



NBSurvey Report for:

## Vasectomy Survey V3

**Organisation:** Pulborough Medical Group

**Created:** 12/03/2014

Period: 01/04/2013 to 07/03/2014

	Responses
PMG Minor Ops Portal	38
<b>Total</b>	<b>38</b>





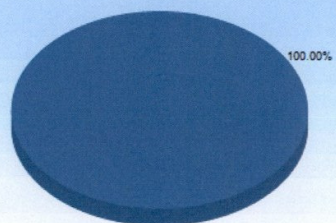
## **Introduction**

This report provides the results for the Vasectomy Survey V3.

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.

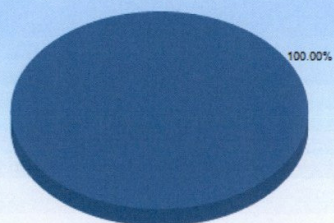
## 3: Do you feel you were given adequate post-operative information in the leaflet sent to you?

■ 1: Yes 38 100.00%  
Total: 38 100.00%



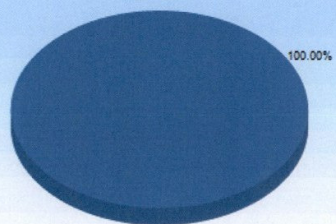
## 4: Did you find the discussion before the operation with the doctor/nurse helpful?

■ 1: Yes 38 100.00%  
Total: 38 100.00%



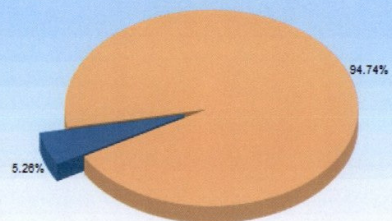
## 5: Did you feel comfortable having this procedure done at the surgery?

■ 1: Yes 38 100.00%  
Total: 38 100.00%



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

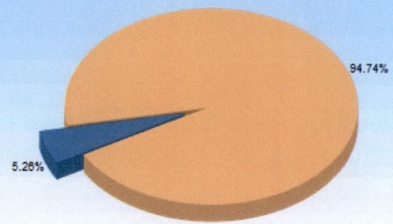
■ 2.00: Good	2	5.26%
■ 3.00: Excellent	36	94.74%
Total:	38	100.00%





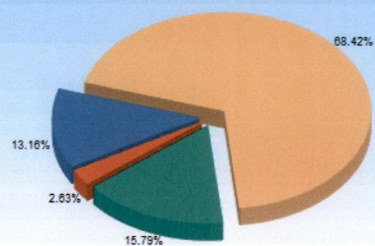
## 7: How did you rate the doctor's manner and communication during the operation?

■ 2.00: Good	2	5.26%
■ 3.00: Excellent	36	94.74%
Total:	38	100.00%



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

0.00: 0 (None)	5	13.16%
1.00: 1	26	68.42%
2.00: 2	6	15.79%
3.00: 3	1	2.63%
Total:	38	100.00%



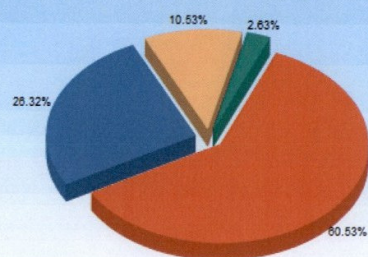


## 9: How was the operation in relation to how you expected it to be?

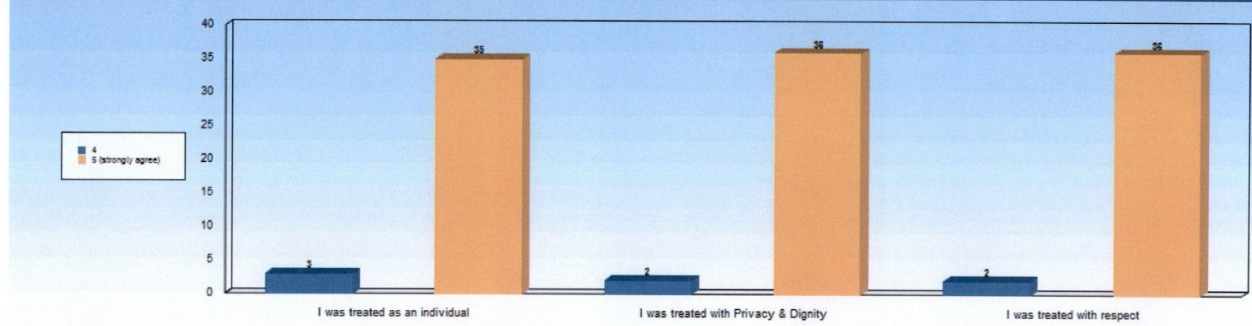
Yes, exactly as explained	As anticipated following the explanation given by the Doctor.	I felt a little pain in my left testicle during the anaesthetic injection, but not so on the right. There was also more tugging feeling than I expected. But, neither of these were bad.
Didn't know what to expect before I came in but it was going pretty smoothly.	q	better
Less painful than i expected. Altogether better that anticipated	As I expected given the information I was given. In fact I felt far less pain than I expected.	a lot easier than expected. the staff helped with reassurance
How I expected	Very swift and easy.	As expected
Fine. Dis not know what to expect.	It was less painful than I expected	probably more comfortable than expected
Much more relaxed. Excellent doctor and nurses	As expected	just as expected
I had no expectations.	same as i thought	excellent
Perfect!	It took shorter time than I expected and feel currently (20 min later) less pain than expected.	As described during consultation
really good, staff and doctor where very relaxing and reassuring.	Perfect all staff were chatty and fine	better than i thought it would be
i expected the hole procedure to be a bit of a nightmare, but it was the complete opposite fantastic	Very good, it met my expectations. The clinical staff were excellent and made me feel very relaxed. Overall, excellent service. Thank you.	it was better than i expected
There was nice communication and dialogue during the procedure with background music which diverted my attention from what was happening below. I regret to say that I hope I won't have to visit again.	I was nervous about what to expect but Doctor and nurses were great helping me to relax	As expected
Nowhere near as painful as I expected	It was very straight forward. doctors and nurses very nice.	a lot easier than thought and what a lovely team
better than expected	A LOT BETTER AND LESS INTRUSIVE THAN I THOUGHT	

10: The current guidance for the cooling off period between GP Consultation and Procedure is 4 weeks. Would you like this reduced to

1: 1 Week	10	26.32%
2: 2 Weeks	4	10.53%
3: 3 Weeks	1	2.63%
4: 4 Weeks	23	60.53%
Total:	38	100.00%



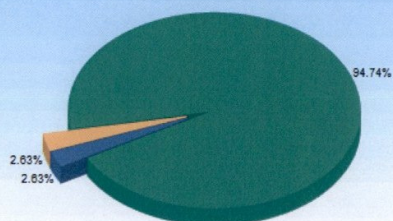
## 11: During the Vasectomy consultation and procedure please rate how you felt you were treated in the following areas:



	4	5 (strongly agree)	Total
I was treated as an individual	3	35	38
I was treated with Privacy & Dignity	2	36	38
I was treated with respect	2	36	38

12: Do you feel that you were able to make an informed decision about whether to continue with the procedure based on the information and opportunity for discussion provided?

1.00: 1 (strongly disagree)	1	2.63%
4.00: 4	1	2.63%
5.00: 5 (strongly agree)	36	94.74%
Total:	38	100.00%



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

For such a procedure, the facilities & way it was conducted was excellent. A job well done by the team here.	Very good, better than at hospital and more informal (which is a good thing.) Everything well explained such as the procedure as it happened, as well as anything unusual such as pain.	Both the initial consultation and surgery were excellent. I felt professionally looked after and put at ease.
q	Overall, excellent. The consultation that I was given is very informative and the operation conducted is going without no problem. Couldn't ask for more.	Excellent throughout
outstanding	Excellent	very good
Very good.	Great, thanks	Very good, excellent service and better than a hospital visit. More personal
Experience better than expected	Very good. Pleasant manner of all staff very comforting.	Good & very convenient
Very relaxing. Less stressful than travelling further afield. Trust in local doctor as oppose to a consultant that you had only met once before	very good overall	Fine, no problems, all went smoothly.
Very good.	It was a great experience, Dr Mitchell was very good and explained everything well.	the entire process from the booking until the operation was highly professional, a great atmosphere, very friendly staff and a good consultation. thank you Dr Mitchell and team.
I was ver impressed	excellent the staff and doctor where really good the facilities where clean and profesional and the doctor was more than happy to answer any questions and give me all the information i needed.	Excellent service, well done and thank you
cant say i want it done again but if i did i would want the same staff and same place procedure was simple many thanks	excellent....fantastic surgeon...and team	very good no problems
absolutly fabulous everyone was so nice and friendly	It was excellent, I cannot fault the service. Thanx you	Nothing to compare it to as not had it done before so was fine
I was very impressed. For minor surgery it is very nice to travel to a local super clinic. Consultant and supporting staff were excellent.	Brilliant	An excellent service
very impresed very clean a very friendly	It was good. People very friendly from the intital phonecall all the way to the procedure.	A PROFESSIONAL EXPERIENCE
very good recommend to all		