

TVSS
Patient
Satisfaction
Survey
2021

Introduction

This Minor Surgery Feedback Audit contains the feedback of 58 patients between December 1st 2019 and December 12th 2020 . Below you find comments of patients about their procedure. For feedback in numbers:

<https://minorsurgery.co.uk/service-feedback-compared-2/>

Comments about Booking and Consultation

- Initial consultation was very reassuring, Dr. Kittel explained the full process, and how the procedure would go.
- "Easy straightforward quiet waiting area. Procedures during the day spilled over so was around ten minutes later but was notified and that did not affect anything. Clean area and helpful staff."
- "Everything went very well and i am very pleased with the result. It was a rather large Lipoma i had removed but this never seem to be a problem for Dr Kittel." *[Dr K: indeed it was as large as a babies head, the largest I have removed in years, but careful planning allowed us a calm procedure and good healing]*
- 5* it was a very stress free experience I have to say I was very nervous about arranging the appointment and quite scared but they was so lovely caring and very professional they was able to answer any question I had and quickly thank you so much.
- Very friendly and efficient service inspired confidence in the whole procedure.
- Was a bit hard getting in touch over the phone *[Dr K: Sorry, we will take your comments into account. What times do you prefer to call?]*
- Impressed with the swift response to my initial contact with Dr Kittel's medical team.
- Very organised and friendly staff dealt with my booking etc
- Everything was excellent. Very Efficient and professional.
- All very clear. Online system is a bit clunky, eg: not very clear if you need to SAVE before SUBMIT or not. *[Dr K: I have raised this with the software company and believe it has now been fixed]*
- Everything before was as I expected and well organised and in a relaxed atmosphere
- The nurses were very polite on the phone during the booking process and on my arrival at the clinic.
- From the very beginning I had the feeling that I was in the hands of professionals. Perfect communication ,explanation by phone and e-mail and warm welcome.
- Excellent booking service. Thank you

- Prompt appointment
- Excellent
- Very good experience. Super Doctor and nurse! 10/10
- All very friendly and helpful
- Everything worked, in accordance with the instructions and procedures given, very efficiently. Also, the welcome on the day was warm and both Dr Kittel and the nurse put me at my ease with their relaxed but very professional manner.
- The whole process was excellent, a phone consultation was arranged due to me living so far away, all staff were very friendly and helpful. You couldn't improve on the service I received.
- Excellent communication and very helpful.
- Everything was explained well as to how the procedure would go.
- Very helpful indeed. Had a consultation in less than a week, then the procedure was five days later
- My only criticism is finding the place. First consultation was a black wet night, and I only found it by good luck and accident. Second visit in dry daylight was better but no easy. Direction on sheet provided are useless. GPS gets one to the hospital, but not the reception. *[Dr K: Thank you, we will discuss this, any suggestions how we can improve the directions in the welcome document?]*

Comments about experience DURING procedure

- The actual procedure itself was very quick, with the only pain being the initial local anaesthetic and took roughly 30 minutes entry to exit.
- Excellent service, clear description of what was happening and most importantly did not feel anything at all.
- Excellent service
- I was very scared and nervous having my procedure but they were very friendly and welcoming that my nerves went it was pain free and I was very comfortable though the whole thing
- Dr Kittel and the nurse couldn't have been more caring and helpful. He explained what was happening all through the procedure. I could feel what was happening but there was no real pain or discomfort. Overall it was absolutely nothing to worry about, certainly easier than a visit to the dentist!
- I would have liked a bit more description of what was going to happen so I could anticipate what was going to expect. Otherwise was fine. *[Dr K: Thank you, sometimes I am thinking and planning rather than talking, but I will try to be more explanatory or ask my nurse. Overall, there is a bit of a fine line in how much vs how little patients want to know]*
- The procedure went very smoothly and I was informed all the way through the surgery.

- It was a good experience from start to finish, with Doctor M explaining everything thoroughly and putting me at my ease. The nurse was very good too.
- It was a quick pain free procedure in a relaxed professional and friendly atmosphere
- The procedure was painless, and Dr Kittel very reassuring, and explains everything very well. All in all very, very efficient.
- Excellent! Medical professionals, very knowledgeable, friendly and caring.
- Much easier and less stressful than expected. No pain at all. Really impressed.
- The whole experience from start to finish was over really quick. It was all done in a friendly, relaxed and professional way and pain free. Couldn't have asked for the experience to have gone any better. Many Thanks to Dr Kittel and the lovely nurse caring.
- I thought that I was going to have the lump areas frozen before removal but had a few injections instead which were quite painful. *[Dr K: Sorry this was not quite clear. We don't use freezing for many reasons (freeze burns, sub-optimal outcomes, doesn't really work etc), but the word "freezing" is often used synonymously with "numbing up" with local anaesthetic, so there may have been a misunderstanding]*
- During the procedure Dr Kittel and the nurse explained things as they were happening. They kept me calm, we had good chat and nice music in the background.
- I was experiencing a migraine on the day of the procedure which got progressively worse. I explained this to the nurse and Dr Kittel; both were very understanding and sympathetic to my condition, and ensured all was done during the procedure to try and mitigate my migraine. I very much appreciated this show of care. *[I remember very well. Yes we tried to make the place darker and switch all the noises off. Migraines are horrible!]*
- Dr Kittle was very reassuring throughout the procedure.
- Excellent from beginning to end. Made me feel very comfortable. Thank you
- Good chatty conversation , taking mind off surgery
- I was looked after very well from Dr Kittel and the lovely nurse. There was a calm atmosphere.
- "Dr Kittel and Nikki were great.Made me feel very relaxed ,explained everything that was going on and was lovely also to have music . I felt very comfortable and was amazed at the results. I'm now only about 2-3 weeks on and would never know I had a split ear . Very tidy professional surgery" *[Dr K: Another comment on split earlobe surgery]*
- Thank you Dr Kittel for very friendly welcome and painless surgery very Professional would definitely recommend.
- It was very quick and painless
- Dr Kittel has an apparent wide experience of undertaking the procedure I required. He made this known beforehand and it became evident during the operation that this together with the use of excellent equipment made the whole process go very well and better than I expected. It was over in a trice! Nothing was missed and he

carried everything out very efficiently but in a relaxed and easy going style. The saying that 'he made that look easy' springs to mind, as he's very good at what he does and is probably 'at the top of his game'.

- Both the nurse and doctor were friendly and put me at ease. The doctor talked During the procedure explaining what was happening. Made sure I understood the aftercare. Would recommend you again. Thanks for such a wonderful device. Can't improve on the service I received.
- Extremely professional.
- The procedure was fast and efficient.
- I had every confidence in the procedure
- All good.

Comments about experience AFTER the procedure

- Zero pain after the operation, with just some mild itching and even after only a few days the mark is faint.
- "Excellent stitching up wound, clean and healing well. Provided with additional plasters and a suture *[removal kit]* for stitch removal."
- "Overall the experience was stress free pain free and quick. Staff are so lovely and helpful. It is also very very clean and took The correct precautions I regards to covid. I was given clear instructions from the beginning right through to the end. Thank you"
- The pre and post procedure information informed me of everything that I needed to know.
- Very helpful, thanks.
- Very good with attention to detail and written back up of all advice.
- All the information given was very informative and useful
- When I discussed the procedure with Leanne prior to the first appointment she said that I would be back to normal in a couple of days. I did say that I had quite a lot of golf and tennis commitments. In fact the wound took 5 days to stop bleeding. Any gauze pads kept sticking to it so would bleed again when I pulled them off. I'm probably not the best patient as I'm not one to sit about quietly but I feel that it's better not to give a patient an expectation. I know that my wart was large and in an awkward place. *[Dr K: Sorry there was a misunderstanding and some side effects due to perhaps too early re-starting? We will definitely discuss your case at our forthcoming clinical governance meeting]*
- I received full information what and why I should do after the procedure so that the wound healed quickly and without complications.
- Dr Kittle advised a referral to Dermatology. He recommended two and e mailed a referral letter to me immediately. *[Dr K: Correct, we do this on occasions, I also sometimes have to recommend a scan to be able to better plan surgery]*
- I did think that going back to have stitches out and check if I'm happy with result should be standard part of aftercare in the package i had paid for . I was surprised

this was an additional chargeable service .(perhaps this misunderstanding on my part) I also did feel it was almost an inconvenience to return to have the stitches out and it was encouraged by the nurse that I go to my GP nurse or take our myself .In the end I pulled them out myself with tweezers which was a little uncomfortable. This was my only negative feedback however I was still delighted with the results after removing the stitches myself *[Dr K: I remember, this was a bit unfortunate and we have since changed things on the website and made it much clearer. I am glad your earlobe healed very well, though]*

- Excellent
- I would just say that (given the presumably low cost) it would have been nice to be sent home with a few spare dressings; I did get myself some from Amazon but that did mean that for a day or two I was potentially without, should I have had to replace any of my dressings for any reason. Perhaps a small packet of plasters to take home (along with the stitch removal kit) would have been a nice touch (or at least the offer, in case I hadn't had any to hand). *[Dr K: Thank you, we often give plasters, but everyone is different in what they need, so we tailor it. Sorry you were not given adequate provisions.]*
- The video was good but the volume was very low and a bit difficult to hear.
- Wounds taking a long er time to heal as I am normally a very quick healer
- Everything was explained very well but importantly is backed up by the post operative care sheet and the video too. The nurse was excellent in explaining how to remove the stitches to the extent that I feel comfortable to do this at home. At this time, being less than 24 hours after the surgery, I can't think of anything that I feel uncomfortable about.
- The stitching removal process was sent to my email and how to properly take care of the wounds.

Any suggestions for Improvement (also regarding Coronavirus procedures)

- Overall highly recommended.
- All excellent and by the book *[Dr K: note, comment regarding COVID care]*
- "After less than two days I can already tell that Dr.Kittel's surgery was very neat and skilful. The only slightly negative comment I can make is the quality of the plasters, most of which didn't adhere properly and needed replacing in the first 24hrs. Fortunately I had a few 3M Tegaderm plasters which are excellent with non-adhere pads and adhesive that stays stuck on the skin." *[Dr K: Thank you, we will discuss this at the next clinical governance meeting]*
- n/a
- No
- Want to say THANK YOU DOCTOR AND NURSE!!! It was easy, painless, stress free experience. YOU ARE PROFESSIONALS !

- Instructions re what to do on arrival were very clear and effective. The Nurse who greeted me was very pleasant and professional.
- All great I am delighted with the results. I'm only just over 2 3 weeks since the op and you wouldn't know my ear was ever split. I would fully recommend Dr Kittel he is very professional but also made me feel very comfortable during the procedure
[Dr K: Comment regarding a split earlobe]
- Excellent
- Overall this was a very straightforward experience and I was very happy with the procedure - and so far the results look, largely, very good. Thank you!
- All round absolutely perfect good price helpful staff great doctor no problems from start To finish highly recommended
- Perhaps put words on the video *[Dr K: This has now been implemented]*
- No
- I can't think of anything that you could do to improve, other than do it for less (money)! Having said that I believe that what you have done for me offered good value and for me it was definitely worth it.
- No. Excellent service don't know how you could improve.
- Having a landline to contact as I was not always able to get through on a mobile number. But very pleased with the service. Thank you. *[Dr K: We have a landline, 0345 2255 775, but we do not promote it as it directly goes into the mobiles that are kept with the administrator and the clinic. The office mobile is 07973 663355 and the clinic mobile 07973 663311. We tried to buy similar numbers, so it is easier to remember]*
- In my experience, everything was really good.
- Dr Kittel and the Nurse have done a wonderful job for me, informed me of the procedure step-by-step and made sure I was okay at all times, very informative, friendly, helpful and caring and both Dr Kittel and the Nurse made me feel very comfortable and at ease.

Responsible for report: Dr M Kittel 12/12/2020. Report reviewed every 12 months