

TVSS
Patient
Satisfaction
Survey
2022

Introduction

This Minor Surgery Feedback Audit contains the feedback of 176 patients between December 13th 2020 and December 11th 2021 . 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

- Every step was easy to get through . Service ,information,surgery and care was great .fairly painless and good results.
- Should mention the smell of the electrodesiccation for xanthelesma removal in the pre-surgery brief. *[Dr Kittel: Sorry, something we will need to address, it smells like all cautery or laser surgery i.e. laser eye surgery etc.]*
- All staff very helpful. A wonderful team. Very reassuring..
- The communication was brilliant compared to other providers found online. The nurses provided me great information and put me at ease about the work that needed to be done.
- Was really easy to book the appointment. Communication was great prior and during the appointments.
- The booking of my procedure was easy and quick, and I was given all the information I needed regarding what I would need to do prior to my visit to Dr Kittel.
- I had lots of communication before the procedure with both the Doctor carrying out the procedure and the nurse. They explained the process to me including pre care and after care.
- Everything went very smoothly. Instructions were in plain English and I felt guided through the whole procedure.
- The booking procedure was easy to follow and e-mail communication was good.
- Everyone was very helpful and explained what to expect clearly
- all the admin leading up to the procedure was efficient and all my questions answered. I knew I was in safe hands :)
- Excellent service. Welcoming nurse who made you feel at ease. Dr Kittel talked through everything he was doing. Very friendly. Thoroughly recommend this service.
- I was looked after very well and not kept waiting for long. Everything and all personal were very well organised and I felt safe at all times.
- "There is a fair amount of form filling, but the system allows it to be done quickly and easily all online. *[Dr Kittel: We will improve things soon to have all forms in one place]*

- For the last letter before attending, it would be handy to include ""how to find us"" info as well as the ""texting on arrival"" instructions. Would reduce stress!" [Dr Kittel: Thank you for the suggestions we have since updated the website and reminder emails. <https://minorsurgery.co.uk/directions-to-tvss/>]
- Dr Kittel explained everything that he was going to do thoroughly before I underwent the procedure.
- "I needed a large lipoma removed from my upper arm. As these are not dealt with under the NHS, a friend recommended attending a well known Health Care clinic for a consultation. The consultant showed some concern over the size of the lipoma and advised that removal would involve a general anaesthetic and a day in the hospital. I must admit I had never considered this to be an option and found the thought somewhat alarming. Anyway the quote I received for this was totally unacceptable., so I decided to look elsewhere. I went online and found the very informative minorsurgery.co.uk website hosted by Dr Kittel. I subsequently arranged a consultation during which I was impressed by Dr Kittel's professionalism and reassuring manner. There was no mention of a general anaesthetic, and although the lipoma was large the procedure would be straight forward and that I would be there for about one hour. The quote received was very competitive, so I had no hesitation in arranging for the procedure to go ahead."
- Excellent communication from the administration, then a great consultation fully explain the procedure. Dr Kittel and his nurses were kind and empathetic.
- Great doctors, wonderful nurses . Thank you, i never felt any pain.
- Very good. Nursing staff were very kind and helpful on the phone when booking my appointment.
- Very good experience. Pain free and quick.
- Clear, professional communication
- Everything was explained very clearly at the pre-surgery consultation.
- Everyone was so kind and clear at explaining everything that needed to happen and why.
- Consultation straightforward, opportunities to ask questions, very comprehensive afterwards with nurse too. Many thanks.
- All the office team where lovely to deal with and very good at communicating and keeping you well informed of the process.
- Excellent communication
- Great information prior to visit and what to expect
- Ease of booking and communication before my procedure was great
- Very informative and super speedy response to any query I had. Made to feel so much at ease.
- Dr. Kittel gave clear instructions to be followed during the procedure well before the procedure, It was very straightforward on the operation day.
- Very clear communications about what was needed and how it would be done.

- Very slick and efficient booking system. Speedy communication, very professional and friendly also.
- Forms are easily to complete and team is very professional.
- "Starting from booking for an initial consultation with Dr Kittel to the arrangements for surgery was simple and easy. I was also able to book the surgery as early as possible. They also offered the date for the surgery promptly. The doctors and nurses were exceptionally friendly"
- Professional and efficient.
- I was greeted by friendly, informative staff and made to feel at ease. This helps a lot if you have any worries or questions.
- Communication and reminders were excellent.
- Was very easy and was made to feel at ease about everything
- It was fuss less, easy and to the point
- Very slick process, everything explained in correspondence and in person . The breakdown in costs was much appreciated and gave me the opportunity to make decisions about what was needed.
- Good booking system, clear website, easy to navigate. First consultation very efficient, professional and friendly. Good explanation of procedure.
- "Easy to call up and make an appt. Good e-mail information/communication. Staff very friendly"
- There was a lot of reassurance. Appointment date and procedure were observed.
- During my consultation Dr Kittel and his nurse were very kind and helpful in answering my questions. I don't live very close and they managed to squeeze in my consultation after hours that week as I was in the area for a softball tournament. He displayed confidence at removing my lipoma and reassured me that the surgery would be an in and out procedure and explain how the procedure would go.
- Possibly more signage in the main reception (receptionists were not there) to indicate where you are! All I can think of!
- "I had researched my local hospital as had been referred by my GP. The major benefits of using Dr Kittel was the easy to digest format the surgery process takes and clear transparent pricing. The office is efficient and emails and online platforms easy to complete and navigate."
- Very professional, explained everything fully so I knew what expect which put me at ease.
- "The booking process was easy and efficient, and the communication was great. The intial consultation was thorough and they explained everything i needed to know, and outlined next steps."
- Extremely pleased. Dr Kittel explained everything very clearly and in a friendly way.
- Very friendly to deal with and appointment wait time very short
- The Medical Administrator (Rebecca) was so efficient in replying my queries. All information needed were given in timely manner.

- A very smooth process. Everything was clear and transparent.
- Procedure information was clear, i understood before and after care from information provided.
- "Communications: all good, and very efficient admin by all the team. A minor point regarding payment: the Worldpay payment form is a bit clunky. I would prefer to have the option to pay by Faster Payment (bank transfer) instead of credit card. [Dr Kittel: *We will consider this point and look into your suggestion*]
- Also some minor gripes with the website. It's very good overall, but there is a usability issue: when you fill in the form, I think you have to click save first and then submit. One would assume that the submit button also saves all the inputs before sending. This would be normal behaviour for a webform. What actually happens is that when you click submit it makes you think you've successfully submitted a completed form, but in fact it has submitted only the fields that were saved. So I got an email 2 days later asking me to provide information which I thought I'd already sent, and I had to type it all out and attach image files again. I suggest that the submit button should also act as a save button, or at least you should get a warning message saying ""please save your form before submitting""." [Dr Kittel: *Thank you for this comment. My understanding is that "Save" means your information is saved so far, but can still be amended or added to (i.e. you can come back to the form at a later stage) but "Submit" means it is saved and turned into read only i.e. you cannot change it any longer. I will confirm this with our medical software company*]
- Overall I found the process very helpful and very informative
- Your website is very comprehensive and user friendly,
- It was simple and quick
- I was very nervous before the procedure but Dr Kittel was very good at putting me at ease.
- Great communication
- Everything was explained in detail and several opportunities were given for me to ask any questions if I didn't understand anything.
- I had spoken to a few surgeries about the removal and found TVVS to be of the very highest standard. They were responsive, clear, and provided exactly what they advertised on their website. The website itself is a bit out dated but the information is clear, the forms are easy enough to fill in. Overall the experience before the procedure was excellent.
- Everything was explained to me very clearly as to what would be done on the day of procedure.
- I was very pleased with the way my minor surgery was handled I very relaxed and happy which was all made possible by Dr kittle and his nursing assistant . The procedure went very well and was very quickly I was so pleased
- EVERYTHING FROM START TO FINISH WAS HANDLED IN A VERY PROFESSIONAL MANNER.
- Very good with constant communication

- Lovely staff on phone and in person. Made me feel comfortable , welcome and at ease.
- Very responsive, informative, efficient and appointments readily available. No long wait times.
- A very professional service both before and after the surgery. I would certainly recommend Dr Kittel and his team.
- Felt very reassured all the time. Everything was explained.
- Well organised. Efficient, straight forward.
- Everyone very nice, everything perfect
- All arranged in about 2 weeks, straightforward.
- "Very professional, organised and efficient. The pricing is slightly misleading as I read it to be £310, £250, £100. I thought the £310 is for 4cm +, first under 4cm is £250 and additional are £100. I appreciate you are cheaper than most private clinics, but some kind of package would be nice eg 5 lipomas for £400, 10 for £750 instead of £100 each as the cost quickly mounts up considering takes few minutes per removal." *[Dr Kittel: How to read the pricing structure is explained in the first line on this page <https://minorsurgery.co.uk/price-2021/> under the heading "How to read the pricing structure". We are happy for you to suggest an easier and better way of explaining the fees. Fees are related to many factors including the time it takes and that does not only depend on size, but also location and many other factors. So, its complicated. We have made an attempt to try to explain the complexity in ways as simple as possible. And in terms of the pricing, I believe we are already very competitive, I have no 2 Lipoma patients wanting the same amount of Lipomas removing.]*
- Very straightforward and grateful for the ease :)
- Very efficient and professional, with all COVID forms online. The information about the location of the clinic was very useful.
- Very well organised and communication was excellent. They'd thought of everything in the information provided.
- The booking procedure was super efficient. Speedy, clear and efficient communication at all times. Thank you!
- VERY EFFICIENT AND NO HASSLES
- I found the whole experience extremely proficient and professional.
- I know its routine for you, I wouldn't like to think about how many you perform in a week, but for me its all new. Being a gruesome old thing, I would have liked to have been able to view a video of a procedure. I had no idea of how serious this was going to be, and watching the speed and simple nature of the surgery would have calmed my nerves *[Dr Kittel: Video is something I would like to look into at some stage, but at the moment we are so busy and have so many other outstanding issues it will take us some time].*
- Booking and payment were very easy. Queries were dealt with quickly.

- Very good and in depth consultation that put me at ease while waiting for the procedure.
- All very straight forward .
- Very clearly explained and also felt very accessible in the hospital and warm reception from the nurses and Mr K.
- The website was very informative. I was dealt with very politely, and patiently when I had some queries. Booking a consultation was very easy and reminder Emails sent.
- Everyone was understanding of my nerves and willing to answer any of my questions.
- Excellent service
- All communication etc was most professional, absolutely first class
- Everyone was extremely helpful and kind. However, I was not informed that if I didn't pay within 24 hours my appointment would be cancelled.
- The temperament of the staff is very relaxed and friendly. The procedure went smoothly and was very efficient. Very pleased with the service
- Everything was processed quickly and efficiently
- Very clear instructions
- Communication with the staff was quick and informative. They were very friendly.
- Staff are very friendly and responsive.
- An excellent and professional experience
- Very well explained and excellent communication
- "Very accomodating and the team are very knowledgeable of what they do. Every information is already online, although i would suggest them to talk briefly and more of steps and instructions to do after the surgery. But overall, everything in surgery was excellent!!" *[Dr Kittel: Thank you for your suggestion, we will soon change our clinical assessment sessions to include this routinely]*
- Excellent communication throughout, from the initial phone call up until after the procedure.
- Very friendly and caring team. Felt at ease with the team and communication during the procedure was excellent
- Booking was very informative and streamlined.
- Lots of Information and communication from the staff at TV I felt very reassured
- Was seen very promptly, very pleased
- "Lovely and friendly. Very COVID safe. I was explained everything I needed to know about the procedure and aftercare. Dr Kittel was amazing, thank you so much. I would highly recommend."
- "Very easy procedure to start with I had my consultation and Dr Kittel made me feel very comfortable to go ahead with the laser treatment for my Xanthelasma removal"
- I had tried twice before at a different hospital to have this procedure and the professionalism I experienced with Dr Kittel and his team was better than I'd experienced before.

- Constantly updated. Good communication leading up to the surgery
- "The pricing structure is not very transparent and is confusing - the website has two different pricing structures for cysts on different parts of the site, then when the quote came through after the consultation the pricing structure was different again. This was really off-putting, but having already spent the money on the consultation it would have been a waste to go elsewhere at that point. It would be helpful to just have one set of pricing on your website, and to structure your quotes in line with the information on the website. Appointment making was very easy and communication always fast which was excellent." *[Dr Kittel: We will have a look at the pricing structure in the new year again, but while some lesions are very straightforward to price i.e. cysts on the head or Lipomas on arms and legs, others are more difficult to assess and price as outlined on the website]*
- Everything was clear and process was smooth
- "Excellent information provided to prepare you for your procedure"
- Very professional and very nice people to deal with sensitive problems
- Very easy to book and everything dealt with brilliantly.
- The administrative procedure was very straightforward and easy, the forms were clear. Bearing in mind the COVID situation it was very smooth
- The receptionist was fantastic, and when I went for consultation both Leanne and Dr Kittell made me feel completely at ease and confident about the procedure.

Comments about experience DURING procedure

- Please write below anything you would like to mention or say about your experience DURING the procedure
- Procedure to remove quite a few face blemishes was completely painless after the initial injections for local anaesthetics.
- Procedure explained at all times.. excellent.
- due thanks for the removal of 3 or 4 extra lesions! Impressed by the efficiency and speed of the overall appointment. *[Dr Kittel: Thank you for your comment, I confirm if the surgery turns out to be straightforward and patients easy going (i.e. not taking too much time to turnover) I will try to do extra to use the time allocated to maximum effect. It also helps to remove an extra Lipoma or 2 as sometimes a twin Lipoma may be left behind and removing a couple more will avoid disappointment]*
- The surgery was seamless, painless and actual quite fun. The guess that soundtrack was a highlight and we had conversation with Dr Kittel and nurse. I will be returning in the future for more removals!
- Dr Kittel and his excellent staff, made me feel extremely comfortable and relaxed during my time with them.
- The procedure was quick and entirely pain free. Thank you!
- All very professional. Caroline, the nurse, was very kind and helpful. She kept me informed of a very slight delay before my surgery. Dr Kittel was very gentle and I

didn't feel a thing. I was talked through the operation. I felt valued as an individual and I don't know how you can improve on this service.

- A quick and effective appointment which was handled very professionally.
- They put me at ease
- The procedure its self was fast and stress-free and actually a very pleasant experience (if having things cut off you can be described that way :)! Dr Kittle and Carolyn were very friendly and approachable so I totally felt at ease. Thank You!
- Excellent. Dr Kittel made you feel very relaxed. So pleased we have this service.
- I was assured throughout the surgery which was over very quickly. Dr Kittel talked me through the procedure and treated me with care. Again, I felt safe and assured throughout the procedure.
- "Dr Kittel is clearly very skilled. Each action was carefully considered before hand and the best method selected. I had a lot of small facial incisions. The initial anaesthetic injections were inevitably but only briefly painful. After that there was no pain at all."
- I appreciated how quickly the procedure was carried out.
- Nurse and doctor were both very kind and helped me remain relaxed
- I would like to say I was extremely impressed with the service and procedure. Both Dr Kittle and the nurse were super friendly and Dr Kittle answered all my questions before I had the procedure. They both spoke to me throughout what was a really quick process. After having a look in the mirror after the procedure seeing the stitches looking so neat and my lump on my chest no longer there I was honestly really relieved and happy. Such an amazing service and amazing doctor. I would recommend this service to anyone and everyone. If I need any further treatment in the future I will be coming back. Great job!
- "I was a little apprehensive on the day of my procedure, especially as the first clinic advised a general anaesthetic. Would a local completely eliminate the pain and cutting sensation. My fears were absolutely groundless, helped largely by Dr Kittel's confident nature and calming influence. I experienced neither of these sensations throughout the forty-three minutes of the procedure. A couple of times I felt a mild discomfort, but this was quickly and effectively eased. All in all I look back and think I'm so pleased that I found Dr Kittel's website."
- Absolutely excellent experience. Surgery was on a very difficult and sensitive area but Dr Kittel and his staff talked through the procedure so there were no surprises, and it was quick and professional.
- Yes, very caring & professional. The surgery was carried out competently
- Very little pain. It is very apparent that Dr Kittel is very experienced and competent.
- Very quick, efficient and professional with friendly staff.
- Dr Kittel and the nurse made me feel at ease. The surgery was not rushed and they explained everything that was going to happen.
- Very relaxed atmosphere.

- Made to feel very comfortable during the procedure
- I was very impressed with the whole procedure and found both Dr Kittel and the nurse to be very friendly and helpful.
- I was made to feel at ease.
- "Made me feel very relaxed, thought carefully about appropriate positioning to remove scalp cyst. Well numbed for removal of cyst and growth on my upper eyelid area. Felt very at ease and both procedures pain free."
- Dr Kittel was very calm, professional and made me feel at ease during the procedure. He talked through the process as he was doing it, to make sure you felt informed throughout.
- very good i was kept constantly informed of what was happening throughout.
- Very helpful and it was over so quick. Clearly Dr Kittel is very experienced and has done these procedures countless times. I have checked my wounds and I have to say he used minimal
- Dr Kittel and his nurse were very reassuring during my procedure. I was made to feel very comfortable and i am delighted with my overall experience with Thames Valley Surgical Services.
- My procedure was completely pain free, the Dr conversed with me throughout, which relaxed me & took my mind off everything, his professionalism was outstanding, I thoroughly recommend anyone to use Dr Kittel & his team for treatment.
- I could almost describe the experience as pleasurable. Great team and great service, was made to feel very much at ease and everything went so smoothly.
- "I was little nervous before the procedure, but Dr Kittel explained everything to me thoroughly. The whole procedure went extremely well and I would definitely recommend his services."
- I opted to not have adrenaline in the local anaesthetic which meant that a bled more than usual. The Dr and nurse were very calm about it and let me know there was nothing to worry about which put my mind at ease.
- "Dr. Kittel and staff were very friendly, the procedure was well professionally carried out, there wasn't any pain during the procedure, it was such a simple and easy and quick operation. They made it so simple, Thanks to the Dr. Kittel and the staff."
- Yes Dr Kittel explained everything as he went along and commented about work he was doing. That made me feel very comfortable that the procedure was going well and was being carried out competently
- Absolutely fantastic. Thoroughly professional from beginning to end, but also super friendly and welcoming. Everything was explained very clearly and I was very much involved in the process. Dr Kittel is incredibly competent and has an excellent bedside manner, as does the rest of his team.
- Made to feel comfortable and the procedure is quick and efficient.

- I had several lipomas removed and a skin tag. Dr Kittel was very professional, efficient and friendly throughout making me feel totally at ease during the whole procedure. His nursing team were also friendly and professional.
- Dr Kittel was remarkably attentive and made the experience very comfortable and fear free. Dr Kittel and the nurse were amazing. The surgery was also completed efficiently. Thank you.
- Professional, compassionate and skilful.
- The procedure was quick and painless and I was kept informed as to what was happening throughout the procedure.
- I felt informed at every stage and appreciated the friendly but professional manner.
- "I was somewhat apprehensive before my minor operation but Dr Kittel and Nurse Nicky could not have been nicer towards me. The surgery went smoothly with no discomfort and I'm delighted with the cost and the results. I can't praise Dr Kittel enough a true gentleman."
- Delighted with quick and painless removal of xanthelasma on upper eyelid. Very kind nurse and Dr Kittel explained everything. I would thoroughly recommend Dr Kittel.
- Received a friendly welcome from the nurse, was explained in full my procedure which was carried out professionally and with total care throughout.
- Dr Kittel made me feel comfortable and at ease, I was very nervous before hand
- Again, it all been dealt with good humour and professionalism
- Felt very comfortable and relaxed in Dr Kittel's care throughout the procedure. Everything was explained in detail and I had confidence that Dr Kittel and the nurse in attendance were very competent and experienced. Also, thank you for removing the 2 additional skin tags free of charge - much appreciated. Although the procedure seemed very quick I had confidence that my welfare was top priority and I would not hesitate to return if I needed further procedures.
- Professional and relaxed atmosphere. Very smooth and efficient procedure. Plenty of reassurance and explanation during treatment and ample time spent post procedure too.
- The procedure was conducted very professionally but also in a very friendly/social manner. This helped keep me at ease and reduce any undue stress about the procedure
- It was comforting.
- I felt very at ease during my surgery I said I was slightly nervous and Dr Kittel and the assisting nurse were lovely and kept me at ease. He even made a joke while administering the local anaesthetic, I mentioned I would have to wait 18 months to have under the NHS and his response was "I'll have it out in 18 minutes" he told me what he was doing as he was doing it. It was a quick and painless surgery, afterwards he addressed any questions I had and asked me how I was feeling. I got to see my Lipoma and couldn't believe the size of it. I was asked to stay and watch the short aftercare video which Dr Kittel created explaining what to do and expect in my recovery. I am very grateful to Dr Kittel and his team.

- All excellent! Felt at ease and informed.
- The procedure is quick and whilst I had 6 lipomas removed, only 1 gave me a small moment of discomfort which was addressed with supplementary anaesthetic. The Doctor aims to keep the incision as small as possible to achieve the desired result.
- Dr Kittel and his assistant were great, they were chatty and made me feel very calm and relaxed. The procedure was so quick. Dr Kittel is very experienced at what he does and I wouldn't hesitate in returning to him if I needed to in the future. Thank you
- "They were both kind and friendly and always talking to me explaining each step. The music really helped to relax me."
- "It was done with complete dignity and made me involved during surgery. I would go to Mr Kittel again if I had the need."
- I am a bit nervous and Dr Kittel and his nurse were very reassuring. The procedure was so quick I did not have time to feel anxious. It was entirely painless.
- Excellent experience. Dr Kittel kept me distracted with conversation - I didn't realise he had finished!
- Dr Kittel explained what he was doing throughout the procedure in a calm and reassuring manner.
- The team was very accommodating , friendly and very professional. Dr Kittel explained well what to expect during the procedure. He's a very skilled surgeon.
- It all went very well and was over quicker than I had anticipated. I unexpectedly found myself feeling a bit nervous whilst waiting for the procedure, but my nerves were calmed once it was underway.
- Really good experience, really fast, really caring and polite, All wounds are healing really well. very small incisions so hopefully scarring will be very limited.
- All good. No pain during or after.
- Everything was explained and I felt at ease a part from the outcome due to complications with my surgery but everything was explained, recovery, resting, medicine, and stitching.
- Nice and chatty during the procedure which helped reduce any anxiety.
- Again it was very quick but I feel everything was achieved I am looking forward to the results .
- The procedure was quick and painless. Dr Kittel put me at ease all the way through
- Great service would highly recommend
- "I was made to feel welcome and Dr Kittel was a very easy person to talk to. He made sure at each point that he explained what was happening. I am sorry but I cannot remember the nurses name but she was also very good following up with plasters and whatever was needed during the procedure. Thank you both."
- This was my 3rd procedure and I cannot recommend this service enough. Very very happy

- I've had lipoma removed 3 or 4 times before, but never so many at once. TVVS is by far the best experience. Dr Kittel is very friendly as was the nurse. We chatted throughout the procedure which kept me feeling relaxed and calm. The procedure was carried extremely well, it was quick, and professional. I couldn't be happier with how it went.
- Dr Kittel was very calm. & put me at ease & was very gentle when removing my seborrhic keratosis from my right cheek on my face
- I was so pleased with my appointment I would definitely use Dr Kittel and his staff for any other minor operations if needed
- ALL GOOD
- Very impressed and was put at ease by both Dr Kittel with talking what he was doing next and general conversation.
- Everything was explained in simple terms throughout the whole procedure. I felt at ease and comfortable with everything going on.
- Very skillful in carrying out procedure
- I was kept well informed both verbally and by email prior to the procedure and also what to do afterwards.
- Dr. Kittel made me feel very comfortable and reassured during the procedure.
- Both Dr Kittel and the nurse inspired confidence.
- A very big thank you to Dr Kittel, very professional and experienced
- The lipoma removal procedure was quick and efficient.
- Surgery was performed well, as I am still recovering so hard to comment on what I will feel like in 2-4 weeks time - currently everything is sore.
- A very calm experience, I didn't feel any pain and was confident that Dr Kittel was doing a good job. During the procedure Dr Kittel decided that two of my small lumps could be removed by laser rather than excision and this was appreciated.
- Despite being a bit nervous about it, my procedures were carried out quickly and efficiently, and were practically painless. Dr Kittel and the nurse were considerate and inspired confidence. It was MUCH better than I expected.
- I cannot recommend Dr Kittel enough! The entire procedure, from beginning to end, was easy, very straight forward and comfortable. Dr Kittel and his team are extremely professional but, at the same time, making one feel very comfortable and 'at home'. Great at keeping me informed with what was going on also. Thank you!
- Everyone was very caring and friendly during the procedure which was painless and quick so thank you very much to the staff.
- EXTREMELY CORDIAL AND STRESS FREE ENVIRONMENT AND NO ISSUES WITH THE PROCEDURE. EVEN HAD TIME TO TAKE A QUICK VIDEO;
- Great communication throughout .
- a perfect combination of friendly and professional, I was nervous having never had any type of surgery before, and their manner kept me calm.
- I felt looked-after and that the procedure was done efficiently.

- The team was very welcoming and made me feel at ease. As my procedure was 2 hours long, the team did a professional job throughout.
- Quick and professional and actually quite relaxing!
- "I thought that Dr Kittel was brilliant; calm, reassuring, in control. Talked through everything as it happened. I am a squeamish bloke and I thought that he was brilliant. No pain at all, other than the pin prick of painkillers. I would say that Dr Kittel was a model of what you want from a surgeon. I would have no fear of returning."
- I was very happy with my treatment, I was happy to be involved in conversation whilst the procedure was carried out as it gave me something else to focus on. I was very much treated as a person, and not an object which made the procedure much less traumatic than it could otherwise have been.
- Everyone was super friendly and the procedure felt easy and stress free.
- I was very happy with the appointment. My procedure was carried out on time, I was made to feel very comfortable, I had all the information I needed and the op was a complete success. I could not be happier!
- "I want to thank Dr Kittel and team for the excellent treatment and service I received. I would HIGHLY recommend it to anybody looking for a treatment. Highly skilled Doctor warm and welcoming environment and good prices. THANK YOU!"
- Dr Kittel was absolutely masterful whilst carrying out my treatment and I was most impressed with how comfortable he made me feel both before and after my treatment. I have only good things to say about Dr Kittel and his staff.
- Excellent. Very kind and supportive throughout.
- The Dr kept me informed of what he was doing the entire time which really helped to put my mind at ease
- Very caring and informative throughout a relaxed but both professional and personal feel
- He did make me laugh when he forgot to mention to me he was about to inject me, it didnt hurt and TBH i laugh a little in my head.
- Extremely quick and efficient.
- This was a very positive experience for me, Dr Kittel and the nurse put my mind at ease the whole way through.
- Mr Kittel explained everything and put me at ease. Nurse Nicky was also very nice.
- Very kind and considerate team. Efficient and put me at my ease.
- I felt very at ease, thanks to the Doctor and Nurse
- During my surgery i have been asked about my preference how i want to take off the stitch.
- I felt very relaxed, we were chatting throughout therefore I didn't really get the chance to think about the procedure that was being carried out. There was a calm atmosphere in the room.

- Both Dr Kittel and the nurse were amazing! Made me feel really at ease and very competent. I will write a review on google saying exactly the same!
- See above
- I was made to feel very comfortable by both Dr Kittel and the nurse who was helping him. The procedure was painless and I was informed with what was happening at every step which helped with the nerves :)
- The operation was excellent, I was made very comfortable and all went very smoothly. If I ever have the same problem reoccur I would not hesitate to come back.
- Highly professional and made me feel at ease at all times.
- I think I would have preferred a different position for the procedure. As it was very quick it wasn't too bad, but had it gone on for much longer I think I would have struggled a little.
- "A super service, really pleased with the outcome. Highly recommend"
- "I had my Xanthelasma done It was really quick and comfortable with the procedures Dr Kittel been used Dr Kittel and his team did a great job. I will definitely go back to him if needed in the future. I would highly recommend Dr Kittel for your Xanthelasma removal pain free technique.
- During the procedure Dr Kittel and nursing staff made good conversation, this relaxed me a lot and also explained the procedure as we went along, very reassuring during the whole procedure.
- Very calm and comfortable. Dr Kittel talking me through the whole process as it's happening
- Very good and all went smoothly
- "Dr Kittel and his theatre sister / nurse are very organised and explain everything clearly before and during the procedure. All went very smoothly"
- I was very nervous but Dr Kittel made me very calm
- Both the Doctor and attending nurse were very personable. In fact they had me laughing most of the way through. Couldn't have asked for more. They have done an excellent job overall.
- The procedure was explained well and took less time than expected Dr Kittel and his colleague put me at ease and it all felt very straightforward and professional
- I would have it done again tomorrow if needed! A tiny scratch for the anaesthetic injection and then I didn't feel a thing! Everything was explained and dr kittel and his nurse were chatty and reassuring

Comments about experience AFTER the procedure

- Please write below anything you would like to mention or say about your experience AFTER the procedure
- "Aftercare was completely explained. Very comprehensive."
- All explanations given satisfactorily.

- as above. All very smooth and efficient.
- Aftercare is very well thought and easy to understand!
- The aftercare video was extremely informative, it covered any questions I might have had. I felt minimal discomfort after the procedure, due to the professionalism of Dr Kittel.
- I was given detailed aftercare and advice following the procedure.
- I'm a day on from the procedure and so far not even any seepage from the wound. Pain is minimal and, on looking at the mirror, I'm very happy with the outcome.
- Aftercare instructions were given verbally after the procedure and more comprehensively by the video, so easy to follow and refer back to if required.
- Early days, but the wound is healing really well, and I feel very supported with the videos and aftercare advice. And also knowing I can message you if I have a question or problem.
- I was asked to wait until Dr Kittel checked the stitches until leaving and I was also sent aftercare instructions and videos giving all the information required to care for the after surgery.
- "For peace of mind, I would like to have had a bit more information about aftercare specific to my type of small wounds. In practice recovery went well and as predicted. After 16 days I only have pink marks and slight depressions on the larger wounds. Smaller wounds are invisible already. The only concern was that after 48 hours, three of the wounds were still very wet and weeping a fair amount of clear fluid, and one looked a bit inflamed. Leaving the dressings off resulted in the wounds drying up a bit painfully. I put new dressings on, and for the inflamed one, I included a small patch of silver impregnated gauze. This was very effective and the inflammation was gone by the next morning.
- I don't seem to have received the "operation report that is individualised" that you mention above. However, perhaps it was not necessary for my simple procedures. I don't need it, but if it exists it would be of academic interest! Thank you all for your work." *[Dr Kittel: Sorry, there must have been a technical error I will look into it for you and send it to you]*
- I found the YouTube video very helpful especially since I could go back and rewatch it. I remember best by hearing rather than reading so it also was good to have. I found the whole process very efficient and grateful to have found such a good doctor.
- Everything is absolutely fine, it's the day after now and I still have the dressing on but I haven't had any issues.
- "I was warned that I might be in need of pain relief 24/48 hours after the procedure. I didn't need any as there was no pain. It is still to soon to comment on the healing process or resulting scar appearance."
- Surprised at the post operative pain, once anaesthetic had worn off it was horrific. Took codeine and ibuprofen but didn't touch it. I assume due to the area of surgery.

[Dr Kittel: I am sorry, pain can vary very considerably between patients not only due to location, but also patients individual perception of pain]

- Scars are very small and hardly visible. I'm delighted with the outcome. Thank you so much!
- Quick and efficient from beginning to end!
- The aftercare was brilliant, I like having the video so you can go back to it.
- I asked for the do it yourself suture removal kit. However I think if you are single or don't have a partner that is confident in removing stitches then this service should be included in the price.
- So relieved to finally say goodbye to my lipoma after many years of trying to hide it and tolerating how uncomfortable it was. The whole process with Dr Kittel and his team has been fantastic. I'm a nervous patient and I was made to feel I was in very safe hands from start to finish. All went well, a very small, neat scar and all I can say is I wish I'd done it years ago. Thank you.
- no problems
- Clear aftercare information sent and discussed with me personally
- I would definitely recommend Dr Kittel to anyone needing this surgery.
- All great - I had everything I needed
- Good communication, email addressed all issues and questions in relation to surgery. Very clear.
- Very good after care information, I would have liked some more information though on when you can start applying scar creams or bio-oil to the scars, whether it is still whilst they have the scabs on them or wait till they don't etc. or whether you can start applying it immediately.
- After care video very informative.
- The aftercare info that i received is very helpful
- Just recovering now all is well. Given lots of info and I have zero questions or concerns because of the great service.
- Excellent service , communication and price. cant fault anything from start to finish. Would highly recommend Thames valley minor surgery services, [I had 2 lipomas removed] which was done quick and painless
- I called the nurse as I had some concerns following and the nurse couldn't be more helpful and put my mind at rest.
- After the procedure, Dr. Kittel explained it clearly about the problem I had, and clarified all of our doubts and explained about how to take care of the stitched wound.
- The video and information sheets were good. One comment I would make is that the information through the web site, text and emails made the whole process for start to finish very easy.
- Excellent!

- Provided with a video to assist. Lots of information is provided and any questions are followed up.
- It was a pain-free experience. I am very happy . Dr Kittel also gave thorough details of what to do after the surgery and it was very helpful.
- Supportive.
- There is lots of information given throughout the whole process which is easy to understand and in various formats.
- All the info you need!
- Thank you for carrying out the procedures everything is healing well.
- Ample time spent checking post procedure. All good.
- Aftercare was easy and communicated well with clear directions
- I would recommend these services to others.
- After watching the after care video I went home feeling like a weight had been lifted off my shoulder, literally! I know they will be there with any after care questions I may have.
- "Very informative with quick, empathetic and helpful responses over email when needed."
- I was advised options for suture removal and care and watched a video whilst recuperating to ensure I knew what to look for in aftercare and any issues that may arise. Advice on vitamin supplements to assist the healing process. Also provided a home suture removal kit which gives me complete flexibility as I live quite far from the surgery location. This was a big bonus.
- I have opted to remove my own stitches but I know I can call or go back if I needed to.
- Very clear and simple aftercare instructions
- Good aftercare information given by video and email leaflet.
- Everything was explained to me simply and clearly.
- Well organised. I like how information is given and re-iterated.
- I was very satisfied with the service and the result.
- all fine, no complaints, healing fast, Dr Kittell warned me one of my stitched areas would be quite sore, it has been but i was prepared for it. healing well given the above mentioned neat incisions.
- So far so good, after 3 days.
- Follow up email and aftercare video was very helpful and useful the leaflet also outlined what days I need to be doing what.
- "The information was fine. The suture removal wasn't straightforward and would have been impossible alone. The wound has healed very well and there is already no sign scarring and the eyelid looks great. So far so good!"
- TVVS provide two videos which clearly explain the aftercare processes and why they are important.
- Everything was explained fully and professionally I was so pleased

- I am still a bit nervous to remove my stitches but the video is pretty self explanatory.
- Very professional and excellent job done - no obvious scar - thank you.
- Very good communications.
- Definitely recommend,excellent service
- No problems afterwards, stitches out after 10 days.
- "The aftercare video was informative, only comment is considering paying £100+ for each removal some additional would covering given complimentary would go a long way. Several cuts were bleeding still so had to change the dressing and had to get my own. Will be interesting to remove the sutres in a weeks time as due to the location will need assistance from my wife."
- "A good idea to send the aftercare information as a video. Again, very efficient, and the information and a small refund (lab fee) arrived very quickly.
- I'm very pleased about how the wounds look afterwards. They are much less noticeable than I expected."
- Good advice provided, on video and in an information leaflet. Options given for suture removal at home which was really convenient.
- Aftercare was very efficient and informative. Really clear video explaining everything, and contacts given should there be any problems.
- Day 2 my Cyst removal area was still bleeding but stopped that day and I am now looking forward to having the stitch(s) removed. On day 4 my back (Keratosis) area is still stinging on and off. I am now keeping areas clean and patting to dry after showering.
- All clear and concise.
- I pre bought mepore and gauze, but bought a variety of sizes just to be sure. A lot of that will go to waste. Access to a shop that sells what I would need (or even just a link to an Amazon store that has specific combinations) after the surgery would be more efficient. Or maybe just up the price a bit and give me 5 days worth, I can source the correct items in that time.
- Both staff and I forgot I would need to take a suture removal kit, but by the time I got home there was an email about sending me that, so all good.
- Very good aftercare provided, Watched an in depth video, also was briefed on specific areas of my procedure.
- Just glad to get the lumps removed and hopefully not too much scarring.
- Again Dr Kittel was firmly insistent on doing everything correctly, and was completely clear about what should be done.
- I was kept under observation after the procedure until the wound stopped weeping. Although I did get a little further weeping the wound settled down fine. I read the aftercare notes and watched the youtube video. I found them both useful and informative. Dr Kittel is clearly a little uncomfortable in front of the camera, as I'm sure I would be. This however did not, for me detract from the video's usefulness,

rather it enhanced it as he came across more as the man I met, and not a random 'talking head'.

- Happy with all
- Everything was explained to me in a simple, straightforward and professional manner
- Excellent. Very clear advice.
- N/A
- I had a minor issue with a stitch after surgery, this was resolved promptly and professionally - I've been twice to Dr Kittel for cyst removal as healing and scarring barely visible - extremely happy with every aspect of service, thank you
- the video link that was sent did make me laugh at the end as he Dr Kittle says nicely, "hope to you see soon again"I hope not but I would recommend Dr Kittle to anyone i know.
- Video and instructions were very clear.
- All good so far. Just waiting to see what the scar looks like once it's settled down
- "Great post surgery experience, although the nurse totally missed out to come back to me outside in 10 mins. As they were attending new patient inside. At that ppin i was hesitatnt if after 10 mins, shall i still wait for her to come out again, or shall i leave already. I wanted to ask if im able to leave, but did not knock the door as they were attending ing the other patient so i just left. Luckily i sent sms to nurse that i left already and she phoned me back and made me post surgery assurance by phone. Overall it was still great experience." *[Dr Kittel: Sorry, we must have been caught up with another patient and it took a little longer than 10 minutes]*
- Great aftercare instructions were emailed instantly to me but these were also discussed during the procedure. Very impressed I could remove the stitches myself, with a busy lifestyle sometimes it's hard to find time to travel backwards & forwards to appointments so it was great this could be done at home. (Removal instructions were also provided with a kit to take home.)
- Great aftercare, good communication continued throughout the whole experinace.
- All good, informative and speedy.
- "I contacted the clinic a few days after minor surgery. I was reassured instantly, was given an appointment to go back to se Dr Kittel. After a few days the minor surgery rectified itself, communication between myself and the clinic was 5 ☆. No need to attend further appointment after communicating via email with photos.
- Thank you."
- It was so quick that I can still not believe it
- "Far too much paperwork needed for such a minor procedure, even given the Covid situation at the present time. This form.... case in point. You already have my name and e-mail address. Care and result excellent. Many thanks" *[Dr Kittel: The paperwork is required due to the fact we need to be able to demonstrate at all times that a patient had ALL the information and made an INFORMED decision. Sorry if it*

feels burdensome, but we tried to reduce the burden by doing online forms which save into your record directly]

- Afterwards I was given clear direction on how to treat the wound post op and instructions of what not to do.
- "The information provided was very clear and I felt confident in how to care for the wound in recovery. I was surprised to learn that to have stitches removed would be an extra charge as that had not been mentioned at the consultation or in the quote and this again relates to my previous comment about the transparency of charges. When paying this much for a consultation and surgery I felt it was a bit petty that to remove a single stitch would be another extra charge." *[Dr Kittel: Thank you for your suggestion. While this is outlined on the website here <https://minorsurgery.co.uk/price-2021/> under the second line under General Pricing Information "General notes about our price calculations for surgery" and again under the Specific Pricing Information in the last line under "Stitch Removal £35" we have now also added it to the quotation for more transparency. We do not quote automatically for stitch removal as most patients are very happy to do it themselves.]*
- Very speedy recovery and clear aftercare
- Ditto above.
- The YouTube videos for aftercare are clear and send to me immediately following surgery. I have also been given contact numbers should I need them.
- I felt no pain and I can't believe how neat the areas already look!

Any suggestions for Improvement (also regarding Coronavirus procedures)

- Safety procedures adequate although sanitiser in the waiting room would be appreciated. *[Dr Kittel: I apologise if there was none, there is usually a bottle at the entrance, a bottle at reception and dispensers throughout the building]*
- No
- I've had a couple of procedures carried out by Dr Kittel, and I can highly recommend him and his wonderful staff.
- Nothing specific, just all protocols were observed and I felt very safe.
- The system of waiting in the car and texting prior to appointment works very well to limit the number of people in the clinic.
- Great service by everyone before and after the procedure. I would have no hesitation in returning if I needed other minor surgery carried out. Thank you Doctor and team
- I felt very safe throughout everything.
- "Tall . German . With a sense of humour. Very professional . Got the job done quickly with no fuss . 100% recommend . As Arnold would say . I'll be back"
- Very easy and comfortable process, felt like I was in very safe hands
- Nothing to add.

- Masks worn by patients and staff, temperature check on arrival. Felt fine about what you have put in place.
- The team and the service was fantastic I am already so happy with the results even though it is only 2 weeks in of healing. The procedure was quick and pain free, wish I had, had it sooner!
- I'm a very happy customer, a highly efficient service.
- I recommended more online presence. There's many people like myself who have been looking for DR Kittle for years
- "Everyone I dealt with was really lovely, and everyone was very welcoming. I am happy with the results too. It is worth mentioning that I think you could do with updating your website because it nearly put me off using the service when compared to the flashy and easy to use websites of other companies (Skn etc). I decided to go with TVSS though because you had good reviews and once I had spoken to Leanne on the phone I had a really good feeling about you, also because you are based in St Mark's it gave additional comfort. It would have been a shame for me to have judged you solely on your website but that was my first impression. This is not a negative at all of your service, just that wouldn't want any future prospective patients to be put off by the website."
- "The whole process from start to finish was very professional, they made me feel ease during the procedure and the level of pain or discomfort was minimal during and after. I live in Swindon and went to them all the way from Swindon, this explains how good Dr. Kittel and his staff is, I would undoubtedly recommend them."
- Very comfortable with the procedures
- Thank you Dr Kittel and the whole team. A superb service in every possible way.
- Temperature taken and masks mandatory. Environment is quiet and clean.
- Extensive, reassuring.
- Top job! Social distancing, PPE, information etc all in place regarding Covid19
- I felt very safe at every stage.
- No, all fine.
- Protocols were observed.
- The surgery followed covid regulations perfectly, and I felt safe and secure in their hands there wasn't a point where I was worried or concerned about anything. Really impressive care.
- Procedure comfortably followed.
- Surgery is very clean and as the centre is quite peaceful and quiet, it's an ideal location during these uncertain times.
- Good procedures in place.
- All the procedures in place were easy to follow and well executed
- Thanks for such a smooth procedure
- everything was perfect.

- "Use of IT very efficient, effective and user friendly - great application of how to use IT to improve customer experience. COVID safe and good procedures"
- Very pleased with the surgery, had a friend nurse take the stitches out yesterday and Dr Kittel has done an excellent job.
- All fine.
- All good
- Kind and straightforward, very pleased.
- Very happy with the treatment, and the whole process. Wouldn't hesitate to come back again if required.
- "Very Covid safe - escorted from car park, distancing in practice, masks and sanitiser available. WOULD DEFINITELY RECOMMEND THIS SERVICE AND REASONABLY PRICED."
- The service is absolutely brilliant, from beginning to end. I would recommend the service to anyone and everyone! Thank you so much to the whole team.
- NIKKI AND DR KITTLE WERE FIRST CLASS
- Its amazing how something that has worried me for so long was dealt with so quickly and simply. Everyone involved was fantastic, and the price was far lower than I expected. I should have done this years ago and feel a bit foolish for letting it build up in my mind for so long.
- I felt safe when entering the hospital as coronavirus safety procedures were in place.
- Thank you very much for your care and support.
- "The Chinese have a saying, actually they have rather a lot, but this one goes: Pray you do not live in interesting times."
- Happy with all
- All Good
- Extremely happy with overall experience
- Ticked every box for Covid/safety procedures - very well organised
- "All aspects of treatment well organized, prompt and very efficient. As pleasant an experience as could be expected. A fraction of the cost of similar treatment I've had at other hospitals in the Berkshire area. Thank you, doctor."
- Well organised with temperature checking once you arrive at the hospital
- Everything felt very safe and hygienic
- Overall from consultation to surgery was very quick and professional and I'm extremely pleased with the outcome. I'd like to mention Rebecca, Dr Kittel's receptionist, she made booking appointments very easy and also gave clear instruction whilst on the phone for arriving and departing pre and post appointment.
- The clinic at St Mark's Hospital was convenient and easy and a good set up.
- Excellent
- I would recommend the service to friends/ family and use the service again should I need to.

- Everything was perfect from making the appointment,going to the consultation,having the procedure, and knowing what to do after.Nobody should be concerned about having anything done even with COVID being around I couldn't have felt safer,everything was very well organised and very clean

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