

TVSS
Patient
Satisfaction
Survey
2014/15

Introduction

The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 27 patients provided feedback between May 2014 and May 2015.

Standardised questions: BEFORE the procedure

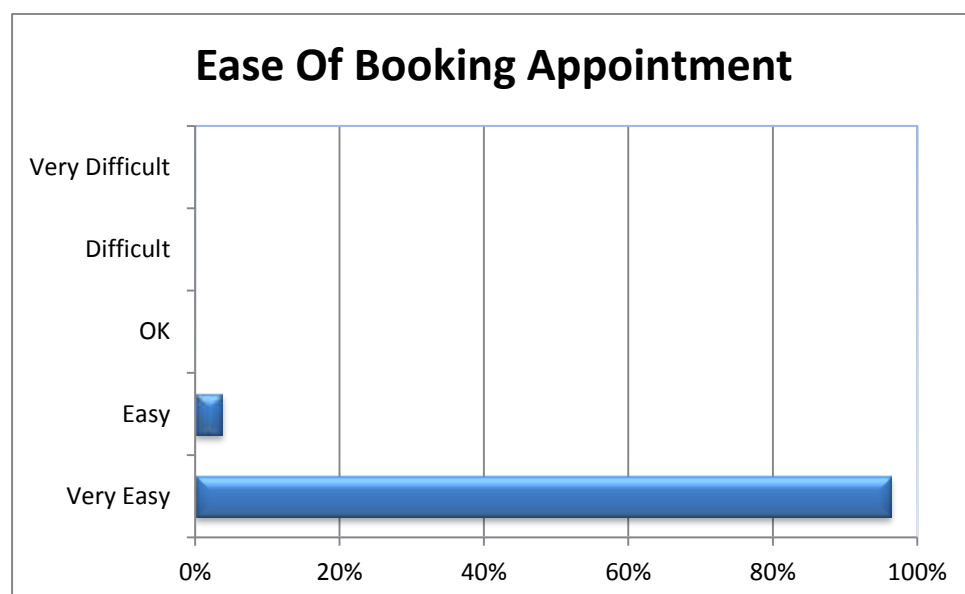


Figure 1:

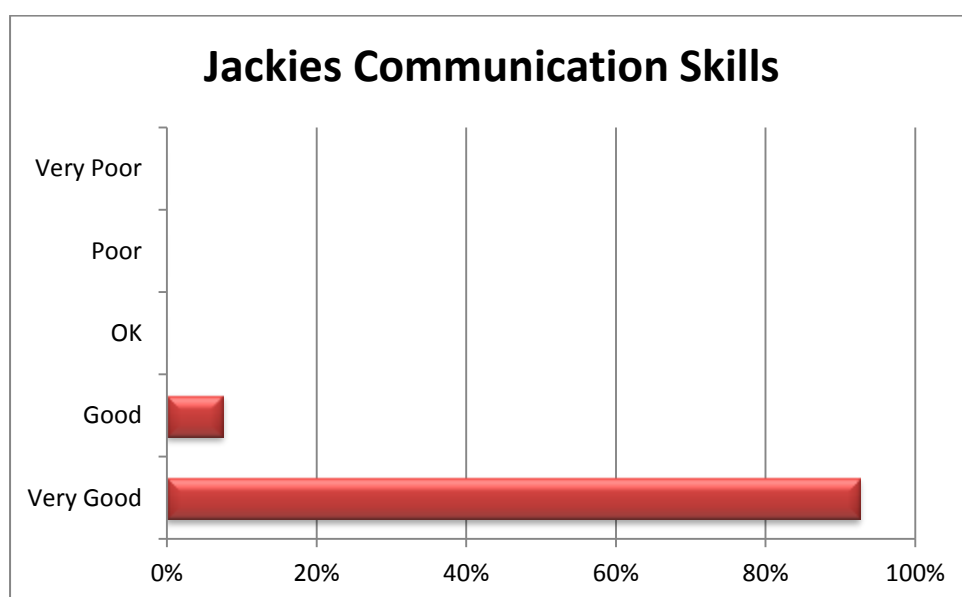


Figure 2:

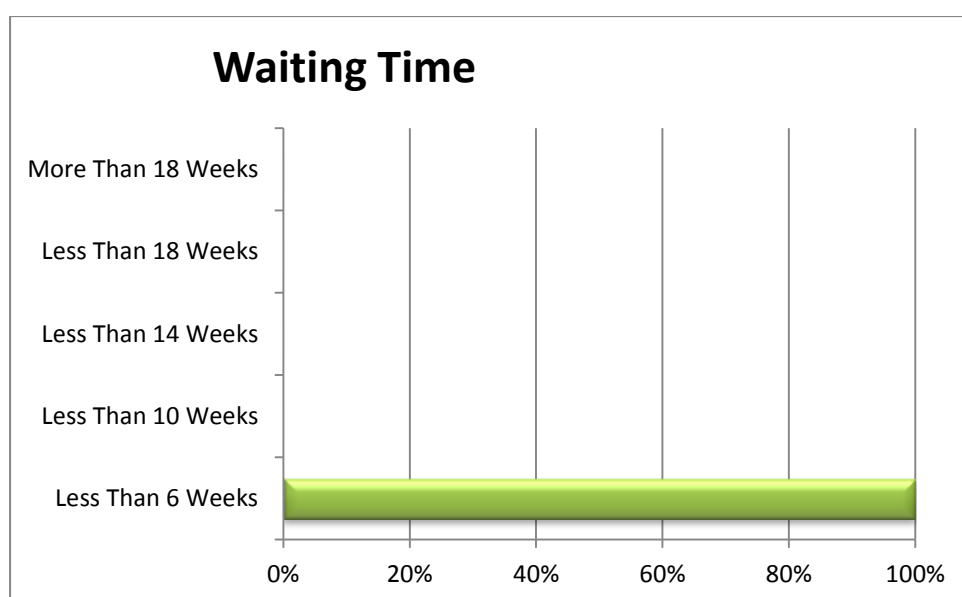


Figure 3: Waiting Times

Comments:

- No waiting.
- Jackie was a pleasure to talk to on the phone. She regularly emailed me with any updates and was very informative. She is a credit to your services.
- Very straightforward.....
- Everything was excellent- Jackie was great and extremely accommodating to a last minute date change!

- Not sure if the consent form is fully compatible with an iPad.
- I found the whole process very impressive from the initial quotation to the booking of the appointment. It all took less than 2 weeks.
- It was all very easy to sort out figures etc. Having sent a photo and details of the mole I was pleased that you accepted that information which meant I didn't have to see the dermatologist which saved time and expense. Instructions to prepare and to find the hospital were good. Parking was easy and not expensive. I was there early and it would have been nice if there was some reading matter/magazines in the waiting area. Do appreciate the hygienic side of several people handling magazines but we can wash after or use the sanitizer. *[Thank you for your suggestions, however, CQC regulations are now so strict, we have to be very careful]*
- Excellent communication - highly professional
- Very speedy process from initial contact to surgery
Jackie even phoned me on a Sunday to discuss my application
I just wish I had found you sooner!
- Extremely helpful and professional.
- I was anxious about pain levels; however Dr Kittel was very good with a quick honest reply to put my mind at rest.
- Speaking to Jackie to make the appointment was very easy and she answered my questions.
- I wasn't advised on the EMLA application prior to surgery. *[Thank you for mentioning this. We have now designed an EMLA leaflet for all patients requiring topical anaesthesia.]*
- Excellent. Jackie was patient and easy to get hold of
- All the arrangements and necessary information was promptly provided. Jackie was on hand and very quick to respond to any queries and to clarify and/or confirm the stages of the procedure. She also gave helpful advice and reassurance throughout.
- Jackie could not have been more helpful which made the experience of booking an appointment simple and straightforward. I cannot fault her professionalism.

Standardised questions: DURING the procedure

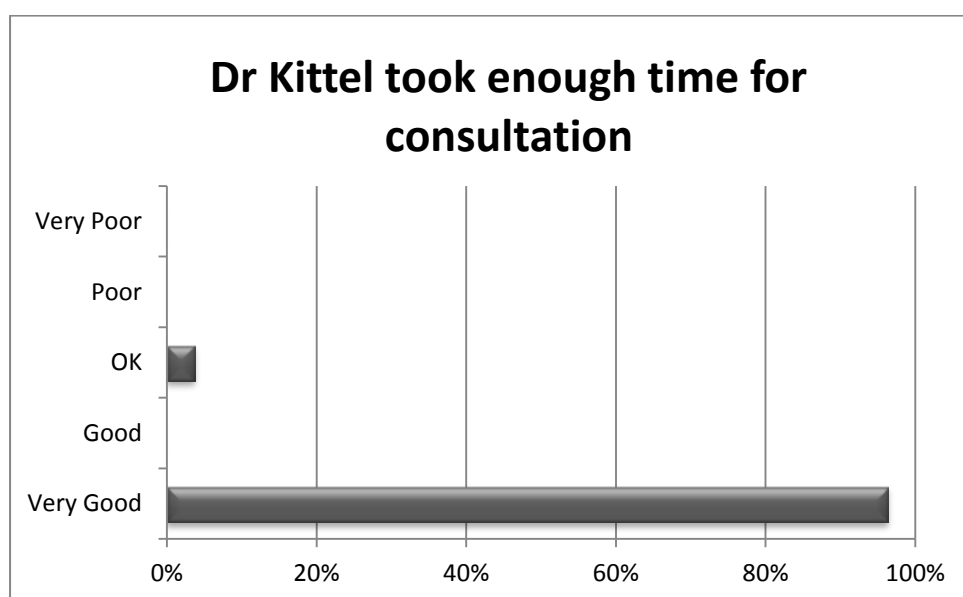


Figure 4: This result refers to the standard consultation right before the procedure, not the separate consultation prior to the procedure some patients choose to book.

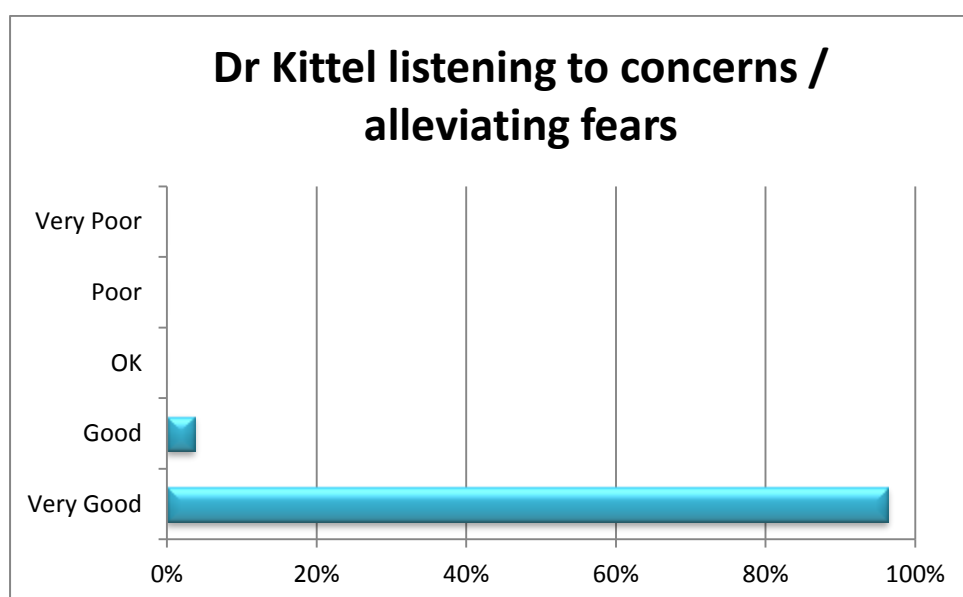


Figure 5:

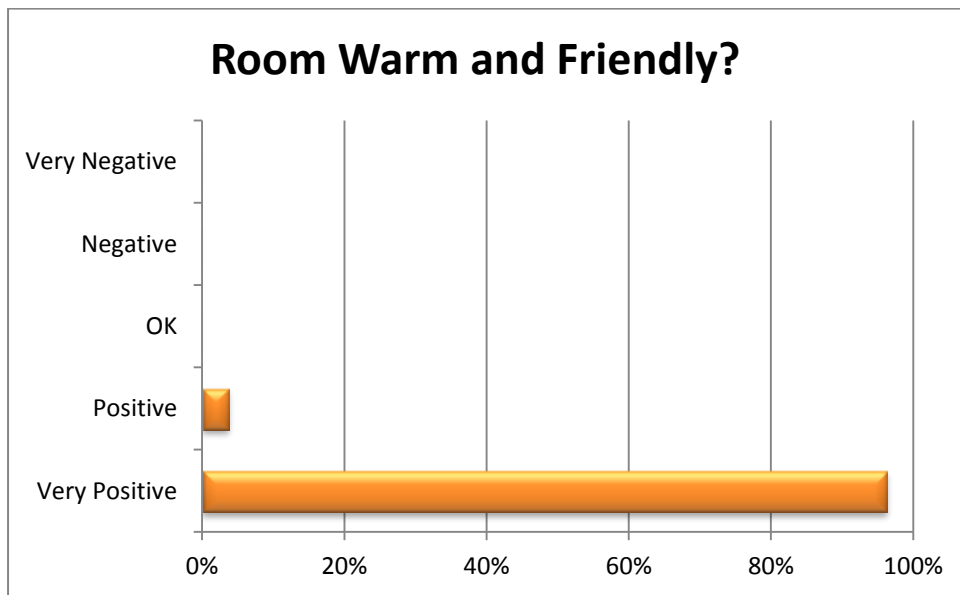


Figure 6:

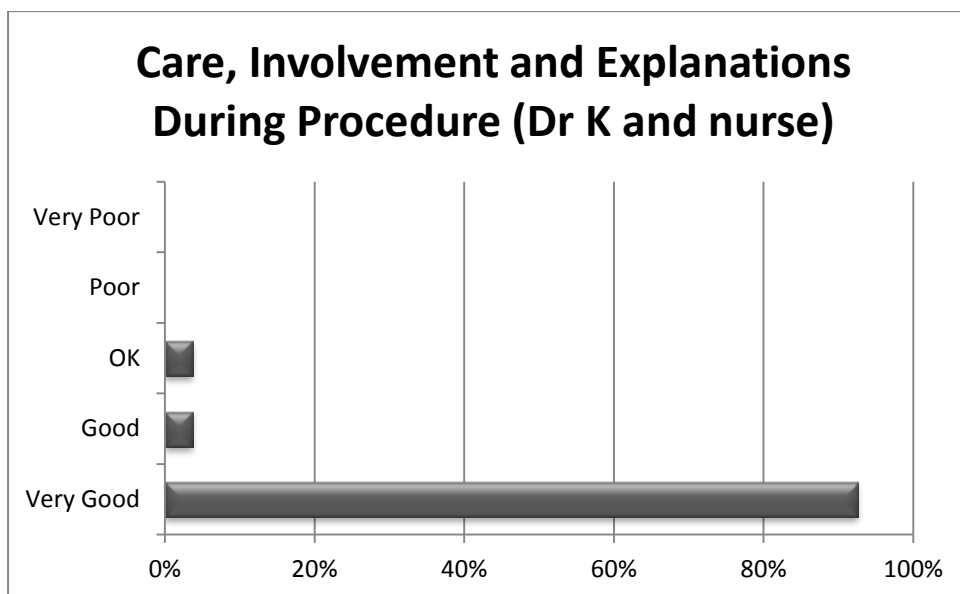


Figure 7:

Comments:

- No problems, no pain, very quick.
- Dr Kittel and his nurse were outstanding. I have never felt so comfortable before having a minor operation. His friendly nature and his humour made my nerves disappear. Dr Kittel also explained the procedure very well and ensured that myself and my mother could understand clearly what would

happen. I am very thankful to Dr Kittel for his work. His nurse was similarly reassuring throughout the procedure and put me at ease.

- Relaxed and friendly atmosphere, no problems or issues at all
- Dr Kittel was great- he was very patient with Sxxx's emotions!
- Totally pain free very satisfied with everything.
- I found the visit to the hospital to be incredibly profession and relaxing. Dr Kittel and his assistant were warm and friendly. They took time to explain everything carefully and I would definitely recommend him to friends.
- Both Dr Kittel and nurse Carolyn were friendly and professional setting me at my ease throughout
- Smooth, pain free process. Great communication throughout.
- My procedure took longer than anticipated but Dr Kittel and the nurse were very comforting all through it
- Thanks for the Jelly Babies!
- The experience, treatment and process were excellent. I was fully informed at all times of what was happening and the insertion mark has healed perfectly leaving no scar
- I'd thoroughly recommend Dr Kittel, my girlfriend even got to watch my procedure (a once in a lifetime opportunity).
- As a nervous patient, I was very grateful to be told as little as possible at the time! I liked the music, it was very relaxing. The nurse was also very supportive.
- The whole experience was brilliant, highly recommended. I was very stressed about this but I cannot praise enough.
A huge thank you to Dr Martin Kittel and his nurse.
- the only reason I didn't rate the first question excellent was the fact that the issue of the scar was not discussed in any detail
- I had been expecting a horizontal scar which might have better blended in with my natural brow creases than the angled scar I now have
- I am not sure how well it will marry in in the coming months but I feel sure a horizontal scar would maybe have looked better. I was however very pleased that you kindly offered to cauterise a small lump at the same time for me
- Very professional
- Again excellent, my 13 year old comfortable and the procedure was efficient and with no fuss
- All went smoothly. I was well prepared and looked after at each point of the procedure. I was kept informed and given a very helpful 'running' commentary of what was being done during the procedure. I was constantly assured all was proceeding well and asked how I was.
- No nurse was present as she had finished for the day.

- Dr Kittel was warm, friendly, and very professional. He explained the process and reassured me every step of the way.

Standardised questions: AFTER the procedure

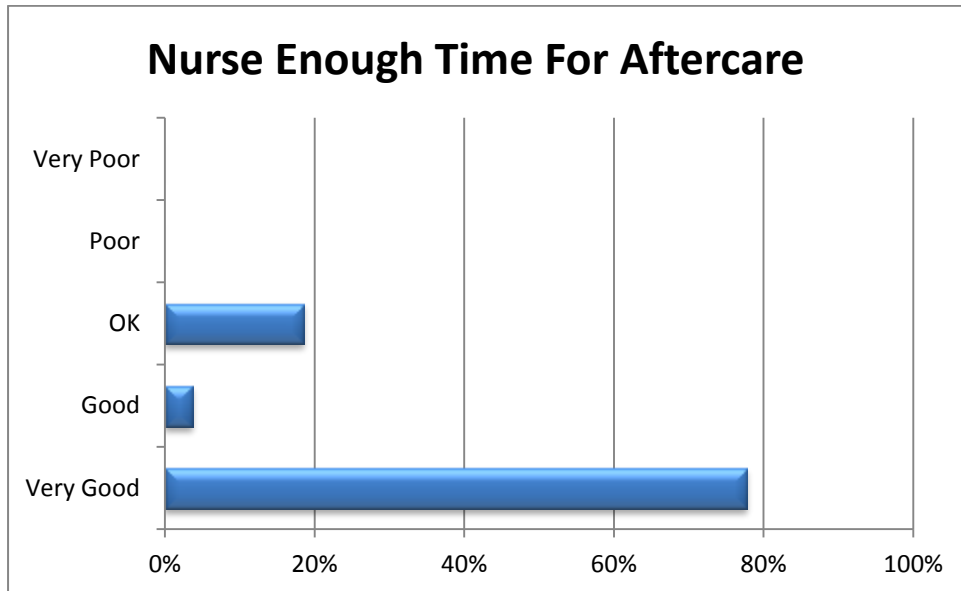


Figure 8:

Comments:

- The nurse took the time to explain the aftercare instructions thoroughly with me before I left. She was very friendly and answered any questions I had.
- Again, very happy indeed with whole process and extremely grateful.
- Everything explained in full very happy.
- No rush for me to go after the procedure and I was offered a hot drink or water if i wanted it after I dressed before I left.
- Pleased to say I have no pain at all although I would have expected some. Great.
- Very clear - no problems at all with this.
- Excellent aftercare leaflet provided
- The whole experience was perfect, thank you.
- Should have explained the aftercare elements in more detail as it conflicts with the leaflet that was issued which may be confusing. *[comment: More detail would have been useful. Difficult to address this now, sorry]*
- the practise nurse at my local surgery was initially unwilling to remove my stiches without any formal letter of instruction from your clinic relating to date as much as anything else. After much discussion and the nurse trying to

ring your office number (which was unable to be answered) I did manage to persuade her to accept me sending in the hand written notes on your standard aftercare sheet. I future I think it will be better to have pre written pro forma formal letters which give instructions to others to have the stitches removed which all clinics are now needing apparently to give them authority. *[comment: This is very unusual. As everybody is different we need to fill out the aftercare sheet individually. This is not unusual practice even in big hospitals. However, should you encounter difficulties we recommend to use our own private suture removal service at a small cost of £30.]*

- Everything was explained well and we know if we have any concerns they are at the end of the phone
- I was made to feel that my well being was of the utmost importance. Dr. Kittel and nurse (Leanne) were an excellent partnership, very proficient, competent and friendly. If I had any fears they were quick to allay them and give comforting reassurance. I felt I was in 'good hands' at all times.
- I rated this question as OK as the nurse was not present. Dr Kittel emailed me after the procedure providing me with an after-care sheet which was most informative and very useful. *[comment: Thank you for your comment. We have learned to point out in the future when a nurse will not be present (i.e. in a late addition to the clinic, where the patient wants a procedure carried out quickly and Dr Kittel accepts this to be carried out on his own)]*

Standardised questions: OVERALL

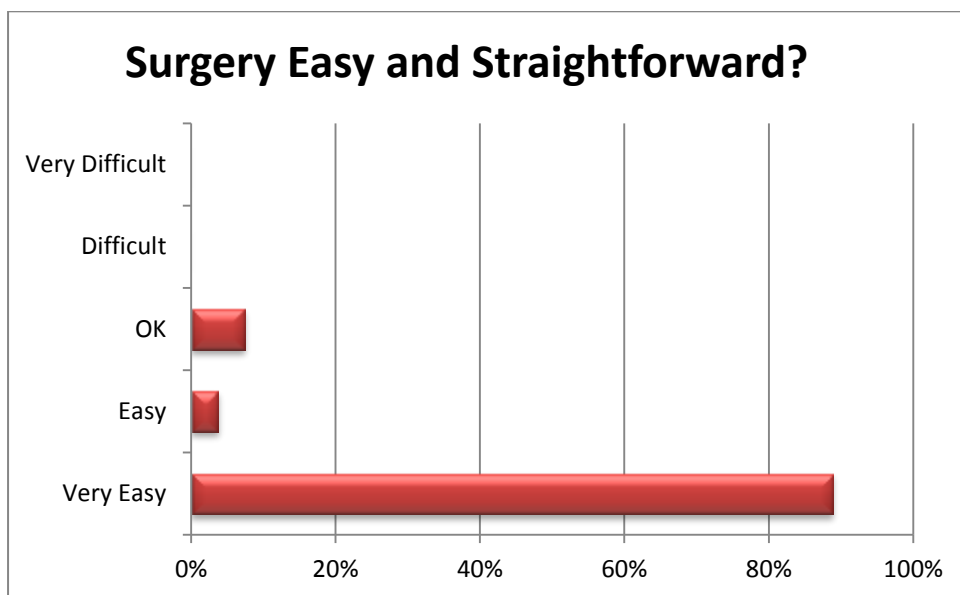


Figure 9:

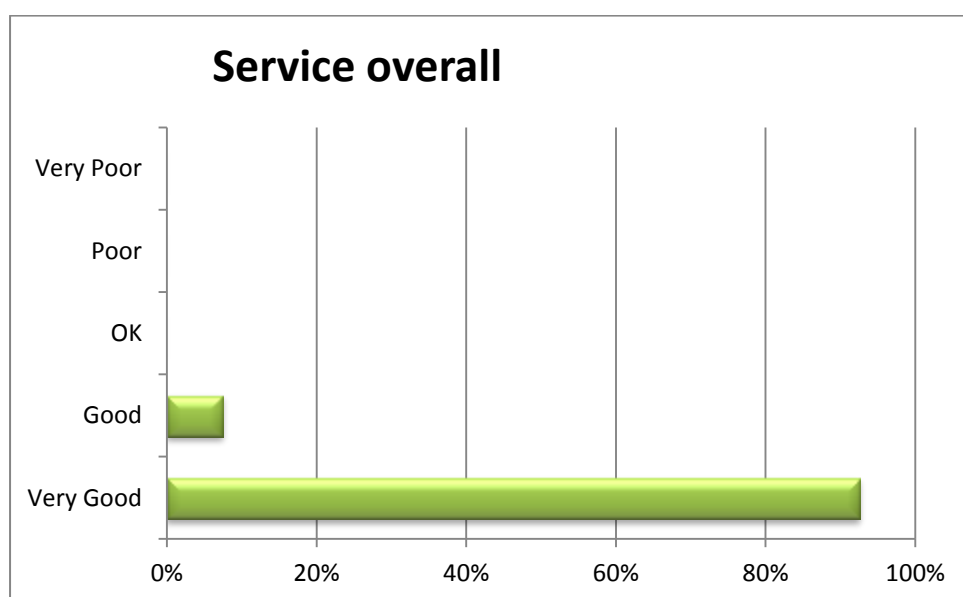


Figure 10:

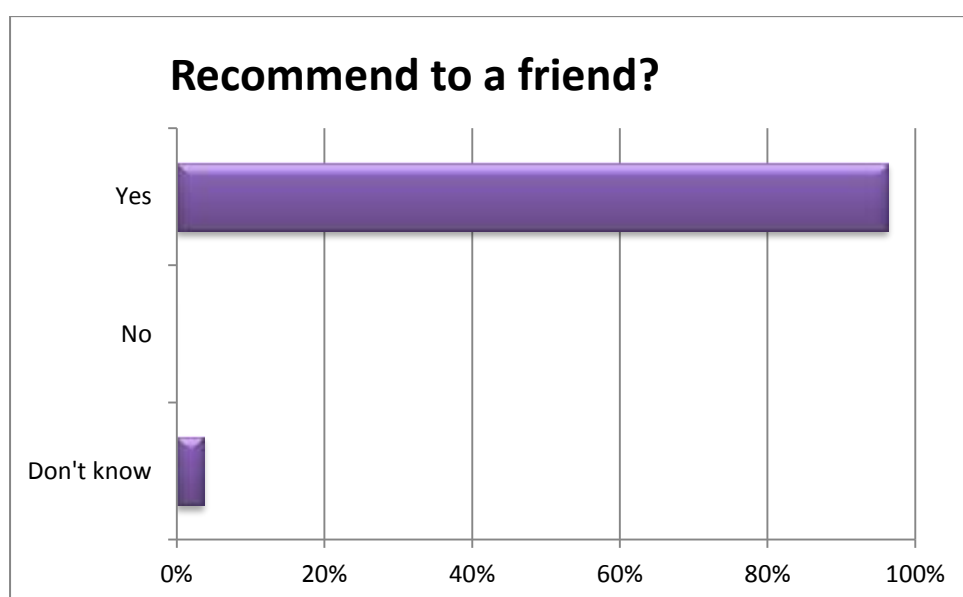


Figure 11:

Comments:

- I chose your clinic because you charged somewhat less than two others which gave me quotes.
- I have already recommended this service to a friend!
- Thank you again for everything. Stephie says she is very proud of herself now that it's done and thought Dr Kittel was great.
- Many thanks very straight forward glad I went private.

- Absolutely fantastic service, thank you.
- Happy with everything. Stitching looks good and has dried out fine. Will forward a photo when the stitches are removed and it's healed.
- Highly professional, effective and quick process from beginning to end.
- I would recommend this to friends and family without hesitation.
- I answered "OK" to "Was surgery easy and straightforward" only because my cyst proved larger than expected and was more tricky to remove - but Dr Kittel coped well and competently with this and I was fine throughout the procedure. (Just relieved when it was over!)
- It is now 5 days after surgery and we have changed the dressing twice. It looks like the wound is healing OK. I haven't needed to any painkillers. I may send you some photos!
- I have an appointment to have the stitches removed on Tuesday morning - March 10th
- Excellent service, many thanks
- I would definitely recommend
- A very positive experience and thus far a very satisfactory outcome. I am to have my stitches removed next Tuesday.
- I would rate my overall experience as Excellent.

Responsible for report: Dr M Kittel 21/5/2015.