Peace of mind given with the conversation and supporting video and paperwork
891. Again all instructions where great and very easy to follow.
892. None
893. Again a great simple and quick approach.
894. Excellent and great my wife was able to come in and watch the video with me.
895. All very clear, thank you.
896. Crystal clear.

897. Video was very good, discussion with the nurse was excellent. I think the aftereffects are fairly specific to each person so a good generalisation made.
898. Instructions were not always completely consistent (e.g video suggested putting feet up while resting but no mention of this is the paperwork).
899. Very good
900. All good
901. Jane was nice and helpful and made sure that I was feeling ok before I left the treatment room.
902. All very helpful reminders and the video was efficient. The great nurse gave a great 'human' touch too. I appreciated the clarification on the advised time before running and cycling as i didn't think the former was explicitly mentioned in the pre-reads.
903. Impressive after-care guidance and instructions.
904. The nurse was very good for the aftercare ensuring I understood what needed to happen.
905. Very informative and helpful. Made sure I was feeling better before leaving
906. **"Again the aftercare service was exactly what you need it to be. Information but not an overload of it. And a biscuit afterwards what more do you want."**
907. Caroline was very friendly and caring
908. I felt faint immediately after the procedure and everybody did a great job of taking care of me and getting me back to feeling well enough to leave.
909. The aftercare was first class

910. "- The aftercare video has been a great resource!  
- I have experienced virtually no pain!  
- the procedure was quick and easy!"
911. Everything was explained and happy with the process
912. The aftercare video was useful and well put together, although the audio could have been a little clearer at times. I was able to rest on my own without interference and Sr Leanne double and triple-checked that I was happy and had no further questions before I was allowed to leave.
913. Video was useful before leaving.
914. Extremely concise.
915. Very well organised
916. Great information passed on after the procedure about what to do and what not to do. Can't fault any of this part.
917. All great, including an iPad as my phone wouldn't get signal.
918. Again very informative
919. **"The after care instructions were very clear, both from Leanne's instructions following on from the procedure, and from the paperwork I took away with me. I really felt safe in the knowledge that, should anything go awry during the aftercare stage, I would be able to reach out easily for help."**
920. Perfect couldn't ask for anything more
921. Given information pack and video briefing which explained everything I needed to know
922. Detailed great information on aftercare video and also the nurse present physically with me before, during and after surgery. I feel bad that I cannot remember my nurses name but the day is a lot to take in whilst

your there due to the nature of the surgery however she was absolutely fantastic!

923. Very well explained
924. The aftercare was great. Answered all my questions and queries so I could mentally plan the next 7 days in particular, so that I could in turn explain to my wife, so their her expectations were also met.
925. Think the materials would benefit from being simplified - there are also some things which aren't consistent *[Dr K: I agree, consistency can be a problem with complex information and the level of detail we provide. However, in terms of simplification I would be grateful for more detailed feedback and thoughts]*
926. It was very clear. I was told about the healing and possible scarring and the healing process went exactly as planned. The instructions I was given were followed and worked.
927. All made sense and I found the nurse was very helpful and always making sure I was ok.
928. Again another good resource - the aftercare video was concise and highlighted the main important steps as part of the aftercare process. Plainly explained and to the point but presented well and as useful resource to watch again later in my own time. The nurse answered a couple of brief questions and pointed out where to look in the aftercare pack for further information.
929. All signposting was good. I received a call back from the clinic after some minor swelling which put my mind at rest.
930. The aftercare video is comprehensive and the nurse answered the couple of questions I had remaining.

- 931. Well organised and easy to follow
- 932. Instructions were superbly thorough in every way.
- 933. The aftercare video following the procedure is clear and provides all the useful information.
- 934. Great instructions and knowing what to expect in terms of the pain experienced is helpful. I've still got a full pain but I was informed that may be the case for a bit.
- 935. Great after care via email and nice to have a direct number on hand to be able to call .
- 936. Everything explained fully, slight issue a few days later with the plaster, but called and was given advice / clear instructions
- 937. Following the procedure I went a little pale and was asked to stay for a short period to ensure I was ok. I was made to feel I could stay as long as required and that there was no rush for me to leave the surgery.
- 938. Very professional, they made sure I was happy with everything before I left
- 939. Everything is clear.
- 940. The aftercare instructions were all clear and simple to follow.
- 941. A+ attendance
- 942. No all very clear
- 943. The video's timely delivery into my inbox was great, as was the content and Carolyn's timing.
- 944. Aftercare instructions good and easy to follow. Healed well and all interactions really good.
- 945. Having the video made everything very clear, plus we are able to go back to it if any doubts assist later.

**946. The aftercare /video / instructions were all very clear and simple**

947. "Very clear video and instructions. I did have a heavy bleed the day after and panicked with the sight of blood. The bleeding stopped after a few minutes . It might be worth mentioning that this could happen and for people not to panic. Dr Kittel and nurse did put me at ease when I contacted them"

948. It was all very clear and the nurse was really helpful and caring.

**949. I called the office a couple of days after the procedure to make sure the bruising was at an acceptable level. I wasn't too concerned but thought I should check. They were very responsive, giving more useful information as to what to do next, and sent me a form to fill in so that they could monitor how the bruising progresses. They were very helpful and again, put my mind at rest.**

950. Very good and comprehensive, and plenty of materials and instructions to refer to if I needed to.

951. I was encouraged to rest for the 10 mins or so and watch the video and not rush off which was great.

952. Again I thought this was handled very well, only thing I would say that wasn't covered in the video (and I forgot to ask) was around going toilet, I think that would be a useful topic to cover as I was a bit nervous the first time

953. Na

954. Video was clear and all seemed straightforward. Thank you!

955. No comment. All was well

956. "The aftercare video and discussion were very useful, and I've been very glad to have a permanent video that I can go back and check. I've

econsulted the welcome pack several times, and it's really valuable to have all of this documented. One thing that hasn't been mentioned is the importance of staying overall cool - I suspect the sweaty weather doesn't do much for the lifespan of the dressing. I sat next to a fan for the first few days. One thing I didn't realise, despite all the information I'd absorbed, was how dirty I would feel. Like most men, I shower and change my underwear daily, and have found myself worrying a lot about whether I smell bad, especially as the toilet is a challenge. It's not possible to get completely clean when you're wearing underwear in the shower, and going through your day with that just-out-of-bed freshness is a bit disconcerting. I haven't worn pants, skipped showers or avoided changing my underwear since I was a child and it's an unexpected regression. **That this is the worst thing I have to worry about is testament to how good a job you're doing!** *[Dr K: I know it is odd not to be able to shower, particularly in hot weather. But after all surgery I would say at least the wound has to heal to an extent and scab over before we should get it wet.]*

957. Great to have an online video to watch and re-watch at home to make sure my recovery could go as well as possible. Good to have the time after the procedure to watch the aftercare in full and relax before heading home. Had a conversation with the recovery nurse about best aftercare options
958. excellent
959. Made to feel very comfortable mentally and physically. Very efficient and didn't feel rushed.
960. Again super clear on all points and so far so good



961. Good instructions for aftercare - good idea to make you watch video whilst there. Very clear My plaster came off and wouldn't stick back on so perhaps could include a replacement? *[Dr K: There is a replacement plaster in your aftercare pack]*
962. It was great to see how much she care with how I was feeling and to see that she want to be sure that I understood and that I was leaving with no doubt! It was great as well that she offered me a disposable ice pack as I forgot my at home and I have a journey back!
963. excellent
964. Very helpful
965. Check out was good and the video informative.
966. "I think that keeping the same dressing on the wound for 7 days is impractical. I have had to change it every day. I would recommend supplying 7 (smaller) dressings in the kit would be helpful. The biscuits were a nice touch!" *[Dr K: Please leave the dressing in place for 7 days to avoid infection. We disinfect the are 3 times before applying the dressing. The times where frequent dressing changes were recommended have long gone! Almost all wound care leaves a dressing in place for some time. We have almost no infection because of this policy. Patients who have problems are patients who fiddle with the dressing. Also, not everyone has the aptitude of doing it cleanly!]*
967. All perfect but I did not have a spare plaster in my take home kit
968. Basic instructions, no need for anything more
969. Everything was made very simple and very clear throughout. And you also have the reassurance that they are at the end off the phone should you need them.

970. Very detailed and well explained. The video covered pretty much everything and follow up questions were answered well
971. Very detailed but easy to follow
972. "I watched the video in recovery and was able to ask questions and check understanding. I think the video is great - really informative (again!) and helped to relax me and get ready for the next few days. The advice given is great - simple tips, easy to follow, well explained. **I love the fact I can go back to it again rather than having to remember everything there and then!**"
973. Everything is explained clearly and have had no problems with the aftercare
974. "The information provided was excellent, with very clear guidance about what to do for the first week and what to do in the event of any issues. I would have liked a little more information about what to do after 7 days. As in ""on this day you can remove the dressing if not already, on this day you can shower normally etc"" [Dr K: *We will ensure this gets worked into the information systematically*]
975. All very informative and thoroughly explained.
976. **"After the treatment I was offered a biscuit, and why would you refuse! The after care is fantastic. Everything post procedure is given to you in hard copy which really helps. I was made to feel like I was the only person that the staff had seen that day which takes some doing after a long day. I had to call back a few days later due to further pain and discomfort and again I was treated incredibly well considering I called at 1700 on a Friday! Perfect staff!!"**
977. Great video.

978. All perfect could not have been explained better .
979. I left the procedure having watched a short video about aftercare - a leaflet was also provided to take home as a reference.
980. Aftercare was good.
981. Everything was very helpful
982. Video is very informative
983. Was informative with absolutely the right amount of information. The Nurse was brilliant an so reassuring. As for aftercare pain. No problems at all. Probably a 2 out of 10 on the pain and discomfort scale.
984. Everything was explained clearly and put my mind at ease
- 985. I am still slightly confused about how the process works having watched Dr Kittel’s video on the ‘open both ends’ front. He explains that sperm would have to ‘jump the grand canyon’ to reach the other end of the vas but if they are being propelled at 28mph then isn’t there a chance they can make that jump? It’s a much longer distance to a fallopian tube? Where does the cauterising come in? The aftercare instructions are very good and discomfort has been minimal so far. [Dr K: We have since answered your question and worked a new slide into the webinar]**
986. Very good no issues.
987. Very clear and could reach them
988. Couldn’t fault this. I just wish I’d listened to the advice the rest for two days afterwards. May be I missed it or may be it should be made clearer that the two days of rest is an absolute must.
989. Aftercare was great and the aftercare information gave all the relevant post procedure information required

990. Video was brilliant. Covered everything I needed to know. My plaster came off within a couple of hours, good to have the spare which lasted 5 days. Purchased more dressings to apply for the remaining 2 days. Looked pretty healed after 5 days however.
991. Nurse asked whether I needed anything and made sure I had the relevant number if I needed to call
992. Very good thanks
993. I had no outstanding questions after the video
994. A check in call after 3 days post op would be very nice for private
995. Comprehensive and efficient
996. "I thought it was a nice touch that my wife could watch the aftercare video with me and the biscuits were delicious! Everything was explained clearly and reinforced the aftercare instructions that had been provided previously"
997. "The nurse read the checkout/aftercare instructions to me, as i had previously felt queasy whilst watching the video. Only downside was the ginger biscuits. Lol."
998. The YouTube video was extremely helpful. It could be referred to for reference and also forwarded to my wife for direct understanding.
999. Never received the video link for after the procedure but communication was so clear before I didn't feel it was required
1000. I have no words but ! well done
1001. The nurse was very helpful making sure I knew everything I couldn't do when I get home and where I had to take my sample in 20 weeks time.
1002. I felt well taken care off, and was able to ask questions that have been left out in the aftercare video, such if I'm allowed to drink coffee at all.

1003. "Very clear and comprehensive information and support was provided. All my questions were answered and I was even provided an ice pack as I didn't have one with me.
1004. Nikki, thank you so much for your amazing and professional approach"
1005. Very clear and thorough. Excellent as the rest of the service.
1006. Well explained and I knew what to do
- 1007. Didn't feel rushed but things moved at pace too. Liked that I got a pack with all details including test in 20 weeks.**
1008. The video paused for around 15 seconds whilst the audio continued. *[Dr K: We are aware, Leanne is working on a new video]*
1009. Nothing
1010. Nothing to add.
1011. Clear and easy
1012. Brilliant aftercare.
1013. Excellent overall - would be worth including a section on normal bathroom usage in the FAQ - though I did ask this and was answered in the clinic.
1014. Very helpful and supportive. Gave me enough time to recover and prepare myself for the aftercare, and gave me the information needed (video and in person).
1015. All clear and helpful.
1016. Everything explained clearly and in depth
1017. "The aftercare was thorough. The instructional video was useful although there was some out-of-date information regarding the sperm sample in the video that was superseded by the paperwork in the pack. This was not a problem as the nurse flagged it and was very clear about

everything. I never received the email containing the video link, but all of the information was covered in the paperwork and I'm sure I could have requested it directly if I felt I needed it."

1018. Very thorough with the information to make sure recovery goes as smooth as possible

1019. Everything was clear,

1020. Absolutely, everything was so fluid and felt that everything was clarified and checked, before sent on my way.

1021. Aftercare was clear and nurse answered my question.

1022. The instructions were clear, friendly and concise

1023. All good

1024. The video was very helpful and great to be able to rewatch and send to my wife to watch.

1025. Personally, I didn't feel any pain or discomfort and it was really good.

1026. All thorough. I'm fed up of wearing pants now though. Also painless completely

1027. After care given was great. Video is very helpful.

1028. Very good. Felt reassured I could deal with most issues myself or could easily make contact for anything.

1029. "Really relaxed, informative and particularly welcoming. The YouTube video was also a great way of explaining everything I need to do over the next week. Thank you all!!!!!"

1030. Thought the video was excellent and a great idea

1031. Any excuse for a good rest and feet up is good for me! All instructions were clear and easy to follow.

1032. Very comprehensive and easy to follow.

1033. Slightly clearer instructions on cleaning the area post 48 hours up to 7 days.
1034. Aftercare was well explained. Unfortunately I had a bit of a post procedure light headed/ cold sweat experience (I often have these). The nurse was very helpful in making sure I could lie down and recover before being allowed to leave.
1035. I felt detailed information was provided.
1036. I thought the aftercare instructions were very informative and was happy with the process.
1037. Again all well thought out. All my questions I had were answered in the video.
1038. All good, really enjoyed the small talks with Sr Carolyn. She made the whole procedure more bearable
1039. Understood everything that was shared as instructions were clear.
1040. video after helpful - better than more emails
1041. All fine, all questions answered and I felt able to ask as many as I wanted.
1042. Very good, informative and did not feel rushed
1043. Excellent
1044. Throughout the whole process, Sr Leanne was very helpful and quick to respond to any unanswered questions. Her video presentation was informative and put you at ease.
1045. Conscientious aftercare, again professional
- 1046. Had a little wobble after I came out. Nurse just relaxed me and sat me back down, and talked me through what was happening**
1047. The video was very helpful, I watched it again when I got home.

1048. No worries at all
1049. Loved the efficiency.
1050. Yes all handled very well. YouTube video was great but also good to refer back to and watch with my wife so she could help/understand what I needed.
1051. Excellent and all questions where answers well.
1052. Detailed checkout procedure
1053. Clear instructions were given for aftercare, which I followed and didn't really feel much pain
1054. Excellent service
1055. All was good
1056. No issues. I've been fine so far since the op and hoping this continues!
1057. Everything was well organised. The aftercare video emailed was very informative
- 1058. Video was thorough and useful in practical terms, like how to shower afterwards with your back in the water. The nurse checked in and answered all my questions and the chocolate biscuit was just what I needed on the drive home!**
1059. All perfect
1060. Very straight forward.
1061. The video and documents provided all the information I needed, and could refer back to them for clarification if necessary.
1062. Very clear and comprehensive and easy to understand
1063. It was all good and straight forward
1064. The aftercare was great. The nurse was lovely and explained everything with detail, and to top it up I received a yummy chocolate bar.



1065. The after care instructions were easy to understand and easy to follow.

The you tube video was a fab idea as I could double check I hadn't missed anything when I got home.

**1066. MOre than 1 additional plaster would be good, not that i have used it yet, but would have changed the dressing more often [Dr K: We do not want you to change your dressing, we want it there for a whole week. Please check the video again. It prevents infection]**

1067. "Just a question about the testicles, now they have been separated from the prostate. can the hang/ rotate more easily than before? I know testicle torsion is a thing that can happen any advice would be good, this was a the question I thought of post recovery" *[Dr K: There is no known evidence at the moment that vasectomy increases testicular torsion]*

1068. "The video was presented in a very friendly manner. Clear instructions and little details that make all the difference. The main winner, the reassurance you feel that even after you leave, the team are there for you to answer any questions or worries. The nurse again, made sure I was completely happy with what was said on the video and took me patiently through the sample post pack. Such an amazing, professional and friendly team. Thank you all."

1069. Concise and easy to follow

1070. Excellent, thanks to all.

1071. Very useful having it as a video, which meant I could share with my wife easily.

1072. I was well informed and knew exactly how to look after myself following the procedure

1073. Very good aftercare

1074. Instructions were clear and helpful.
1075. Well looked after by Jane, no rush to leave after the procedure.
1076. Good to watch the video. Answered alot there.
1077. It was all good experience
1078. Totally informed on everything
1079. Aftercare instructions all very good - thank specially the video - no complaints
1080. Nurse was very nice and kind.
1081. Very well explained and dealt with
1082. Aftercare instructions are easy to follow and very helpful
1083. All very helpful and well explained, i was walked all the way to the exit and felt looked after the entire duration.
1084. Really helpful, video clear and simple, she clarified understanding.
1085. The video was pretty clear and I understood what was required for the recovery.
1086. As I said before, everything was amazing and very efficient
- 1087. "The aftercare video seemed overly long and repeated messages already delivered in detail in the welcome pack and the webinar, which made for somewhat tedious viewing. I was able to rest, although the totally flat bed was not particularly conducive to watching the video. More pillows or some degree of elevation would have been helpful. I was asked if I had any questions but I had none." [Dr K: We would like you to lie down for 10 minutes and rest anyhow and during that time we try to give you all the pertinent information. Not all patients can remember everything from before, so we try to re-iterate to optimise**

***your experience. We mostly elevate the couch, but sometimes we like to lie the patient flat for clinical reasons]***

1088. The information provided about the aftercare was great and I was able to rest afterwards and experience very little discomfort

1089. Very clear instructions again answering any questions you had.  
Extremely helpful.

1090. Very helpful

1091. Informative details online and staff were available if necessary.

1092. Nikki was friendly and helpful and professional - she really helped make the experience as pleasant as an operation like that can be!

1093. The after care was very good and all I was told about the operation afterwards was correct

1094. Aftercare was brilliant.

1095. Easy to follow

1096. All fine

1097. The biscuit was very welcome

1098. "Amazing and efficient care. The whole procedure was completed in a matter of minutes and i was made to feel at ease from the onset"

1099. Aftercare video was good but I felt faint after leaving and think I left earlier than I should have done. Would be good to have had another place where I could sit and get my bearings a little longer before the next patient takes the recovery bed

1100. The aftercare instructions were made very clear.

1101. Carolyn was excellent throughout. Very caring and a great conversationalist which helps in those situations.

1102. Everything has been great loads of information

1103. All instructions clear and understood

1104. Video is great which can be shared with your partner.

1105. I was relaxed and given a short video to watch. All my questions were answered and I felt great when I left.

1106. All straightforward and professional

1107. I did call the mobile number provided and initially had to leave a message as there was no answer. I waited maybe 2-3 hrs and decided to called back, at which point I did get hold of a Nurse. Once I did get to speak to a Nurse, she was very competent and the advise given was very clear.

1108. Again, very thorough. They make it clear what needs to be done & - more importantly - not done.

1109. All very thorough, clear and helpful.

1110. Again, all very clear. Information was nicely communicated. The nurse was very polite and made me feel reassured I had all the information I needed. The video was also very clear and informative.

1111. All very clear from the video shared and information provided

1112. All clear.

### Where could we improve further?

1113. I thought the service/procedure/care was all excellent, I didn't feel anything during the surgery and I followed the guidance on ice every hour for 20 minutes for 2 days and I genuinely haven't felt even slightly uncomfortable since.

1114. Nothing

1115. Honestly, the admin staff need to chillout. It's booking and showing up to a vasectomy. We aren't meeting the Pope! They made the process overly complicated and difficult. A completely unnecessary approach.

**1116. Nothing to improve 5\* treatment and consultation with warm patient care.**

1117. All went as well as 8 could have hoped, thank you

1118. Splitting hairs, but I've noticed a few typos, grammar errors etc on the website and on forms like this one. It's in no way an issue for me personally but could create a sense of being slap dash for some - not a feeling you want when someone is working on your particulars!

1119. I've already been recommending TVVS to others since the procedure :)

1120. None

1121. It was perfect couldn't of asked for anything more all my needs were handled great really pleased with it all

1122. Can't recommend your team and approach enough. Great communication and empathy throughout. One of the best healthcare experiences I've had.

1123. I have yet to think of anything the practice can improve on, I even got a biscuit so what more is needed

1124. I don't think anything could improve. I'd rather have another vasectomy than have a cold for a week it was that easy.
1125. All perfect from my perspective
1126. No improvement needed it works as it is no need to change something that's not broken.
1127. The only improvement I would recommend is to make available appointments public - it would help with the planning. As it was, I had my procedure within a week of the webinar. The whole process was amazingly efficient and well organised. This is really how healthcare should be all the time!
1128. As mentioned above, a little more context and detail about exactly when and what will happen on the day in detail would be great for me.
1129. Not sure where you could improve the service!!
1130. I'd say glass of champagne and balloon's at the end would be nice (just kidding) everything was good
1131. The only thing that may have improved the whole experience would be if there was a previous patient on the webinar who can put the patients at ease since I would imagine the previous patient would have also had an overall positive experience.
1132. Thank you very much for being great.
1133. I honestly can't think of anything that needs improving. Thanks to everyone I came into contact with.
1134. "A helpful hint I've found is to wear slip on shoes so i don't have to stretch the groin area. But otherwise no, I've had no pain at all, perhaps just the faintest twinge or tingle but absolutely nothing to complain about."

1135. Everything was perfect

1136. **Honestly was truly amazing. Thought the whole process was easy, informative and caring. I wasn't nervous about the procedure, but though who were I could see they would be made at ease. Didn't feel a thing during or after. So so impressed. Thank you.**

1137. Maybe in the welcome package it would be nice knowing how the vasectomy procedure works once again so i can feel confident about what the operating will be like *[Dr K: We have since added this information in a slide to the webinar]*

1138. I probably need to a general anaesthetic, to get me through this. I know you can't offer this.

1139. Was perfect. Keep it up.

1140. "Two small suggestions would be:

1. It can be tricky to find the forms that have been sent via email and re-find them to check they have been completed before the appointment. Perhaps there is a portal a patient can go to where all of the forms are list? *[Dr K: Thank you, much appreciated. We are planning to introduce a patient portal, soon]*
2. I believe after the forms are completed, a patient should call the surgery to check appointment availability. This might also be usefully if it were digital - and online calendar for example." *[Dr K: Also a good suggestion, but our technology does not allow for this, yet]*

1141. N/A

1142. "Nothing really. Only having gluten free biscuits would have helped as I am coeliac and so couldn't have the biscuits they had on the day." *[Dr K:*

*Sorry, we did not have a gluten free biscuit. Perhaps we need to re-think our aftercare food]*

1143. I would include a few video case studies from previous patients describing their experience and their recovery.
1144. The ease of it from start to finish & made to feel comfortable throughout
1145. Honestly I thought the whole service was faultless and I am extremely appreciative of Dr K and the nursing staff for their care. I will certainly be recommending them to my close friends and family. Now I'm looking forward to the 20-week test. Thank you!!
1146. Great experience and felt well informed and supported through the process.
1147. I can't think of any improvements
1148. I can't think of anything that can be improved. A fantastic, caring experience from start to finish and afterwards too! Thank you.
1149. Maybe a nice coffee machine in the waiting area
1150. I have followed the aftercare instructions to the letter and this far (5 days post op) I am healing nicely with only minor pain and discomfort experienced.
1151. Nothing to improve , Keep up the great service, you both are a credit to the NHS
1152. **Best hospital experience and surgery I have ever had; such professionalism, kindness and efficiency. Truly thank you so much; I really felt at ease being looked after by such a top team.**
1153. none



1154. "I was understandably a little nervous beforehand, especially about the pain levels afterwards. However, I didn't find the pain to be remotely problematic and easily countered with Ibuprofen on the first evening and day after. Even as early as day three, while feeling a little tender, it wasn't a problem at all and, following the instructions to the letter and without wishing to jinx things, have actually been surprised how little pain there has been. I would have no hesitation in recommending the service and Dr Kittel and the staff's overall highly professional attitude has only helped the entire process. Please pass on my sincere thanks."
1155. I was and am very happy. I felt I could be back in the office 5 days after so glad I had mine Wed eve, worked from home Thurs/Fri and Monday.
1156. Very minimal pain, little to no bruising. Extremely happy.
1157. I genuinely have no further recommendations for improvement. I was given this recommendation by a work colleague whose review was excellent and it didn't disappoint.
1158. "Pretty polished experience. **It's a bit presumptive that the default answers in this survey are all at the highest value.** I'm happy to give a positive rating, but it feels a bit like you're leading the patient a bit!" *[Dr K: Sorry, the software automatically fills in the answer most commonly chosen, but it can be easily changed and patients do change it! You could switch this off, but the patient would have to do everything by hand and that means less patients submit surveys]*
1159. Thank you to Dr Kittel and Carolyn for making the experience as pleasant as possible
1160. The number you have to call on arrival gives you another number to call as that number is not in operation, this could be streamlined.

1161. No improvements required. The process & procedure is at a very high standard.
1162. Perfect
1163. the dressing applied to the hole fell off rather quickly - a few replacements of the same type would be beneficial
1164. In my experience, you can't
1165. All very good
1166. "Could not fault the process, procedure and aftercare. Dr Kittel and nursing staff were brilliant. Thank you all."
1167. Have I have been brave stickers in stock :-)
1168. My experience was perfect
1169. No improvements required. The process was easy from start to finish. Great service and very all organised.
1170. I have to be honest. A number of friends have asked about getting a vasectomy and I've warned them off getting one.
1171. The whole process went smoothly for me and it didnt even take a long time. I would recommend the service to anyone anytime.
1172. all good
1173. None
1174. Well handled (pardon the pun) all round.
1175. Maybe one thing to know more about was if/how to support my testicles whilst sitting down on toilet to poo, I don't remember it covered and sort of figured it out in the end but for the week after that was the most difficult part as both ends need to go nearly the same time but didn't want to leave them 'dangling' :D *[Dr K: We will consider your suggestion in our next meeting and see how we can respond.]*

1176. Just a big thank you.
1177. Nothing
1178. Nothing I can think of
1179. It would have been nice to have been given an additional silicone dressing as opposed to the standard dressing as the standard dressing is not waterproof.
1180. I think the **7 day rest is really good advice** and personally I don't know how people go back to work after a few days. I'd wholeheartedly recommend and advocate for the procedure in no small part thanks to the staff. The online material is also very helpful and i really enjoyed Dr Kittel's presentations & Q&A.
1181. Fantastic service and staff. Highly recommend to anyone who wants this done.
1182. Nothing to add here. Whole experience was slick and professional
1183. Overall a great experience, can't think of any faults.
1184. Having spoken to a few other friends who have had this procedure, even on the day, I was pretty much pain free. Yes, I knew something had been done, but I followed the instructions in the aftercare video and had substantially less pain than others.
1185. Please pass my thanks on to your whole time both clinical and admin. I would like to add that the care has been exemplary.
1186. Stress the importance of having snug underwear so patients have them prior to the procedure (if they are not aware)" *[Dr K: This information is available in the Welcome Pack]*
1187. Other than the small gripe mentioned above, I honestly can't think of a way it could be improved!

1188. All a bit of a choreographed production line. Why isn't rest of nhs so slick?! .
- 1189. I don't know how the procedure could have gone more smoothly. My recovery at day 4 is going well and I have had no pain even right after the procedure.**
1190. To be honest it's all very straightforward for the drs and nothing is missed out with regards to every patients requirements even when so many procedures are done I found no complacency in anything.
1191. All was great and communication was excellent throughout too. Thank you!
1192. Nope, for me, the whole lifecycle of the procedure has been absolutely perfect
1193. Nothing further needed or required, perfect
1194. "I'm not sure that you could, as a manager myself I know constructive feedback is useful but I am struggling to find fault at all to be honest!
1195. The only thing which I would say has been great and recommended by a friend is buying 2 x vasectomy ice packs (sure you've seen them but they fit nicely round the crotch area), these have been a god send and could perhaps be mentioned ahead of the surgery dates for people. *[Dr K: Thank you for the recommendation]*
1196. That's being really fine detailed to be honest and sure a pack of frozen peas would be just as good!
1197. It really was a 10/10 experience"
1198. "Just the PPP comment about shaving above. It's a minor thing. Maybe a cup of tea at the end " *[Dr K: You should have been offered a cup of tea with the biscuit, sorry!]*

1199. I can't find any fault with the whole process. I'm completing this questionnaire having had no pain or discomfort at anytime since the procedure which was 5 days ago.
1200. I would make the requirement for the use of anaesthetic cream more prominent in communications before the date of the treatment as I almost missed it on the form. Best to mention it when booking the appointment.
1201. Just that it was a fantastic experience all round. Thank you
1202. No further suggestions.
1203. Will let you know in 20 weeks!
1204. None as it was excellent
1205. "I would like to say a very very sincere thank you to Dr Kittel. It is **rare in this world to find individuals of such supreme competence and ability.** Dr Kittel is a very caring and highly skilled person. I consider myself deeply lucky to have been in his care."
1206. The experience was great.... Thanks you very much.
1207. I already think you guys are doing a brilliant job!
1208. I found no fault at all .
1209. From start to finish the experience has been professional and made me feel as comfortable as I could throughout.
1210. Nothing.
1211. Keep doing what you're doing, the service was excellent
1212. Obviously would recommend to any person related to this procedure.
- 1213.** I think the whole experience was about as professional and simple as it could possibly be. **I've already recommended the service to several others!**

1214. Thanks. Felt I was in good hands throughout. Good advice at all stages.
1215. No improvement needed
1216. Everything was very slick with little room for improvement
1217. The whole process has been excellent and very robust. I can see that you are trying to ensure that each vasectomy goes as well as possible and that everyone has the best chance to recover fully and without issues.
1218. "No, I'm very pleased with everything from start to finish, from all involved. I'm on the mend and I look forward to recovering fully very soon! Thank you all for your help and support!"
1219. "Ice packs would be helpful, even if there was just a freezer to put our own packs in while the surgery and recovery happens so they're ready for the trip home. Generally, a really good service, with superb staff." *[Dr K: Thank you, good ideas. As we cannot store large number of ice-packs on-site we buy single use coolpacks and give it to patients, who have forgotten them, but generally we recommend it on the webinar now for patients to buy themselves]*
1220. Nothing I can think of, overall a great and very efficient service. Maybe a follow up call of Day 7 but I guess the number is there for us to call if help is required.
1221. As I mentioned above I think having some information around going toilet afterwards would be good and perhaps an example of some tight underwear that could be worn/purchased as I found myself trying on various underwear before the appointment but wasn't sure if it was tight enough.
1222. Don't think you can improve much. Fast procedure, plenty of information etc.

1223. I think most things are covered and in good order.
1224. If an alternate plaster for the wound, the same as the one applied after the procedure could be offered along with the alternate provided would be useful. *[Dr K: One alternative plaster is in the pack. The original plaster is difficult to handle and we are trying to make it as easy as possible.]*
1225. My plaster came off and wouldn't stick back on so perhaps could include a replacement? *[Dr K: There is one in your aftercare pack]*
1226. It was great, so I can't think in something to add!
1227. Very good overall experience. Thank you
1228. "From Start to finish it was very smooth with great use of time. The procedure itself was very quick. Bruising was more than I expected for sure, not sure if this was discussed" *[Dr K: Sorry you had larger than expected bruising. Some should be expected at times (aftercare video), but it is usually minor.]*
1229. A REALLY GREAT EXPERIENCE
1230. None
1231. Apart from moving closer to where I live I cannot think of any way in which you could possibly improve the service you provided me.
1232. No
1233. The TVVS team have been brilliant throughout, accommodating when I needed to change my appointment, helpful on the day, professional and caring for a slightly nervous patient. They made the whole experience less daunting and more straightforward than it otherwise could have been. All I can say is thank you!

1234. Everything was too an amazing standard and can't think of anything to complain about.
1235. N/A it was all very well explained and went better than I expected.
1236. The system does not need improving it works great! Don't change anything!
1237. "Very quick, professional and efficient procedure. Aching now though!"
1238. I honestly can't think if anything .
1239. There were no areas that I could recommend for improvement. The experience was very professional from start to finish.
1240. Webinar as mentioned previously
1241. N/A
1242. No further comment. A huge Thank You to Dr Kittel and the fantastic Nurse for turning something most men fear in to a very positive experience
1243. No improvements - the whole process was incredibly straightforward and supportive.
1244. I cannot fault the experience
1245. I think the payment before booking could put some people off. As it's not something we do every day you don't have a previous experience to compare against. Perhaps a call prior to payment should be a requirement? Just a suggestion. Otherwise it's been excellent service.
1246. Very efficient op thank you Dr Kittle
1247. Update the number for communication as number has changed. A bit more speediness in reply to phone calls. *[Dr K: Sorry we did not reply speedily, we must have been very busy. We usually are very quick! We have changed back to the old number again.]*



1248. "In addition to what I have already written in the previous section I have nothing else to say about the process or personal care I have experienced. My only other comment would be the building itself. Whilst very clean and tidy it was dated and in need need of a more welcoming and calming nature. *[Dr K: We are moving to a new purpose built facility in the next few weeks]*
1249. This is in no way a detraction from my experience overall."
1250. I cannot fault any part of the process.
1251. I think the service provided is excellent, very efficient and professional.  
Very happy with this service
1252. Completely satisfied. Great job and thanks for the brilliant experience.
1253. None
1254. Not everything is perfect
1255. I'm sorry I cannot give any constructive criticism, as in my view there is nothing improvable about this excellent service
1256. I don't think there are many places for improvement as the the process was very straightforward and I feel like i had all of the information I needed
1257. "No room as far as i can note for improvement. Honestly couldn't be more happy with my choice, the scalpel free way is how this should be done. Thank you so much Dr Kittel."
1258. The room post op wasn't great, bed against a hot rad and a window too high to open *[Dr K: We are moving to a new premises with underfloor heating and cool aftercare rooms in a few weeks]*
1259. you cant improve perfect !!!

1260. Cake [Dr K: Cake would be definitely an improvement from the biscuit!



1261. I was really happy with the overall experience, from the sign up, to the procedure. I felt very welcome by the team and Doctor Kittel. I loved the energy during the procedure, and so far all seems to go well.

1262. Would 100% recommend anyone who is thinking of the same procedure.

1263. "I think the whole process was excellently handled. very clear and well managed process. In past 3 years I have unfortunately had 3 retinal detachment surgeries and the process, care and patient experience in those was completely different (lots worse) to the experience I've had on this. They could learn a lot from you about patient, info, process and general care"

1264. Excellent experience throughout from Dr Kittel and team, I want to thank you for making this procedure so easy and stress-free. Carolyn was lovely and caring during my visit and Dr Kittel did an excellent job at all the explanations and the procedure itself. Thank you!

1265. **"One thing I probably took too literally was the instruction for tight underwear.** This resulted in lot of pain on day 3/4 in my lower abdomen below belly button towards left pelvic bone. Discomfort also went down left leg to sole of foot and in my left testicle. I've previously had intervention radiography for a varicocele (about 5 years ago) and it seems the area where my vein was clotted for that procedure was aggravated by the pressure of my very tight underwear waistband. At first I thought this was normal surgery pain, but then decided to try underwear which supported my scrotum but wasn't that tight around waist and pain has gone over the course of a day. May be useful for

others that have had intervention radiography? Overall, I think you run an absolutely amazing practice - very efficient, discrete and with a friendly touch. All responses to questions were backed up by data which gave confidence and sense of precision. Thanks."

1266. Improve as noted in points above... but mainly Mr Kittal needs to LISTEN and slow down!

1267. None. Brilliant as is.

1268. Nothing to add.

1269. Nothing, very happy

1270. You're all experts. Nothing could have been done better.

1271. "Would be worth including a section on normal bathroom usage in the FAQ.

1272. If the hospital allows it, some signage on entry would be beneficial, but if not, the current process is simple enough.

1273. There is a glitch in your emails' merge tags - instead of my name showing in the automated emails, I get ""Dear [Custfullname]""

1274. "Honestly none. I was really impressed by your clinic. It was all so easy and well organized.

1275. This might sound odd, but I also appreciated that your clinic is not fancy. It is functional, simple, and clean. One of your competitors in London is based at The Shard, and their fees are 3-4x higher than yours. But why pay a premium for a fancy clinic? I would rather have excellent service, clean but simple facilities, expert staff, and pay a fraction of the fees. Easy decision for me."

1276. "The woman on the main reception wasn't particularly welcoming but I doubt that's anything to do with your department.

1277. Also, I texted on arrival as instructed but received no automated response, so after a few minutes just entered the build, with my partner anyway. It wasn't until we were sitting in the corridor outside the operating theatre that my partner also tried texting from her phone and instantly got the message telling me what to do. I never received a message to my phone. I double checked that it was sent to the correct number. Strange"
1278. "Everything flowless.
1279. The only recommendation I have would be to make possible to see available appointments online prior to the booking ."
1280. The silicone dressing originally applied after the procedure did not stay in place after showering (after 48 hours) despite my best efforts to re-attach it. I had to use the spare dressing included in the aftercare pack. Including more dressings in the aftercare pack would be useful as it would give time to source more.
1281. "The welcome pack link could easily be at the bottom of every email. There were 5 or 6 emails and I almost couldn't find which one was my welcome pack.
1282. Or alternatively send it separately with the subject being ""welcome pack"" then it would have been easy to find too"
1283. I'm not sure how there could be further improvements to be honest, it was a very quick, painless and friendly service.
1284. No improvements, as couldn't have thought it could be any smoother.
1285. A brief consultation at beginning of process, or GP having more time when raising the matter, would have been useful but understand time pressures on everyone.

1286. Shorter waiting time for an appointment
1287. It is only a 4 (as opposed to a 5) due to it being my second vasectomy as the first was unsuccessful.
1288. Just a very pleased with a care I have received
1289. none
1290. I don't think it could have gone any better
1291. Nil, was amazing v
1292. There are no instructions around going to the toilet.
1293. Only chocolate coated hob nobs after the procedure could have made it better!
1294. Excellent service. Almost zero discomfort during procedure and very little post procedure. Took regular paracetamol including 1g pre procedure for 36 hrs and 3 doses of 400 mg ibuprofen 8 hrly post procedure
1295. Thankyou to all involved for the very professional service.
1296. Thank you to whole team a very well organised operation with excellent patient care.
1297. I don't think any improvements are necessary. The whole process was easy, relaxing and informative at every stage.
1298. Registration process could be improved. Was a bit clueless on what i needed to do when i was at the waiting room
1299. Update your website, it is very dated.
1300. Everything was super easy
1301. N/A
1302. All great
1303. Nothing to add, all very good from start to finish.

1304. Not really

1305. N/A

1306. Very happy with the experience

1307. No faults at all

1308. Would be great if you offered an optional balls shaving service. I imagine the Doctors end up having to do some anyway a good percentage of the time. It could be a good "add-on" that I imagine many patients would be happy to pay for and not struggle to do themselves.

1309. "Very positive experience from start to finish. One improvement would be some additional dressings in the aftercare pack rather than just one spare." *[Dr K: As previously outlined above, we really do want you to keep the 1 dressing on for a whole week to avoid infection and not support frequent dressing changes]*

1310. I think everything was perfect

1311. It'll be great to speak about where the anaesthetic would be applied for those of us who sometimes have a fear of needles.

1312. Excellent service

1313. I wanted to thank you all so much - the procedure was very efficient and thanks to all your advice my recovery was as quick as I could have possibly hoped

1314. Only ahead of booking was the only thing about slots etc as mentioned above.

1315. I thought that the 20 week appointment was going to be made for us. Not an issue, but I thought that was mentioned on the Webinar.

1316. Very minor suggestion. I typed in the wrong number to text my arrival (too many 3's and not enough 1's). It was fully my fault as my mind was

distracted by the upcoming procedure (and thankfully the nurse phoned at my appointment time to ask if I'd arrived) but given that I'd had reminders from a different mobile number, it would have been easier to just reply to that number and reduce the risk of human error!

1317. All perfect

1318. No suggestions for improvement!

1319. I've already told my Friends to head your way.

1320. Nothing to be improved

1321. I don't think you can. It was great.

1322. Nothing this was much easier and much less painful tahn I thought it would be!

1323. "a very well organised service, friendly and professional healing very well, back to work with no issue, thank you"

1324. To be honest, I don't have a clue how this experience could have been improved. It was amazing.

1325. I can't think of anything

1326. Nothing to add.

1327. Perhaps a clear inventory list of what you need/may want to bring on the day. Everything else is super clear, but this you had to scour a few pages.

1328. The whole experience was a lot better than I could have imagined. All the staff were very professional and welcoming.

1329. Maybe some better biscuits for after, if within the NHS budget!

1330. nothing

1331. You need more than one plaster - as they lose their adhesion as soon as they get wet *[Dr K: Sorry, this is not my personal experience and not the*

*experience of most patients, we really like patients to keep one plaster for a week. On the rare occasions where this is impossible (patient sweatiness etc) some gauze may be better to keep the penis from the wound and avoid infection until the wound has healed]*

1332. For me it went better than anticipated so no comment on how it could be improved
1333. "I'd just like to say thank you to everyone involved. My reasoning in having the procedure done was because of medical conditions my wife has that would mean getting pregnant could be very dangerous for her health. Your service has helped me keep my family safe in an incredibly professional and caring manner.(i know i still have to wait 20weeks for confirmation) Thank you."
1334. More aftercare dressings for my wound, would have been useful. Having the procedure at a Hospital closer to home would have made things easier.
1335. It felt like a lot of the information was quite padded out, where the key things to know could be presented in a single page. But maybe that's just my personal preference, and others prefer the current format?
1336. "This service and clinic was great, it came across as an efficient and well oiled vasectomy machine. Everyone was great, booking and paperwork was smooth and easy. Communications were all clear. Procedure was way better than I expected. I am very grateful for everything, thank you!"
1337. A little more on the nature and level of discomfort to be expected would be helpful. I have taken Ibuprofen before and since. It has actually been pretty comfortable overall, but you actually reassure a little more on



that front. I will reserve full judgment on that until fully healed and recovered!

1338. Maybe by offering more days than a Wednesday or Friday, but other than that, I can't believe I'm admitting that actually quite enjoyed the experience.

1339. Much of your online material still assumes COVID restrictions are in place. A thorough review is required to update this material.

1340. I can think of any improvements to what was an excellent process

1341. No improvements I can think of.

1342. Nothing - I was very impressed by TVSS from start to finish

1343. It was as expected from what I read on line very good

1344. Ensure that emails have been received e.g. confirmation that email seen (automatic responses once opened etc.) allowing follow-up.

1345. Minor point but there are quite a few emails, forms etc when arranging the procedure so the link to the welcome pack is not immediately obvious but as I say, a minor point.

1346. "no complaints whatsoever Fantastic process from start to finish and very easy to communicate and ask any questions"

1347. None that I can think of. The whole process went better than I could have imagined.

1348. Nothing to be improved everything was 10-10

1349. Quicker wait times

1350. The whole process is swift and efficient. I was an nhs referral and was offered surgery within the same week (took a cancellation), which was amazing. The admin and forms are all done online, easy to complete and

job done. On the day itself, I was in and out after an 1 hr. everyone I met was helpful, polite and respectful, it's a 5 star service.

1351. Maybe a video of what is going to happen during the operation and pictures of afterwards, what could you expect the bruising to look like, where you have been cut etc.
1352. "Not sure if I was very unlucky, but if more time was allowed between appointments, there would be less chance of running late. Appreciate there is a trade off with optimal efficiency and certainty. I did order some extra dressings as soon as I got home as I was doubtful whether the 1 spare would last me a week, and was glad I did, as they fell off and wouldn't re-attach after each shower. Would have been nice to have been provided a few extra spares but cheap enough to purchase." *[Dr K: We will look into improved scheduling when we are at the new premises. In terms of dressing I have commented on this before in this document]*
1353. My appointment ran late and i had no communication to advise me against it. Maybe an sms could be send to update patients of their actual consultation time
1354. I'd recommend you in a heartbeat. In fact I already have.
1355. Can't think of anything to improve on!
1356. Nothing to complain, really. I haven't been through all the stages yet, like sending the sample, but I imagine that the rest of it it will be like all I experienced so far, which was great - clear, reassuring, good emails, straight to the point, very informative.
1357. Nothing I can think of
1358. Can't see how the process could be improved.

Responsible for report: Dr M Kittel 21/12/2023. Next report December 2024