

TVSS
Patient
Satisfaction
Survey
2018

Introduction

This Minor Surgery Feedback Audit contains the feedback of 78 patients between February 2017 and February 2018. The Audit contains only Comment / Qualitative Feedback as our Quantitative Feedback Audit is now permanently available online in real time.

2017 was a challenging year. Not only did our Minor Surgery service double in capacity, our vasectomy service did the same. We had to appoint another surgeon, Dr Soon Lim, 2 extra nurses, Fi and Jane and a new Receptionist, Marianne (who took over from Di).

We are glad that our clinical service feedback stayed absolutely excellent and would like to unreservedly apologise to all patients, who had a sub-standard booking experience (Real Time Feedback shows it wasn't too many after all).

Thank you for your very helpful, comments, as always, and find now everything you said printed below.

Dr M Kittel

Feedback on Booking Experience

- I felt very relaxed and comfortable as it was explained to me what was going to happen
- Everything was fine
- Good experience
- The whole process was incredibly efficient. I actually spoke to Di first, and then she put me through to Marianne. They were both brilliantly helpful, very professional and worked hard to fit me in as soon as possible. Couldn't have been a better process. Thank you!
- Everything was explained well before procedure
- Phoning, booking and questions were all dealt with immediately and fully.
- Marianne was very proactive and called me to say there was a cancellation. The whole thing was very easy to arrange.
- Dr Kittel and the nurse were lovely - procedure explained clearly and expectations managed.
 - QUOTE - There was a misunderstanding with regards the quote. I didn't receive one, and on following this up, Di understood that I had been given it at my consultation meeting which I had not, but effectively and swiftly sorted the issue. This obviously had an impact on the procedure date. (Communication)

- DATE FOR PROCEDURE - As time had passed due to the delay with the quote, Di called me and arranged the procedure date, before I had received the quote. At this call, this was the first time I knew the amount. Left feeling not special as payment had to be made on this call to secure the date (Process)
- RECEIVE QUOTE - there was 2 x lab tests missing from the quote, so I called up and paid before my procedure. Would expect it to be accurate. (Process)
- Missing step? - if I should have received any information about confirmation of appointment date and time and any more information eg what to do before and where to come...I never received this. *[we are sorry about your sub-standard booking experience and have addressed the issues you raised. You should have a pre-surgery advice sheet. However, sometimes emails go in the spam folder. Did you check?]*
- Everything went fine and I am pleased.
- The only thing I would say it is sometimes difficult to gain entry to St Marks in the evening. The reception desk may be unattended and last Friday I had to rely on a member of the medical staff (a Consultant ?) to open the doors. He was most reluctant to do so and made a point of impressing upon me that he would not be legally responsible for letting me in !!!
- Everybody kept me updated *[Thank you, we have since addressed this issue.]*
- It was difficult to get my appointment day/time confirmed. I had to chase twice by email and it took over two weeks to receive confirmation, despite having paid in full over the 'phone. However, Marianne did respond very quickly to communications. *[You must have fallen into the receptionist changeover period (see introduction)]*
- Nothing of note
- I had a need for a longer procedure so finding a longer appointment slot was more challenging.
- Taking photos of each mole would have been helpful. When it came to removal one couldn't be seen immediately and there were insufficient descriptions to be able to identify where on the face it was. A few days after the procedure I identified the mole and given I had paid for its removal was disappointed it hadn't been apparent at the appointment. *[Thank you for your comment. Firstly, we apologise and have since removed the remaining mole. I am afraid Medical Photography is exceedingly expensive and a precise capture of all moles and the required 25 year secure storage of that data would increase cost very significantly, which is not the aim of our service. However, a cheaper alternative, that I discuss with patients at the consultation (and they frequently forget) is for patients to mark their moles before they come. I have since then added this to the pre-surgical advice sheet. <https://minorsurgery.co.uk/minor-surgery-preparation-advice-sheet/>]*
- I had to postpone the surgery due to pregnancy but it was very easy to pick up with Di after & rearrange. I did not have to have another consultation & the very small change in price over the year was just due to increased lab fees so I was pleasantly surprised that I did not lose the investment I had already made. Di also happily returned my deposit when I had to cancel the surgery rather than holding onto it until it was time to rebook. *[only what you and I should expect from a professional organisation, thank you for the positive feedback]*
- Very helpful and explained things in easy to understand terms.
- I was very happy with the preliminary talks with Di as she was very helpful in arranging consultation and surgery dates.
- The whole procedure from start to finish was excellent. My minor surgery was done within 2 weeks of seeing Dr Kittel. Thankyou *[not everybody waits long, most patients are seen within 6 weeks. <https://minorsurgery.co.uk/minor-surgery-preparation-advice-sheet/>]*

- I had trouble actually getting through on the phone to book the initial appointment. Tried several times and left a message or 2, both un-returned. *[see introduction]*
- Once I managed to get through, Di was very pleasant, professional and helpful - it was plain sailing.
- The consultation was fine. Dr Kittel explained everything very well.
- After the consultation, I then had the same trouble trying to get through to book the procedure. None of my calls and messages were received. Co-incidentally, I was contacted and offered an early appointment due to a cancellation. This was very convenient, and again pleasant and easy once I was speaking to someone. Side note: I know a good call answering service if you want to ensure you don't miss any calls? (Full disclosure - it's actually the company I work for. Sorry to put this in with the feedback, but do contact me if you're interested to know more.) *[see introduction]*
- I was a little nervous about coming to see the Dr. but Dr Kittel made me very welcomed and was very approachable.
- I saw Dr Kittel on the Friday and had the procedures carried out the following Wednesday. I was very pleased I didn't have weeks to wait for the surgery.
- Di was so helpful and personable and did everything she could to help. She put me at ease and banished any worries I had about the procedure. It was also very convenient to be able to see the doctor at St marks Hospital.
- The whole booking process was outstanding. Di kept me well informed of the process and she went above and beyond to find an appointment that fitted my personal circumstances. Outstanding service.
- Everything was great, I left a big gap between my consultation and the surgery but this wasn't a problem at all which was excellent.
- no issues
- Options were clearly explained, and written follow-up was good.
- Very positive, and helpful. Thank you very much.
- The contact via email makes it very easy. The backup of text messaging also ensured that despite an email being filtered out and missed from my profile, I was still updated with notice of a change of appointment time. A very efficient and organised booking and information system administered by someone who obviously knows what they are doing.
- Very friendly and professional staff.
- I thought the information provided was excellent. Covered everything I could think of.
- Friendly, efficient, helpful, reassuring
- Di is very friendly and helpful.
- i cannot recommend Di enough! she has been an absolute delight to deal with and she has been so professional and outstanding throughout this whole process. I was feeling very nervous and had a few questions before i went ahead with my booking and she calmed and filled me with great ease and confidence and she truly was outstanding and went the extra mile. she is a true credit to you.

Feedback DURING the procedure

- Dr Kittel and the nurse were great. Thanks for making the experience as non-scary as possible and for doing such a great job.
- relaxed and comfortable
- A great experience. Great staff. Thank you!
- Great care was taken

- For anyone looking to have lipomas removed I could recommend Dr Kittel highly enough. Very engaging and certainly helped me through the process.
- The whole procedure was genuinely a very positive experience. Dr Kittel was incredibly professional, had a wonderfully kind and caring bedside manner, made me feel at home straight away, explained everything fully and went above and beyond to do everything so well. I can, without doubt, unreservedly recommend Dr Kittel.
- I was very impressed with the professionalism and efficiency with which my procedure was carried out
- Both Doctor and nurse were wonderful.
- I was nervous on the day but reassurance was given and all staff were professional and polite.
- As a private patient i expected a better enviroment - the room was cramped and the table is very narrow.*[Sorry about your experience. We are looking into improving premises in the future and all rooms have recently been freshly painted. However, be aware the service had unprecedented demand because of our quality vs cost and pricing is kept low, because we keep our overheads low. Also note, operation couches have to be narrow, so the surgeon can get to the patient. There are a good number of private hospitals in the area and they will offer all you require at a price]*
- I liked the radio - to take my mind off the procedure
- Everything was dealt with in a friendly and timely manner which was much appreciated.
- Very relaxing and friendly, not as impersonal as other experiences.
- As I had many skin lesions (keratoses) to remove they were done in patches. Dr Kittel was very quick to deal with things when I was in pain.
- A sleep mask to cover my eyes would have been better than trying to keep a paper towel over them.
- It was slightly claustrophobic and hot under the sheet, which possibly could be amended. However, this was not an issue for me, but others may be uncomfortable, it could be worth considering smaller covers.
- Would highly recommend Dr Kittel he was fabulous with explaining and putting me at ease with my procedure. It was painless.
- Dr Kittel and the nurse were very assuring and made the process a lot more bearable as I was nervous and fearful. The fact they were distracting me with conversation was helpful and they were telling me what was happening was great.
- Everything was good and professional, thanks.
- I was nervous at first but the Dr. was very nice and made me feel relaxed and did the job well. both he and the nurse made it an enjoyable experience.
- I felt completely at ease Dr Kittel and the nurse were excellent.
- All comfortable, relaxed and professional.
- Dr Kittel was outstanding. His professionalism, thoughtfulness, kindness and friendliness were all hugely appreciated. The entire procedure was really straight forward - Dr Kittel kept me well informed and also went above and beyond to make me feel comfortable. The procedure was (genuinely!) a very positive experience.
- All very good.
- I was well cared for and knew I was in a safe pair of hands,
- no issues
- I was very impressed that my wife was allowed to remain in the same room.
- The Doctor and nurse made me feel very comfortable. And very relaxed! Thank you for taking my nerves away

- Despite a slight delay, I was seen very close to my appointment time. From the moment the nurse picked me up from reception to the second I left the clinic, I was reassured, kept updated at every stage and was fully informed of what was required of me and what was happening.
- I found the experience very quick and painless.
- Everything went smoothly. Dr Kittel was easy to talk to.
- I cannot fault Dr Kittel or the nurse. They both thoroughly explained everything from beginning to end.
- All excellent, fast, friendly, efficient and pain free
- Dr Kittel was very good and explained the process to my wife as it happened.. she very much enjoyed the experience!
- Everything fully explained, friendly and warm environment.
- Everything was very professional and relaxed and so so helpful. i cannot fault anything and it was a joy to meet Dr Kittel - a very nice gentleman!

Feedback regarding Aftercare

- very definite instructions about what I should do in connection with my aftercare
- It feels sore but it was explained to me that this would be the case due to the lipomas position and depth. After care advice explained well. I'm expecting the scar to heal well and will follow advice so scarring is minimal.
- Nurse was excellent
- The aftercare was explained very clearly, alongside a written document being given. Very good!
- It took a while to settle but is now healing very well.
- I was surprised how quickly the scabs began to fall off. Initial bit of discomfort where the skin around my eyes felt tight but this passed reasonably quickly.
- Received the lab results i think within 2 weeks. Again thought that this would have been quicker.
- It would have been useful to know in advance how big the dressings I would need and how many of them I would need. My arm is still healing now!
- So far all is going very well.
- Felt a tiny bit rushed, although was given all necessary information and contact numbers in case of queries.
- I am still waiting to feel anything, although I am sure that the anaesthetic must have worn off by now.
- Only problem was getting an appointment with my Health Centre, to have the stitches out, as all nurses will be busy with flu injections. Expected problems anyway. *[we have a stitch removal service, but when patients come from far away it is not always feasible. The pre-surgical advice sheet <https://minorsurgery.co.uk/minor-surgery-preparation-advice-sheet/> reminds you to book stitch removal as soon as possible.]*
- For me the pain was easily managed with paracetamol and/or ibuprofen
- Relaxed atmosphere & cup of tea & a biscuit whilst aftercare was explained which was nice.
- Nurse very helpful
- I was treated very well and with a lot of respect which I admired I would highly recommend Dr Kittel and the practice as their level of service was exceptional
- All healing well. Wanted to wait until after I had my stitches out to provide feedback. They came out this morning after 7.5 days in, as suggested at the end of the procedure.

- One thing I would mention is that the nurse removing my stitches (at my local GP surgery) seemed surprised to be removing them so soon. She said it's normally longer than 8 days for stitches like these - I don't know whether that's true or not, but she had a look, said everything looked good and removed them anyway, advising me to take it easy for a couple of days.
- I felt the after care and the administration was all very good!
- Very little after bleeding.
- Hardly any post-surgical discomfort from 3 of the removals. As expected, the one from my breast is quite sore due to the position of the incision.
- My only concern was I did not know whether to use the silicone gel while the scabs were still on my eye lids. *[Thank you for this useful contribution, I have since altered the aftercare advice sheet to clarify the wounds have to have healed and the scabs fallen off]*
- Just thought I'd let you know that I felt absolutely fine after the procedure but I fainted when I got up to the loo during the night. Hit my head on the bathroom floor. Ambulanced to hospital. Very deep 7cm cut. Had 8 stitches, ECG, CT scan etc. No serious damage done. Got all 16 stitches out this week and everything is healing well. Quite a story! *[We are so sorry to hear this, sounds like you had really bad luck!]*
- All good.
- Excellent! The aftercare was explained both verbally and in writing. Any questions I had were answered very clearly.
- It was all done with a great bedside manner and everything explained clearly and with courtesy.
- No problems, so far. I am having the sutures removed tomorrow (13 April).
- However, I have one comment... While the scar has healed well, there is still a substantial lump, although this may be just bruising. Is bruising normal? *[... name removed]* *[Thank you, you since came to the clinic and everything is healing well]*
- It would be useful to be provided with one replacement dressing/plaster. The recommended silicone ones had to be ordered specially by my local pharmacy, so I had a blood stained dressing for most of the day following surgery.
- Very positive
- The nurse after the procedure took a real interest in my welfare to ensure that I was ok and only once she was satisfied that I was fit and healthy did she allow me to leave the clinic.
- The nurse was excellent.
- I just want to say how happy I am with the whole service from start to finish it's been excellent. My Lipomas were painlessly removed and my scars are slight and neat. Ill be back for removing the others on my arm. Thanks to both Di and Dr Kittel for excellence in all areas.

Overall Feedback

- Nothing to improve but would like to say my treatment was exemplary. I was treated with courtesy and kindness. Thank you.
- Very straight forward and easy thank you very much !
- Very pleased with everything and very grateful. Thank you.
- Genuine heartfelt thanks for making the whole process, from beginning to end, so easy, straight forward and positive. You all make a fantastic team. Thank you!!!
- I would definitely use you again if needed. Thank you very much.
- As a private patient my expectations were that i would be seen quickly and the procedure done within a week or so not 10, (I feel this is a long time when you are spending circa.

£500), and the lab results within days after. *[Sorry you felt disappointed about the waiting time, which clearly was very long in your case. We are planning to move towards an electronic lab system in the future, which will speed up things.]*

- Although everyone I had contact with was friendly and efficient at sorting any issues, communication could be improved between the team, the process shortened from consultation to procedure. and a new location or makeover required ie new bed, drinks, nice waiting area *[we are considering the move to a new location, but there are also a lot of patients, who feel reassured and safe in our current location. Please be aware prices are kept low as overheads are lower than for private hospitals]*
- Big praise goes to Di who was always very quick at replying to emails or phone calls and firefighting any issues, and the nurse who stood in as administrator as Di has a private family issue.
- Make GP's aware of your service, my GP in Woosehill, Wokingham was unable to point me in any direction after she told me The NHS would not do the procedure.
- No - just entry to St Marks !!!
- I have no complaints. I was never kept waiting and the whole procedure was clear, precise and straightforward. Good service overall!
- I only had the surgery yesterday so this is a very rapid request for a evaluation. I am completing it as otherwise I will probably forget to do it later!
- I may well want to come back for further surgery in due course as I suspect another wart is developing behind my right ear. Guess the specs and hearing aids don't help.
- Don't really feel as though I've had anything done, so really great.
- Thank you.
- Thank you, I will be having regular treatments in the future. Dr Kittel is very good.
- Just the photographing of the moles. It was difficult to identify each one given I was booked in to have six removed. *[I am afraid Medical Photography is exceedingly expensive and a precise capture of all moles and the required 25 year secure storage of that data would increase cost very significantly, which is not the aim of our service. However, a less costly alternative, that I discuss with patients at the consultation (and they frequently forget) is for patients to mark their moles before they come. I have since then added this to the pre-surgical advice sheet. <https://minorsurgery.co.uk/minor-surgery-preparation-advice-sheet/>]*
- The effective communication & access to information & where to turn for help from initial contact to aftercare gave me great confidence in the service.
- I am so delighted to have my lipoma removed which was really quite large & had made me self-conscious for many years. I am so pleased that Dr Kittel's affordable service was available but I wish I had known such a service was available sooner so it would not have got so large before removal (several nhs doctors recommended I leave it & actively discouraged even private removal indicating that the scar would be worse than the lump). Early indications & advice from Dr Kittel indicate minimal scarring & a drastic improvement to my waistline from the removal. I would encourage others to go for the surgery.
- N/A
- All covered above. Overall very happy with the service. Thanks again.
- Very fast and efficient service and surgery for my Xanthelasma removal. Many thanks
- Thank you Dr Kittel. I'm so pleased I finally got around to having the cysts removed. I will think of you first if I get any more to be removed.
- The whole process was excellent from start to finish. Thank you.
- I was surprised not to have been offered a follow up appointment as I would have thought Dr Kittel might like to have seen the results of his work. (As it happens all wounds are healing beautifully)

- Some 'before and after' photographs would have been interesting to see.
- I wish I had known about Dr Kittel's excellent practice earlier as I would have acted sooner!
- Thank you to Di and the lovely nurse (who's name I have forgotten) and of course to Dr Kittel.
- A huge thank you to the team - especially Dr Kittel and Di. The whole process, from beginning to end, was very much positive. Huge thanks for going above and beyond to fit around my personal circumstances. I really am very appreciative of your professionalism, thoughtfulness and kindness.
- A very easy experience very happy.
- The hospital was empty and my appointment was 20 minutes late, That was ok, I understand that times slip but having someone say "you haven't been forgotten" would have helped ... I did wonder of anyone else was actually there it was so quiet!!
- Straightforward & Professional
- Just want to say thank you! I have no pain and no swelling feels like I haven't had an operation.
- Nothing. The Dr and other staff appear to be experienced at what they do and really make the whole experience as pain free and streamlined as possible.
- I was very happy with the service I received and would be happy to use TVSS again if the need arose.
- I cannot fault the service, Dr Kittel, the nurse or St Marks. Everything was dealt with perfectly.
- An excellent service and I am so happy with the result
- After arriving a little bit nervous and apprehensive your whole team was brilliant, the operation was a doddle and I didn't feel a thing..
- Di - is a real credit to you and i cant thank her enough

Responsible for report: Dr M Kittel 28/2/2018.