

**TVSS  
Patient  
Satisfaction  
Survey  
2011 - 2016**

## Introduction

This is our first Minor Surgery Feedback report. Until recently we did not do Minor Surgical procedures very regularly. The document below contains results from our service feedback questionnaire supplied to every patient following the procedure. 67 patients provided feedback between 2011 and June 2016, but mainly during 2015 and 2016.

### Standardised questions: BEFORE the procedure

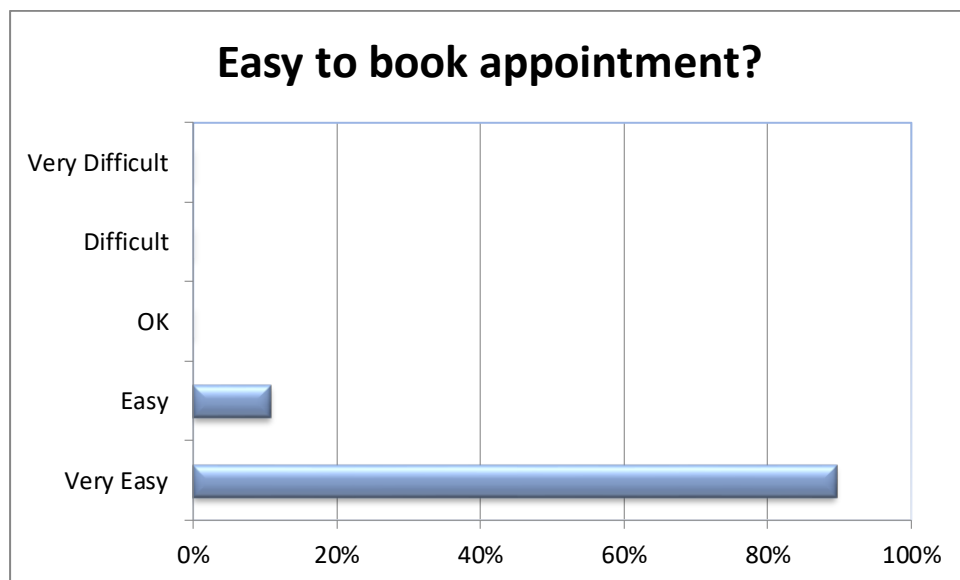


Figure 1: Not to our own fault the service has now become incredibly popular and it has become more difficult to book an appointment. However, Di is trying very hard to accommodate everybodys needs.

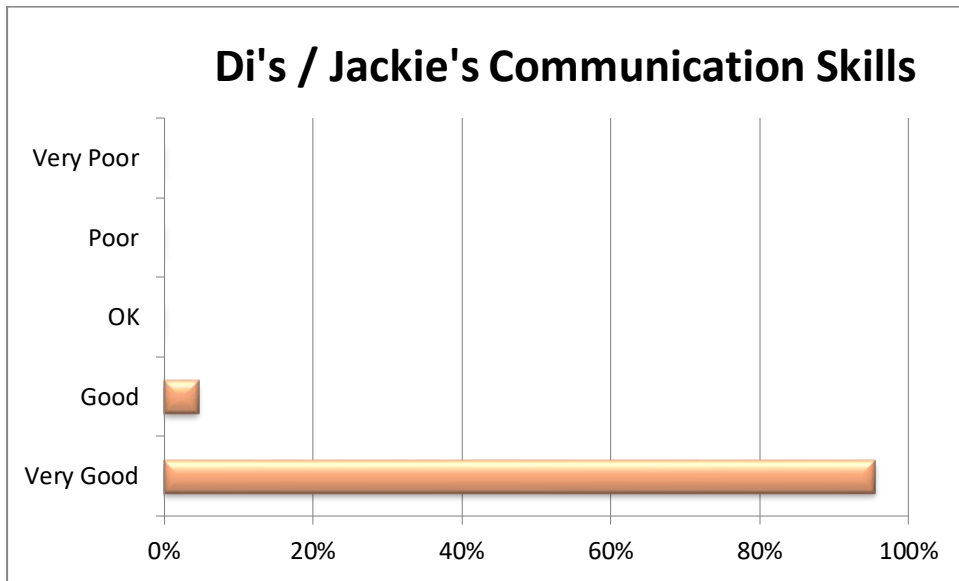


Figure 2:

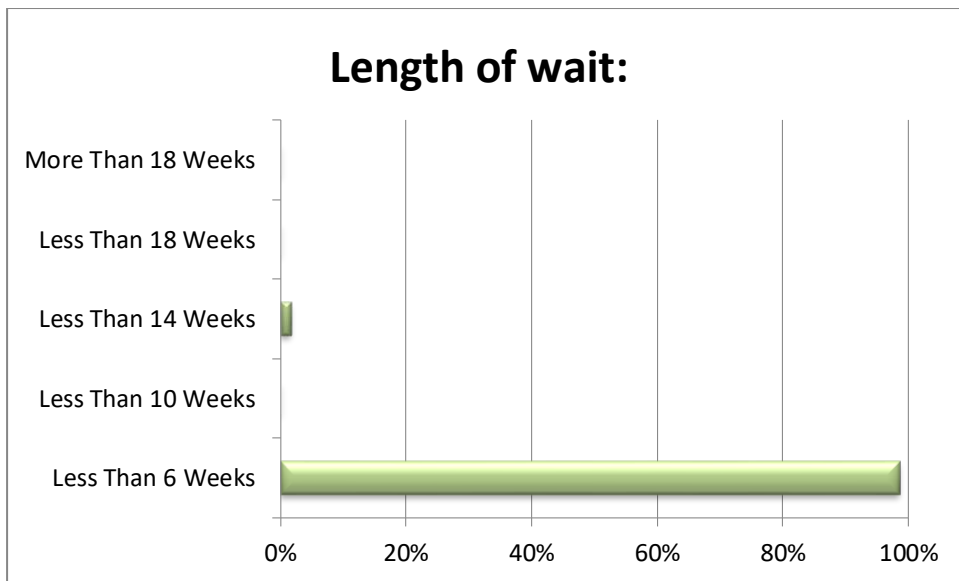


Figure 3: Our most recent waiting time increase is the reason for the split result.

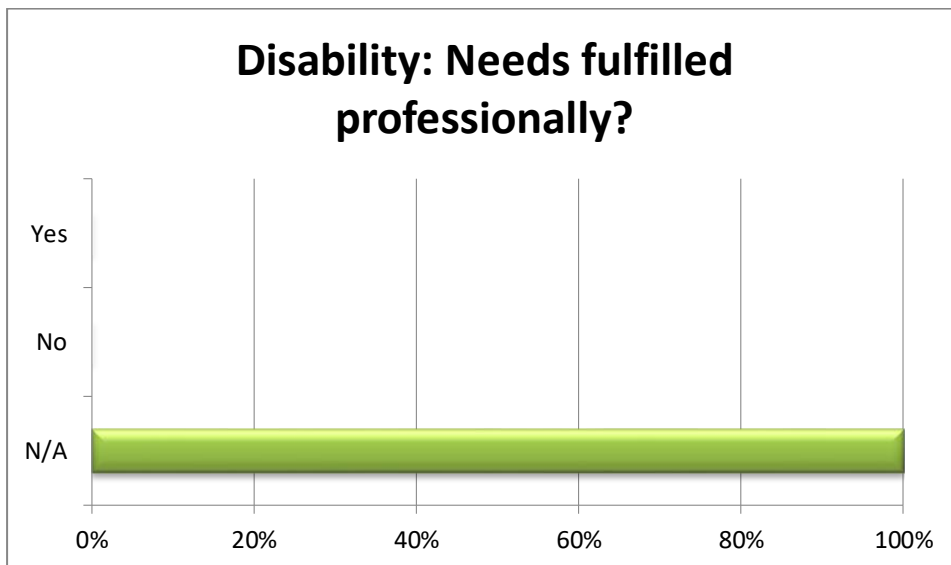


Figure 4: No feedback from patients, who declared disabilities.

## Comments:

Please be aware the comments below to the questions about Di's (and previously Jackie's) performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- Both Di and Dr Kittel were excellent and reassuring on the phone prior to the day and at the clinic itself before the actual procedure.
- Everything was explained to me clearly. I was actually seen in less than 3 weeks following my initial appointment, which is excellent and suited me very well.
- I thought it was going to be complicated but the surgeon and the nurse made it very easy for me.
- Jackie went out of her way to help
- Due to delays from a prior surgery I had a relatively long wait (>45min) for what was a 5-10 min consultation. I appreciate these things happen but some system of alerting delays (a quick text for instance) would be helpful - had this been within working hours it could have been inconvenient.
- I was very grateful to have had the opportunity to have a cyst removed which the NHS would not consider, & other places I tried at private clinics were incredibly expensive. My consultation with Dr. Kittel went very well & he assured me that the cyst removal would be no problem. He was extremely pleasant & I was able to book an appointment the next day.
- I couldn't book online. I found the web site difficult to understand, but Jackie was excellent.
- I was only slightly disappointed to find that the original quote was increased closer to the day (however this was more that accounted for later by the absolute highest quality of service given when it arrived). I did also understand the reasons for it increasing, so this is essentially just feedback for the sake of filling in this box.
- Very easy, Jackie was extremely helpful and friendly and took time to explain everything and answer any questions I had

- You, the surgeon, called me personally after hearing about my initially poor procedure at another provider. I had questions and some concerns as a result - and you were reassuring and clear on your responses.
- My surgery was dealt with exactly seven days from my first attempt to complete the web based forms.
- Your website is not intuitive (I have an MSc in computing and I did not find it easy)
- I thought the whole experience was as good as it could be.
- Good clear communication
- Communication between myself, Dr Kittel and Jackie was very quick, straight forward and clear.
- 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.
- 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.
- 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 throuout.
- Jackie could not have been more helpful which made the experience of booking an appointment simple and straightforward. I cannot fault her professionalism.
- A nice relax atmosphere
- The problem with the website was the only problem i had.
- From the original enquiry through to the appointment I found Jackie very informative and extremely helpful.
- The use of a e-mailed digital photograph to obtain a quotation prior to the appointment is very innovative.
- I had searched the internet and found other clinics all required a fee weighted consultation prior to providing a quotation.
- Finally the location being within St Marks Hospital gave me added confidence to go ahead with the surgery.
- I thought Jackie was very helpful and friendly.

## Standardised questions: DURING the procedure

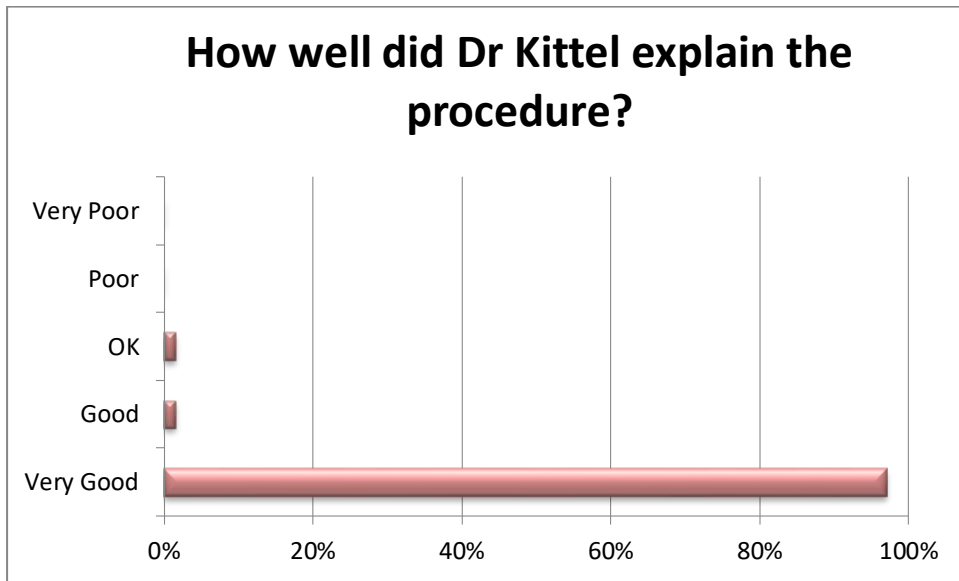


Figure 5:

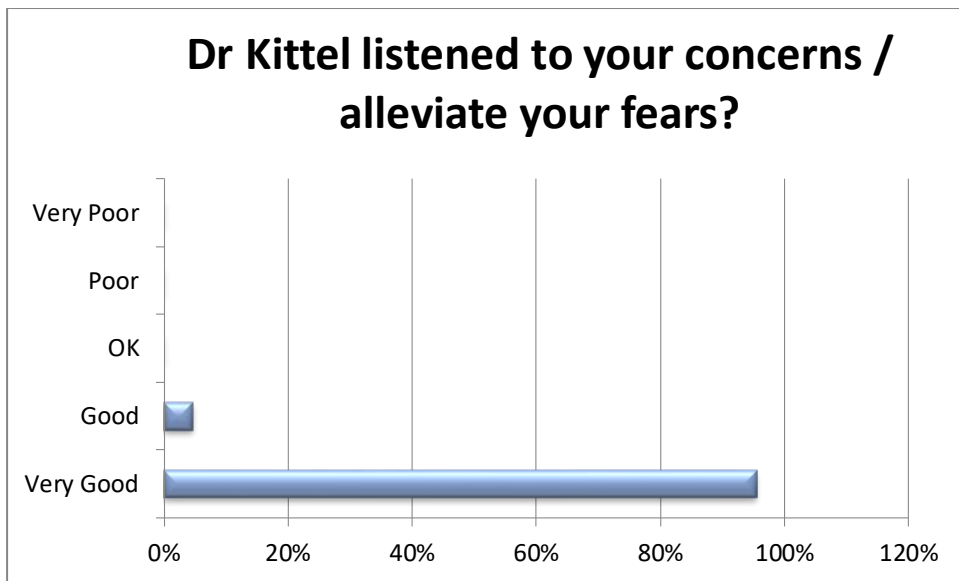


Figure 6:

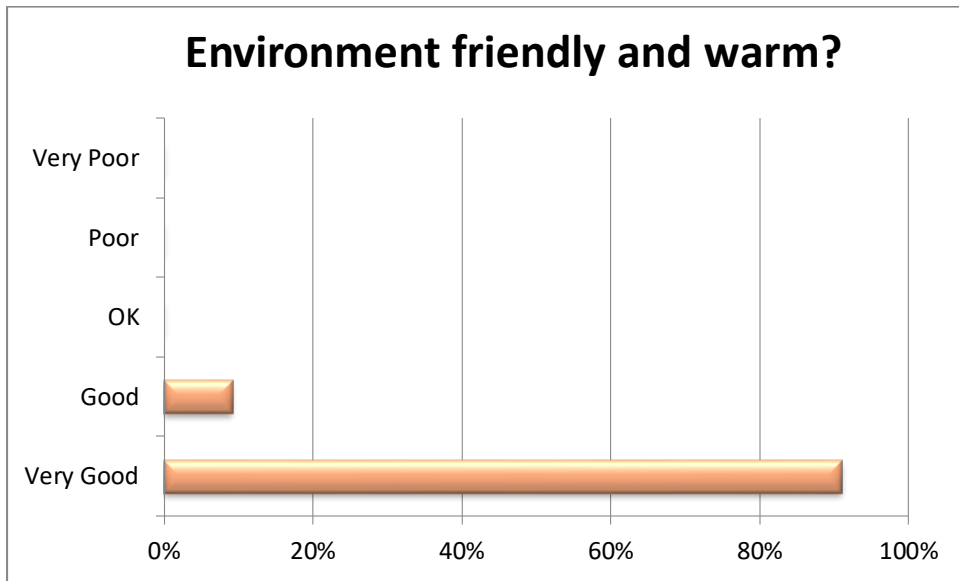


Figure 7:

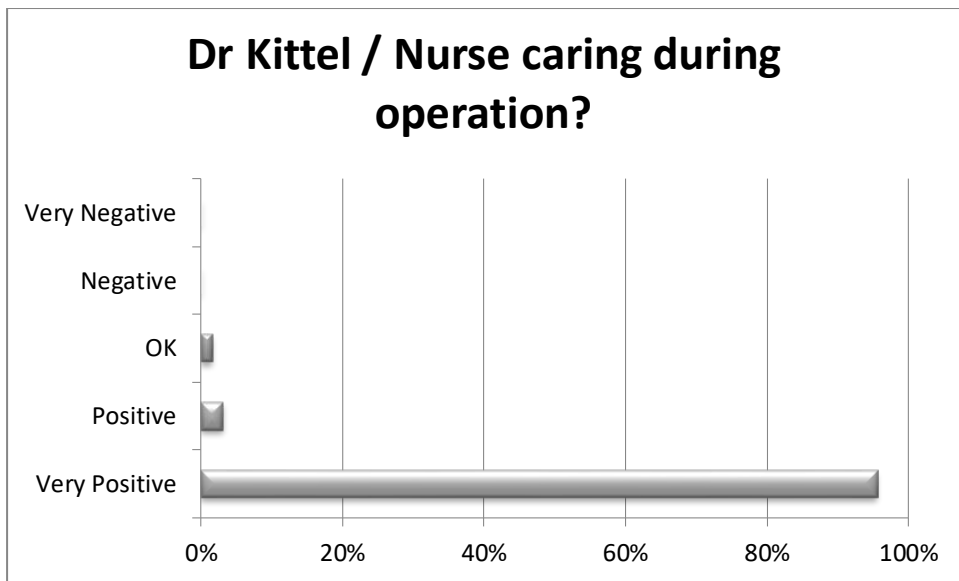


Figure 8:

## Comments:

- Dr Kittel and his assistant ( sorry her name escapes me) were fantastic during the procedure, I could almost have gone to sleep during the procedure. Couldn't recommend highly enough!
- Calm re-assuring atmosphere presented by Dr Kittel and the nurse.
- Thanks very much for making my surgery much easier for me. I felt you really cared about my condition and were there to help me feel better.
- I much appreciated the explanation about what was happening during the procedure, it both put my mind at rest and also let me know how much longer the procedure would take.
- Very relaxed and the warm ness if both shone through

- Overall extremely impressed with the speed and ease of the procedure. Needed a small amount of local anaesthetic top-up mid-procedure but that was accomplished without issue.
- I was made to feel completely at ease & felt no pain throughout the procedure. Dr. Kittel explained what he was doing all the way through.
- All good.
- I cannot be more complimentary about the level of service and care provided by Dr. Kittel as well as the nurses present. They were friendly and reassuring. I felt I was being treated like a VIP.
- Dr Kittel was brilliant, very friendly and kept me at ease along with the nurse who were both fantastic at helping me stay calm as I was very nervous
- Both *[Dr Kittel and the nurse]* very good. Having had a rather painful poor procedure that was aborted Monday at another provider, both were calm, reassuring and patient. I was frankly, embarrassed to be as nervous as I was - but this was non rushed. Small things made a big difference - such as the warming bag first of all - huge help and the result speaks for itself - your cut I cannot see, my first cut is still gaping and weeping. Your nurse talked to me the whole way through to distract me, and you communicated - for example I had no idea why I was feeling as if water were poured over me - and thought it could be bleeding - the first time - you stated without being asked it was iodine, and each stage was explained. You were unimpressed with the first cut and could not reuse, your cut is already closed. First procedure did not mention ice in the aftercare, yours did and I am sure helped very much.
- At times Dr Kittel and Carolyn talked about the procedure amongst themselves and did not include me in their discussions. This is very picky though. All my questions were answered and I really have no complaints.
- Kept well informed and told what was happening and when. Made to feel at ease.
- Dr Kittel and his Nurse were very friendly, explained movements while conducting the procedure, made sure I was at ease and allowed my wife to sit in on the procedure.
- A little discomfort when injected with the anaesthetic which is normal then nothing felt afterwards.
- I felt very well informed and reassured about what was happening to me
- 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 Stephie'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 yr 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.
- Excellent doctor and nurse, even took a photo off the procedure for me so I could see what was going on
- Pain free
- The procedure was carried out in a very painless and caring manner.
- It was made very clear to me what was being done.
- Everything was very good.

## Standardised questions: AFTER the procedure

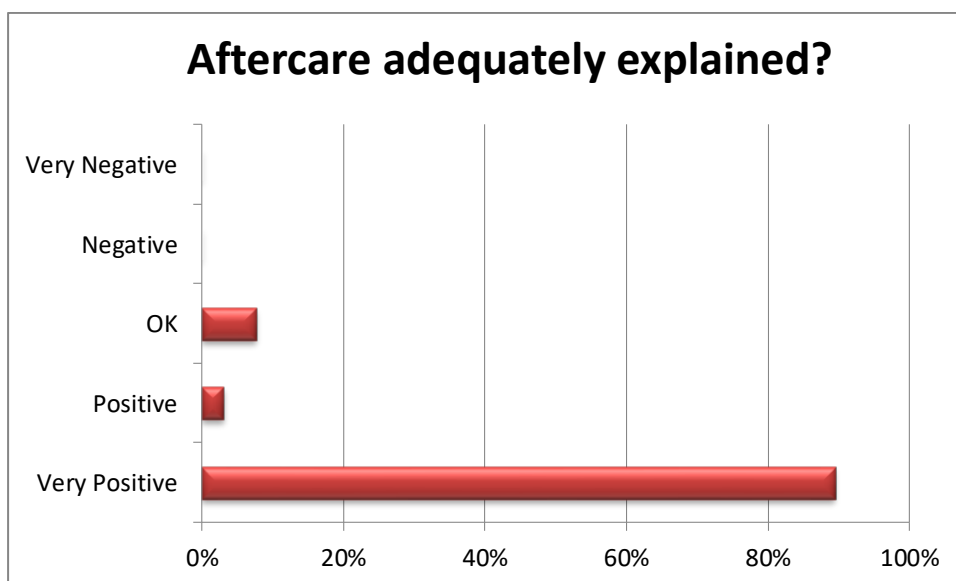


Figure 9: We supply a short aftercare talk and a leaflet explaining the aftercare

### Comments:

- Excellent from start to finish!

- No after effects. The procedure appears to have been successful in its object i.e. removal of a lump. I will need to wait 7 days to have this stitches removed and only then will I see how it heals, but based on my experience so far I feel confident about the outcome.
- I had adequate explanation about what to do after the procedure
- Very clear very helpful
- Due to the slightly awkward location of the lesion the dressing didn't last very long and the other half provided as the back up was equally short-lived. Fortunately it seems to be crusting over okay but a couple more back-up dressings would have been useful - I could live with paying a couple of quid extra for this instead of having to make do with Elastoplast's (which don't quite cover it as well). *[please let us know beforehand if you wish to order replacement dressings. Otherwise you can also get them at any good pharmacy]*
- Also whether I missed it in the consent and also forgot to ask, but wasn't clear on the timeframe or process for hearing back on the pathology. I'm expecting any problems particularly but good to know when a line in the sand can be drawn.
- The nurse who explained the aftercare instructions was very warm & friendly.
- NO problems at all.
- The nurse was hugely reassuring and thorough. Again, I cannot be more complimentary about the experience and recommended it to family members.
- Straight forwards.
- No problems whatsoever.
- A little pain after the anaesthetic wore off which is normal.
- Very pleased with the whole procedure and look forward to seeing the healed result.
- Both Dr Kittel and Carolyn were lovely throughout. I actually enjoyed the experience. Thank you
- 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
- the practise nurse at my local surgery was initially unwilling to remove my stitches 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. *[we are sorry too hear you had difficulties at your surgery. We also offer a stitch removal service locally for a small charge]*
- 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.
- 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.
- Was nice to be offered a drink
- Numbness spread up over my forehead, then after a few hours, felt normal.

- I know the surgery was of a minor nature but Dr Kittel his Nurse Lisa could not have been more caring before, during and after the surgery.
- Both the doctor and nurse were nice people to meet and did a very good job.

## Standardised questions: OVERALL

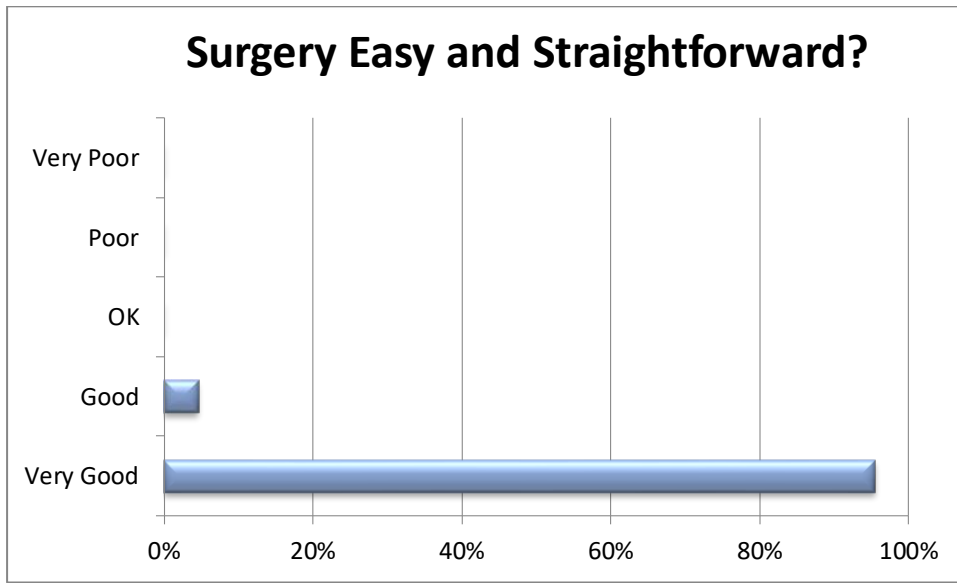


Figure 10:

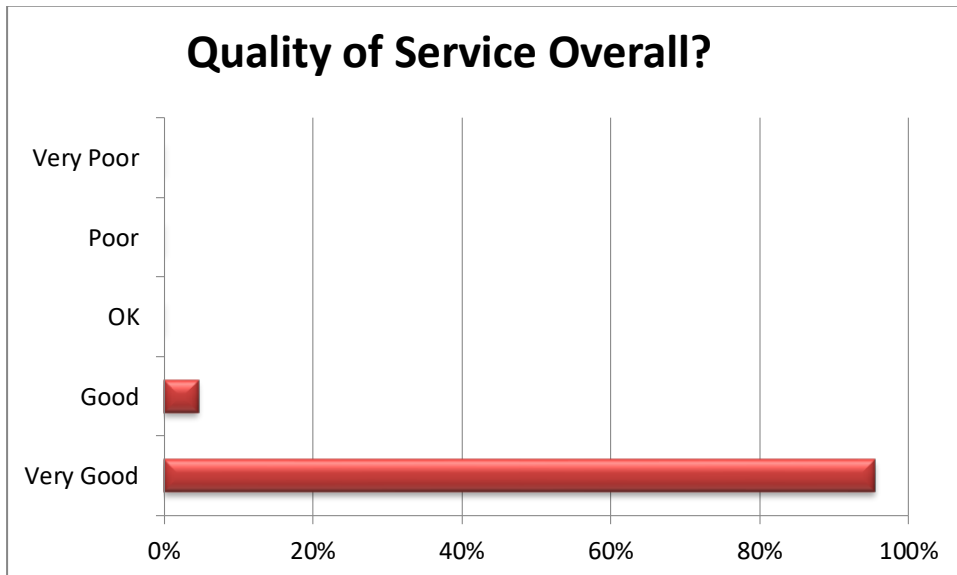


Figure 11:

## Recommend to a friend?

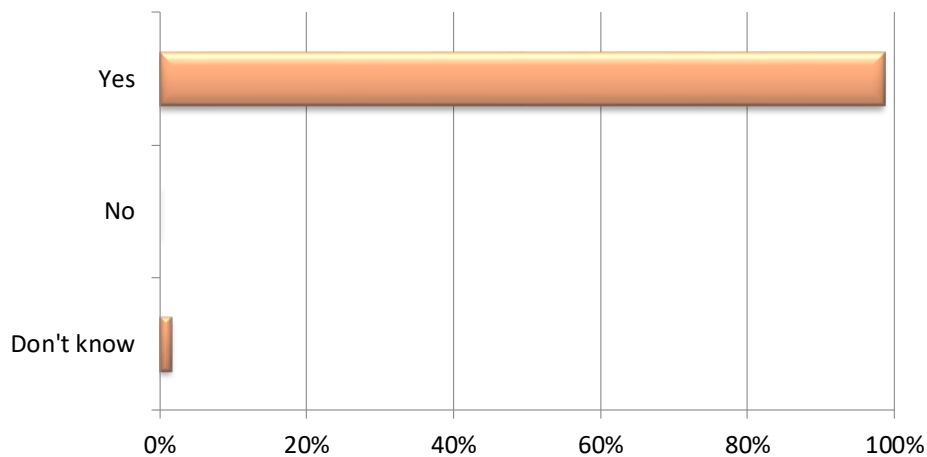


Figure 12:

### Comments:

- Excellent!
- Everything was easy and quick and I felt comfortable with the communications, arrangements and procedure throughout from a professional and caring team. Well done.
- I had never had a private surgery before so was a little apprehensive when researching a reliable and reputable person to conduct the procedure but at not too high a price. The service I received was very high quality from beginning to end and I would like to thank Dr Kittel and his team for their high level of skill and professionalism throughout.
- Everything at its best. Thank you all so much.
- Doctor Kittel and the Nurse were very professional and explained the procedure to me and also provided me clear aftercare.
- They were both very helpful and I would recommend their services to any of my friends and family.
- Thank you for making the procedure as painless as possible.
- Basically wishing I'd known about the service earlier and done this a few years ago, very happy with the result so far.
- Just glad to have it over & grateful that a doctor will provide this service without wanting to make a fortune out of it.
- Thank you very much - I found it all to be very professional, straight forward and friendly!
- Very satisfied, thank you.
- If you had supplied a couple of additional plasters would have been a good touch.
- All round good service.
- Outstanding. When priorities, time and funds allow I will be making another appointment. Thank you so much for an excellent service which far outweighs anything available in central London for both price and the level of care taken over me as a patient. Thank you again!
- See above. Communication, clarity, reassurance, information, and a sense of caring.
- I have been a bit critical above and tried to identify any areas of weakness however marginal. I think the whole thing was excellent and will use Dr Kittel and his team for a further procedure, probably in the autumn.
- My sincere thanks to you all for making it both excellent and affordable.
- I wish I would have found Dr Kittel and his team sooner, highly recommended
- Thank you Dr Kittle and your team

- Thank you for helping me get rid of something I have hated having for a long time.
- I believe with the NHS not offering this type of service and some private sectors charging extortionate rates this is an extremely valuable service as it can make a difference to peoples lives if they require marks to be removed and this cost is the difference of being able to avoid it.
- A great service that can be in a lot of peoples reach and Dr Kittle, Jackie and the nurse are all friendly and easy to talk to and deal with.
- 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!
- Thankyou again for everything. Stephe 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.
- 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.
- Thanks for a very professional and prompt service
- I was very pleased over all. I was seen withi 10 minutes of my appointment time. Everything was explained clearly to me and i felt as though i was being looked after.
- This was my experience of minor surgery should I require similar in the future I would have no hesitation to return to Dr Kittel's surgery.
- I'm not quite sure if your website specifies that you are based in the Outpatients building at St. Marks (perhaps I missed this!) Though I found the hospital quite easily, I did not quite know where to go.
- Very happy with your service, thank you, and would certainly use again.
- Regards
- Chris
- I felt everything was very good - very straightforward and competitive price which is what made me book because it felt like a more honest service. Being able to book online is very helpful and the way many services should be. My contact with Jackie was good and she was nice to speak to and very clear and informative. The doctor and nurse were also friendly and helpful. I felt comfortable with what the doctor was doing and he looked to have done a very tidy job. I've met a lot of medical people as a patient in the past and it's been surprisingly rare to have service as good as this so it did make a good impression and I would certainly recommend you to other people.

Responsible for report: Dr M Kittel 21/6/2016. Report reviewed every 6 months