

Vasectomy Service Survey 2024 (May – July)

During May, June and July 2024 Exeter Medical surveyed patients on the day of their vasectomy procedure in order to assess the quality of the service being provided and opportunities for learning. During this period we had 95 respondents, below are the results:

1. Did you experience any problems booking your vasectomy appointment?				
	Yes	2	2%	
	No	93	98%	
2. How good was the information leaflet sent to you prior to your appointment to prepare you for today's operation?				
1	Poor	0	0%	
2	Fairly Poor	0	0%	
3	OK	1	1%	
4	Fairly Good	9	9%	
5	Very Good	85	89%	
3. How useful did you find the consultation with the Doctor/Nurse before the operation?				
1	Not Applicable	0	0%	
2	Useless	0	0%	
3	Poor	1	1%	
4	OK	12	13%	
5	Fairly Useful	82	86%	
6	Very Useful	0	0%	
4. Did you feel comfortable having this procedure done at this surgery?				
1	Very Uncomfortable	0	0%	
2	Uncomfortable	1	1%	
3	OK	0	0%	
4	Very Comfortable	17	18%	
5	Completely at ease	77	81%	
5. How do you rate the theatre, premises and facilities available here for today's operation?				
1	Poor	0	0%	
2	Adequate	0	0%	
3	Good	1	1%	
4	Very Good	6	6%	
5	Excellent	87	93%	
6. How did you rate the Doctor's manner and communication during the operation?				
1	Poor	0	0%	
2	Adequate	0	0%	
3	Good	1	1%	
4	Very Good	9	9%	
5	Excellent	85	89%	
7. How did you rate the Assistant (s) during your appointment with us?				
1	Poor	0	0%	
2	Adequate	0	0%	
3	Good	0	0%	
4	Very Good	4	4%	
5	Excellent	91	96%	
8. How would you describe the level of pain you felt during the initial injection(s) for the operation?				
1	Very Painful	0	0%	
2	Painful	7	7%	
3	Slightly Painful	16	17%	
4	Some Discomfort	56	59%	
5	No Pain	16	17%	

9. How would you describe the level of pain you felt for the rest of the operation?					
1	Very Painful	0	0%		
2	Painful	3	3%		
3	Slightly Painful	13	14%		
4	Some Discomfort	45	47%		
5	No Pain	34	36%		
10. Thinking about the service we have provided, overall, how was your experience of our service?					
1	Very Poor	0	0%		
2	Poor	0	0%		
3	Neither Good nor Bad	0	0%		
4	Good	3	3%		
5	Very Good	92	97%		
Total Experience Score					
9 - 15	Very Poor	0	0%		
16 - 22	Poor	0	0%		
23 - 30	Neither Good nor Bad	0	0%		
31 - 38	Good	7	7%		
39 - 46	Very Good	88	93%		

Please tell us about anything that we could have done better:

- It was brilliantly quick and easy - Nothing. Thank you for a very easy and stress - free procedure.
- All staff were great and put me at ease during whole procedure
- Thank you very much to everyone for the care provided
- GP forgot to send referral waited 12 months
- Excellent care start to finish
- Nothing, everything was excellent. Highly recommend.
- Needle Phobia!
- Thanks
- Nothing. Very Happy.
- Thank you.
- Nothing
- Something to engage with/look at on the ceiling to focus on. Not a mirror but something to do in your head. I closed my eyes but this may not work for everyone.
- Nothing - Thank you
- Nothing
- Thank you
- Excellent Service
- I provided some limited dates for my availability, and was given appointments outside that twice
- Painful at one point.
- All good.
- No pain and all of course excellent, efficient & professional. Thank you all for your time and service.
- Thank you very much.
- Amazing thank you everyone so helpful and lovely
- Nothing 5 star service