

## NBSurvey Report for: **Vasectomy Survey**

**Organisation:** Pulborough Medical Group

**Created:** 18/03/2013

Period: 01/04/2012 to 15/03/2013

	Responses
PMG Minor Ops Portal	82
<b>Total</b>	<b>82</b>





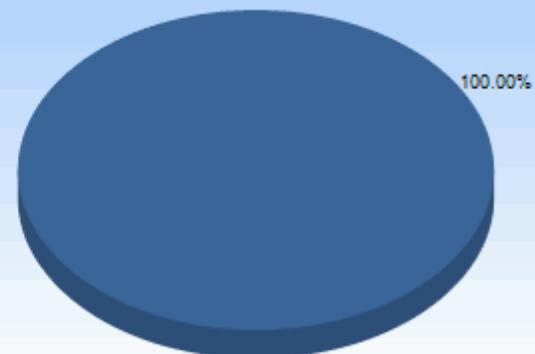
## **Introduction**

This report provides the results for the Vasectomy Survey.

The report does not grade, rate or benchmark the performance of the Service. The information provided in this report displays the feedback in a tabular and graphical format. The results for each question asked are contained within this report.

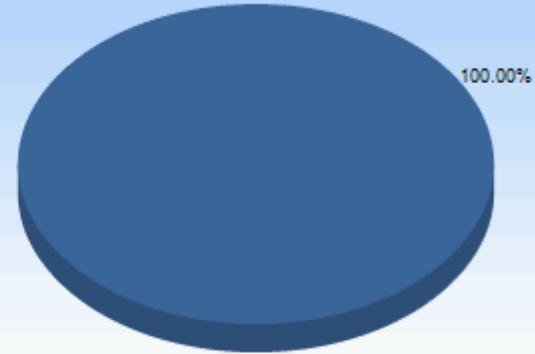
## 1: Do you feel you were given adequate post-operative information in the leaflet sent to you?

■ 1: Yes 82 100.00%  
Total: 82 100.00%



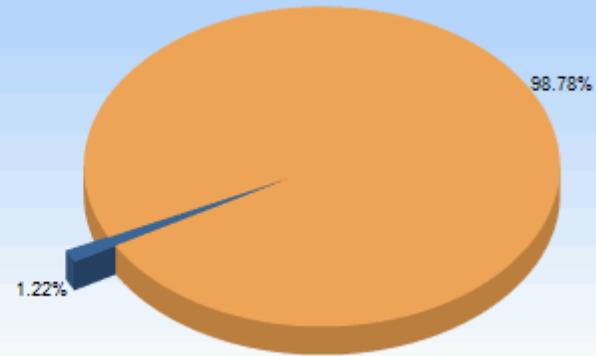
2: Did you find the discussion before the operation with the doctor/nurse helpful?

■ 1: Yes 82 100.00%  
Total: 82 100.00%



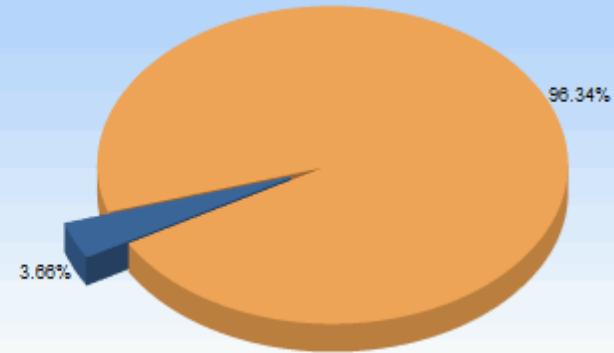
3: Did you feel comfortable having this procedure done at the surgery?

■ 0: No 1 1.22%  
■ 1: Yes 81 98.78%  
Total: 82 100.00%



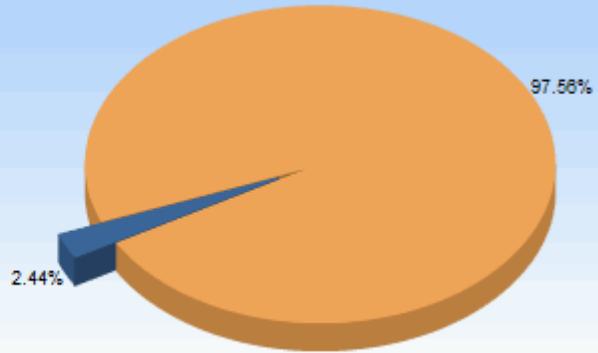
## 4: How do you rate the premises and facilities present for today's operation?

■ 2.00: Good	3	3.66%
■ 3.00: Excellent	79	96.34%
Total:	82	100.00%



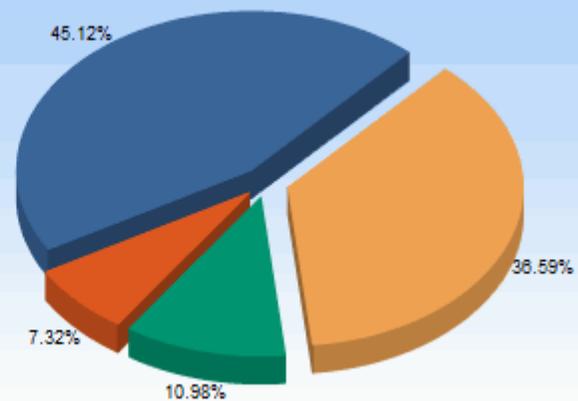
## 5: How did you rate the doctor's manner and communication during the operation?

■ 2.00: Good	2	2.44%
■ 3.00: Excellent	80	97.56%
Total:	82	100.00%



## 6: Please rate any pain you felt during the operation.

■ 0.00: 0 (None)	37	45.12%
■ 1.00: 1	30	36.59%
■ 2.00: 2	9	10.98%
■ 3.00: 3	6	7.32%
Total:	82	100.00%



## 7: How was the operation in relation to how you expected it to be?

The pain from the injection was slightly greater than expected & where the pain was felt was not expected better than i expected	Far Better no pain exactly how it was explained very quick not too much pain.	I dont know what all the fuss is about. So much more relaxing and Painless than I thought. Pretty much as expected but was certainly made comfortable and relaxed by Dr Mitchell and his team. Excellent service.
Very good and not a bad experience as expected! Far more comfortable than i thought. Dr Mitchell was fantastic.	Quicker and less pain. Quicker and less tramatic than I thought	I was expecting more pain and didnt feel a thing quick and painless . fit nurse to
Yes , less painfull than expected and simple	as described	Far easier - very little pain, very comfortable enviroment, stress free.
Less pain than I expected and quicker. I also expected to be less mobile after.	Much better than what I expected, no pain or discomfort.	It was quicker, easier and less painful than expected
Very professionally handled, quick procedure. about the same	Performed very well, felt very comfortable. Excellent. Actually much easier and relaxed.	very good the operation was fine not to painfull .
I was uncern what expectations i had before the procedure. However, the process and procedure was not distressing or too painful.	It was very good	alot of the procedure was 'metal' in that one worries about it, the nurses were reasurring and the dr explained the procedure even though im sure 'its routine'. thank you
better than expected all staff very helpful and put me at ease throughout	better than expected	Much less painful and much quicker than I imagined it to be.
Very well executed, in a very pleasant manner.	Considerably less challenging	Not as bad as I thought it would be. Very quick and professional.
Better than expected. Staff were extremely nice and a carming influence.	It was not as bad as I expected it	Much easier than expected. Very minor discomfort. Could not believe it was over so quickly.
Quicker, didnt expect the aneastestic injection to hurt so much!	worried before hand but now know didn't need to, every fine	All fine
It was fine, as I expected	better than expected	Pretty much as expected.
As expected	The operation was exactly as discribed to me	The doctor who performed the procedure had given me a comprehensive explanation during consultation and recapped before the operation. I was well prepared for the procedure.
fine	More painful than expected due to a fixated testicle complicating the procedure.	Very quick and easy - I felt very well informed about how it would proceed.
Much better and easier than I feared.	It was as described.	injection slightly painful but operation fine
It was fine -uncomfortable before the anasthetic - but ok once it was working	Quicker and less painful than expected	much easier
Exactly as expected	Better. went well	Less pain than I thought there would be. Like the no fuss, just getting on with it.



It was less painful and took less time than I had expected. I must commend Dr Mitchell and his team.

Exactly as I hoped it would be.  
better

as expected

easier than expected not as traumatic as i thought

The operation was less invasive than i imagined and the whole experience was conducted very professionally and sympathetically.

The operation went as i expected.

Pretty much as expected. A little initial discomfort, but staff made me feel very relaxed

A lot more comfortable than expected

Better than expected

The injections were more painful than expected but other than that it was as briefed.

The operation was a lot easier and a lot less painful than I imagined. There was one part that was painful but Dr Mitchell dealt with it straight away.

Fine.

Dr Mitchell and his team were fantastic and made me feel relaxed 10 out of 10

I had no expectations, just nerves

Fine

Much better, felt relaxed and less pain than expected

thought it might be painful, but it wasn't  
thought it would be worse

Very much as expected albeit a little longer than anticipated as a result of difficulty in locating the tube on one side

Very good.

better

Easier and less painful than expected!

## 8: What was your overall impression of having your vasectomy here at the surgery?

very impressed with everyone involved from start to finish	very good clean and professional	as pervious, in short, at the time of writing, very professional (probably because the pain hasnt yety come long....) again, thank you
very good	a very good service. only a short wait time which was explained. The arrangements for the procedure were conducted very well and able to meet with my work demands.	very good
Very good impression from initial consult through to post op.	great	Excellent. Great doctor and staff.
i found everything fine .and the staff very helpfull and all questions answerd	Excellent.	The experience could not have been easier and I was made to feel very comfortable
Very friendly and made me feel welcome.	Very Good to excellent.	Excellent.
Good	better than i expected, surgeon & staff were excellent	The doctors and nurses helped me feel completely at ease even though I was very nervous. They chatted to me during the proceedure which distracted me and helped put my mind at rest. Great service!
Brilliant. Made the experience less concerning.	the view was great . so was the op	Excellent
Excellent.	Very good	Efficient and excellent
very good	Great job thank you. I would just like to have been given the option to watch, it would have been interesting. Many thanks.	very good
I was easy to arrange and practically worked well for me, ie parking, getting to the surgery,	Excellent	Very Good!
No problem, impressed with speed and service	Excellent - many thanks	Very pleased and apart from trepidation and nerves, felt comfortable with the whole thing
It was a great overall experaince, apart from the vasectomy.	very impressed with the whole process, highly recommended	Fantastic would recomend.
I am very happy that it was done here, i cannot imagine that the procedure would have been better anywhere else. Thankyou Dr Mitchell & Team	Very good. (glad it's over).	Excellent
fine easier than a trip to hospital	Excellent service, excellent facilities	Excellent it was as enjoyable as it could of been and the nurses were very freindly and kept my mind off of the procedure. Thank you
it was not to bad.	smooth and well managed	very good
Very professional.	excellent. very professional	Good
Great!	Very good, many thanks to the nurses and Doctor for my procedure	Convenient, comfortable and a pleasant experience considering my anxiety.



Fine with having it here today, in my opinion there is no need to have this procedure in a hospital, it is only a minor operation.

Very Positive

Very good. Nice staff. All Ok

Non-stressful and easy.

good local was good

Excellent

Excellent - from initial consultation through to immediate post op. Many thanks!

Very easy

Very good I'm pleased to have had it done here and not at hospital.

Very positive

Very Pleased

excellent, would recommend to anyone thinking of having it done.

nice friendly doctors. made me feel at ease. alot less stressful than going to hospital

Very happy not to have to make a hospital appointment and to do it in the friendly atmosphere of the surgery.

The surroundings were entirely appropriate for vasectomy, and together with minimal waiting time in comparison with a bigger hospital environment, I was glad I decided to choose PMG to have such a delicate procedure done.

Yes no problems, frindley staff

Very good

great and thanks

Very impressed with the whole process.

Friendly and efficient

Excellent.

The team created a comfortable and relaxed environment. This was ideal.

Professional.

better than a surgical ward

Excellent

very good

Quick and easy and very well taken care of.

Very, very good. Lovely friendly staff.

Very good.

Very professional