TVVS Patient Satisfaction Survey 2020

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 154 patients provided feedback between Nov 2018 and Nov 2019

Standardised questions: BEFORE the procedure

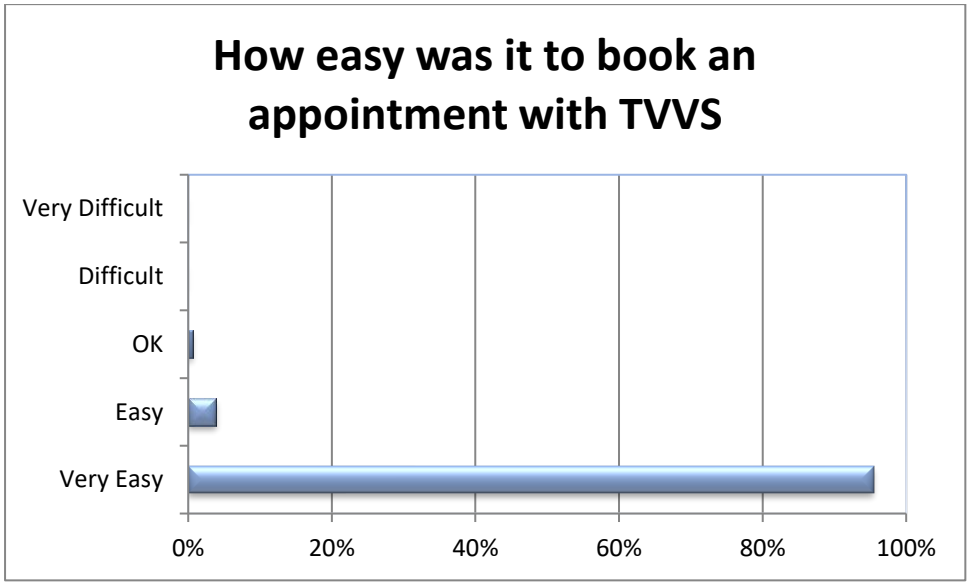


Figure 1: Good feedback for the office

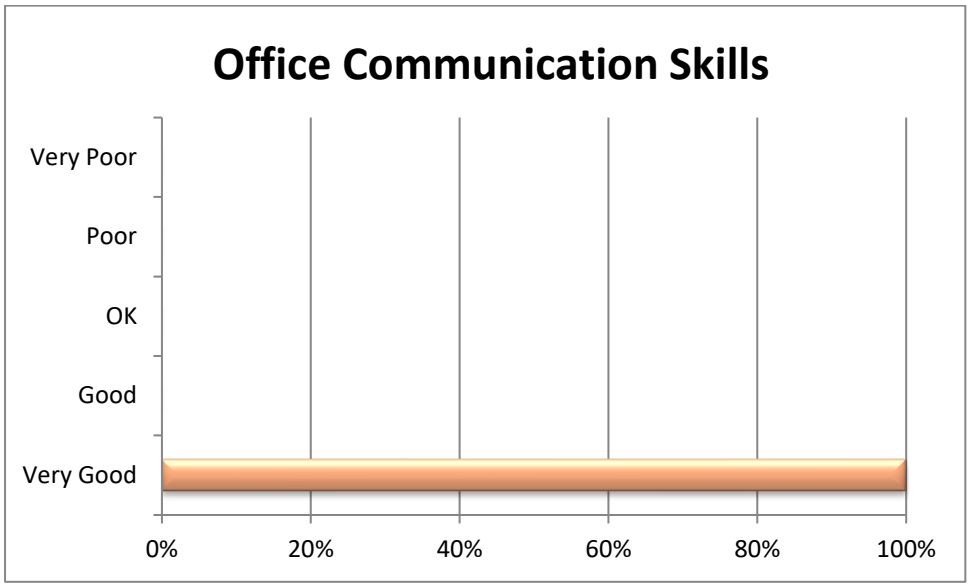


Figure 2: And this is the first year we ever had 100% excellent feedback for our office. Well done to our administrators!

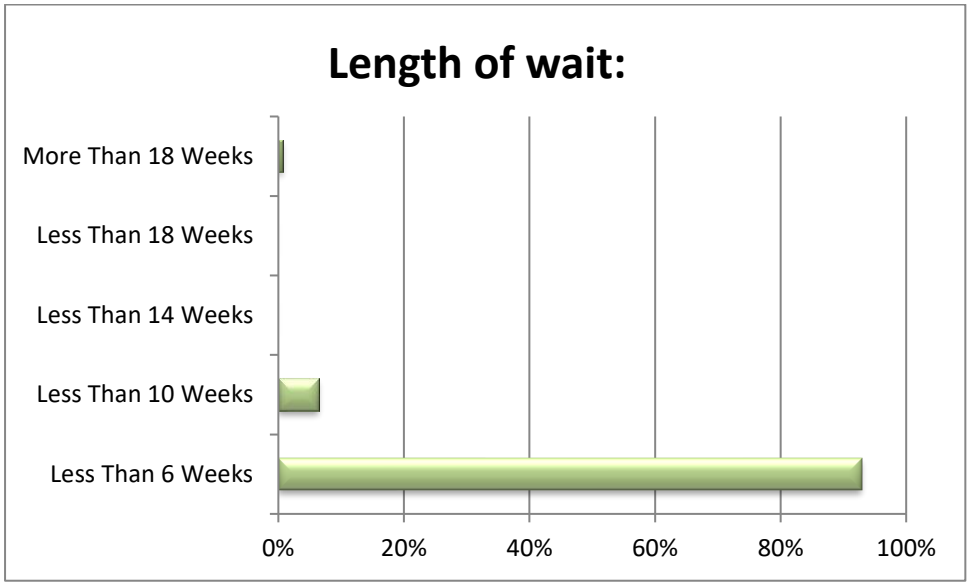


Figure 3: Waiting times keep on a low level.

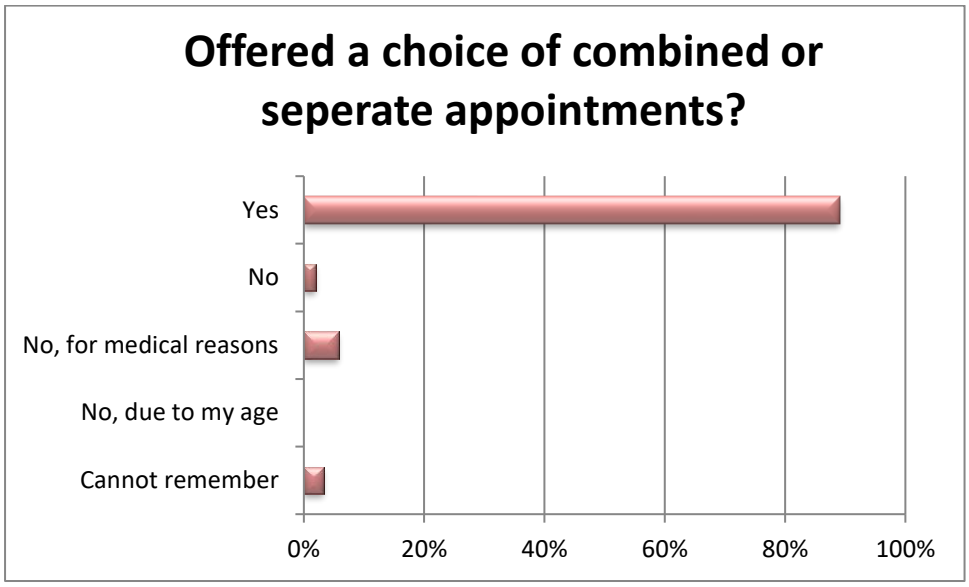


Figure 4: Depending on patient need and choice you we can in many patients offer a combined appointment, but it is important that we offer you a choice wherever possible.

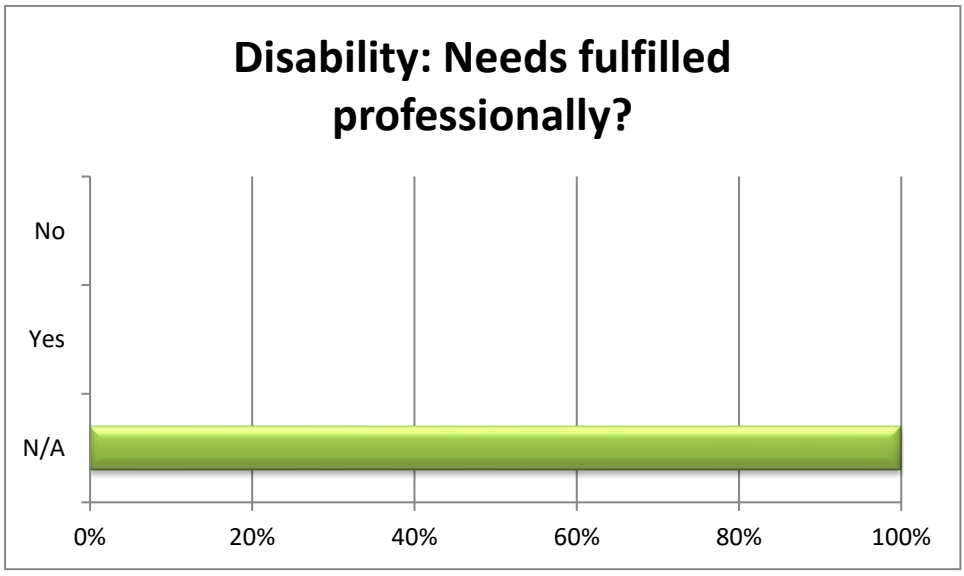


Figure 5: This year no patients with a disability fed back. Last year we had 2 (see last years data on the website)

Question: Anything you like to mention about your booking experience?

Please be aware the comments below to the questions about the office performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- The Doctor was really great. Nicki the nurse was very lovely and explained everything very well..
- All very easy and thorough bring able to use the online forms prior to my appointment.
- The booking procedure was handled very professionally and I was given a very convenient appointment in 4 days time.
- I was well looked after from start to finish.very professional service quick and no pain at all. would highly recommend mr kittle to anyone who has made the decision. 10/10
- Very simple 'no drama' process. At all times questions were answered with care and thought.
- It was very easy to contact them and answered all question comprehensively.
- The directions on where to shave could have been more precise.
- "I must say I have been thoroughly impressed by everything that I've gone through today after having the op just a few hours ago. Thoroughly professional and pleasant bedside manner and talking politics and music throughout the actual procedure made me genuinely very relaxed and almost as if nothing was actually going on. I'm now sat on the couch mildly embarrassed to have to sit quietly with my feet up for two days!
- Thank you so much."
- Great Service, all well explained and fast turnaround.
- Really good all round. Friendly and helpful, made it all very easy.
- easy pleasant experience
- Had to reschedule, and was given an earlier cancellation which was great.
- Very easy and straight forward.
- "Brilliant from start to finish
- Painless & 10 out of 10
- Thank you for looking after me"
- Easy convenient straight forward professional
- I was booked inquickly after being offered multiple options and regularly updated with cancellations and relevant info.
- Very reassuring bed side manner from both, thank you very much! Clear and simple explanations of the process and after care.
- The experience was easy to follow and all the people I have met or spoken to have been very helpful and professional without being too clinical
- Friendly and helpful staff
- Very easy and efficient
- I felt extremely well cared for throughout the booking process, thank you.
- I was referred by my Doctors
- Great service. Due to cancellation offered appointment the first week.
- "Lovely care and both the nurse and the surgeon made the experience easy, informative and painless.
- Thank you very much, I wish all NHS visits were as easy and caring as this."
- Very easy and pleasant to do.
- Extremely easy to get a booking and any questions were answered. The whole process was very straightforward.

- Very easy
- "Very friendly & professional - efficient booking procedure & offered a choice of appointments within 4 weeks.
- Could not fault."
- Fantastic service. Very professional from Dr Lim and the lovely nurse. Absolutely no pain during the procedure and very little since. Two days in and all seems to be good.
- "easy to book
- Everything explained
- Fantastic staff"
- Referred from Oxfordshire after being on the waiting list for over 12 months.
- The booking was exceptionally straight forward and easy and was very accommodating to my random shift pattern. Staff were happy to hold a slot open while I checked work would allow me to attend.
- The booking process was clear, with a good level of information and approachable style with opportunity to ask questions which is important on such a sensitive procedure.
- easy to book,efficient service
- Although what seems like a daunting operation was made a pleasant, quick and reassuring experience when booking and extremely professional.
- very straight forward
- "Extremely professional service
- Very caring nurse and doctor
- Every step explained clearly
- Felt completely at ease
- Would highly recommend"
- Lovely staff, very welcoming and comforting.
- I wasn't offered a consultation separately. My NHS GP referred me, and an appointment was booked straight away.
- From booking to procedure everything was straight forward with great communication
- Due to my absolute phobias of hospitals and any surgery I found this experience very relaxing and the team were very helpful.
- Booking experience was very straight forward and Marianne was very helpful.
- All very simple and straightforward.
- Very personable and easy - I think it was with Marianne
- was very helpful and straight forward
- Very efficient
- Excellent patient care
- All fine.
- A thorough initial review / assessment prior to the surgery including very good notes for me to pre-read. On the day, the nurse was incredibly reassuring and knowledgeable. During the surgery, both Dr Lim and the nurse made me feel comfortable and aware of what was to come. So far, no issues and all went very well and smoothly!!
- I went through NHS so it was quick visit to my GP and referral was sent. I have waited less then 6 weeks.
- Initial questions were dealt with over the phone and the remainder via web forms.
- Very well organised, Polite, painless and about as hassle free as one might realistically imagine. An excellent service which I would have no hesitation in recommending.
- Really good, friendly and efficient - they called me and did everything they said they would.
- Very easy and professional

- The whole thing was superbly handled and done with great care and support. I was well looked after and reassured patiently with the many questions both by phone and on the day. As the service was so well handled I only have a suggested improvement. I was asked to get there 45 minutes before my appointment. I did so and sat there until after my appointment time without any contact. As the nurse collected the patient in front it would have been great if she could have said “hello” and “just relax” and “we will collect you at your appointment time” or if the receptionist could have said similar. As it was I was a bit unsure as to what I was doing: *Dr Kittel: We will mention this in our next clinical governance meeting and see what we can do to help this situation in a hospital that runs more than just one clinic. We don’t have a photograph on your medical record we don’t know who you are until we call you for your appointment, so I ask the team to get a bit creative and think of solutions!*
- My booking experience was easy and straightforward
- Without hesitation this was such an amazingly well structured process and procedure
- "I found my experience with doctor Lim and nurse Fi
- Very supportive very relaxed explain everything what’s going on u really get looked after here .
- My experience reading other people’s reviews is don’t look what’s going on and chat with the nurse I did she was really nice and next thing it’s all done
- I would like to say thanks for the team for helping me also the reception staff as managed to get an early cancellation slot so had it done even earlier."
- Booking was very easy, and also found I was very well informed. All in all a very efficient process.
- I found the booking experience superb, very organised friendly and efficient. Having had experience with both NHS and private health I can honestly say I would not have felt any more cared for if this had been a private booking
- Very straightforward.
- Very easy
- "It was an excellent service. It couldn’t have been easier. Thoroughly streamlined, professional and comprehensive.
- Thank you for your help."
- All good
- Really helpful being able to speak to someone on the phone. Able to work out a date very easily and really suited me. The lady I spoke to seas very professional and pleasant.
- Like the vasectomy itself, the booking process was surprisingly quick and painless and I was contacted with 48 hours of GP referral.
- Booking was excellent and I was able to have a appointment first to discuss everything and then I was able to make an appointment which suited my work schedule.
- Very clear
- "I can say just one thing:i wish all health services were on such professional level."
- Easy and straight forward
- Excllant
- quick and easy
- Very easy and straight forward
- Excellent service and time keeping. Explanation of the procedure was presented clear and simple.
- Dr and nurse were extremely nice, and made me feel very calm and cared for
- So easy, rang up and came in and had the op 1 week later.
- "Very Easy

- Great Communication
- Easy to understand"
- Very well organised and straightforward on the day despite my nerves, I was made to feel very relaxed.
- Very simple booking process with clear instructions
- Excellent service from the TVVS team and Doctor.
- I did all the booking over the phone and I had a choice of dates, which worked in with me.
- It was. Great. It felt like there was a personal and human touch - that makes a real difference.
- Very professional and thourough.
- Whole booking process was straight forward and efficient.
- Very happy with the service throughout.

Standardised questions: DURING your clinic appointment(s)

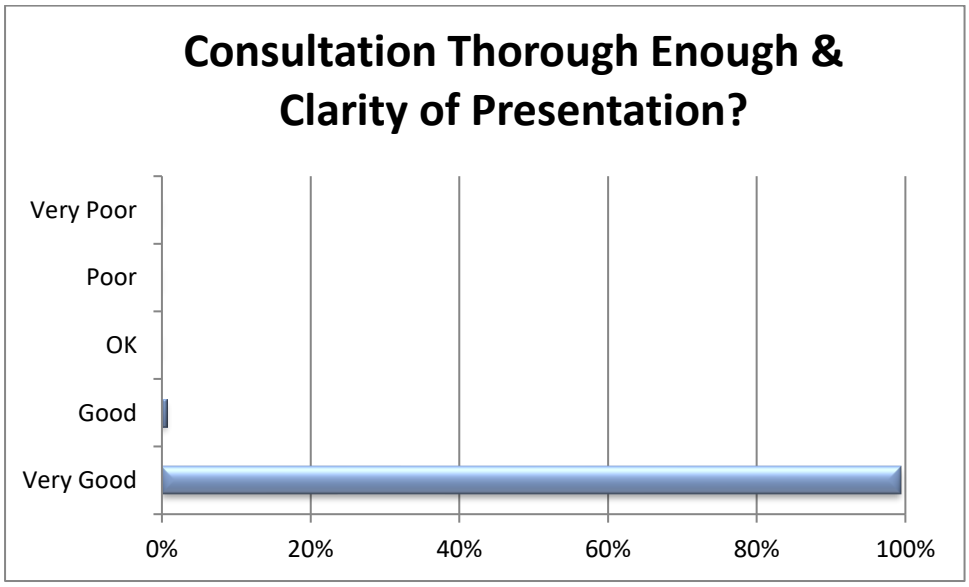


Figure 6: Most patients feel the consultation is clear, thorough and the balance of important vs too much information is kept well.

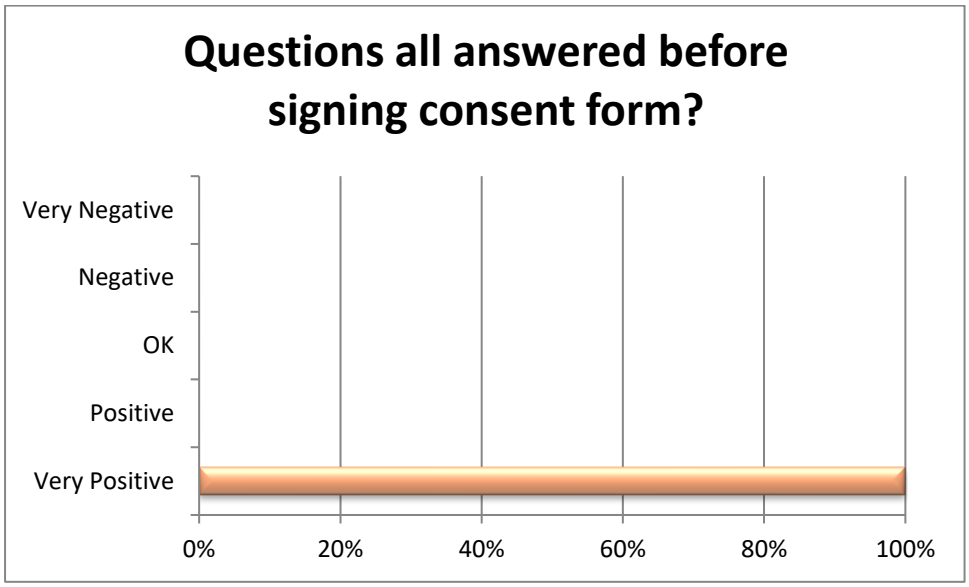


Figure 7: It is very important for our service to ensure all the patient's own questions are thoroughly answered. That's why we send out the information weeks ahead of the appointment, so patients can familiarise themselves with the procedure and prepare any questions they may have. We also do a thorough pre-surgical consultation on the day of your vasectomy.

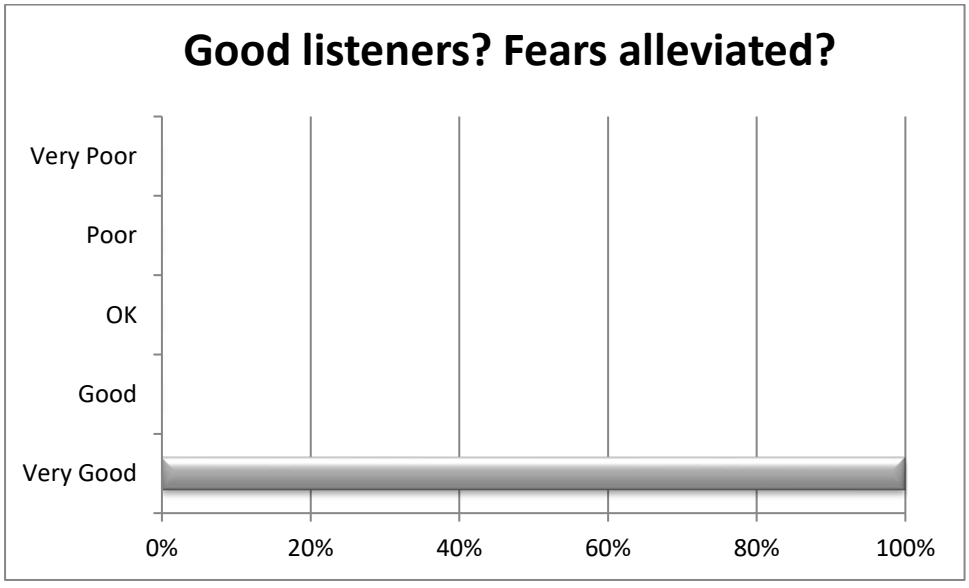


Figure 8: Some patients find a vasectomy a breeze and it is just one of the things they need to do. However, there is a significant number of patients that find vasectomy a daunting idea, many of them have waited for years before

they have plucked up the courage. Thus it is of vital importance that we alleviate fears, distract, talk and inform as much or little as the patients wants.

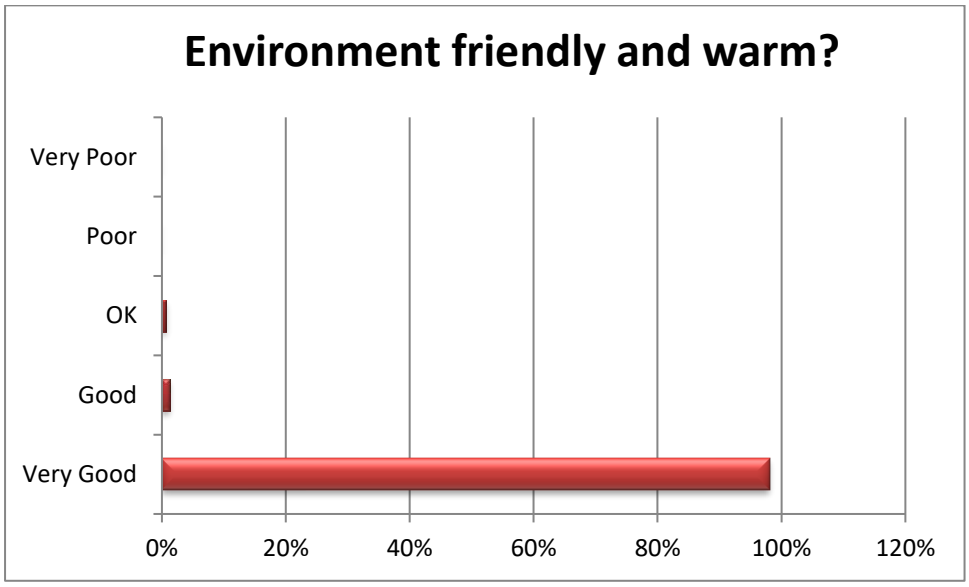


Figure 9: How easy have we made the process for you to have your vasectomy? Did you find the process easy and straightforward overall? Was it easy to get the information, make an appointment and go through with your plans?

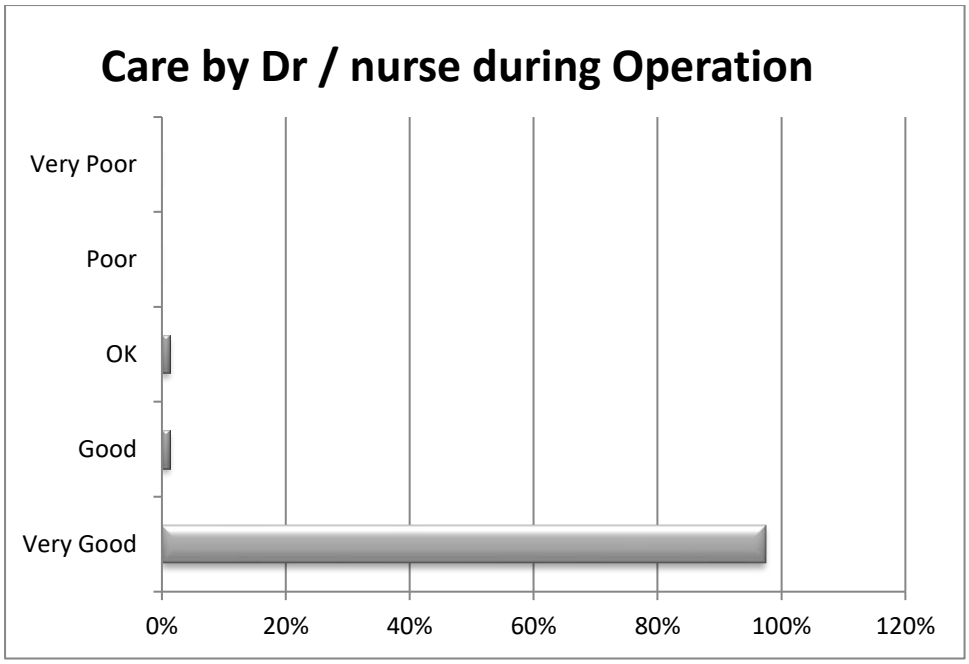


Figure 10: We do a lot of vasectomies. It is easy to loose sight of the fact that patients only go through with this procedure once. Everybody is an individual. We try to keep this procedure individual and tune into your needs as much as we can.

Question: Anything you like to mention DURING your Consultation / Vasectomy Appointments

- "Nikki was fantastic as was Dr Kittel. I received an excellent, friendly and professional service. I was very well informed throughout the process and would like to take this opportunity to thank them both for making my whole experience an excellent one.
- Thank you Guys.
- Everyone was great, made the process so much easier
- Good conversation during procedure kept my mind occupied and made it a total enjoyable experience
- The nurse and Dr KITTLE were really friendly and kept my mind occupied during the procedure.
- Everything was fine.
- The procedure was handled very well and was completely pain free.
- just stare at the ceiling or keep talking and it's over before you know it. worked for me
- At all times I felt treated with dignity and respect. I went from feeling slightly apprehensive to relaxed, calm and ready. The procedure itself was actually remarkable calm, simple and effortless. All done with good humour and an informative and professional manner that really works to make you feel at ease.
- Dr Kim and Carolyn made me very at ease and distracted me from what was happening. I felt at ease the whole time.
- I wouldn't have wanted any more explanation than I got. The rating of good above would have been very good if the question was "was I happy with the level of explanation" *Dr Kittel*: *Sorry we fell short of your expectation during your vasectomy. My nurses often ask exactly this question to patients and we have fallen short here. We will mention this in our next clinical governance meeting*
- "Genuinely nowhere near as painful or uncomfortable as you'd imagine it to be. I will happily go on record if it gives men any peace of mind as they nervously wait for the procedure. It really isn't that bad at all.
- Music really helps in the background and some pleasant distracting conversation."
- All went really well. Very little pain at all. Staff were friendly and helpful and kept my nerves at bay throughout. Couldn't be better.
- Again, easy and pleasant
- Nicola Wise was great, during the consultation, the procedure and afterwards. Very disarming bedside manner which I really appreciated and helped put me at ease.
- Was easier and quicker then I expected
- The procedure went really well, Dr lim was very welcoming and thorough in everything. Nurse Jane was also the same very friendly and professional. They both made a very uncomfortable procedure more relaxing as it could be.
- Both Dr Kittel and the nurse were extremely attentive and caring. Qualities that are above and beyond their basic professionalism. I felt very comfortable and very well looked after.
- Professional Easy straightforward convenient
- I was put at ease during the procedure and never had any concerns.
- I was completely at ease. The entire team were amazing and the procedure was virtually painless.

- My only issue was that during the procedure there wasn't enough anaesthetic in my right side, and I had a few sharp twinges of pain during the operation. Dr Lim did up my anaesthetic when I mentioned it, but it understandably made me a little tenser.
- It was very helpful and put me at ease
- "Thank you St Carolyn and Dr Lim for making the experience as comfortable as you did.
- I absolutely didn't need the headphones."
- Very friendly, both Dr and Nurse made me feel comfortable.
- Both made me feel relaxed. Enjoyable conversation.
- No problem, felt comfortable throughout.
- Inadequate anaesthetic given resulted in an uncomfortable / painful procedure.
- Good experience. Excellent levels of chat throughout the procedure so no need for a podcast. A little level of discomfort that was quickly sorted out with more local. All in all much, much easier than I was imagining before.
- I was extremely nervous and began to feel faint. I felt everyone was very understanding and I was put to ease instantly.
- Leanne made me feel very at ease and was very informative
- The nurse was absolutely lovely, talking to me and calming me down
- Very relaxed and easy. Good care and "distracting" conversation during procedure and very well looked after.
- Very professional/ friendly - procedure was surprisingly quick & relatively painless (just uncomfortable- as to be expected)"
- Pain free, perfect.
- "All I can say is thank you
- I travelled over 2 hours: *Dr Kittel: Sorry about that. We appreciate Friday traffic around this area can be very difficult*
- Procedure was pain free
- Staff fantastic
- Dr lim and staff putted me at ease throughout procedure
- Back home 5 hrs. Still pain free and not taken any painkillers as of yet"
- Jane was amazing, a real credit to the clinic!!!
- No consultation as referred from Oxfordshire. *Dr Kittel: We will try to accommodate patients that travel from further away and do the consulation at the same time as the procedure, but only if it is clinically safe to do so*
- Dr. Lim and Carolyn were very good at keeping calm when I had any discomfort.
- "Amazing from start to finish. Jane was a,amazingly friendly and chatty putting me at ease and going through the consultation information. She explained things clearly and in non-jargon.
- I then met Dr Lim who was just as friendly and open and put me at ease.
- The procedure was quick, straight forward and painless! Dr Lim and Jane joined in conversation all the way through and kept everything light, friendly and jovial."
- I know that you say you would like to hear areas for improvement, but I must say the manner and care of the doctor and his staff really was fantastic. It was a very stressful thing for me, I was clearly very worried, and the team did everything possible to make it stress free.
- Before the procedure i was quite nervous,sr Leanne and Dr kittel were both very good with talking to me before and during the procedure to take my mind off it and it flew by, because of that.
- The whole experience was very easy. All staff had put me at ease. From being nervous to actually completely happy and peaceful. Thank you for making this extremely painless
- Both Dr Kittel and Sr Nikki were reassuring and thoroughly professional throughout and put me totally at ease during the procedure. They made it the operation seem over in no time and totally took my mind off the procedure.
- Reassuring and caring from both doctor and nurse
- I have literally just arrived home after my procedure and wanted say a massive thank you to Martin and his team. I had my first vasectomy in 2004, then a reversal 6 years later, so I'm confidently able to both comment and compare. My memories of the 2004 are an awkward environment, lots of pain, a long procedure and lots of swelling. However today's procedure was worlds apart. All the staff from

day one have been polite, professional and friendly. Today I was put at ease and everything explained to me again. To be honest during the procedure we all just chatted about random subjects and I barley even noticed Martin expertly working away. Before I knew it, the job was done and after getting a little info pack to take away with me I was on my way home. So guys, if you need a vasectomy you really can't do better than Martin and his team, ignore the historic horror stories you may have heard, this is state of the art and pain free a definite 5 star service. Thanks again, Mark. S

- Was made to feel very comfortable and well looked after
- Extremely well done - very little pain and very caring, professional.
- Carolyn and Dr Lim were extremely informative, professional and caring and helped me relax prior and during the procedure.
- Staff are fantastic at explaining the process and making me feel at ease.
- Sr Carolyn was lovely - a really super nurse and a delight to meet
- Dr Kittel was very helpful and the nurse (unfortunately can not remember her name) was very friendly and calming. I appreciate both of their time and support throughout the operation and send my gratitude to them both
- Both Dr Kittel and Carolyn were professional throughout and explained what was happening.
- Felt relaxed and at ease
- Jane was very good at keeping me distracted from discomfort during the procedure. Also, Dr Lim gave me some stellar Netflix recommendations.
- Chat during procedure kept me calm, and additional local given as required.
- I cannot praise the nurses approach (sorry, I cannot remember her name). Very knowledgeable and reassuring from the moment she greeted me to after the procedure.....!
- Couldn't be more pleased with the service I received from Dr Lim and Sr Jane. I was very nervous before the operation but Sr Jane was brilliant keeping me relaxed through the whole procedure.
- Dignity was respected throughout and each step was explained.
- It was fine. I barely noticed, to be honest.
- Much easier, gentle and pain free than i had imagined or hoped for - a really great service from each of the people I interacted with.
- Excellent
- "Both Dr Kittel and Sr Carolyn engaged me in conversation and kept me informed as to what was happening throughout the procedure.
- The procedure itself was quick and painless :)"
- The Dr and his manner were exemplary, professional yet friendly, a truly amazing man and someone I'd recommend 100%
- I was quite nervous about the procedure but both Dr Kittle and Sr Fi managed to distract me and keep me talking to keep my mind of what was going on. I felt happy and comfortable throughout the procedure, and retrospectively I can see my nerves regarding what I thought would be happening were clearly not warranted by what was actually happening.
- Although having absolutely no worries about actually having the procedure I must admit I was not looking forward to it and was concerned as to how painful it would be (I was not looking forward to the I initial local injection), however I needn't have had any of these fears, Dr Kittel said I would feel just a scratch when injecting, yeah right, I thought, but that was actually how it was! I did not feel a thing during procedure, and was made to feel totally comfortable by both Dr Kittel and Carolyn.
- Staff understood my nerves and kept me calm throughout. I could't believe it was over so soon and with so little discomfort.
- "Excellent professional and bedside skills. Catered for my curiosity and allowed me to see. Would have been very reassuring for an anxious patient.
- Thoroughly recommended."
- Dr Lim proceeded with the operation while Sr Carolyn spoke to me the whole way through. I would have liked Dr Lim to explain at what point of the procedure we were at sporadically. But I was also struggling with the op (anestethic had to be applied a few times). So can understand why he was concentrating more than usual maybe. Sr Carolyn was fantastic all the way through though and did as much as possible to take my mind off it.
- Very relaxed and calming environment. Some welcome distraction through conversation.

- Excellent iPad presentation. I found Sister Fi professional and very reassuring. She answered all my questions and put me at ease.
- The nurse and Dr Lim were warm and friendly to ensure I was as relaxed as possible. We chatted throughout the procedure, which helped take my mind off the operation itself. The operation was completely painless, even the anaesthetic injection.
- "Fi, was very reassuring and spoke to me through the procedure which helped a lot.
- Dr Lim was also very good and talked to about his work which was very interesting and took my mind off of the procedure.
- Thank you both!!"
- "Orchard House
- Thornton Hall"
- Dr Lim and Sr Jane were fantastic and put me at ease as I was pretty nervous before the procedure. The procedure itself was was painless and conducted very professionally with a light hearted atmosphere and they took my nerves and concerns seriously.
- Patient care was absolutely first class. Thank you.
- Dr Lim and nurse Fi both had fantastic bed side manner. Made me feel completely at ease. Thank you
- Dr Kittel and especially Sr Caroline were very good at the distracting conversation to take my mind off the procedure. Thank you.
- "The nurse that assist kept talking to me during the procedure and made the whole experience great.
- Made me feel calm and relax
- Offered me afterwards tea with biscuits, invited my partner in, very caring and informative throughout."
- I found the procedure a lot easier than I was expecting and was made to feel very relaxed , this was all down to dr lim, very nice funny guy , a huge thankyou to you and your assistant
- "Dr Martin Kittel is absolute PRO and like he said ''keeping the things simple'' is the key!
- If you have any negative feelings about what is going to happen then just STOP ...
- I can bet Big money -
- You will be absolutely fine ;)"
- All were amazing, very kind and considerate through the whole procedure can't praise all involved enough for the quality of care
- All extremely easy and understanding to my needs
- the nurse was very kind and calm and made me feel at ease during an uncomfortable procedure.
- Was pain free, and a quick procedure. The staff involved made the atmosphere relaxing.
- Both Nurse and Dr- very friendly
- After being nervous I couldn't believe how easy it was. A very relaxing environment with a painfree procedure.
- "Sr Jane and Dr Lim were amazing at putting myself at ease with excellent communication and their friendly manner
- Highly professional with great people skills
- Made a concerning experience stress and worrying free
- They were both fantastic"
- Chatted about flooring and the nhs and then procedure was complete
- Very clear consultation with good explanation of the risks etc
- The nurse (Carolyn) and DR kittle made me feel really at ease and very professional from the start and to the end
- I was a little anxious but the way it was conducted I simply couldn't fault. I had an interesting and engaging conversation and before I knew it the procedure was over!
- Fi answered all of my questions. She was extremely careing and put me at ease in what could be a frightening situation.
- Experience involved no stress. Very caring and competent staff and the whole process was painless.

Standardised questions: AFTER the procedure

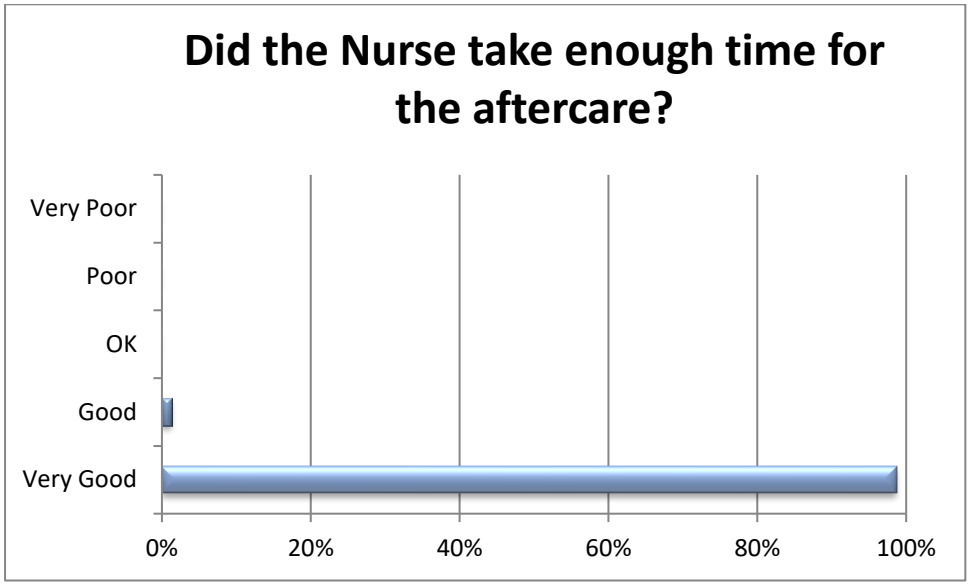


Figure 11: When vasectomy is over, it is often a big relief for patients that it was a lot easier than they feared. Sometimes patients just switch off. We therefore like partners to be present during the aftercare instructions. We give you a pack with your semen sample bottle and explain how to do the semen sample, what to do and what to avoid doing during the first week of recovery.

Question: Anything you like to mention AFTER your vasectomy

- Very great.
- Very friendly, thorough and professional. Nikki made me feel very much at ease as did Dr Kittel throughout my procedure.
- Lovely cup of tea, warm caring and friendly
- My nurse made my experience. She was excellent throughout my stay.
- It was handled well and very professionally.
- The team were fantastic
- instructions were explained clearly
- All very clear. Time taken to explain what was needed. No rushing. Tea and biscuits an added bonus! Thank you :)
- I asked questions that once asked I realised had already been told to me but Carolyn showed no annoyance at repeating herself.
- Carolyn was fantastic, made me feel completely at ease from the moment I met her to me leaving the hospital.

- Love the coffee, cookies and general chat
- Again,Nicola was great.
- It would be good idea to give out small leaflet information about possible after surgery complications, as Its not easy to remember all this from discussion prior operation. Anyway I have found all on internet.
- Everything was done professionally and have no bad things to say very good happy with before procedure during and after
- Very thorough
- Again 10 out of 10. Thank you for making me feel so comfortable throughout.
- Very good, both Dr and Nurse spoke to me and gave me all the info I needed and said that if I don't remember any of it, then it's ok to call back and ask.
- Only issue was the plaster came off after few hours. Tried to reapply but not easy. It is back on but not sure it is helping much. Might've helpful to give spare plasters.
- Carolyn was very thorough and gave lots of time to ask questions and did not rush me before or after the procedure.
- I was asked to leave by Dr Kittel however when in the public waiting area I still felt unwell and had to lay on the floor due to feeling faint however no one from the team was available to assist.
- All fine. Not hurried in any way. Nice biscuits; thanks!
- Very thorough in explaining everything and answering any questions. I was again put to ease about the procedure and the aftercare that was required in the following days/weeks.
- Everything explained clearly and the drink/biscuit a nice and unexpected bonus.
- Very informative aftercare instructions provided - could not fault.
- Very professional and friendly. Did not feel rushed to leave. All in all, very good experience.
- The whole experience was fantastic and all staff interacted throughout to make a nervous process a fun (yes I known
- Very professional and informative.
- Thanks very much for your support during and after the surgery as your optimism and attitude was positive in assisting especially during recovery.
- Again Jane was superb. Very friendly and informative. I got to dress at my own rate, got made a cup of coffee and biscuit and had time, in private to compose myself and recover. No rush, no pressure. Jane explained all the after care in detail and assured me of ongoing support if required.
- i think having a cup of tea and a biscuit was a good idea and allowed me to reset before departing. I think a television might be a nice addition to really get your mind away from the procedure and reset a little.
- very good considerate after care
- Sr Nikki was extremely friendly and explained the aftercare thoroughly and eased any further fears we may have had regarding aftercare and explained what to do if I needed anymore information, she was a kind and friendly person who made the procedure straightforward so thank you!
- Was very helpful in every way,And very clear on aftercare.
- Again everything fully explained

- Carolyn was very helpful and caring
- All checkout and after care explained and handled professionally.
- All was excellent.
- "No problems at all... everything was explained clearly.
- Thank you"
- Staff are fantastic at explaining the process and making me feel at ease
- Again all very compassionate and professional
- they took their time to ensure I understood everything that was being said to me. she was very friendly and made me feel comfortable
- Very thorough aftercare
- Very clear and comprehensive.
- Nothing to add, all was done clearly, efficiently and with a great cup of coffee!
- I felt well informed and looked after. Great experience.
- Straightforward.
- Offered tea and biscuits - a nice final touch. Sr Fi was brilliant and helped enormously to make the experience easy, understandable and completely embarrassment free!
- Both Carolyn and the Doctor couldnt have been more welcoming and professional.
- Nurse Sr Carolyn was very thorough going over the precautions that i would need to take over the next week and the procedure for sending in the sample after 16 weeks. Carolyn made me feel very relaxed and comfortable.
- A great close to a perfect procedure
- Very helpful she made my day
- "I have noted that the Aftercare pack 'dot chart' that can be downloaded states 'ensure silicone plaster remains in place for two days after surgery' whilst the hard copy and the 'dot chart' in the pre-information pack state '6 days after surgery'.
- The debrief, however, was clear and easy to follow."
- Everything explained clearly by Cadolyn and nice biscuits!
- Not rushed and answered all questions.
- Very good and thorough. Made sure I had understood adequately.
- Very thorough and clear.
- I thought the checklist on the grid extremely useful and a great idea. The pack was well put together and I referred back to grid several times over the following week.
- Check out was also quick but without being rushed. Given time to get dressed in private and have a cup of tea and a biscuit before departing for home. I've experienced no pain to date (48 hours post-operation), which I put down to the careful and skilful work down below by Dr Lim plus I've followed the recommended after-care programme of ice packs, relaxation and painkillers.
- After care was very thorough and no question was a stupid question. The tea and biscuits were very much appreciated.
- Again, amazing. Carolyn was fantastic.
- Real (filter) coffee would have been very welcome, but the cup of tea was very nice, thank you.

- Thankyou so much for the aftercare and explaining everything clearly
- "I am just feeling not happy that i don't remember Nurse name, but I can assure,
- it was best possible."
- Information provided after the procedure was clear and simple.
- All explained very clearly and I haven't taken any pain meds at all today after yesterday's op. Pain free from op to now.
- "Sr Jane was very thorough and clear with the information
- And made sure we understood everything before we left
- She was happy to answer the questions we asked and made us feel at ease"
- Again, very clear
- The nurse (Carolyn) didn't rush you to get ready to leave, and she went through the after care really well
- Great instructions, very clear.
- "I was extremely impressed with Dr Lim for carrying out the procedure which I have had no pain or swelling.
- I thought Fi was fantastic at her job with the attention to detail in explaining what I should or shouldn't do after the procedure."
- Whole process was clear and straightforward. Not sure if I'm one of the lucky ones but not even feeling any discomfort 9 hours after the procedure although am following the aftercare instructions which are very clear
-

Standardised questions: OVERALL

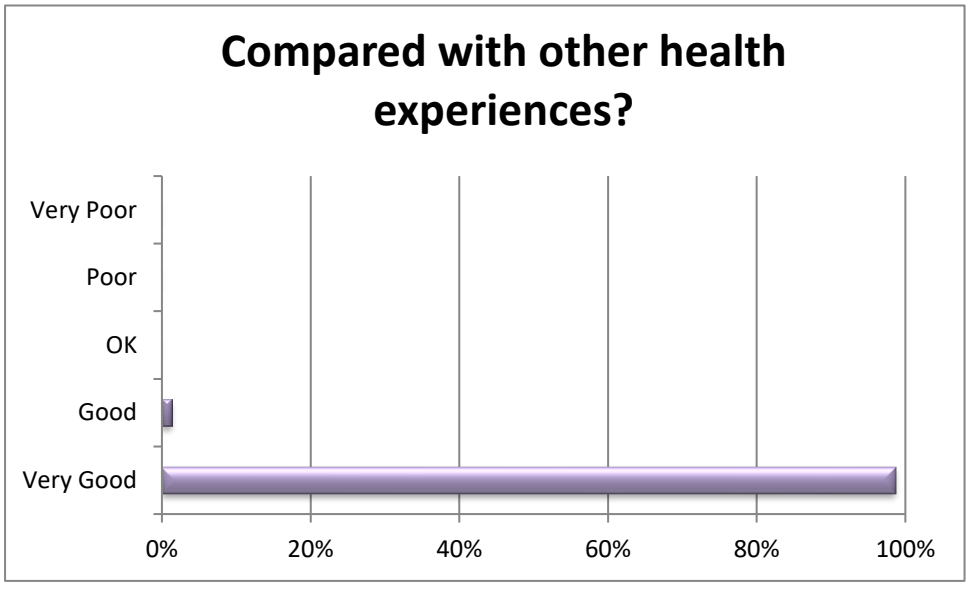


Figure 12: How do patients feel the service rates overall when compared with other health experiences you had in the past.

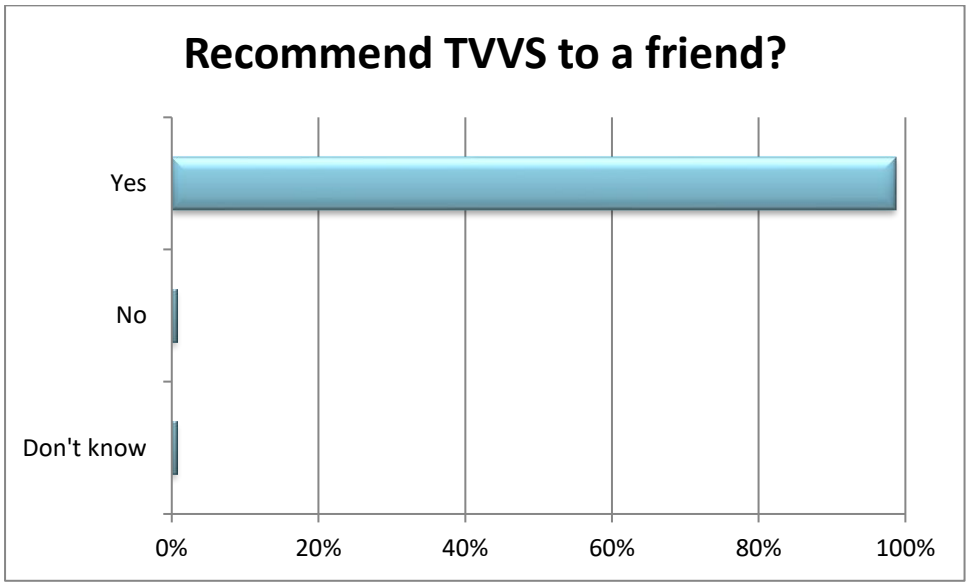


Figure 13: And finally, would you recommend us to a friend.

Question – Where could we improve further?

- "No need for any improvements at all.
- Keep up the great work!"
- "It would be virtually impossible to improve on such an excellent service.
- Not only was the procedure pain free, but post operative, and without taking any painkillers, I have had no pain or swelling for the past 36hrs, which speak highly of the surgeon."
- ticked all the boxes for me.
- "In my view, a lot of customer service teams in any industry could learn a lot from all the team at TVVS. Absolutely first rate in all respects.
- I'd also like to point out that for anyone worried about pain afterwards that at 48 hours since the procedure I have had none. Absolutely none. Maybe I am lucky in that respect. However I do believe a lot is down to the medical procedure itself and the whole way the process is run. I am convinced that being made to feel calm and relaxed can only help. Coupled with a medical procedure that was not painful (even the first local anaesthetic was less of a sting then a regular blood test) if you are considering a vasectomy I recommend the team at TVVS."
- "I don't see how this experience could/should be made any better.
- Both were very friendly and knowledgeable."
- Not from what I've seen today
- Perfect as is

- I asked some questions about the procedure itself , which the doctor helped with. this wasn't given unprompted, but I assume some people don't want all the gory details. I did. (Tubes pulled out, etc) ????
- Nothing to fix as it was very positive experience, and NHS nurse was very lovely lady who kept me busy chatting.
- Really happy with the with all aspects of the procedure the dr and nurse couldn't of been any more nicer.
- To be honest I don't think anything could have been done any better. The whole experience before during and after was fantastic.
- Amazing service, made me feel at ease throughout.
- This was an excellent service. I was not looking forward to it, but I am delighted with the service received.
- "Genuinely no improvements necessary.
- From first contact you have all been brilliant - everything I could have hoped for and more from our wonderful NHS.
- Your manner over the phone (through a number of calls) and in person has been calm, patient, understanding and reassuring.
- And my cup of tea was fantastic.
- If I knew how Trip Advisor worked I'd give you 5 stars.
- Thank you."
- The only suggestion I could make is the pre-procedure communication. Some sort of PowerPoint or video of how the procedure will take place would help me understand it better. Eg. I had no idea of what happens with the sperm after the snip and how the semen is being produced.
- Main hesitation about recommending service was inadequate anaesthetic which I would be keen to help others avoid
- One week on from surgery now and no pain or discomfort. I spent the 48 hours after relaxing completely, which was novel given we have a 5 and 2yo. Was walking fairly gingerly during this time but just through caution. Feeling really good now. All in all this has been about as good as it could possibly be. Great and professional staff. Thanks Dr. Lim.
- I genuinely can't think of anything that could have improved my experience, which is meant as a huge compliment. With my extreme anxiety to do with anything hospital or surgical I felt I was treated in a very kind and understanding way. A procedure which I was very worried about was completely pain and stress free. You certainly lived up to the positive reviews I had read.
- Everything was perfect to me, very clean and profesional staff
- "Nonthing comes to mind.
- Overall, a very easy going and well done appointment and can't fault the care or procedure. Thank you"
- "Could not fault the service at all - delivered exactly what was expected.
- A testament to the procedure& skill, is that I have had almost no pain or symptoms whatsoever.
- Thank you very much"

- Honestly couldn't have gone better. Even parking charges very reasonable
- I can’t think of anything
- Couldn’t be more happy with the service provided. I was very nervous but was put at ease by the nurses and Dr Lim.
- Quality of staff and professionalism is of a very high standard. Dr. Lim was excellent.
- I haven't got the words to describe this high enough. A procedure that causes worry and concern has been easy from the outset. Staff, Marianne, Jane and Dr Lim, have gone above and beyond, the service and care has been beyond fantastic and the whole thing has been a real 'pleasure'. I was lucky to get this on the NHS but with the immensely high service I have received I would have been happy to pay. Thank you all so so much, you are a credit to the service.
- There were some complications with my vasectomy that meant the procedure took a bit more time than expected, I also felt more pain during the procedure than I anticipated. The doctor communicated brilliantly, so when I felt pain he was very quick to address it, but it was not an experience I would wish to repeat. The team were excellent though, and I cannot compliment them enough in the support and comfort they gave me throughout.
- Whole experience was very good, all staff were amazing and everything run as smoothly as it possibly could, thank you
- Excellent and professional service. You guys are a credit to the NHS.
- Experience was a professional and easy one despite what seemed like a daunting operation and I couldn't thank them enough.
- doese not need improvement
- "Cannot find fault in this service
- Absolutely brilliant
- Thank you"
- "Dr Lim helped me feel very much at ease and I had absolute trust in him. He listened to my concerns and reassured me that they were perfectly normal and understandable.
- Sr Jane was friendly and welcoming, and made an effort to find common interests to keep me occupied - especially with her Zombie Apocalypse Plan!
- Both paid me attention, and listened (and responded) when I said the procedure was becoming uncomfortable. Before starting, they waited until I was ready, which gave me more trust and reassurance in them both.
- Overall, considering my nerves, it was the best experience I could hope for!"
- "In documentation before the vasectomy appointment it would have been very useful if: (1) You had provided a diagram of where to shave and (2) provided a diagram of where the incision is made. I had to search on the internet for this information, and would have much preferred to have it from a reliable source rather than having to go search for it myself. If you don't want to put it in the letter, maybe provide a link to a page on your website?
- Also. the link to on your document ""After your no-scalpel vasectomy"" (Stoke Mandeville version) is incorrect on step 11. It should be: https://vasectomy.me.uk/aftercare-support/"
- As mentioned above, team was very professional and put me at ease during the whole process.

- Really exceptionally well done all around. Thanks to all involved. (Sorry, I embarrassingly I can't remember the name of my nurse, but she was excellent).
- I don't believe it could be improved.
- Staff are fantastic Sr Jane was great both before and after the operation.
- Everybody - Carolyn and Dr Kittel were super, professional and kind. The whole procedure was very straightforward and I have had an excellent recovery so far. I would have nothing but praise for them.
- I feel that I was provided the best service I have ever received by the Dr and nurse completely 10 out of 10
- "The whole procedure was quick and slick, and now 24hrs on I'm yet to feel any kind of pain!
- Thank you, now let's hope my tests at 16 weeks come back negative!"
- Very professional and would recommend
- Excellent service
- All good!
- Faultless
- "There is nothing that I can think of. I felt the whole procedure from start to finish very professional and thorough.
- Thank you Dr Kittel, Sr Carolyn and Miriam who popped in regularly while I was waiting to be discharged."
- No room for improvement, you e set your own bar very high, I can't comnend or compliment you enough and your service level
- All Good
- "I would like to thank all those involved with the process, as this was by far easier than I would have imagined.
- The standard of service was very high and made everything very easy and comfortable.
- If this was not a 'one time only' procedure then I would return to TVVS!"
- "I have no suggestions as too how you can improve, you seem to have it all covered, I would like to say for the benefit of those considering the procedure, but may be nervous, that you should not let fears of pain etc stop you. After the procedure I expected to be in pain after local wore off... It never came, the of dull ache now and again, I iced as instructed and have left filling this form out until 8 days after. Expecting things to get worse. They did not, remarkabke really, just some bruising. And on a final note I am pleased to report that all is in working order.
- Thank you. "
- Not a way I would choose to spend a Friday night, but not an experience to be dreaded at all.
- I think it was excellent and I can5 think of any improvements.
- You could explain the operation detail a little more in advance in the patient pack.
- Considering what you do, can't really complain
- First class service. Sister Fi was great. Dr Kittel was excellent - professional, reassuring and did a great job. The whole procedure was painless, quick and exactly as they said. I am delighted with the whole process which I really could not fault. As a GP, I am very impressed and very proud to be able to refer my NHS patients to this service.

- No suggestions, experience was better than expected so a big thank you to the team at TVVS.
- Excellent and friendly service. Thanks!
- I've said ok on a personal level. From the clinic it was fantastic.
- Felt very safe, good balance between efficiency and attention to the patient.
- Great as it is, even easy and cheap parking.
- "I honestly don't think there could be any improvements
- Hopefully I won't have any complications"
- Absolutely excellent experience & care, before, during and after the procedure. The procedure itself was surprisingly quick and easy, and 20 hrs later I am still to feel any pain whatsoever. Thank you!
- Can U make perfect better - not possible ;)
- "Everybody was extremely friendly, understanding and professional.
- The whole procedure only took about an hour from consultation, operation to leaving."
- less pain, stronger local anaesthetic as was painful
- The procedure was beyond my expectation, pain free and unnoticed side effects.
- I've rested up since op but I honestly wouldn't know I've had anything done. Absolutely fantastic.
- "Dr Lim and Sr Jane were exceptional and high professional, friendly and thorough
- Thank you so much to the both of you"
- During the process, the nurse and surgeon were really good at keeping me at ease with appropriate humour etc.
- As far as I see all was ok
- All good
- Thanks to Dr Kittel and staff for a very professional service. No one should be afraid! Less traumatic than going to the dentist for treatment.

Responsible for report: Dr M Kittel 27/11/2019. Report reviewed every 6-12 months