TVVS Patient Satisfaction Survey 2016

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 109 patients provided feedback between January 2015 and June 2016

Standardised questions: BEFORE the procedure

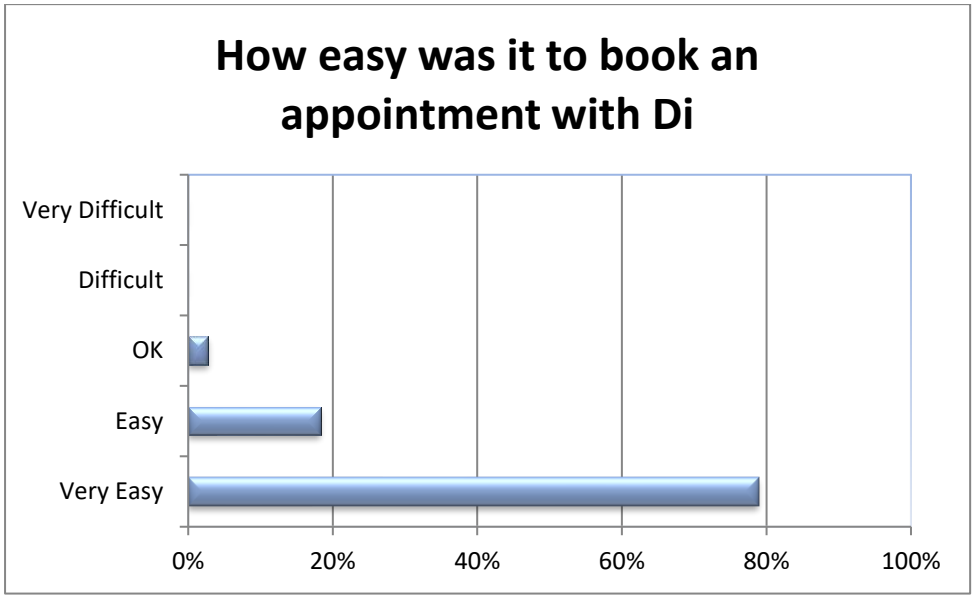


Figure 1:

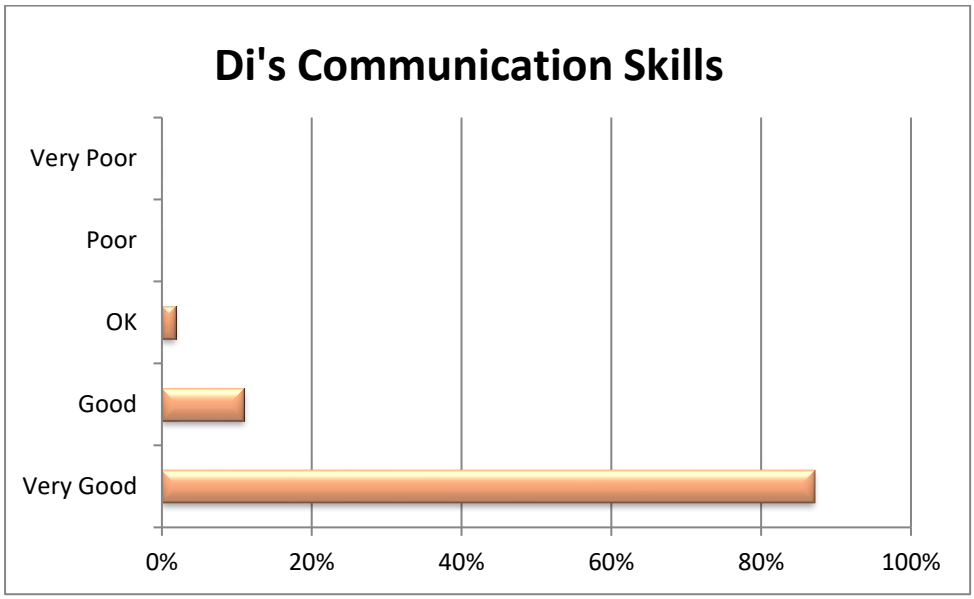


Figure 2:

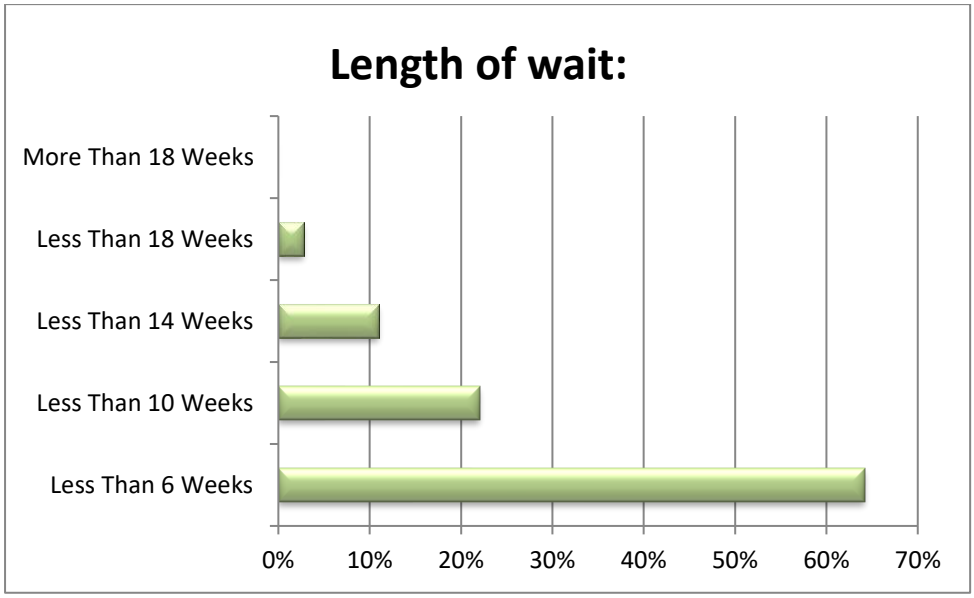


Figure 3: Please note any patient waiting longer than 6 weeks is down to patient choice or former West Berks PCT funding cuts.

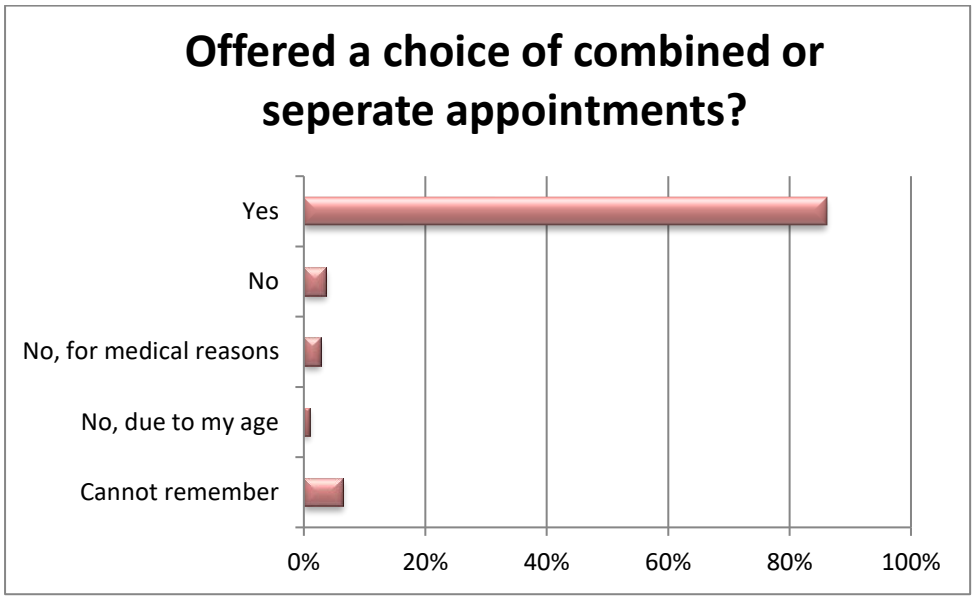


Figure 4: We try to accommodate patient's wishes in most cases as clinically and ethically appropriate.

Comments:

Please be aware the comments below to the questions about Di's (and previously Jackie's) performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- Very satisfied with all staff care and communications
- Everything was dealt with very professionally, & with consideration towards the client.
- My only issue would be the fact that I was on aspirin not being picked up until the day of the appointment which had to be cancelled as a result. This should have been picked up earlier during telephone pre-screening. The procedure itself when it went ahead was very straight forward and the nurses and Dr Kittel were very reassuring.
- Very good communication and great staff.
- Both Di and Dr Kittel were very professional and understanding, during the consultation I felt relaxed and comfortable.
- Wonderful. professional, easy. Friendly and helpful.
- A very professional service, approachable, understanding and sincere. Easy to book my appointment and sympathetic when I had to cancel my original appointment on the day due to flu, giving me time to recover before I re booked my procedure.
- GP doctors wasn't prepared to talk about vasectomy
- Very professional service, prompt and helpful communication.
- The booking procedure and website gave me all the information I needed to know.
- I was very impressed with the service and the info packs were very informative.
- Very professional service
- I found the whole booking/ the op very easy and the staff booking it and the appointment .so helpful and Dr Kittel. Really helpful and explained the whole procedure clearly. I'm very ,bet happy with the whole service without a doubt
- Very helpful and the offer of a cancellation was excellent.

- Very straightforward process to book consultation
- Thank you for carrying out my vasectomy. Both the nurses and the surgeon were very friendly, and professional. I had a slight complication at the end of the procedure which was dealt with in a prompt, and efficient manner I even got given a fresh pair of pants to come hone in, as mine were not wearable. All in all a very good service which I would have no hesitation in recommending to anyone wanting a vasectomy. Thank you very much to everyone at Thames Valley Vasectomy Services.
- All very smooth. One issue (not Jackie's fault) was an email i sent confirming my appointment never reached Jackie. Jackie was great however in accommodating my initial date after I had proven I had sent the email via the secure mail portal.
- I found it very straightforward, professional and friendly.
- Good information, sent securely.
- Initially I had some issues contacting Jackie, but when she did call back she mentioned the phone lines had been playing up but this was now sorted. Other than this I had no issues.
- My GP got the referral wrong, which delayed my appointment. Once I was in touch with Jackie she sorted everything out very efficiently.
- It was easy process, just what was needed.. Very happy.
- Was extremely quick and easy to arrange. I phoned back a couple of times pre-op to ask questions and was looked after very well.
- All very positive. I felt I was in safe hands.
- very friendly and everything was explained fully before the procedure
- Very professional and accommodating.
- Very professional, informative and reassuring
- Fantastic service - everyone is very friendly. A very good experience all round. Thank you guys.
- Very flexible due to 3 cancellations due to work/ family commitments.
- It was very professional, neat and quick, absolutely no regrets in reaching out to TVVS
- The wording of the letter could be improved - it's not clear whether you have to confirm the appointment, once you get the letter. The letter says 'it's your responsibility to check and re-confirm your appointment'. That sort of suggests you should ring someone at sometime to confirm.
- Easy and simple with good communication and reassurance.
- Jackie and her team were outstanding - coordinating the timetable for both Dr Kittel and me was difficult and she managed it very well indeed - I asked Carolyn (nurse with Dr Kittel) to pass on my special thanks to Jackie - which I am also doing in this form
- Paperwork received quickly and paperwork was clear.
- Very positive experience, lots of useful information provided beforehand which answered all questions.
- Jackie was extremely helpful from first contact and made the whole process very straight forward.
- Doctor Kittel was fantastic and really put me at ease, dispelling all my worries.
- All very easy.
- I had one cancellation so my waiting time was probably longer than would have otherwise been.
- Unfortunately, only issue was me forgetting to read attached email explaining all possibilities etc in the forms you send out prior to the appointment.
- Possibly could be a bit clearer ie the fact you have to go to another email to pick up all the information re the procedures.
- Maybe could be an attachment to email ie less likely to be overlooked.
- But getting info sent in post is better I feel.
- Was happy with how both doctor Kittel and nurse Carolyn were to me when chatting to me re my Schizophrenia and appreciated kind words in myself wanting this procedure for my own minds sake ie when next get into a sexual relationship. Appreciated their kind professionalism.
- Seamless. Although, login in for emails is a little obstacle. Need to remember lots of passwords already!
- Very pleased with the consultation.

- First time on NHS in years as I normally go private. I had a great, relaxed experience and would def recommend the service.
- Jackie and the team were amazing, fitting me in at 24hrs notice after the NHS cancelled a long awaited appointment. I can't speak highly enough of her efficiency.
- I was put at ease in a friendly yet professional atmosphere.
- Very easy and informative
- The whole experience of booking was very positive indeed and other services could learn a lot from your example.
- Great overall experience handled very professionally.
- I've experienced a sense of confidence from the GP and was a very reassuring person including all staff to deal with.In terms of my overall experience I definitely rate it at a 10.
- Very easy process based on NHS referral - Jackie was able to get me an appointment very quickly and fit this around my other commitments, Very reassuring, efficient, professional and friendly manner with plentiful information provided.
- Not sure of the reason, but there was a delay in my referral from Linden Medical Centre and getting an appt (I had to chase up). This was not a problem as it did provide time for me to reflect on having the procedure done to make sure I was ok with going ahead.
- Outside of that, everything was professional, friendly and efficient.
- n/a
- Booking the appointment was a seamless process, with all the relevant information being e-mailed well in advance.
- It could not have been easier.

Standardised questions: DURING the procedure

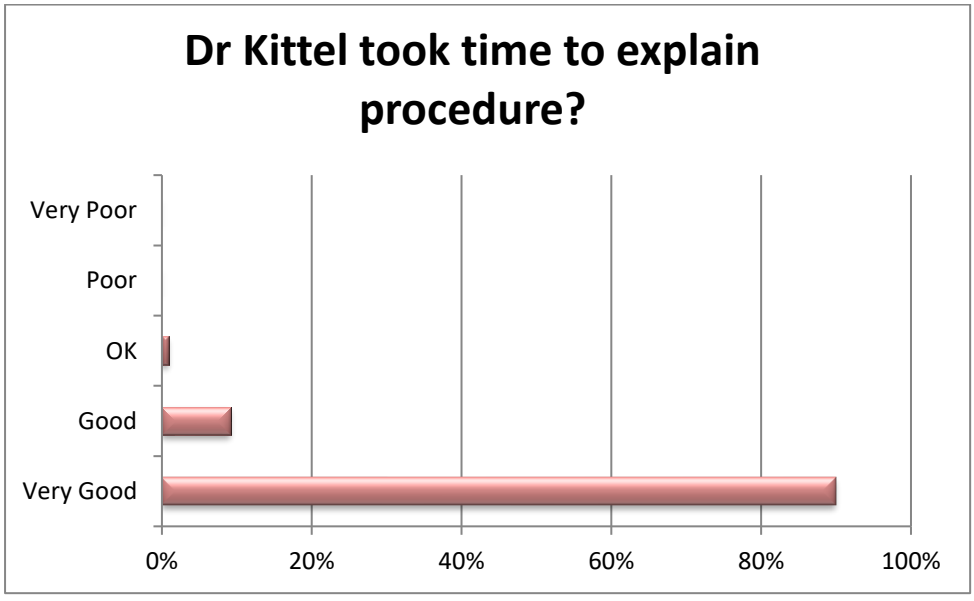


Figure 5:

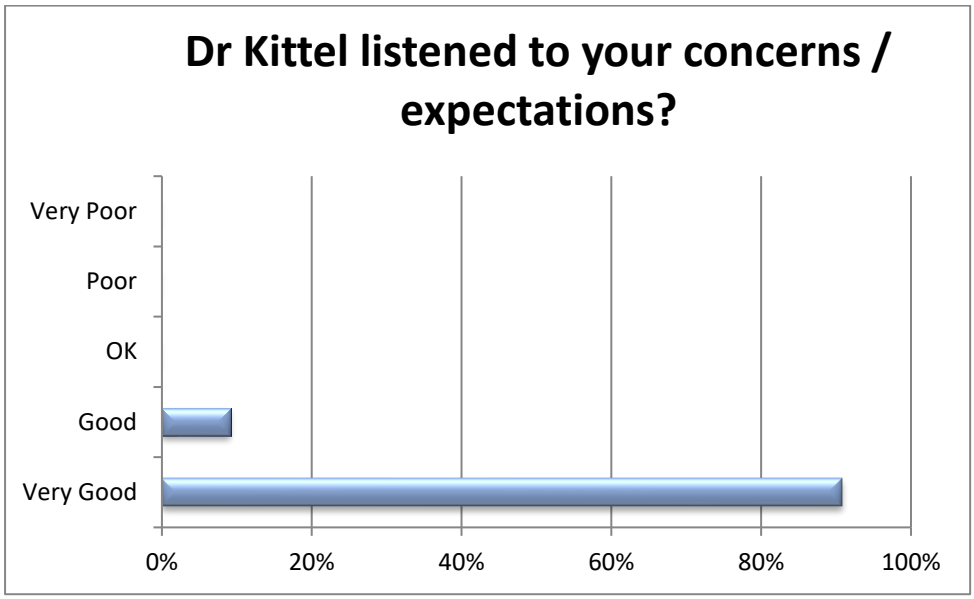


Figure 6:

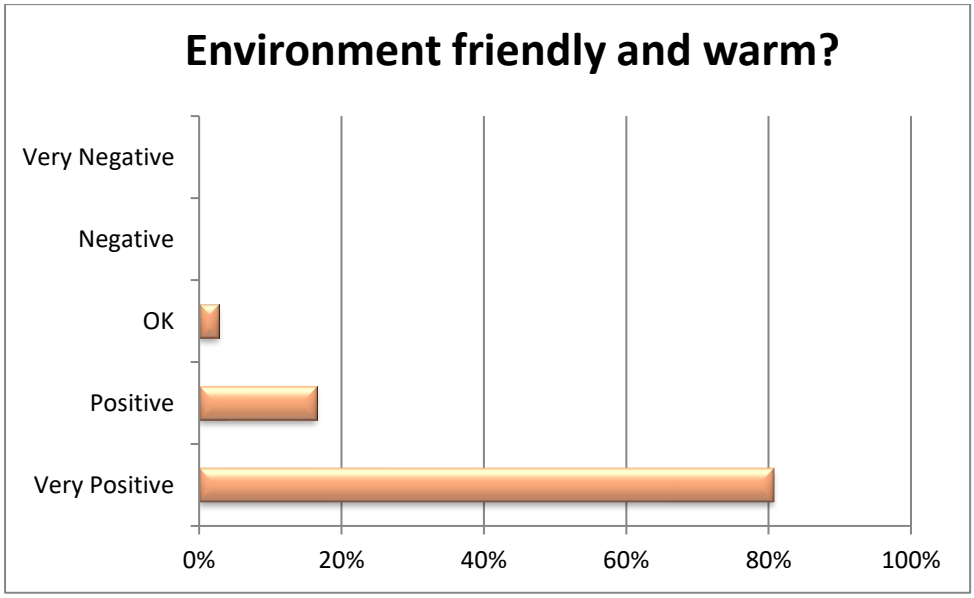


Figure 7:

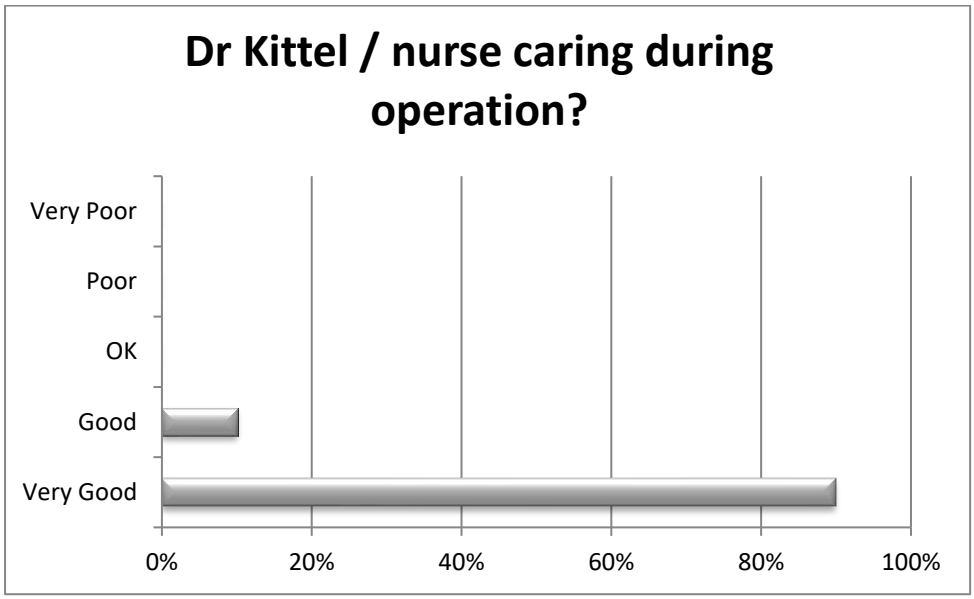


Figure 8:

Comments:

- Not enough local anaesthetic to start with caused a painful start to the procedure which for obvious reasons made me anxious for second part of the procedure.
- I couldn't of asked for better support both Dr Kittel and Sr Leanne were brilliant, Sr Leanne spoke to me the whole time explaining what is happening and general chat while Dr Kittel was explaining to my wife, we were both comfortable and relaxed the entire time, couldn't be happier.
- Over very quickly. Simple and straight forward. Excellent team.
- Very professional, warm and trustworthy team!
- The whole procedure was caring, efficient, professional and filled Amanda and I with confidence in the knowledge that both Martin and Carolyn knew exactly what they were doing throughout. I was made to feel as if the whole procedure was all about me, Martin and Carolyn made me and my Partner feel relaxed throughout, chatting to both of us during the procedure so much so that I was surprised as to how quickly the procedure was completed. An awesome experience that I would happily undertake again, although I am sure that this first time will be a success.
- Everything was fine
- Dr Kittel was extremely welcoming and relaxed and both he and Carolyn made the experience very pleasant and I felt very supported throughout.
- Both Dr Kittel and the nurses were very professional and made feel at ease throughout the whole procedure.
- I was pleasantly surprised about how quickly it was all done.
- Thank you.
- The worst part was apprehension before the procedure. The actual procedure was painless - when I felt something the doc injected a bit more anaesthetic then I felt nothing.
- I think starting that day with a 1k swim really helped me feel calm.
- Everything was explained in full and I was kept at ease throughout.
- Both the Doctor & Nurse were fantastic as I was very nervous. 10 out of 10 for customer care as far as I'm concerned
- Very impressed with the whole thing. Staff: Doctor Kittel and service.. Thank you

- A very reassuring and thoroughly professional service. I would recommend TVVS to any man considering the procedure.
- I was very happy with the whole process.
- I thought the whole process was carried out in a very professional manor. I was very impressed and pleased with the attention given.
- Please see comments above.
- Very professional and attentive. I felt relaxed and in good hands with both DR Kittel and the fantastic nurse who explained everything that was happening.
- Thank you
- Dr Kittel was extremely professional and instilled confidence. Leanne the nurse was also excellent and helped alleviate any anxiety.
- Doctor Kittle and the nurse were both very friendly and professional. I couldn't fault it.
- The nurse was very effective regarding alleviating any concerns. Dr Kittel was very efficient.
- During the vasectomy I felt no pain except for one point when a sharp stabbing pain shot through me causing me to move suddenly during the procedure. Some additional anaesthetic was given.
- My wife was able to watch which we both appreciated
- The nurse, Leanne was great. Kept talking to me and made me feel comfortable. Again was very happy.
- Dr Kittel was great, just got on with it. Just what's needed.. Thank you to both of them, very professional.
- Both Dr Kittel and the nurse made the whole experience really easy and alleviate any pre-op nerves. Would highly recommend Dr Kittel
- not quite enough anaesthetic to start with was unpleasant but apart from that very straightforward
- I was more than impressed. I am not really sure what I was expecting but, given what was happening, the procedure was far more bearable/ pleasant than I had expected. Much quicker than I thought it would be. Only discomfort was the anaesthetic.
- Again very friendly atmosphere which put me at ease...Dr Kittel and the nurses were very professional they explained what was happening and were very good at making me feel relaxed with our great conversations....Thank you
- Really great experience for something a little traumatic.
- Both Dr Kittel and the nurse were excellent at all aspects of the procedure. I was feeling quite apprehensive but had nothing to worry about. Everything was explained in detail and they made me feel at ease.
- Both Dr Kittel and the nurse were excellent. The local anaesthetic was not 100% effective, some small pain felt in where operating on the left tubes. This resulted in a slightly longer healing process.
- Very good service - clear and simple explanations at every stage - Dr Kittel and the team made me feel at ease with everything that was being done.
- Exceeded expectations
- Carolyn (i think) was excellent at distracting conversation despite patient's lack of focus on conversational skills.... though a little more warning before the first needle went in might have been nice (although I understand probably better with little or no warning for some) *[we apologise for not giving enough warning in your case, it sometimes happens when we are deeply involved in a conversation with a patient]*
- Despite being in a situation where you have no dignity. Both helped make me feel as comfortable as possible
- It was very convenient and didn't feel the procedure at all
- Very impressed with all aspects of today's treatment and care.
- Very gentle and reassuring.
- The procedure was very professionally carried out and the excellent combination of expertise and care was evident from the outset. The PowerPoint presentation that Dr Kittel used during the consultation - which was on the laptop computer - was very clear and particularly helpful and obviously well thought-out

- Dr Kittel invited my wife in for both the consultation and the procedure (which she accepted and appreciated) and both Dr Kittel and Carolyn were professional and helpful throughout and the procedure was carried out with professionalism and skill
- Both Dr Kittel and Carolyn took time to make sure that everything was explained clearly and simply and allowed time for questions - and were very pleasant company throughout - an unexpected bonus
- There was no sensation of being in a rush and Carolyn's explanation of the aftercare procedures was excellent and very helpful
- Both the nurse and Dr Kittel did a good job as keeping me calm and distracted through conversation. Anaesthetic was a bit painful but this was only for a very short period of time.
- The whole procedure was very quick with no pain during the operation. The Nurse (I think it was Carolyn) was very good at putting both myself and my wife at ease and distracting us during the procedure.
- Some slight discomfort during the procedure, but Dr Kittel very quickly topped up the anaesthetic
- Very slick procedure, everything explained very clearly. It was very professional and caring.
- All fine.
- I think the nurse is understandably immune to gentlemen being naked, but I suspect not would feel quite 'exposed' in the circumstances, so it may help for the nurse to busy herself doing something or extending some discretion particularly during the prep phase. I appreciate she needs to be on standby and observe during.
- The nurse was very attentive during the procedure.
- I only experienced pain during the beginning, when moving my toes like a piano at that time, was very helpful as suggested by Carolyn.
- The rest of operation was ok and didn't experience anymore undue pain.
- It did help having bit conversation with both nurse and doctor during procedure, ie switched my focus accordingly.
- Very friendly
- Very friendly and professional. I felt completely at ease.
- Very relaxed experience with Carolyn and Dr Kittel. Thank you.
- Dr Kittel was very welcoming and kind, with a good sense of humour which put me at ease. The nurse for the procedure (apologies I can't remember her name), was lovely, very reassuring, with a lovely smile!
- Everything was very professional and I was at ease throughout the procedure.
- The procedure was carried out professionally. I was expecting pain but in fact there was little to no pain at all!
- Very good, felt very at ease with everything
- very professional and calming environment was made in some very old NHS 70,s buildings
- The team were very understanding and supportive of my needs. They successfully prevented me from fainting.
- I am extremely happy with the whole procedure and would highly recommend Dr Kittel to anyone who is thinking about having a vasectomy.
- Be sure to indicate if you are at all uncomfortable as they are very accommodating.
- Again the GP was calm and carried my worries and concerns for me. The nurse was top class and kept me calm throughout the operation. Our sports chat was a good distraction. Thank you again.
- The entire was much less traumatic than I had anticipated with both Dr Kittel and the nurse taking great care to reassure me and my wife throughout the entire procedure.
- Aside from a little pain during the procedure (that was dealt with very quickly), I could not fault the process at all. Of note, is the air of calm that Dr Kittel and the nurse quickly establish after your arrival.
- To be honest, I was quite taken aback by the easy professionalism of both; you feel relatively relaxed within minutes (like not as relaxed as you would be in a spa, but as relaxed as you could be given the situation) and have every confidence they know what they are doing.
- Both Dr Kittel and the nurse were amazing during the procedure. At not time did I feel uncomfortable, or was I in any pain.

- For a procedure that I was very apprehensive about, they both made me feel completely at ease. And I cannot recommend them highly enough.

Standardised questions: AFTER the procedure

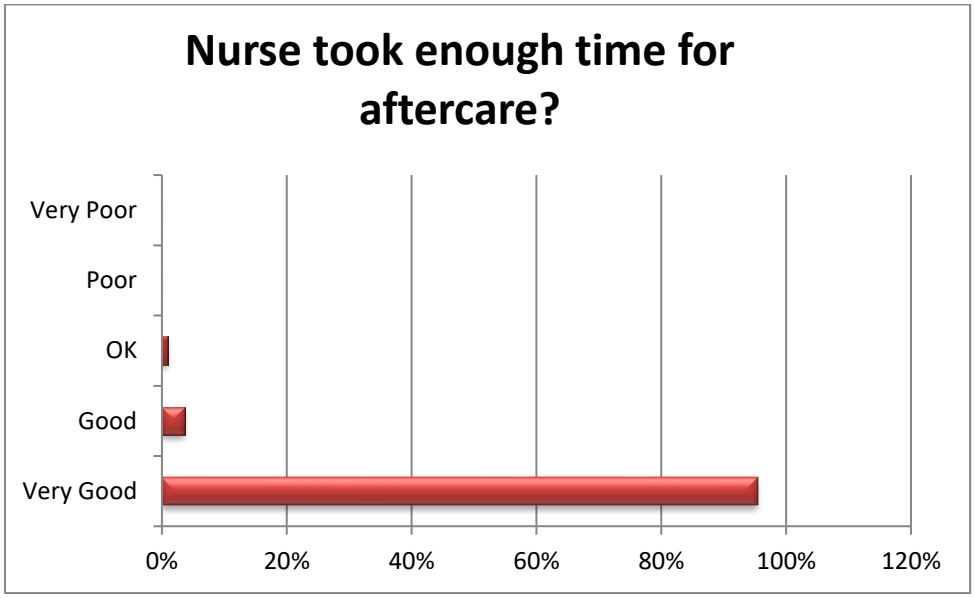


Figure 9:

Comments:

- The silicone plaster fell off almost immediately, leaving the wound exposed. *[please be advised a silicone plaster can be re-applied with a little pressure and this is explained to all patients]*
- It was very well managed. I would recommend providing a spare silicone dressing though. I used plasters after 4 days as the dressing needed changing. *[There is a spare dressing in the pack, if this was missing in your pack, we apologise. However, most other dressings and even a simple plaster are better than no dressing]*
- I haven't experienced any pain or discomfort, the aftercare package and instructions by the nurse are fantastic.
- Again perfect. Very professional and supportive.
- Carolyn was excellent explaining the aftercare instructions and excelled in looking after Amanda who felt faint having sat with me during the procedure. I was asked to wait for twenty minutes after the procedure so that Martin could have one final check that all was well before being allowed to make my way home, again putting us both at ease.
- I felt that throughout the procedure I was given exceptional care and attention. Post treatment I was allowed to recover completely at my own pace prior to leaving and the staff gave me such personal care and attention at all times.
- Thank you for being so caring and offering me a drink.
- Your team are efficient and work well together.
- The worst part was apprehension before the procedure. The actual procedure was painless. Then for hours afterwards I waited for the pain to kick in, but it never came. The same story the next few days - now it's been nearly two weeks and still no pain, barely any discomfort. And I only took painkillers before the procedure, none after, because I didn't feel pain. I'm back to swimming and long walks, will wait a bit longer before cycling though.

- Now I feel so normal I would wonder if anything changed at all, but I can see under the microscope that my sperm have disappeared. Of course I'm just an amateur with poor equipment so I look forward to confirmation of azoospermia from the professionals in a few weeks' time.
- I think we should not be shy and talk proudly about our vasectomies to friends because it is important that they know the difference between a crude slash-and-chop job, and a careful and precise no-scalpel open-ended procedure by a highly experienced specialist like Dr Kittel which massively reduces the risk of pain and complications.
- I am so happy to be childfree! Decades of fun travels and exciting projects lie ahead... thank you doc!
- PS: If you're a bit geeky like me then google 'smartphone microscope ball lens' to find out how to convert your smartphone or tablet into a microscope. I recommend a 1 mm ball lens which costs £10 from the likes of Knight Optical in Kent for the best chance of getting sperm cells in focus. Also buy microscope slides and cover slips of course. You need lots of patience fiddling with a back light and focus, it is important to practise this for a few weeks while you're still fertile so you know what you're looking for. The latest Android update (5.1) has a setting that allows manual focus. I'm a nomad but if you're settled in a house then you might be better off investing in a bigger student/lab microscope.
- The aftercare was explained in great detail and I left feeling confident
- Nurse really seemed concrete and her care was 1st class... Made me feel very looked after.
- Impressed with explaining things clearly
- Great after vasectomy information offered.
- Happy with the after procedure.
- I thought Sr Carolyn was superb though out the whole process. She had such a caring and understanding manor.
- Excellent nice biscuits, and tea appreciated. Very careing.
- Really professional and great care.
- Thank you
- Everything was as easy and friendly as it could be. I couldnt fault it.
- The nurse was very helpful and gave me sound advice before I left the hospital/
- All the recovery info has been spot on. No problems with me.. All went perfect..
- Very attentive and caring.
- None of it felt rushed. All very good. I could not fault it.
- great cup of tea and very informative after care chat
- Aftercare explanation was awesome. Very detailed and also very clear.
- The care i received after the procedure was excellent.
- Unfortunately I cannot remember the name of the nurse, I wish I could because she was excellent both during and after the op
- Carolyn was wonderful and helped keep me relaxed and aware of what was happening
- Nothing so far. simple easy, and no issues to date
- It was very informative and the nurse ran through the instructions in detail.
- Carolyn was really good - just the right approach.
- Great instructions delivered in a clear and calming manner.
- Carolyn took time to fully explain after care procedures and was excellent and helpful throughout and a pleasure to meet
- Just a few minutes to relax and check everything okay before leaving was a good idea and enough time. Everything then explained clearly. I am now 24 hours since the treatment, minor numbing pain on right had side but no major discomfort.
- I was amazed that there was no bruising and only mild discomfort immediately after the procedure. The mild discomfort did last longer than I expected, ten days after the procedure there was still mild discomfort in the lower abdomen area which gradually faded after approx. fourteen days.
- The worst thing about the whole procedure is the irritation caused by the pubic hair growing back!!
- Really impressed by the service provided.

- Perhaps pitch the discussion to the level of the patient. The info was all great but was pitched at the level of a child.
- Carolyn was very caring and kind. Was appreciative. I think having a nurse there as well as consultant is absolutely necessary. Was important for myself anyhow and did calm mel to. ok in all she said i.e. re ice packs, pain relief tablets, when could drive, putting feet up a lot and information with regards to exercise and showering i.e. when and how.
- Very friendly and interested in my well-being
- Very clear understanding of what to expect and do after the procedure. Thank you Carolyn.
- Spot on, the importance of following post op instructions was drummed into me, and I believe has led to a speedy and pain free recovery.
- I was expecting to be waken up in the middle to the night in pain but this did not happen and all has been vet straight forward with no pain.
- All good and very calming nature. Only thing not explained was why wiggling toes helps with the mild pain during the anaesthetic
- I would like to particularly acknowledge that the nursing care I received before, during and after the procedure was not just compassionate or excellent but outstanding. In my opinion it was of the highest professional standard possible. This contributed significantly to the experience being far less stressful than it could have been and indeed a positive one overall, despite the nature of the procedure!
- Nursery Carolyn was lovely from start to finish and so reassuring that it made the whole thing a very nice experience.
- Some post-operative discomfort but well within what can be expected and normal tablets cured the mild pain.
- The only feedback I have is
- The angle my dressing was placed gave a loose corner in the fold directly between my penis and scrotum which caused chaffing and an open sore separate to the incision. I removed the dressing early to allow this to dry out and not be chaffed further. It healed quickly within a couple of days. I think it was unlucky placement.
- When we walked out of the 'recovery' room into the corridor, we were surprised by how close were to everyone sitting in the corridor. I can't really say how much they might have heard, but it was a little embarrassing to think they might have heard some of what was said. Chances are the rooms are sufficiently sound proof I don't know - but I think it would help to let your patients know either that the doors are sound proof, or to speak quietly if they have any concerns about people hearing. It's not a big issue. *[However, we agree this is an issue and since then we have advised patients to talk quietly and are talking more quietly, too.]*
- The team were absolutely fantastic, just thought I'd give you those as feedback. Thank you !
- Brilliant service and cannot fault it in the slightest.
- I left the hospital completely confident that I knew what to expect in the following days, what to do and what not to do.
- Nope. It was all good. My wife even drove slowly over the speed humps on the way out.
- The nurse took the time to sit me down after the operation and explain what to expect over the course of the next week. She was very emphatic and answered all of my (and my wife's) questions thoroughly.

Standardised questions: OVERALL

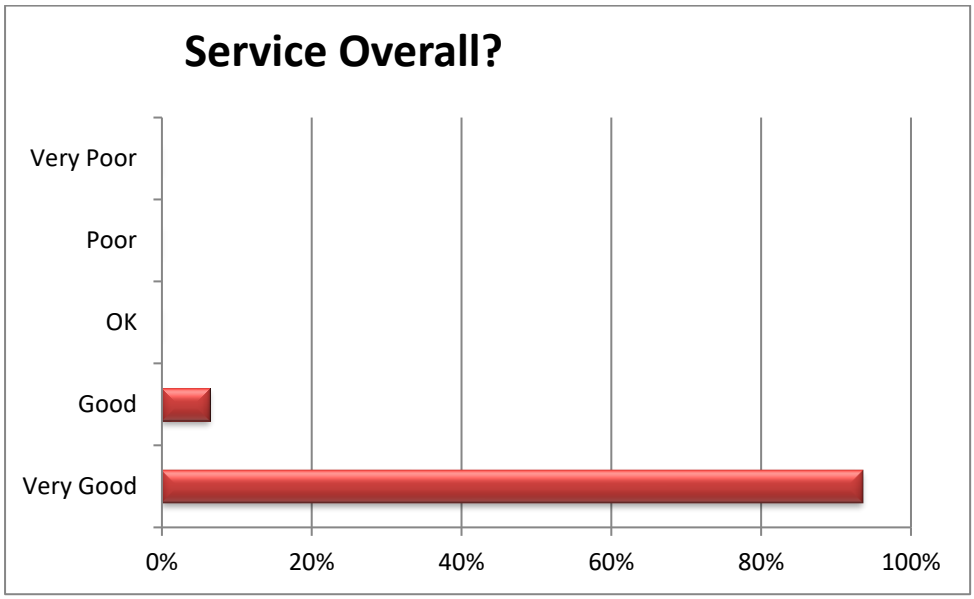


Figure 10:

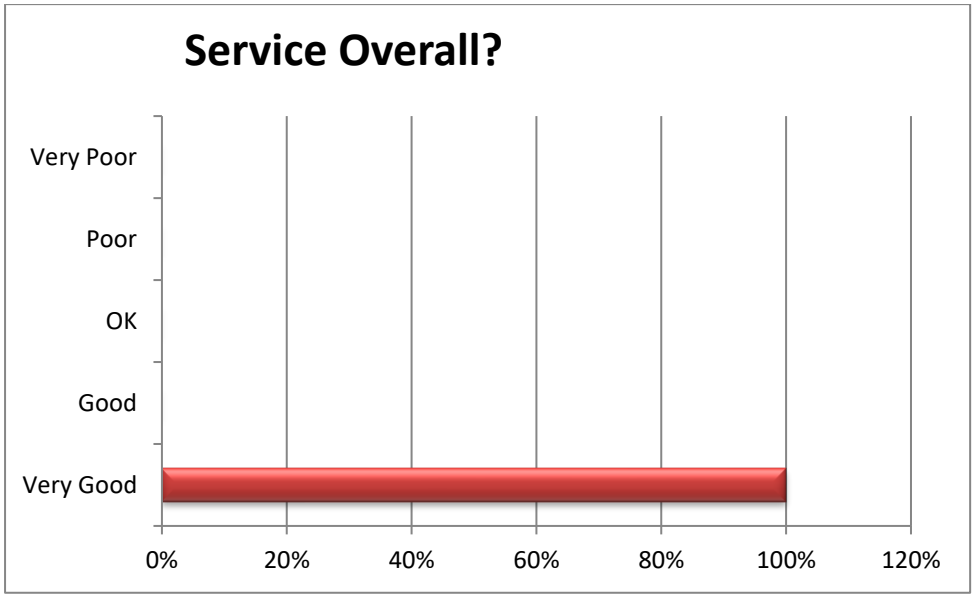


Figure 11:

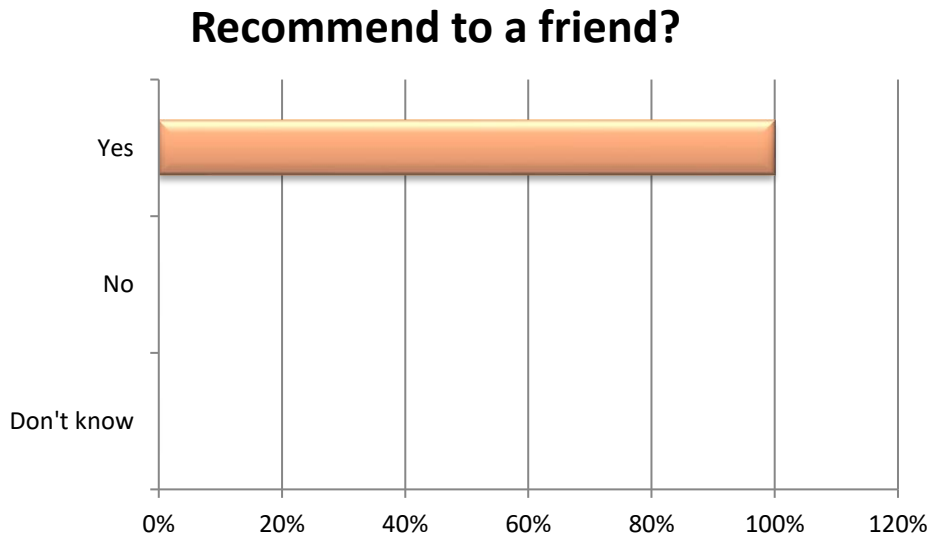


Figure 12:

Comments:

- Overall experience was brilliant, I couldn't of asked for a better one, thank you all for the support throughout the procedure.
- Straight forward.
- Many Thanks to both Martin and Carolyn for making this whole procedure as pleasurable and painless as possible.
- Very friendly and very good customer services I wish have this at my gp lol
- An exceptional service in all aspects. Thoroughly professional yet relaxed and welcoming which allowed me to feel safe and cared for at all times. First class service which I cannot recommend highly enough!
- The whole experience was pleasant and reassuring. 10 hours after my surgery I have to say I'm feeling well.
- Thank you.
- Vasectomy is a worrying prospect for a lot of men but I was kept informed and comfortable throughout. I am very happy with the service I received.
- Excellent service and a very caring/reassuring approach. Thank you.
- Can't think of any area that could be improved.
- I would definitely recommend the service.
- Thanks for your efforts, great team.
- Excellent in every way.
- Thank you very much for your care..
- Like most men I was probably a little apprehensive. However, there is absolutely no need to be and Dr Kittel made me feel very relaxed.
- If there was an “Excellent” comment in the drop down boxes for the questions i would have ticked them. I thought the procedure and care was better than "Very Good"
- Great service guys - fantastic
- Easy and simple con start to finish.
- The care whilst at the hospital was amazing! Thank you.
- Pretty good service
- Thank you!
- For such a serious procedure, it was handled in a very calming manner from start to finish.

- I would unhesitatingly recommend the TVVS service to anyone - from the appointment booking through to the procedure itself the service has been excellent, personal and easy to use with a very high standard of communication at all stages (this form is evidence of that) and I am filling it out having had the procedure less than 6 hours ago
- This is an outstanding service and many thanks to all who make it so
- Nothing at this stage, 24 hours since treatment.
- Maybe a nurse that was not so easy on the eye would be beneficial given the situation!
- Everything was great, I cant thank you enough for how well your service was delivered from initial contact to advice after the procedure.
- Very easy.
- I have not as yet really experienced any pain and think this will more than likely continue, so as of now feel ok post-operative.
- Have written in my diary as to 15th January 2016 by which to give semen sample and understood all that was said with this, will put sample pot in a safe and memorable place for me and as also will expect an email arounds that time from Jackie.
- And if have any troubles consequently in relation to the vasectomy after effects will ring Jackie on the 0845 number provided absolutely.
- Many thanks and best wishes to Dr Kittel and nurse Carolyn
- A great procedure and very pleased
- Thank you.
- 10/10
- Have already recommended you to a couple of friends thinking of having the procedure!
- Even though the thought of having a vasectomy is very daunting, the whole experience was informative, interesting and after the anaesthetic not painful, made easier by calm, organised and friendly people.
- Overall a positive experience and far less painful than having a tattoo!
- the only issue is that my credit card and bank statement mention vasectomy clinic and while that is no issue for me some people may want to keep that fact quiet
- Thank you so much for making such a daunting day friendly, reassuring, positive and so easy I couldn't believe it! Thank you.
- Follow the instructions - Don't wear tight jeans! Although not painful the pressure of tight clothing is uncomfortable.
- Keep up the good work and excellent service.
- Most important for me was the aftercare - I experienced more swelling and bruising than I expected, leading to some pain. This is the only reason to rate a 3 above in the "straightforward" section. However, when I raised concerns with Jackie on the Saturday after the procedure, the service I received was exceptional with regular phone calls from Dr Kittel throughout the weekend. When the situation had not improved on Monday morning, Dr Kittel arranged to see me promptly and was extremely professional. A really first rate service - and the only negative in the whole experience were the complications I experienced which were no reflection on the team and were handled superbly by them *[Thank you for the feedback. Although uncommon, there always will be a small percentage of patients, who experience some form of complications and we are there to serve them as best as we can]*
- If everything in life was as easy and straight forward as my experience in having this procedure done the world would be a much better place.
- Everything was handled very professionally; at no time did I feel unsure or uneasy, in spite of the personal nature of the operation.
- I would recommend your service to selected friends.
- For a service that is potentially frightening to every man, both Dr Kittel and his nurse were complete professionals. Never once did I feel uncomfortable (either physically or emotionally) or was I in any pain.
- I can highly recommend this service.