

TVSS
Patient
Satisfaction
Survey
2024

Introduction

This Minor Surgery Feedback Audit contains the feedback of 398 patients between December 15th 2022 and December 15th 2023 . Below you find comments of patients about their procedure. We publish good and bad feedback and occasionally Dr Kittel may comment for some clarification. These comments may contain also learning points for us.

For feedback in numbers:

[Real Time Service Reviews - Minor Surgery Clinic In Maidenhead](#)

The newest comments are always on top in a section and the oldest ones on the bottom.

Comments about Booking and Consultation

Please write below anything you would like to mention or say about your experience BEFORE the procedure

1. The process before the procedure is fast and efficient. I had a phone call to discuss my problem and Doctor Kittel advised me as to what was the best option for me. I then took an appointment for the surgery.
2. Received a warm reassuring welcome at Reception, and was impressed by the 'swish' appearance of the Reception and the entire Surgery complex - a total ambience of professionalism and class.
3. Felt informed and well prepared.
4. **The best organized treatment I ever had. The explanations and information shared are outstanding**
5. All thoroughly explained and guided through with the video available and the information on website.
6. Great and clear advice at all times.
7. All the staff were very friendly. Dr Kittel explained everything well and kept the atmosphere relaxed which was really helpful as I was nervous.
8. Very quick , and efficient, and very helpful
9. "Easy to get relevant information I need before making a booking. The staffs were friendly and helpful throughout the booking procedure."
10. Very minor point, but as I travelled by train, the request to wait in the car park in one's car, made me wonder what to do if arriving early and it was raining! In the event there was no problem. Perhaps this request won't be needed in the future post-covid or at the new premises.
11. i felt very comfortable, and the doctor and nurse was very professional and understanding to my concerns and explained everything to me so i understood everything

12. I was very pleased with everything that occurred before the surgical procedure. **I was able to arrange for a consultation appointment within a few days, and an appointment for the procedure the following week.** The online information was all very helpful and the personnel met during every meeting was very useful and friendly.
13. Very clear & helpful guidelines. All concerns quickly answered.
14. From the very first point of contact all communication has been handled very efficiently. All staff have also been very caring and helpful, everything clearly explained, throughout the procedures.
15. "Initial consultation was very good and all communications were exceptionally clear - email and text messages were all very well coordinated. Not sure if there are many much older patients but some may struggle with such efficient use of technology! Prior to my appointment, I had a few telephone conversations with Leanne, who was very friendly and helpful."
16. Too many online forms to complete *[Dr K: Sorry, the application form is for us to know about you. The pre-consent form and videos are for you to prepare for your surgery and the final consent form is a legal requirement. I am not sure how we can cut this further?]*
17. I had numerous emails to prompt me to pay. I did not receive a receipt once I had paid though !! *[Office: receipts are issued automatically through worldpay and may have ended up in your spam. Sorry!]*
18. The service was good and efficient , plenty of information provided before any consultation
19. All initial enquiries went very well with my questions answered by Dr Kittel and his professional staff, very easy and straight forward.
20. All instructions were very clear and efficiently disseminated
21. Excellent
22. Very comprehensive information given on all aspects of my procedure, including possible complications (of which I had none). Communication was first class and the response to any questions I had was prompt.

23. All very good! Was the first place I found with all good reviews and website was very clear with all the right info and pictures
24. Very clear and timely communication.
25. "Everything well explained, in easy understandable terms. Friendly staff making me feel comfortable"
26. The pricing wasn't clear before paying the deposit, which meant that patients are then tied into whatever the full price comes out as at a later date. *[comment Dr K: After the consultation, which is thorough and carried out by the surgeon you will always receive a quote within an hour or 2 and you can then decide. You do not have to make a deposit before you have received the complete quote, therefore I cannot follow your comment]*
27. **Website extremely informative & prices were clear. Lots of very useful information to digest regarding Xanthelasma treatment with photographs, which is why I then went on to choose TVSS.**
28. I was calm and ready for the procedure because they explained everything before they start the procedure. Also watching Dr Kittel video help me to take out the fear and trust him , his assistance nurse was very supportive and caring.
29. Very friendly and professional couldn't have had a better experience
30. **Easy booking and payment options. Website is very helpful.**
31. Dr. Kittle and his team informed me very well about all the steps of the procedure and they were very helpful during the whole process.
32. Good admin, clear pre-procedure information and guidance. Friendly and helpful.
33. Very professional and friendly
34. Everything was fine. I was seen on time and service was very polite
35. I thought the first appointment was friendly and informative and my many questions (and worries) were addressed in a courteous and professional way.

36. Explain very clearly thanks
37. Was surprised by the cost - this could perhaps have been broached in the consultation. The guidelines sent initially indicate a figure "From £nnn" but the final bill was for almost 3 times that. I appreciate it was quite a large cyst, and your guidelines [headline figures] are for small cysts. *[comment Dr K: I agree pricing should be completely transparent. Therefore, we have the most detailed and transparent pricing structure published in the UK and I even think worldwide. There should really be no surprises to patients at all, but as pricing is complicated you do need to read beyond the headline figures]*
38. My experience was very good. They told me everything they needed to do. So I knew what to expect.
39. All went really smoothly. Answered all my questions and was very reassuring.
40. All was handled professionally and on time with my appointment. The consultation was excellent with Dr Kittel who immediately put me at ease. I am a returning patient so it was very familiar.
41. Simple uneventful process
42. Everything was carefully explained on the phone and in clear videos. I was given the option to ask anything if I was unsure.
43. The procedure details were explained to me very clearly and I was given every opportunity to ask questions if anything was unclear.
44. Very kind and I overall a painless and relaxing surgery
45. .Consultation was about 20 minutes late *[sorry, we do try to keep to time, so this is unusual]*
46. Everything explained very well. Good communication.
47. Everything was well explained.
48. Nil
49. I found the text messaging system a little difficult but it all worked in the end.

50. All the staff very very efficient, attentive and kind, and really listened. My appointment was booked not long after I got in contact, and everything was done and dusted within about 3 weeks.
51. I found the website easy to use, and showed transparent costings. When looking for a clinic to conduct my surgery, I found all the clients feedback and pictures of removals useful. The consultation process ran on time & Dr Kittle answered all my questions. The nurse also provided excellent advice, which I found very helpful.
52. Pricing was explained clearly. All communication was prompt and all my questions answered. I liked the fact that all consent forms were emailed and paperwork could be completed beforehand. It was good to meet the team before the procedure.
53. I was quickly put at ease and reassured by Dr Kittel & Nurse Leanne that my lipoma removal would be a simple procedure and they both explained the procedure in clear detail to me answering any questions I had for them clearly.
54. "I felt that I was treated very well, efficiently and courteously. Dr Kittel and all his staff are friendly and checked to ensure I was comfortable. In hindsight I wish I had been better informed about the potential impact of my actions that may stretch a scar - see section for after the procedure"
55. **The consultation with Dr Kittle was very good. When you get to the surgery. There might be a half hour wait but don't worry they will see. So don't get worried. It's worth the wait. Dr Kittle will talk about your issues with you first. Then the nurse will talk again to. On the same day, to make sure everything that has been discussed is correct. Lovely experience. *[comment Dr Kittel: Thank you for this great feedback. It is true that in 95% of cases I will have an experienced nurse with me who will see you in a 2nd appointment straight after you have seen me. Because I am "the engineer" we try to get someone warm and caring, who can discuss the aftercare and even the appointment with you.]***
56. Very clear and straightforward
57. Everything was very clear; I was treated with kindness.

58. Communication was very good and clear. All my questions were answered, and all **costs given upfront**.
59. The entire experience was FANTASTIC reasonably priced helpful, knowledgeable, and friendly, would definitely recommend.
60. I appreciate the efficiency of the process. I felt I had a good deal of information available before first contact to make my decision to proceed with the surgery. Throughout I was informed clearly of next steps and expectations.
61. Sorry to Leanne, for my Luddite refusal to comply with this century's technology. That having been said, I know that the world is moving towards everything being digital - but I seriously believe that allowance / room for those at the tail-end of the "I like face-to-face human contact when I pay money" generation can still be made.
62. Everything was explained very clearly about procedure.
63. Excellent verbal and email communications and understanding of changed requirements. No negative issues at all.
64. Not much except that I was expecting somebody to have talk to me that I am in the right place and that the Doctor will see me soon. But I had to call to confirm after the appointment time had passed by 10 Minutes.
[Sorry, we are now moving to a new premises in Bourne End where we will have our own dedicated reception area]
65. Well organised
66. I had to change my appointment date to see Dr Kittle 3 times, the receptionist never got fed up with me and was always accommodating.
67. The consultation was professional and various options were explained.
68. The information was helpful and useful. I had a couple of questions which were answered efficiently and swiftly.
69. All worked very well from enquiry to booking, very easy experience.

70. Although the communications were generally good, I did receive a payment request that wasn't related to me. Having said that, the issue was quickly resolved.
71. "Very smooth from start to finish dr kitten and all staff where very helpful polite and professional would highly recommend to friends and family
72. Thank you very much"
73. Was really nervous but doc kept me talking.
74. Great communications and all staff were extremely helpful with clear explanations of the whole process
75. Everything explained and organised from A to Z
76. Everything was explained in great detail and the videos are extremely helpful.
77. Dr Kittel explained very well and seemed very sure he knew what he was doing and what the procedure would involve. The nurse sent through the quote very quickly and let me split the payments before procedure. I also really appreciate that the quote reflected the prices on the website exactly; the fact that the prices were displayed before is also appreciated as this is quite rare and inspires confidence through transparency.
78. As soon as I met Dr Kittel he made me feel very comfortable
79. All pre-procedure paperwork was clearly laid out.
80. I was quite nervous but care and time I was given soon put me at my ease.
81. I found it confusing to get various forms and not knowing if I had filled them or not or if they were received.
82. "My only suggestion is that directions to ""Waiting Area B"" need to be clearer (the receptionist at the main area didnt even know it by that name).

83. Reminder texts and emails mention Vasectomy Services. Not a problem for me personally (I wasn't having a vasectomy) but this might perhaps present privacy issues for some patients."
84. Really good experience I traveled 2 hours but it was worth it to meet Dr Kittel and discuss the procedure
85. "It was excellent. A very relaxed and un-intimidating atmosphere. Nice chat. Also the telephone lady was lovely. Loved the quiet slightly run down country hospital atmosphere. So unlike London's pressured and cramped hospitals. Perhaps you could decorate your surgery? Aa Edwardian study, an airy summer conservatory, Laura Ashley floral wallpaper with matching curtains, or cherubs and clouds with ivy covered arches on the walls revealing beautiful landscapes from the pots of nasturtiums on the doorstep through river lined verdant groves to distant snowy peaks. Just a thought." *[we are moving to a lovely new clinic, but no slightly run down country hospital atmosphere any longer, sorry!]*
86. "I'm very happy with my surgery, Dr Kittel is a very good with what he is doing, I'm so pleased with the results after my surgery,. No bleeding the finishing is neat. Thank you so much Dr Kittel ."
87. I have a mole that was at birth, Moles get bigger and bigger with age. always wanted to remove, But I have no trust in the doctor, I have been afraid, and I have the opportunity to meet Dr Kittel, and I feel relieved !
88. Over and above service regarding reassurances and explaining everything from Dr Kittel and the Nurses.
89. All of the staff involved were friendly, helpful and informative.
90. Very clear
91. I wish my GP had suggested the service sooner. It was only by chance when I was looking at Google maps that I realised the clinic was situated at St. Marks.
92. Well informed at every stage no complaints
93. Efficient system to book appointment

- 94. Excellent support and information from a very attentive team.**
95. Kept me notified at all times , quick service from consultation to procedure
96. Everyone I dealt with on the team was great, friendly and efficient.
97. I found the clinic to be very good at communication and advice, everything including the cost and after care were laid out very clearly upfront.
98. Any question asked was answered really quick, great commutation and everything was clear from day one. Received forms straight away after consultation and booking was sorted in the space of 2 weeks
99. The process of booking, filling forms and making payment was very easy. Despite arriving early, my appointment started about 15 minutes late but that's a minor inconvenience. During my consultation, Dr Kittel examined my lesions and answered all my questions. Lead Nurse Leanne made sure I understand the risks associated with minor surgery and provided aftercare instructions. I received the quotation on the same day!
100. As soon as I went in for my consultation I knew I was in safe hands. All staff were amazing & made me feel comfortable. Doctor Kittel explained everything I needed to know. Everything is so perfect & professional.
101. "Great communication I knew exactly when & where I had to be before my procedure Payment was easily made Phone calls & messaging were very straightforward"
102. I am a very nervous patient but was reassured during consultation and was put at ease with no worries
103. Directions were very clear and simple and the place/waiting rooms was easy to find with very happy helpful staff.
104. Communication was very good and thorough, and the staff were very polite and friendly
105. Dr Kittel and his nurse were great before the procedure, they were very knowledgeable and explained everything very clearly.

106. Excellent service and Everything was explained to me without me having to ask any questions.
107. "I was put at ease before the procedure by a very detailed explanation of what was going to take place. Everybody appeared confident and reassuring, this gave me peace of mind that I was in the hands of experts."
108. A very prompt reply to my initial enquiry which was followed up by an informative phone call.
109. Straight forward easy consultation, on time appointment and easy to understand all communications. Excellent service and advice.
110. I was emailed incorrect forms and received incorrect appointment time by text. When I arrived at the hospital and sent text to say I had arrived I didn't receive any text information on what to do.
111. There is a lot of information to digest on your website. In some ways this is helpful since it provides total transparency but it is also rather overwhelming. Not a criticism but an observation. Otherwise the booking process was excellent and very efficient. *[we will design this again with new headline figures and you can, but do not have to dig deeper]*
112. "The process of booking my consultation was very straightforward and well explained on the website.
113. Following the links to the booking forms and consent forms made the whole thing very simple.
114. All forms were very clear and easily completed. The videos explaining the consultation process were also very helpful."
115. Very thorough, quickly given time and date of procedure all questions professionally answered
116. I had all the information I needed and was able to book the appointment with no problems.

117. Communication and information provided before and during the initial consultation were excellent. The information provided was in plain, easy to understand language. Dr Kittel and his team were highly professional, friendly, very approachable and highly responsive.
118. After booking and paying for consultation I was very quickly contacted by a nurse who talked me through the admin side of things. She was very helpful and told me all the forms that would be coming through, and when and how to complete them.
119. All very positive. The website is also extremely informative.
120. On time and everything was explained well
121. Excellent communication.
122. Plenty of information so had no worries
123. Kept up to date with everything that was going to happen - I felt very well informed
124. Very happy the way everything was explained to me by Dr Kittel and his team before the procedure.
125. I was really impressed with communication and how efficiently our enquiry was dealt with
126. It was all very clear and straight forward. Great comms from the team.
127. Great and professional pre treatment information was provided. The team has an outstanding ability to make you feel comfortable with the surrounding and treatment procedure.
128. Helpful information on thr website and video links,
129. Very efficient and clear communication
130. Everything is very clear upfront. Communications are straightforward.
131. Dr Kittel and his team were great in reassuring me that the lipoma can be removed and kept me calm beforehand. The surgery was to schedule and on time.
132. I felt very reassured and confident in Dr Kittel.

133. This was my first surgery, I was so scared but I really wanted to be done.
134. Before i was very self conscious of my wart and it effected my mental health and social life as it was on the side of my face.
135. I was very impressed with how quickly I was able to talk to the receptionist and arrange a consultation. I was updated regarding appointment time and what to do when I arrived at the surgery.
136. Simply and effiently administrated.
137. Great experience from beginning to end.
138. The booking process was easy,efficient and run by very friendly staff. Booking reminders were used and the whole computerized process was uncomplicated.
139. Wait time was a little long (which probably reflects well on your service!) and there was alot of admin. But otherwise all really smooth, efficiently communicated and friendly.
140. Very detailed instructions.
141. "Very comfortable with what was discussed, how the treatment would be done and what results I could expect
142. Particularly impressed with Dr Kittels approach to provide me with the best possible outcome considering cost and expectations together"
143. I felt very informed about the whole procedure. The price was very reasonable too.
144. I was well informed about everything prior to the procedure
145. Very happy with the service. I was phoned pretty much immediately after making the deposit payment and booked in straight away. First visit was on time and very pleased with how everything was explained to me.
146. My first visit to Dr Kittle was extremely useful. Having seen a video online and with Dr Kittle's concise explanation I felt most reassured.

147. I did think it was almost too good to be true when I booked everything online, had available appointments when the world was asking for my card details. But after a quick phone call it was all confirmed and legit, it's just that easy.
148. The booking of my consultation and explanation of what would happen on the day was very clear. The videos Dr Kittle sent out were very helpful.
149. The assistant was very lovely and helpful, and communication was great.
150. Thoroughly explained
151. Dr Kittel and the nurses were very professional and explained the procedure clearly every step of the way.
152. Clear instructions. Lots of information on process and what to expect.
153. From my initial enquiry and booking my consultation was an easy process as the staff were really friendly and professional. I booked the consultation and met Dr Kittel who was very easy to talk to and answered any questions I had, I was also pleased that I was able to book the procedure the following week.
154. Excellent communication!
155. "Staff were very professional and informative. I was provided with information and videos to watch which help me understand the procedure which was great. I was given flexible options for my consultation what worked brilliant for me and my circumstances."
156. Very efficient and clear instructions
157. Very clear, smooth process. Very happy.
158. Thanks to your Leanne, the booking process for my procedure was quite easy and efficient.
159. Very well organised, good administration. Very friendly staff,

160. Dr Kittel answered all my questions and explained the procedure very thoroughly on my initial consultation. I was given a price for the surgery (removal of fibroma in my neck) which was a fraction of the costs I had been quoted elsewhere. I was given an appointment at my convenience and just a couple of weeks wait. It was all very efficient.
161. Very informative and helpful
162. Very helpful. All information and communication clear and concise.
163. The process was clear and straightforward.
164. Everything was explained very clearly by Dr Kittle and his team. The follow up emails were also helpful. I felt I had all the information I needed to decide on the surgery.
165. Everything was very clear and both Dr Kittell and the nurse that I met were both friendly and informative
166. Extremely efficient and well-organised.
167. The questionnaire is a bit of 'hard' work because of the medical terminology used. However, most of the answers I have given must have been correct because you did not ask for further explanation after submission.
168. Transparent costing, thorough explanation & efficient service.
169. Smooth and efficient process to book surgery
170. One minor glitch - a payment via website was made in duplicate, but admin recalculated balance. No concerns overall.
171. All fine and well. The only point I would like to raise would be the high cost and I was invoiced for £695 but charged £720. I am not sure why but I should have been advised and I wasn't. Thank you. *[comment Dr K: You are absolutely right and if you come back to us we will clarify. I can only assume there was an error]*
172. Communications were mainly electronic, but they were prompt and easy to understand with online payment collection.

173. "The consultation was very quick and efficient. All of my questions were answered by Dr Kittel and the nurse.
174. I felt very confident to go ahead with the minor surgery."
175. The experience of getting in contact and arranging a consultation, and of the consultation itself, was very positive.
176. I thought the overall experience from booking this up to any questions I had was handled very well , and after seeing Dr Kittel he explained everything he could do for me and I had a very reasonably priced quote emailed to me shortly afterwards and I just wanted to say how friendly the whole team were to me
177. Efficient friendly and speedy!
178. All staff were very helpful, friendly and knowledgeable
179. I was very impressed with the quality and simplicity of the booking arrangements. Customer service at its best!
180. Was put at ease very quickly by both the doc and nurse. Explained what was going to happen, and when.
181. Leanne was very helpful when booking my appointment and the forms came through very quickly. Dr Kittel explained everything and was very pleasant . The hospital was easy to find and free parking was a bonus !
182. nothing to say, other than everything went so well, Great
183. All dealt with very efficiently
184. Clear information and instructions about what to complete and how to proceed with the first appointment.
185. All very easy and strait forward.
186. I felt valued as ever procedure was explained , the process was quick and safe. Dr kittle and nurse Nick were amazing
187. I had to reschedule my surgery due to timing with a holiday and it was no problem at all to get that moved - which I appreciate very much from then team.

188. Before my procedure the consultation was very professional and friendly.
189. I had two pilar cysts on my scalp (1 large, 1 small). The large one had been growing for c. 5 years. All the staff were friendly and helpful. I received lots of information about the whole process prior to the surgery. Fee wise - I paid for the assessment before attending, paid for surgery and testing before op. Later paid additional fee for nurse to remove remaining sutures that we had trouble with.
190. Comprehensive information available on the website, which was part of the reason that I chose the service. I found the pre-procedure communication very thorough and informative.
191. I had the procedure fully explained and any questions were clearly answered.
192. Everything was swift and very easy. Procedure fully explained
193. A bit nervous
194. "After the consultation the follow up chat with Leanne was excellent. There was a lot of information sent after the consultation about possible products I might need, e.g. iodine (very expensive when I checked prices) which was rather unnerving. I called to check this and was reassured by Leanne that I didn't need to buy anything prior to the operation, and I'd be advised if I needed anything once the op was complete. This was good as otherwise I'd have spent a fair amount of time and money sourcing aftercare products."
195. I initially contacted the surgery by telephone. I left a message which was responded to promptly. I was able to book in for an initial consultation without delay.
196. Fast and efficient service
197. Excellent communication. The procedure was explained to me very clearly along with the possible outcomes.

198. The booking procedure and information given prior to the procedure gave me great confidence in the clinic and in Dr Kittel. Having watched various videos on YouTube and had a telephone consultation I felt very happy and comfortable proceeding with my Xanthelasma removal.
199. Very easy to book staff very friendly and helpful
200. **I found Dr Kittel from the internet. I liked the fact that on the website all the charges were laid out clearly. *[Thank you for taking the time and not only reading the headline figures, but the whole pricing structure. If patients like you take a little time it is pretty easy to work out what your surgery may cost]***
201. My experience was very welcoming I felt comfortable talking about I wanted done.
202. Excellent communication. Highly professional staff who are happy to answer any questions. Very easy to arrange appointments.
203. Consultation very quick. Dr Kittel have me all the information I needed, very reassured.
204. "1. Slight confusion over arriving. One instruction said text from car park, another said go to waiting area B. 2. I had emailed the result of the NHS scan of my lipoma before the consultation, but Dr Kittel had clearly not seen this, or been aware of the NHS scan, before the telephone consultation." *[Comment Dr K: sorry, sometimes information does not get forwarded or emails not uploaded into your record, but I believe we quickly found the information within the email system?]*
205. Friendly and professional interactions on the phone and in person
206. "Dr Kittel gave a lot of reassurance and advice about removing the wart on my right temple, and described the procedure to be followed on the day. The nurse then described other relevant matters. **In advance the costs of the consultation and procedure were given, which seem very reasonable and affordable compared with the usual level for private medical care.**"
207. Simple, clear and concise instructions from start to finish.

- 208. All good
- 209. Excellent
- 210. All my questions were answered by the very friendly and helpful office staff. The response time was also very prompt
- 211. All correspondence was efficient and I was given all the information I needed prior to the procedure. No waiting and felt very welcome by the nurse.
- 212. "Making an appointment was simple and the receptionist was very helpful, warm, and efficient.
- 213. My initial consultation with Dr Kittel was detailed, reassuring and helpful, with plenty of opportunity to ask questions. I felt very confident about putting myself in his hands. The nurse I saw afterwards was also very kind, helpful and clear in giving me information and making sure she had answered all my questions before I left."
- 214. The review of my needs and the following quotes etc went quickly and smoothly.
- 215. "Very fast and very well done.
- 216. Great team and Dr.
- 217. Thank you!"
- 218. Very reassuring
- 219. The communication was excellent. I felt it prepared me well for what to expect and answered any questions or concerns. The nurses are both the consultation and the procedure were warm, friendly and reassuring.
- 220. Everything was very well managed
- 221. My only comment priory to my surgery was that I waited three weeks for a telephone consultation only to be told by Dr Kittel than i need to come in anyway, It was a further two weeks for the next available appointment.
- 222. Quick, informative and well organised.

- 223. Really good communication throughout
- 224. I was provided with lots of useful information about what to expect and follow up care. I asked a few questions which were answered very promptly. Nurses were very caring in their manner.
- 225. Dr Kittel's team kindly moved my appointment as I cracked my ribs in a fall.
- 226. Efficient service, stress free.
- 227. Dr Kittel and Nikki explained thoroughly what the procedure entails. Step by step guide of the procedure.
- 228. Very clear information provided all throughout. Thank you for kindly seeing me on my consultation appointment even though I was quite late for it!!
- 229. Great communication and very easy to talk to
- 230. I was not very comfortable with the payment system, which was one that was not familiar to me. I didn't like giving personal/financial details to a company I had never heard of. I would have preferred to pay via BACS or PayPal.
- 231. Was nervous about the process however soon made to feel at ease
- 232. I found all the team extremely friendly and helpful . I was really satisfied with everything.
- 233. Brilliant professional service from start to finish, it is clear to see the expertise and experience Dr M Kettel has, very happy with everything.
- 234. It was very efficient and friendly
- 235. Unsure on what would happen, explained in detail but so I could understand
- 236. All very clear with very good comms and information
- 237. Very nice experience painless and fast direct. Excellent service
- 238. Communication & admin were prompt & efficient. Care & empathy were shown at the pre-op consultation.

- 239. Nice and clean place pleasant welcome.
- 240. It was very easy to book the appointment online and the website was very useful
- 241. From my first contact with the office everything was handled very professionally and smoothly. Easy and straightforward.
- 242. Staff very reassuring
- 243. I would like to express by saying the communication and consultation prior to the procedure was very well communicated with substantial information and guidance.
- 244. Very professional
- 245. All good
- 246. I was made to feel very at ease with the minor op I was having. Everything was easy to understand in terms of uploading photos and the explanation of the surgery taking place.
- 247. car park was free
- 248. Booking procedure was very straightforward and all communication was excellent.
- 249. The amount of info before the procedure was certainly of a high caliber, a bit overwhelming sometimes but it was actually quite helpful because getting closer to the appointment date I could look up any point I really needed to know about but had forgotten.
- 250. Good communication
- 251. Very polite and helpful on the telephone
- 252. I had been to a couple of consultations however upon finding Dr Kittel and the team at the Thames Valley Surgical Services, I did not need to look any further. I walked of the consultation well informed, calm and confident that I had found somewhere I was happy to get my surgery preformed.
- 253. Before the procedure everything was explained to me and I felt really at ease.

254. Easy and convenient to work with. Hassle free booking and set up.
255. Very quick, calm and thorough
256. Perhaps the clearest communication I've had when dealing with a company - very well done
257. "I really appreciated you getting me booked in in such short notice.
258. Leanne was great dealing with this."
259. Everything was good in the process
260. Great!!
261. Very professional and efficient.
262. Had my Xanthelasma removed from both upper eyelids on 20th Jan(Three stitches both lesions) but within 24 hours two right medial stitches came off and the wound opened up. The next day I requested my dr friend who applied stitches again but they also come off the next 24 hours. I was working all that days since today was free so thought give feedback. *[comment Dr Kittel: "Thank you for your feedback and sorry the stitches came out, which is unusual. As a tip, don't rub with the towel, just dab the wound and don't rub with your hands or fingers" However, fortunately, in Xanthelasma surgery a bit of stitch dehiscence does not usually render a bad result, some surgeons do not even stitch the defect. I am glad I saw your 6 week after pictures, which look excellent.]*
263. Great experience with both Nurses Leanne and Sophie and Dr.Kittle.
264. Very friendly communication with the office, clear communication.
265. I was so pleased to find somewhere out of London to carry out my procedure. I got an appointment very quickly and the office staff were very professionally and helpful.
266. Excellent support and response to any queries in double time.
267. Impressed from the Dr Kittel and the Nurse. Very good informed for everything!
268. Friendly approach

269. Delighted with the excellent communication, and comprehensive documentation, including pricing, treatment types, and general useful info, even including parking and directions! Very friendly people, giving honest and understandable comment and advice.

Comments about experience DURING procedure

270. Dr Kittel made me feel at ease throughout the procedure and explained each step clearly. The whole team were also very friendly and helpful.
271. During the procedure, Doctor Kittel keeps talking to you in a very reassuring manner and keeps you informed of what he is doing. I felt no pain at all and was very satisfied with the results.
272. Surgery was skilled and swift, with Dr Kittel clearly explaining his procedures step by step
273. "Efficient, clear and very professional. Loved the banter between surgeon and nurse, helped put me at ease."
274. Everyone made me feel very welcome and relaxed and all steps are thoroughly explained during the procedure
275. Straightforward calm process carried with ease from Dr Kittle and nurse guiding on what to expect whilst in surgery.
276. Fantastic care, very nice team and I felt completely safe throughout!
277. During the procedure both Dr Kittel and the nurse kept me involved and made sure I was comfortable and cared for.
278. Very good as usual, it made the procedure almost pleasant
279. A pleasure to have been a patient of Dr Kittel, everything from consultation to procedure was professional & all staff encountered were very polite/kind.
280. I am extremely happy with my surgery at Thames Valley Surgical Services. Dr Kittle and the nurse created a relaxed and easy environment with their professional skills and charming.
281. Very good, relaxed and pain-free. Thank you.

282. they made me feel very comfortable and relaxed, and the doctor and nurse was very professional and understanding and were talking to me the whole time.
283. Everything about the procedure went very well - no pain, speedy and very efficient.. It was also good to receive information about what was happening. To date, everything seems to suggest that the procedure will be completely successful.
284. Very helpful clarifying procedure to put mind at rest
285. Dr Kittal was brilliant and removed all Xanthlasma from both eyes, top and bottom which was unexpected and I am so pleased with
286. Just to say thank you for creating a relaxing atmosphere, the procedure was exactly as Dr Kittel explained.
287. "Dr. Kittle and the nurse were very welcoming and the procedure was clearly explained to me. The removal of the SKs was completed quickly and efficiently and was completely painless. Dr Kittel kindly removed several others that he found during the procedure, which was unexpected and greatly appreciated - it also showed a commitment to getting the best possible outcome for the patient from the procedure."
[Dr K: thank you for the appreciation. It is correct I often do more when a patient has paid already for several removals]
288. Very happy with the procedure it was painless and quick, I am still in the healing process but the early indications are that I will be happy with the outcome. Dr Kittle was very professional and put me at ease.
289. No complaints, felt relaxed during procedure.
290. The procedure was on a Friday and I needed to have stitches removed 8-10 days after which means Saturday, Sunday or Monday. Gp surgery is only open on a Monday to Friday so I didn't have many option. Can't the procedure be offered earlier in the week ? *[Comment Dr Kittel: Yes, we are about to start more clinics as we are now able to work from our own premises]*
291. Doctor Kittel, was very professional throughout the whole surgery and continued to explain what he was doing as he went along

292. Dr Kittel explained the procedure, identified all that I wanted to happen. And reassured me with calmness. I did not feel a thing throughout, 7 areas I had lumps removed from, chatting all the way through. It all went so smooth and painless. What a great professional team.
293. Some light-hearted banter made the whole experience very chill.
294. Excellent
295. I was completely put at ease by both Dr. Kittel and the nurse in attendance. Everything was explained in an easy to understand way. The surgery went very smoothly and I experienced no pain or discomfort. It was as calm an experience as it could possibly be considering it was a surgical procedure.
296. Was all fantastic very happy
297. Friendly and clear as to what was happening.
298. I was satisfied with everything
299. The procedure was quick and efficient, and explained fully enough for what I needed to know
300. "I was very comfortable during the procedure & fully involved by Dr Kittel & Nurse Nicky explaining as the process moved along. Dr Kittel kept me relaxed by chatting & Nurse Nicky sourced some relaxing Westlife music for me. Afterwards Nurse Nicky continued to ensure I was doing OK, checked that my spectacles weren't touching the wound sites (5 in total) & gave advice on keeping some occasional pressure on wound sites on journey home, but only 1 small site was bleeding VERY, VERY slightly for 30 mins or so. Stitch removal appointment was to be made at my request, Frankie rang within an hour or so to book suitable date/time."
301. There were so professional and able to explain everything...eg what should I expect , movement on my shoulder while they are busy. It was exactly what they explain before they start . No pain
302. Made to feel at ease by Dr Kittel and his assistant was very warm and friendly

303. Felt very comfortable and put at ease. Procedure was practically pain free and Dr Kittel explained everything clearly.
304. I was in trusted hands, and the procedure didn't hurt at all.
305. Dr. Kittle and his team was very helpful. They made the operation quite fast and easy.
306. Professional and friendly team. Relaxed atmosphere, chatty and helpful. I was unworried about the procedure but if I had been concerned, the manner in which it was carried out would have been very reassuring.
307. The procedure was carried out in a calm and friendly environment and I was informed clearly what was happening at each step of the treatment
308. Quick and very efficient
309. In truth, I was rather concerned about the operation but, I soon settled once I was on the bed. Dr Kittel and his team explained everything that was about to happen and this put me at ease. I felt I was in good hands throughout the procedure and the experience was much easier and less painful than I thought it would be.
310. Excellent cyst removal
311. "Maybe clear away or cover the instrument tray before patient sits up, I'm okay with blood but can imagine if someone is not it could be disturbing.
312. Having a procedure on the back it was difficult to breathe laying on my front so maybe something like a massage bed where you put your head in a hole might be more comfortable."
313. A little talking over my head initially but none after, and I felt comfortable throughout.
314. Everyone was lovely and put me at ease during the process.
315. Fantastic. Created such a relaxed atmosphere. Great at letting me know what was going on but also just chatting about other things to take my mind of everything. The time flew by because we were all just chatting away.

316. Dr Kittel and his team, Nicki and Chantelle are all lovely, friendly and helpful. The whole procedure was almost painless and done quickly and efficiently by Dr Kittel and I was completely at ease all the time.
317. The whole process was simple and pain free
318. i was looked after well and felt as relaxed as i could be during the procedure, which was all over very quickly.
319. "During the procedure I was made to feel very comfortable and at ease. As the procedure was being performed, I was been spoken to throughout about what was happening / the findings etc. One thing perhaps worth noting is while Im not in any way squeamish and I was happy to know what was happening and be shown what was being removed etc. I would worry maybe other patients may not be as comfortable so just as a suggestion it may be worthwhile to ask future patients if they are comfortable knowing all the details of what's happening while the surgery is being performed. For me I was happy to know, but I'm conscious others may also not want to know."
320. Relaxed and given lots of information during procedure.
321. No problem at all except this was also about 20 minutes later than the appointed time.[Dr K: Sorry!]
322. Both Dr Kittel and the nurse made me feel at ease. Very confident going through the procedure and took less time than I had expected to remove 2 lipomas on my leg.
323. The procedure was comfortable and I felt no pain or discomfort.
324. All of the surgery was discussed before and during the procedures.
325. Very quick, painless and staff very knowledgeable.

326. I was rather alarmed that I didn't get a dressing at the end of the procedure. I also was not totally reassured by the nurse afterwards who came to apply the dressing. She seemed lacking in confidence about how to dress the area appropriately. Recommending putting some gauze in my underwear didn't seem the best advice. I think I could have rested longer afterwards also to apply pressure for more time. I had some bleeding afterwards.
327. Dr Kittel was marvellous throughout and very ably assisted by nurse Leanne. They were reassuring and kind throughout what proved to be a difficult operation.
328. The procedure was quick, and whilst I was nervous, the atmosphere created first by the nurse put me at ease. Dr Kittle also put me at ease. He was informative throughout the procedure and really worked thoroughly to ensure I was kept updated. The procedure was quicker than I expected.
329. It was a quick and pain free procedure. I am a nurse and I felt safe and cared for by Dr Kittel and Sister Rogers. I wanted to see the lesion once it was removed and take a photo; this request was accommodated without any fuss.
330. I agree with all the above comments and felt like they really cared that I was okay throughout the whole procedure putting my mind at ease at all times.
331. Very prompt and efficient. Did not hurt. In hindsight I wish I had been better informed about the potential impact of my actions that may stretch a scar - see section for after the procedure
332. "I was very nervous about my surgery because I don't like needles. Both Dr Kittle and the nurse put me at ease. The surgery took a lot less time than expected. I was very comfortable during the whole procedure. I feel like I have a new body.
333. Thanks again"
334. reassuring, clean, concise and prompt

335. I was quite nervous but Dr Kittel and the lovely nurse, I'm sorry I have forgotten her name, were both very kind, they made conversation to take my mind off of what was happening and the nurse held my hand at one point.
336. I was made to feel at ease, everything was explained to me as it was happening. Dr Kittel was kind and caring. The nurse whose name I have forgotten unfortunately was very pleasant, kind and caring as well.
337. Dr Kittel and the nurse explained everything and put me at ease.
338. As above
339. The procedure went very smoothly outside needing a little extra anaesthetic.
340. "I was aware of everything and quite comfortable with the way it went. What was particularly pleasing was the way that Nicky and Dr Kittel spoke to my daughter and explained every step of the procedure in real time for her. She was educated by the whole experience and I thank you for that."
341. Made to feel relaxed and comfortable
342. Everything explained in detail and all expectations met. Friendly and professional manner from Dr. Kittel and Nikki, the nurse.
343. It was apt
344. I was made to feel very relaxed and the procedure was painless
345. Was made to feel at ease and very comfortable
346. I had 4 areas to have surgery, one area was particularly difficult for Dr Kittle and although I had local injection around the site it was still quite painful as Dr Kittle had to go quite deep into the tissues, during this procedure Dr Kittle unexpectedly cut through a deep vein which was also painful and a bit of a shock to me. Dr Kittle and the nurse handled the situation well. [Dr K: Surgery has its moments and in your case your Lipomas were not superficial as usual, but much deeper than expected. I am sorry you felt some pain, but this was remedied quickly and the surgery completed successfully.]

347. The procedure was very efficient and completely painfree after the injections. There was very little blood and the wound was expertly stitched with an explanation of the various types of stitches.
348. The procedure went well with both Dr Kittel and the nurse being extremely supportive, pleasant and kind. I was anxious and they were both caring during the procedure.. It was a calm and comforting environment. I would thoroughly recommend.
349. "The procedure was handled exceptionally well, from the information given to the procedure itself Very professionally handled by all involved"
350. "Dr Kittel and his nurse were very friendly and professional. Both took time to answer any questions when asked. One thing of note, I believe the letter said that I'd be picked up at my car. Presumably this is a hangover from the COVID days?"
351. See above
352. Excellent no pain at all and very friendly and professional.
353. Was really quick and no pain,doc done a really good job.
354. Thank you for making the procedure as 'relaxing' as possible and for putting me at ease
355. Procedure quick and painless
356. Surgery was excellent. Dr, Kitten and the nurse were easy to talk to and I knew what was happening at all stages.
357. Dr Kittel and Nurse Nikki were very friendly and relaxed. Both were professional and quickly, safely, and accurately carried out the procedure. It was also painless due to good use of local anaesthetic.
358. Absolutely amazing service. Highly recommend. Was very professional but also they made me feel at ease. My only suggestion would be some glasses on the patient as the lights are so bright but I guess it depends what you are having done .
359. Dr Kittel and his nurse were both very kind and caring

360. It felt a bit rushed. [I am sorry you felt a bit rushed. I guess I was running behind and sometimes very occasionally this may lead to me not being quite as calm as I like to be.]
361. Dr. Kittel was serious, focused and commented on some points so that I was aware of what was happening, it was obvious that he knew exactly what he was doing. His assistant was cheerful and helped distract me when she noticed I was nervous.
362. I was very nervous but staff did an excellent job and making me feel at ease. I would have no hesitation using them again.
363. Dr Kittel has a very professional and reassuring bedside manner. Procedures were as painless as could be hoped for. Nothing beyond a tiny pinprick.
364. The surgery was painless and I was kept comfortable throughout.
365. I wondered if I would have been better without any sticking plaster after the procedure as it was hard to take the plaster off the two that were covered. The one left uncovered has healed the best.
366. Absolutely perfect. Professional, and friendly. Appreciated that I was given the chance to check the results in the mirror.
367. "Dr Kittel and nurse Nicky was very professional. They settled my nerves by keeping me busy with basic conversation and ever so friendly. The procedure was not painful, Dr Kittel was engaging with me and giving me reassurance at all times."
368. Dr Kittle and the nurse were amazing as I was very nervous but it was quick and painless
369. Not that I would want it but a was of watching might be fun.
370. This was my second visit, for four different skin procedures. It was all very straightforward, and completed speedily and with negligible pain. Dr Kittel inspires confidence through his easy competence.
371. Nothing! your team is amazing, keep up to the good work

372. There is no pain at all during the operation, and it is very fast. There is only slight pain when the anesthetic is administered
373. Dr Kittel was very empathetic towards a slight language barrier and offered perfect explanations of what was happening. Calm and reassuring all the way.
374. I was extremely nervous and visibly anxious in the initial stages of the procedure, both Doctor Kittel and the attending nurse responded to my anxiety very well and were supportive, very reassuring and distracting, which really helped.
375. Very calm atmosphere, put me at ease.
376. I can not fault the service from the nursing staff and Dr Kittel during the initial consultation and during the procedure.
377. My procedure was carried out in a very professional manner both Dr Kittel and the nurse were very professional and kept me informed of what was happening.
378. Information is well shared before and after the consultation and surgery
379. Again, great support and information. Easy access and reasonably prompt although there was a slight wait before being seen.
380. Absolutely fantastic, all my questions were answered with sound advise, very friendly and caring, I was at ease on the first instance, everything explained in fine detail, Dr Kittle and nurse were very professional and such beautiful souls, all in all a great experience with great conversation
381. I felt very reassured and confident having the procedure and both Dr. Kittel and the nurse kept me informed and relaxed throughout.
382. Consultation was easy, explained what would happen by Dr kittle but was made to feel really relaxed about having the procedure once again. Also during the procedure I was really relaxed and the nurse was excellent aswell

383. Despite dealing with multiple lesions, the procedure was virtually painless and very efficient (5 lesions in one go!). Both Dr Kittel and Nurse Nikki were friendly and occupied me with a good chat. A truly stressless experience.
384. The procedure was quick and painless. I am so impressed with everything. Dr Kittel & the nurse were conversing with me during the procedure & before I knew it the procedure was over. I was so comfortable & satisfied with my whole experience.
385. "Dr Kittel & the nurse made me feel at ease, I felt very relaxed as the procedure was carried out. We were chatting away & my cyst was gone almost before I realised they had started. At the beginning the nurse asked Dr Kittel if he wanted 5mg or 10, I believe this was for the anaesthetic, he said 5mg will be fine, I thought will 5 be enough? It definitely was enough because I didn't feel a thing!"
386. The procedure was quick and painless. Dr Kittel was charming and the Nurse amazing and friendly
387. everything went smoothly no concerns or worries and Dr Kittel and nurse explained everything during procedure
388. "The lump on my leg I thought was a lipoma but turned out to be a cyst. Dr Kittel dealt with the change in situation and procedure incredibly professionally with his nurse Nicki the cyst was dealt with removed cleaned and stitched up quickly. They both gave me a lot of confidence in their abilities and I felt very safe and comfortable throughout the procedure. Luckily I haven't had to deal with anything like this before but I would highly recommend Dr Kittel."
389. I was pleased how relaxed everybody made me feel.
390. The staff kept me at ease and well informed
391. During the procedure Dr Kittel was amazing, it was seamless and quick, he explained everything he was doing during the procedure which definitely helped keep my mind at ease. It was completely painless.
392. Excellent professional treatment from Dr Kittel and the nurse during the procedure

393. "Kept checking that I was pain free. Talked me through what was happening."
394. I felt very comfortable during the procedure. The wound was very neat, no longer than necessary and followed the body contour.
395. Dr Kittel is a top notch surgeon and felt very safe in us hands, great service and kept me informed throughout the procedure.
396. All great, both very caring and good at communicating.
397. The procedure was painless, efficient and I felt that I was in safe hands. However, it was a little unsettling to be told on the operating table that you changed your mind about the procedure and decided to cut out the lesion rather than scrape it. I do understand there were good clinical reasons for this and don't have a problem with it, but from a patient's perspective hearing this on the operating table isn't ideal. Not a big deal, but just giving you the feedback.
398. The procedure was explained thoroughly and I was given an indication of what to expect after the surgery.
399. "The surgical procedure was very well organised and entirely painless. Dr Kittel and his supporting nurse had a very reassuring manner and explained what was going to happen very clearly. Dr Kittel explained all the steps that were happening during the procedure and made me feel very relaxed. The whole process was over in next to no time and at no point did i feel any pain or anxious."
400. Thank you Dr Kittel for your very clear, simple video reminding patients of the aftercare advice you give at the time of the procedures. Thank you also for your skill in excising my very large lipoma so quickly and effectively. I also really appreciated the sensitivity with which you handled me, your acute awareness of any pain and your dedication to removing so many of my seborrheic keratoses, more than the minimum you had guaranteed within the time frame.

401. I had a positive experience during the procedure. Dr Kittel and the nurse were friendly and supportive, creating a comfortable environment where I felt relaxed. They kept me well-informed about the treatment throughout the process.
402. Dr Kittel is an absolute professional in his work and puts you at ease throughout the whole process
403. Everything was fine, no pain, no worries. The procedure was carried out efficiently and with respect and was finished it seemed so quickly as I was chatted to and made to feel comfortable..
404. The procedure went very well, in my opinion. Dr Kittel talked me through each step of the procedure. Together with the friendly chat and procedure guidance, Dr Kittel and Nikki provided a great distraction during the procedure. I felt reassured that I was in very good hands.
405. Both Dr Kittel and the nurse were lovely. The nurse talked me through what would happen, made sure I was comfortable and settled. Dr Kittel explained at every step of the way what he was doing, and was happy to answer questions. The nurse was super helpful making sure I was comfortable. Afterwards she was lovely even though I felt a little dizzy and made sure I was looked after and safe.
406. Very quick and efficient, but Dr Kittel and Niki took pains to ensure that I was relaxed and comfortable. I felt that I was a person, not a 'patient'!
407. Was made to feel comfortable and procedure was over quicker than expected
408. I was made to feel comfortable and relaxed despite my nerves. Excellent service and would highly recommend.
409. It was all handled extremely professionally but with extreme kindness too and at no point did I feel anxious or worried.
410. Great treatment - I literally did not feel a thing - very pleasant experience and I would definitely recommend your services.
411. "Dr kittel and his team was excellent, very professional and very friendly.
412. Felt relaxed and happy during procedure ,

413. Would highly recommend Dr Kittel and nurses"
414. "My daughter is only 15 and both dr kittle and the nurse were amazing with her I just really appreciate that after all these years that this has now been removed. I can't wait to hear from the lab results to see what it actually was as we have always been told it was a cyst."
415. It was stress-free, pretty much painless and over very quickly. Dr Kittel and the nurse were very reassuring and explained exactly what was happening at all times.
416. I love that Dr Kittel explains everything that is happening during the procedure in detail.
417. 100% professional, friendly, could not fault any aspect
418. It was very professional and I felt included and listened to
419. A simple procedure carried out quickly.
420. This was my first time ever having surgery and I think Dr Kittel did great performing the surgery and kept me calm during the process. There was slight pains here and there but I expected it but straight away Dr Kittel numbed that pain and continued cautiously. He was chatty during the procedure too so I wasn't thinking about what was going on and before you know it it was done.
421. Everything was explained as they were happening and both Dr Kittel and the nurse constantly reassured me. The procedure was very quick and efficient.
422. I went my self for the Surgery, I was very scared But Dr Kittel & Nurse were so nice, caring & professional. They comforted me very well. We were talking during the procedure. I didn't felt that i was having surgery. They explained very well & gave the after care advice With video.
423. The procedure was very quick and absolutely painless which i was not expecting so that was a pleasant surprise it went very well and the local anaesthetic did not make my whole face feel numb i just felt painless which was good

424. Prior to the operation, I was already very pleased with Dr Kittel consultation. Although I was very concerned about my sizeable Lipoma removal, (especially not having any medical procedure since the age of six) his thorough answer to all my questions made me feel very confident that all would be well. During the procedure both the Dr and his nurse made me feel very relaxed. It was a very friendly atmosphere with lots of conversation. Dr Kittle explained things as they were happening and without doubt I felt I was in the hands of a very skilled and experienced doctor, and a caring nurse.
425. No relevant comment.
426. It was very comfortable thanks
427. Dr Kittel and his nurse took great care to ensure that surgery took place in a relaxed, yet focused atmosphere. I had all the information I needed and every step of the procedure was explained in detail.
428. Dr Kittel and the nurse were incredibly friendly and caring. I was quite nervous and they put me at ease well, making conversation to distract me and involving me in the procedure. They both seemed to get satisfaction out of solving my skin issues for me which I appreciated!
429. Clearly explained and painless.
430. Constant reassurance and explanatory dialogue throughout the procedure . Even had time to laugh about things . Relaxed approach but extremely efficient
431. Excellent experience. Very quick and painless procedure
432. I was well informed again about the procedure. I had no issues whatsoever at any stage.
433. Not only I was I involved but also my husband who really enjoyed having everything explained to us both. I knew what was happening at every step along the way. There was no real pain other than a pinch from the numbing injection. Dr Kittel is incredibly skilled and the nurse was lovely too.

434. I felt very comfortable during my ear lobe surgery and Dr Kittle and Nurse Nicky kept me informed and were very reassuring.
435. Dr Kittel was extremely competent and reassuring as were his entire team.
436. DR Kittle was very good at explaining what he was doing during the surgery and happy to answer any questions I had.
437. I felt very comfortable, and Dr Kittel talked me through everything he was doing at the time. Communication in a very friendly manner was great.
438. Surgery was professionally done and the bedside manner of Dr Kittel and the attending nurse was top notch.
439. Very efficient. A friendly and relaxed environment which is very reassuring for a patient.
440. I felt very calm and relaxed during the procedure. I cannot fault my care and treatment.
441. Friendly, clean environment with explanations along the way.
442. "Very professional and clinical but with friendly and welcoming manor by both Dr Kittel and the nurse. This was exactly what I was hoping for when attending a minor surgery appointment."
443. "During the procedure, we found out that the lipoma was a lot deeper than first expected. Unfortunately, I had some pain whilst trying to remove the deeper part of the lipoma. Dr Kittel and the nurse were excellent in helping calm me down and apologising for the pain. I would like to thank them both for reassuring me and helping me through that sticky patch."
444. I felt well looked after. Efficient procedure. I was made to feel comfortable with no concerns
445. I really appreciated being talked through the whole process and Dr Kittel allowed me the opportunity to ask any questions I had. The team were really caring and thorough and I would not hesitate to recommend them.

446. All quite straight forward with pleasant interaction with Dr Kittel and nurse Nicky during the procedure.
447. Dr Kittel was very friendly and professional. He made me feel relaxed in his more than capable hands
448. "On the day of my procedure, I was very nervous, but both Dr Kittel and Nurse Nikki were so kind and caring. Dr Kittel explained everything as he worked and it was all over so quickly, with no pain at all. I couldn't believe it."
449. Very professional
450. I was made to feel very comfortable and at ease.
451. Despite being a bit nervous, the environment during the procedure was relaxed ensuring the procedure went smoothly. Easy and fast.
452. The atmosphere in the room was very calm. I especially loved the quiet classical music. I felt completely at ease. Dr Kittle explained every step of the procedure. The anaesthetic did not cause me pain, only a little discomfort which is to be expected. I had a pain free procedure and stitches.
453. they were caring, funny and kept me posted on what was happening
454. They looked after me, especially as I almost passed out!
455. Quick and painless procedure, everything explained clearly and concisely. Very kind and efficient staff.
456. I didn't sleep well the two previous nights worrying about the procedure. But how unnecessary that worry was..I truly couldn't have felt more comfortable and in safer hands as I did with Dr Kettil and Nurse Nicki. They were extremely professional and experienced at what they do I must say first. Secondly they are such wonderful personable people, and I can honestly say it was a pleasure just to spend some quality time with two really nice decent human beings. I truly cannot recommend them enough to anyone. In fact I am going to confidently recommend TVSS on my Facebook page for any of my friends to turn to should they need Dr Kittels services in future.

457. This was my second operation; so, I more or less knew what to expect.
458. Calm, friendly environment with background music and pleasant conversation which added to a relaxed experience.
459. Explained everything well and seemed very attentive
460. Procedure went better than I expected. I was very anxious about it but the team made me feel very calm.
461. Procedure much quicker than expected. Having attended tvvs previously, everything was good.
462. Treatment was excellent. Everything was explained and I had no concerns.
463. "I was put completely at ease by Dr Kittel and the nurse assisting. The procedure was much quicker than I had expected and absolutely pain free."
464. I was very very nervous before the procedure. So nervous, I actually burst into tears! Dr Kittel and the nurse (I am really sorry, you did tell me your name but I was so nervous I cannot remember it for the life of me!) we're AMAZING with me. Really calming and supportive and re assured me. The procedure was absolutely fine! It was completely numb and couldn't feel a thing. Thank you so much!
465. I was put at ease and the procedure was explained very clearly to me throughout.
466. Dr Kittel and the nurse kept me feeling relaxed and comfortably the whole time saying what he was doing and making sure I was in no pain throughout the procedure. I thought they were very professional in how it was carried out
467. Described what was going on the whole time , felt at complete ease
468. The procedure went very smoothly without issue, in fact watching the aftercare video probably took longer

469. "Dr Kittel and his nurse were very kind, explaining everything clearly all through the procedure. I was pleased at how pleasant and professional they were so that the experience was a very positive one. The videos were a great help, being particularly clear and informative.
470. My thanks all round!"
471. I felt well informed and safe during the procedure. Both Dr Kittel and the nurse Nicky were very competent and helped make me feel relaxed.
472. Was walked through the procedure as was happening and any questions was answered there and then. Nurse was very good too. Felt at ease and felt was seen with competency throughout.
473. Dr Kittel was very patient with me as I was very nervous and talked me though the process. Nicky was very supportive through the operation and put me at ease.
474. never felt a thing, Dr Kittel had to tell me he'd finished
475. None
476. Very straightforward and professional approach, explaining the procedure and what to do afterwards. The surgery, closure and wound dressing were competent and painless.
477. Simple, very quick and all done in an easy professional manner.
478. The background music made feel calm, talking to me made me feel part of the procedure. In fact I searched on Internet and found good reviews about Dr. Kittle, that made me make my decision.
479. Very calming nature and quick to get the work done
480. During the procedure Dr kittel was very calm and was making sure i was ok and he was explaining what he was doing as he was doing the surgery. I felt very calm and relaxed
481. "The staff were great, explaining what was going on. Relatively painless. Dr Kittel and his nurse explained everything to my partner specifically how to take out the sutures. I was given a cup of tea as I did feel a little off. My fault in not eating much beforehand."

482. I was very impressed by the smooth organisation of the booking procedure and the consultation. The procedure was carried out very efficiently and took no time at all. All in all a good outcome from something I had been putting off for quite a while.
483. I found the staff very helpful and I was fully informed regarding the procedure on arrival. My experience was painless and not in anyway stressful.
484. "Just to talk directly to me, the patient, as opposed to my mum who was just there for support. Otherwise absolutely amazing service, definitely will return if I need to! Leanne was really supportive with scar advice too!" [I am really sorry you felt we talked more to your mum than yourself. That is not what we are aiming for. I sometimes concentrate on the surgery and my nurse likes to talk to the relative you brought along, which is wrong and from which we will learn!]
485. All went very well.
486. I was made to feel very safe and comfortable.
487. Very happy with surgery Dr Kittel and nursing care was excellent
488. Very calm and friendly made me feel very welcome and safe
489. "Generally Dr Kittle made the whole operation feel relaxed and he inspired confidence. It was rather unnerving that he didn't have the right glasses for the sutures for my face, and had to make do with the ones he used for my back. (The glasses were in the drawer as Dr Kittle saw them after the operation but the nurse didn't find them at the time). After the procedure I watched the video in the waiting area as instructed. The nurse told me she'd be happy to answer any questions when I'd done this, and told me 'just to knock' . I knocked, no reply. She ignored me when she came to collect the next patient so I had to interrupt. She wasn't able to answer my question. (It was subsequently answered in the discharge letter)." [sorry you felt operational issues were interfering with your care, but I can reassure you that if I do not feel safe, I don't continue surgery.]

490. I found Dr Kittel and assistant nurse Nikki Wise to be helpful and reassuring. The procedure was completed on time with no delay. I was very happy with the experience.
491. Faultless. The procedure was quick and painless. Dr Kittle and the nurse made me feel at ease and consistently spoke to me. They are very kind and caring professional people.
492. The clinic staff and Dr Kittel set me at my ease and were very professional and caring.
493. Dr Kittel and the nurse was very caring, Dr Kittel explained everything as he was doing the procedure he is very friendly and professional and makes you feel at ease
494. All very straightfoward and quick. Any questions I still had were answered and the team wss very approachable.
495. Felt very comfortable You made me feel calm, I felt no pain. Overall experience was just wow so can't believe it was it was so easy to get my life partner removed.
496. Dr Kittel explains everything and offers reassurance throughout the procedure. Nurse was very helpful and made me feel at ease.
497. Dr Kittel and Nikki absolutely lovely again explained fully what was going to happen. Made me feel at ease. Very quick procedure, really looked after me.
498. Surgery was very quick and painless.
499. I felt very relaxed and well informed throughout - thanks so much as I was rather nervous beforehand

500. "I arrived at the clinic about 15 minutes before the scheduled time, and was called just a few minutes later. The nurse was very pleasant, reassuring and helpful. Dr Kittel then applied the anesthetic and removed the wart. I only felt a slight prick when the anesthetic was administered, nothing during the operation. Having expected that, as the affects of the anesthetic wore off, there might be some pain necessitating pain killers, I was pleasantly surprised when there was none, and none since. The only thing I noticed following the procedure was a slight 'drooping' of the lid of the adjoining eye, but, after a few hours, I felt the droop disappearing, looked in the mirror, and it was gone." [Dr K: It is correct, we can often bring in people early if they arrive early and sometimes we can bring you in early because somebody is running late. It is also correct that local anaesthetic can temporarily impair lid function, but this will return as I explained to you on the day]
501. The surgery was great, if you can describe surgery that way!
502. The procedure was painless and professional. I was in and out very quickly without feeling rushed and able to carry on a busy day of work afterwards. Surgery booked in for 0825.
503. Bit heavy handed when cleaning my eyelid prior to surgery.
504. Everything was quick, stress free & didn't feel a thing. The whole experience has been excellent from start to finish
505. During the surgery both the doctor and the nurse were very reassuring and made sure I was fully comfortable. They also talked me through everything that they were doing which was very comforting.
506. Dr Kittle was calm, skilled and quick. I think it took 15 mins from entering to leaving.
507. Dr Kittel put me at my ease and inspired confidence. The procedure was quick and simple and is healing well so far. The nurse was very kind and supportive.

508. Not sure if I paid for 2 moles to be removed or 4 as they expected to remove 2 from forehead and 2 from nose. While I have 1 larger and 1 very small mole on both I thought I had made it clear I just wanted larger ones removed which is what was done and very happy with
509. It was all very quick and easy
510. Very fast and friendly staff.
511. Reassuring, was relieved to hear that there would be less bleeding and a smaller wound than people tend to expect!
512. Was very reassuring throughout as I was nervous about being stitched after bad experience years ago and have to say I didn't feel any pain at all and was over very quickly
513. "Both before and during the surgery, Dr Kittel and the nurse were reassuring, kind and gave me opportunities to ask questions. The relaxed environment, easy conversation, genuine interest and ongoing updates on what was happening made the whole experience stress free and calm. I had every confidence in Dr Kittel throughout."
514. "During the whole procedure experience I was made to feel extremely relaxed and at ease. Both Dr and assistant explained everything thoroughly and answered all concerns that I had. I would recommend DR Kittel without hesitation."
515. There was good communication and I felt reassured throughout the surgery itself. The atmosphere was also very relaxed.
516. I was exceptionally nervous and Dr Kittel's nurse was extremely caring and attentive to that. Everything was very professional and Dr Kittel was very efficient. There was no pain at all and the procedure was done much quicker than I had imagined. The wound was immediately extremely neat and clean. The lovely nurse went above and beyond to make sure I felt comfortable, re-assured and calm. Thank you!
517. I was extremely nervous and Caroline helped ease my worries. Dr Kettel was extremely informative and relaxed me during surgery.
518. Wonderfully easy and put my mind at rest.

519. "This is my second appointment for the removal of more lipomas. The surgery was completed very efficiently, and Dr Kittel explained everything during the operations. The atmosphere is very relaxed, and Nurse Nicky was very helpful. Thank you both."
520. Dr Kittel and Nikki made me feel so at ease, the procedure was conducted thoroughly, safely with the highest level of care. I was extremely pleased and I highly recommend Dr Kittel. Thank you both Dr Kittel and Nikki for making me feel at ease and so comfortable.
521. Painless, straightforward and quick!
522. Very good, well organised
523. "Procedure was fine. I felt that I was in the hands of a professional, experienced team. I was confident of a good outcome, and confident that if something did go wrong it would be dealt with competently. It was the impression I had gained when looking for treatment, and the reason why I came all the way from Cardiff - where I could only find treatment in ""beauty parlours"". I didn't know how much discomfort to expect during the procedure (shave excision) and was a bit taken aback when the excision started without any local anaesthetic. It wasn't a problem, and the level of discomfort was low, but I would have appreciated a bit of warning." [Dr K: I think you probably mean the local anaesthetic had not quite taken yet? We don't start without local anaesthetic. I can reassure you that this is very rarely the case as you can also see from the other comments and the comments from previous years]
524. Told throughout what was happening listening to classic music
525. The surgeon was friendly and put me at ease from the start
526. Pain free and very quick! Brilliant service.
527. Yes, it was a surprisingly enjoyable experience. I had some anxiety but both Dr Kittel and the nurse (apologies I can't remember her name) were super friendly, very relaxed and I formative that I soon relaxed and the process was so quick yet professionally done that it was very welcome

- 528. Felt at ease the whole time, talked to during and explained what was happening
- 529. Quick and easy
- 530. Totally relaxing and pain free
- 531. Very nice people loving and caring I wish all could be like this.
- 532. I was well looked after and reassured at all stages during the procedure which was carried out very quickly & painlessly.
- 533. Didn't know that lump was removed because surgeon was so good at his job.
- 534. The procedure went very well, we were seen on time. The nurse and Mr Kittel were very kind and professional
- 535. I was made to feel very relaxed throughout the procedure because of the very good nature and professionalism of Dr Kittel and the Nurses.
- 536. Painless and completely professional
- 537. During the operation Dr Kittel and the nurses were very helpful and informative and I felt as if I was at some gathering having a chat with family and close friends, absolutely amazing A1 service.
- 538. Very relaxed and I was informed about all parts of the procedure.
- 539. Friendly, professional, relaxing, quick
- 540. Dr Kittel and the nurse could tell instantly that I was very nervous and they were so good at calming my nerves. I was reassured about everything and had complete confidence.
- 541. the procedure went very well.
- 542. Dr Kittel and the nurse were very calm and reassuring during the procedure. Everything was explained. The procedure was short and painless.
- 543. I have to say the procedure was a very relaxed experience. I was quite nervous beforehand but their calming presence, calming music and every day conversation made me feel very relaxed.

544. "All OK Very reassuring and informative"
545. Very relaxed atmosphere and would recommend to other potential clients
546. Im fortunate enough to say this was the first time I had ever been in a hospital setting for anything so I was a little on the nervous side. Dr Kittel and the Nurse made me feel like i was in safe hands which was very calming. They talked me through everything. And to my surprise what felt like a few minutes later my surgery was complete and stitches were in.
547. During the procedure Dr Kittel explained everything that he was doing which help put me at ease.
548. Made me felt at ease, I am normally an anxious person, but the team were very professional with the procedure.
549. They added a bit of humour as well which was appreciated
550. It was fast and just done very well I don't have any complaints or anything like that. I thought the whole thing was very streamlined and smooth
551. Great,!!
552. Very professional and very friendly would recommend 100 % thank you
553. Easy and very caring, Mr.Kittle was a great Dr, who made me feel very comfortable.
554. Dr Kittel and the nurse were very friendly. They made me feel at ease and answered all my questions in a professional, friendly and patient manner.
555. I was a bit nervous arriving, but Dr Kittel and the nurse soon calm my nerves. It was pain free which I wasn't expecting. I did ask what other minor op's they do, and I will definitely be using Dr Kittel again for a few other procedures.

556. All explained prior to and during the operation what the procedure entailed accompanied by lighthearted chat and reassurance from Dr Kittel who clearly had performed this type of surgery many times.
557. All it was good. The Dr Kittel and the nurse were very careful.
558. Felt very relaxed and comfortable and reassured as was bit nervous . Felt no pain just some rubbing on cyst
559. Very friendly and helpful advice. Honest discussion about a a concern I had, and no pressure to continue with a treatment that had some issues. Treatment was comfortable and Dr Kittel ensured I was OK and had no pain. Excellent.

Comments about experience AFTER the procedure

560. I had to go back to have my stitches removed. It was painful and Doctor Kittel kindly offered to make an injection if required so that I would feel no pain. Nevertheless, he was very good at removing the stitches and an injection was not needed after all. Again, fantastic care of his patients. I can only recommend Doctor Kittel for his professionalism, kindness, attention to details and desire to achieve the best results for his patients.
561. "Following the procedure one was asked to rest and recover for a short while, during which a video was played clearly highlighting the patient's appropriate aftercare of the wound area. In addition a personal report was provided of the surgery that Dr Kittel had performed"
562. Everything explained verbally and backed up with video and written documents.
563. The aftercare is as excellent as the pre treatment care. Information and videos are shared which leave no questions unanswered
564. Dr kittle sat down and went through on what to expect and asked me to watch after care video as well before I left so am very happy with the service from the TVVS team

565. The aftercare video was informative and we felt comfortable leaving with everything in hand. Still unsure if I'd rather have stitches removed at the hospital rather than at home due to feeling anxious.
566. The aftercare procedure was reassurance with all the information I need and tube videos were great.
567. I have had almost no discomfort, and no need at all for pain killers. The after care information is great and the stitch removal video clear.
568. Information about after-surgery care is clear and helpful. I await to see whether that also applies to suture removal.
569. I had good advice from the nurse and I've received a helpful video from Dr Kittel that I can refer to after the procedure.
570. Dr. Kittle took time after the procedure to personally explain the aftercare required and to confirm that I had received the email with these details - the video and supporting document were very clear and helpful.
571. All good no complaints
572. After care was explained by a video before and after surgery, as well as Doctor Kittel advising immediately after surgery
573. I would recommend Dr Kittel to anyone that needed the services he provided. Quality work at very reasonable prices (best I had seen)
574. Clear post-op instructions and thorough advice.
575. Not happy with the outcome on my left ear, looks awful now I have wait a further two months before they will look at sorting it out then will have to start the whole healing process left feeling very anxious and upset about my appearance.
576. Excellent
577. I would not hesitate to recommend Dr. Kittel and his team. I found the service to be completely transparent from start to finish. The aftercare immediately post surgery was first class. Everything was explained in a clear and concise manner.

578. it would have been good to have a few after surgery dressings supplied in case of bleeding which i had
579. Amazing helpful to refer back to the link
580. Very detailed and useful
581. "I had lots of aftercare info forwarded to me beforehand, everything has been very helpful as it can be difficult to absorb lots of spoken information, but easy when it's reinforcing what has previously been sent via email. I've subsequently watched Dr Kittel's aftercare video which reinforces anything that might become necessary or is useful. I had already purchased TCP antiseptic, Kelo Cote Silicone Scar gel, & had been on vitamin D (2000) for several months beforehand so increased this to 3000."
582. I was happy and emotionally at the same time because it was unbelievable that I don't have lipoma in my shoulder anymore. Now I'm free like other people. It was a good feeling.
583. Dr Kittel and his assistant answered all questions and worries I had and gave me all the relevant after care information that was needed.
584. Good aftercare advice. Suture removal video particularly helpful.
585. I like the reassurance and professionalism of Dr Kittel and the team. The procedure was really fast and not painful at all. I've happily returned waiting for the minor wound to heal.
586. Good post-procedure instructions and advice, personally, via email and video.
587. The personal de-brief and the video were very clear - I will wait to see whether my wife has the courage to take the stitches out! However, I am aware of the fall-back options!
588. I am a week after the op, and have had no cause to contact the team. This is in part due to the clear post-op video guide and explanations on what to expect. Everything seems to be as it should.

589. "I was quite surprised the was not part of the overall procedure. I would of expected an inspection of the procedure although I'm not experiencing any problems" [*comment Dr K: I appreciate you are used to an NHS system that funds everything and where everything is free. Unfortunately, this is not the case in private medicine. Everything has to be funded by the patient. Thus, we can either charge you personally or increase our prices for everyone to include certain services. However, this means that people who do not have stitches or are happy to remove their own stitches or go to their with our video or go to their NHS surgery for free have to cross subsidise patients, who would like to come to see us for stitch removal. We transparently explain in your quote and on our website that suture removal is extra and why. But we cannot help patients not reading the information. I hope this is acceptable to you. Compare also comments made in 567, 645, 584, 663, 726, 737, 743, 767, 907]*]
590. Very professional, friendly experience from booking to procedure
591. Stitched were a little more difficult to remove than it seemed to show in the video., but I had no problems at all.
592. Has all been very straightforward
593. Nicki and Chantelle bandged me up as I had had numerous lesions removed and gave good advice on aftercare.
594. The after care information was concise, clear and informative
595. i followed the Aftercare as advised and healing has gone very well.
596. Everything was very clear in the aftercare video, the aftercare letter and what was explained to me verbally immediately following the procedure.
597. All went very smoothly and professionally
598. All information provided was very useful.
599. no mention of when to apply aftercare, how long etc
600. I am looking forward to wearing shirts and jackets which are not disfigured by my lump.

601. The dialogue between the nurse and Dr Kittel was excellent.
602. As usual Dr Kittel made sure that enough time was taken following the procedure before I left the clinic.
603. The day after I contacted Frankie about the bleeding and she organised for me to send visuals and then make an appointment with Leanne to come later that day. Leanne redressed and assessed the wounds and was happy they looked fine. I felt much better.
604. The nurse moved me into a separate room and invited my wife in, which I appreciated. After care was explained in detail by the nurse and Dr Kittle who came in to see us. He also send an aftercare email & video which I really think is important as I have referred to it already a few times.
605. Dr Kittel and Sister Rogers both checked in on me to make sure I was OK post procedure. I was able to leave much quicker than I expected.
606. Once again I felt very at ease with both Dr Kittel & Leanne and yes the email was sent to me once the procedure was completed
607. "Based on a call on 5th October it appears I have now stretched my scar.
608. My lump was a pilar cyst and not a dermato fibroma. I believe a pilar cyst can be drained by cutting into it and draining the insides, without having to remove the whole cyst via cutting it out. I appreciate we didn't know that it was a pilar cyst at the time but if we could have drained the cyst it would have avoided having to cut it out.

609. I appreciate that my actions have stretched the scar and in hindsight I am thinking I should have left the stitches in longer and really thought about my everyday actions like washing up etc. I took the stitches out at 10 days (minimum quoted). I am a very active person and maybe a question on my day to day activity level should have been asked earlier and the advice adapted to me, emphasising the severity of the potential issues. If I had been told to leave the stitches in to the maximum date of 12 days and if I'd been strongly warned about doing too much I may have adapted my behaviour. However I got the impression that if I put some tape on the scar during a bit of exercise it would be ok so that's what I did, but it obviously wasn't enough"
610. "After care was very good
611. I definitely recommend coming here"
612. Good explanations, all fears dispelled
613. The after care was all very clear.
614. The whole procedure went very smoothly. Dr Kittel said he was confident there would be no scarring after the removal of my mole which was on the side of my nose. He was right, it's now two weeks post op and you would never know I had a mole there in the first place. I would 100% not hesitate to recommend Dr Kittel.
615. I felt that I was in safe hands. I had a chat with Nicki the nurse when I was recovering who gave us useful information about aftercare and removing stitches etc.
616. As above
617. It was a minor procedure so not much attention was needed. I was allowed to wait on premises with frequent checkins to confirm how my wound was. I felt supported throughout.
618. Made sure everything was ok and explained aftercare before I was released.
619. Excellent video provided which addressed any residual queries I may have had.

- 620. healing nicely
- 621. Every thing was explained
- 622. The area I mentioned above was extremely painful for a couple of days whilst the other 3 areas I never really had any pain or problem.
- 623. After watching the video it was clear how to look after my wound which has healed remarkably quick, after six days it looks almost completely healed.
- 624. Both Dr Kittel and the nurse gave me excellent after care advice. Dr Kittel's gentle, calm manner was greatly appreciated.
- 625. All the information needed was provided and I could not fault the aftercare at all
- 626. Wound is healing well.
- 627. See above
- 628. Was looked after really well doc and nurse kept me and checked on me.
- 629. Perfect stitching, 5 days after cut is barely visible
- 630. Good equipment to remove stitches at home and very clear video.
- 631. Removing stitches was simple and straightforward.
- 632. I was given time to recover and also given very clear instructions of how to care for my eyes and when it came time to remove the stitches the nurse was wonderful!
- 633. The aftercare video link by Dr Kittel was helpful and reassuring.
- 634. We were given very clear instructions on aftercare, given a stitches removal kit which was very helpful
- 635. The nurse allowed me to rest in the room next door after the operation. I didn't feel good 10 minutes later but she looked after me got me some fresh water and biscuits I'm glad I stayed! Thankyou
- 636. A cup of tea would be nice

- 637. It's too early to talk about scarring, but my first procedure left a negligible scar, and I was completely satisfied with the outcome.
- 638. Loving it, no complaints at all
- 639. Dr Kittel's stitching technique is very good, the wound is very small, I am very satisfied.
- 640. All explanations and processes were as good as one could wish for from all staff involved. Improving on this level of care and professionalism would be very difficult.
- 641. Easy to follow and comprehensive.
- 642. No concerns
- 643. After care is well explained.
- 644. Everything explained with the dressings and stitches, side effects, after care video to watch and telephone number to call for any questions or concerns
- 645. After care was really simple, wash arm on day 3 carefully and 10 days after procedure, I used the self stitch removal kit provided to take stitches out. Any questions were answered by the clinic and again when I emailed Thames valley surgical service someone would get back to me as soon as possible
- 646. The leaflet, the video and verbal instructions from the Lead Nurse Leanne are all adequate and very helpful.
- 647. Dr Kittel & the nurse explained everything I had to do to expedite recovery
- 648. everything was great could not fault
- 649. The instructions I received for aftercare were very clear, precise and helpful.
- 650. The videos were thorough and explained aftercare well
- 651. Dr Kittel made sure I was aware of the aftercare and also answered any questions I had.

652. Excellent
653. Perfectly adequate. The stitch removal video was very informative and useful.
654. Everything explained fully and provided excellent advice for after care.
655. The little videos are great. Would be nice to have more info on other people's experience of healing/what to expect.
656. I had a query about how long I needed to keep the wound dry and you responded very quickly, thank you.
657. The procedure went very smoothly and I was given clear instructions on how to care for the wound.
658. Following the procedure all necessary information was provide clearly on how to protect and care the wound site and also the process of healing and what to expect of the scar site. Videos were also very helpful in explaining what to expect.
659. The only reason I have given 4, not 5, above is that the aftercare email is necessarily a general one and I can't remember whether the lipoma dressing was to be removed after 48 hours, 72 or one week. It would be useful after the procedure to write that specific instruction down for a patient.
660. The information sent via email was adequate.
661. I found the aftercare video extremely informative and stuck to it and in just 7 days I have almost no mark left on my face it has healed remarkably well
662. I was given advice at the end on how to take care with the stitches.
663. The information provided directly after the procedure was well timed and worded in easy to understand language. This information, together with Dr Kittel's advice, didn't miss anything out. The aftercare video, aftercare written instructions and stitch removal video are well thought out providing reassurance. Knowing that Dr Kittel's team is just a phone call away if in doubt also helps a great deal.

664. I received an email report about the procedure very quickly, Dr Kittel talked me through aftercare immediately after. Aftercare video and video on how to remove sutures was also very useful.
665. My husband and I appreciated the brief post-procedure conversation with Dr Kittel in which he pointed out the aspects of aftercare that were relevant to my situation.
666. Videos are helpful as was Dr Kittel and nurse.
667. I should have picked up about the vitamin D before the operation but missed that.
668. "Everything was brilliant after the procedure No bleeding , stitches are good . Swelling went down after a day , which Dr kittel said would happen . Was advised to take paracetamol which I did . Everything has been fine . Very pleased"
669. Excellent video and explanations
670. After care instructions have been very clear. 'I am yet to remove the stitches.
671. Aftercare is discussed right after the procedure and valuable information in writing and by a video link is provided.
672. Again, quick to respond and clear communication which is reassuring and excellent service
673. Aftercare in my case is minimal but was explained adequately. Operation report received promptly as was a refund for an unused service (deemed unnecessary due to a change in circumstances).
674. The team provided me with a post surgery stitches removal kit which was helpful. I had reached out to the team after my surgery and after the removal of the bandage and they were very helpful with questions I had about post care.
675. The aftercare video, leaflet and verbal instructions were all very good. I have had no worries since having the procedure done. Everything is healing well.

676. "Everything went very well & I removed the stitches at home followed by Dr Kittel video. It went well & smooth. It's healing now. I feel so much better & getting back my confidence. Thank you so much Dr. Kittel."
677. I would have liked to see the wart afterwards just out of curiosity to see how it looked cut off but no big deal I understand he had someone booked in after my surgery
678. After the procedure I received both the email aftercare information and advice from Dr Kittel. Both himself and the nurse made sure I was relaxed and happy before I left.
679. All good.
680. Great job thanks for Mr Kittle and the nurses too.
681. I liked the fact that aftercare was explained in a video and that the relevant documents arrived instantaneously
682. The wounds have healed well and quickly
683. "I have waited until my stitches had been removed before replying. That has now been done so I would just like to say that the whole procedure was clearly explained and everything went smoothly. Thank you for removing the cyst and thanks to your assistant who was professional and friendly.
684. Yes the aftercare information is very comprehensive . The video and advice is a must to ensure the patient knows what to do to make a speedy recovery
685. All good again The information is detailed and easy to follow.
686. Wound healed perfectly and the stitches came out easily with the kit provided. Pretty much no scar. The lump removed was on my head so I was worried about a bald patch but it's almost like the lump was never there.
687. Having kept pressure on the wound for about 30 mins I was discharged with no discomfort. There has been a little bleeding under the plaster, which I have covered with another plaster.

688. I am 6 days post care and no issues all healing well
689. The surgery gave me the time I needed after the surgery and supplied me with aftercare videos.
690. The procedure was all over very swiftly. I was given time to recover, and I was told what I needed to do next. I could ask any questions I wanted, no matter how stupid it may have sounded.
691. Clear instructions for aftercare. I knew I could contact TVVS if I had any issues or queries.
692. After my procedure I was reassured if I was worried about anything there would be someone I could contact.
693. Speedy after care notes emailed
- 694. "I received lots of information in different formats including videos. All paperwork could be completed remotely which suited my circumstances. I received good post procedure information which included another video. I promptly received my procedure report and GP letter. Very thorough, very professional"**
695. I would recommend Dr Kittle to my friends and neighbours.
696. All explained very eloquently in the aftercare video.
697. I don't have any kind of scar and wouldn't hesitate to return to him
- 698. "After the procedure, I was given both verbal and written instructions on how to care for the wound. Any problems that may arise were explained honestly and carefully, telling me how to cope with them, should they arise. Dr Kittel came out to speak to me personally after the procedure and just check that I was alright, which I thought was really nice of him."**
699. I received all information before leaving hospital
700. Information sent is very informative
701. I was allowed to lie down and rest afterwards and was not rushed in any way. I had no bleeding afterwards and was happy to go home.

702. Excellent aftercare, everything explained, I really appreciated receiving all the information I needed via email before I left the building.
703. I came and paid for the removal of a Lipoma Removal on my forehead and a Tag on my neck. Dr Kittel removed a further Lipoma close to my ear at no extra cost! That gesture I will never forget and I thank him very much for his kindness.
704. Efficient & friendly
705. I would like to give a huge thank you to DR Kittle and his team. They done an amazing job on a minor surgery on my lip which has healed perfectly.
706. No concerns. Awaiting confirmation of scan/scar and no return of growth.
707. "Today is day 3 after minor surgery. I have no infection and all is healing well. I have found all of Dr Kittel's videos to be very helpful."
708. Very clear information about aftercare both at the initial consultation and after procedure. I'm just 23 hours into recovery, but so far, so good.
709. Dr Kittel explained everything to me afterwards and within minutes I received an email on my phone about the procedure and everything to do with the aftercare so very good
710. This is still the day of the procedure so can't really answer this, follow up survey after healing process would be good
711. I was very well looked after following the procedure and informed of the next steps and aftercare.
712. Nothing to add. Aftercare email/video was enough

713. Everything was good after the operation and Dr Kittel made sure I was ok. I had to call on Tuesday 30th May as I had a swollen eye / eyelid . One of your nurses reassured me that this was normal , but to upload a photo and send it to them to make sure that's all it was . Maybe something could be written in the after care section of the information email as I was very concerned about the swelling, especially around my eye . I am still swollen and its moving down my face , which made me worry .
714. I think for a nearly £800 fee there should have been a little more willingness to have me back for stitch removal and, therefore, an on the spot healing appraisal rather than the admittedly polite "suggestion" that I do it myself.
715. everything covered online, all information required
716. None
717. The aftercare was explained clearly, face-to-face and in the videos on suture removal and scarring treatment. I have the suture removal kit and have arranged for a friend to remove the sutures after 10 days or so.
718. I havent yet had the results of the testing for the sample sent off although I was told I would receive these last week in a phone call.
719. Full instructions given and very easy to follow.
720. All good, I mean amazing
721. Everything was good
722. "Gradually my scalp got more itchy as wounds healed. We managed to get one suture out but not the rest because I have extremely thick hair that was similar in colour to the sutures. We paid a fee went back to the hospital so the nurse could remove sutures. No problem. The cysts were analysed and all is fine."
723. Dr Kittel spoke to me after the procedure, explained the outcome and made sure that I understood the wound care protocol.
724. Everything was explained to me and I have all the information I need.

725. I was very happy with the procedure to the eye especially Dr Kittel did an excellent job and he took time and care to minimise any scarring and you wouldn't know I had any thing done on my eye so thank you very much! I had a bit soreness due to the location of excisions called the nursing staff who advised what was needed and then booked me in to check on them. Both Nicki and Leanne were excellent and again thank you would not hesitate to use or recommend the service to anyone
726. Looked after well
727. I needed to check the information provided in the discharge letter regarding days to leave until removing the sutures as this was different from what was advised verbally after the operation (10-12 days in the instructions v 7 days verbally), plus I needed some further instructions/reassurance regarding suture removal. Leanne was brilliant - she responded to my email on a Saturday and managed the whole situation, including advising me how to remedy the skin reaction to the sutures that I experienced. She was friendly, clear, calm and inspired confidence at every step.
728. The after care was very easy to follow and more than adequate both verbally and via the links provided. Again, a faultless and friendly service.
729. Dr Kittel explained that all went well, and about aftercare
730. I was talking through what to do after my surgery, and if I had any complications or issue, I could come back to the surgery or contact them over the phone
731. After care was explained fully, face to face and email provided confirmation.
732. Again loads of information I watched a video whilst waiting afterwards. Dr Kittel and Nikki really took care of me
733. Both the aftercare video and the suture removal video were very clear. My wife was dreading the removal, but managed easily after seeing the video.
734. Video was very helpful

735. It is now nearly a week after the procedure was carried out, and the scar seems to be nicely dried out, and on the mend.
736. Explained in full detail & more, confident I won't have any problems
737. All the videos and discussion gave me exact and clear instructions what to do. They made it easy to follow.
738. Procedure was very quick. The result looked good straight away, better than I imagined, just a little redness where the moles were removed but no bleeding and didn't really need covering. I look forward to seeing the final results in a few weeks.
739. I have followed the after care information closely and so far, it's healing well. I know that I can ring if I need to which is very reassuring.
740. When I got the instructions I felt that they didn't match what was verbally mentioned. I just went with the more conservative advice from the email. If it was an issue I could have emailed and asked for clarification.
741. Aftercare video very helpful!
742. "A lot of info not necessarily relevant to my procedure. A shorter, specific fact sheet may have been easier.
743. A little worried about the indent left initially but soon filled out. Also haven't moisturised area at all but wondered about that as on face"
744. Given advice verbally too re what I should and shouldn't do while recovering
745. It was so quick and painless
746. My sister was able to remove the stitches following the instruction video
747. I have had no problems since and the healing looks as though it will be very clean and quick.
748. Everything was explained to me in terms i could understand.
749. Dr Kittel explained the after care which made me feel at ease and the options available in terms of removing the stitching.

750. Clear advice given for after procedure. Very happy with result so far. It's hardly noticeable!
751. Very good
- 752. "I appreciated having the aftercare info. Some of the advice seems to be aimed at other procedures, but when taken with the verbal ""debriefing"" by Dr Kittel it was very helpful. I felt that it reflected the level of professionalism and patient care that I had enjoyed throughout."**
753. Procedure very quick
754. Very informative and caring.
755. Again very good, the email, video and personal conversation with Dr Kittel afterwards was super helpful and very inormative
756. Great aftercare advice following the procedure and in the video
757. Great
758. Very fast process as nhs would have taken 12 months to do
759. The after-care video, together with the advice given after the procedure itself were very helpful.
760. This is a must for skin issues maybe the best in the country.
761. We received very clear instructions and information after the procedure. We were given contact details and a timeline for results.
762. Well informed about any eventuality, couldn't fault.
763. Information at the surgery backed up by email
764. Once again as mentioned the information package from start to finish and the videos have been very assuring and informative and never ever have I had this experience with even previous private medical service. Keep doing what your doing guys.
765. My wound healed perfectly and it looks amazing only 10 days on. My friend who is a nurse took my stitches out as they were so tiny. I'm not sure I could have trusted my husband.

766. I've had no pain at all after the procedure. I kept to their advice and took it easy for a few days.
767. Information all very good but would have preferred option of having stitches removed by TVVS rather than having to ask a family member. Also would have been beneficial to have been provided with a few spare dressings.
768. After the surgery I was to spend 20 minutes applying pressure so help with preventing bleeding and bruising (i have had no bleeding or bruising) whilst doing so i watched a very informative video on after care. Then spent some time with the nurse followed by Dr Kittel. I left 20 mins later well informed with everything i needed.
769. Easy to understand and use
770. "The video was OK, but I feel there was no real personal care. Almost like, here's a video, here's a pack to remove your stitches, away you go. I had a problem removing the stitches myself, and the people I asked wasn't confident enough to attempt it. Which I fully understand. So I called you to make an appointment for you to remove them for me correctly and safely. You wanted to charge me £35! I couldn't believe it! I ended up going to A&E and waiting for 3 hours to get them removed by a nurse. *[Sorry to be critical in this instance, see also comment 589, again, the fact stitch removal is not included is in fat print on the bottom of every quote we send. It is also explained on the website in the pricing list. Finally, the appointment in A&E will have cost the taxpayer £90 and is not really an appropriate use of A&E.]*
771. There were 3 bumps and a hole on one of the cuts once the stitching was removed, so I sent photos and asked for advice, just to be told that it could be a reaction.
772. Admittedly the bumps have reduced, but are still there, and the scarring is quite noticeable, but to be honest, I don't want to call you to discuss it, as I feel there's no care and I'll just be wasting my time."

773. "I just want to say how incredibly painless the surgery was and I was in complete disbelief as to how little pain there actually was. I broke my wrist and when the anesthetic wore off for that surgery i could feel the screws in my bone joining the plate and keep the bone in place i had to live on 1gramm of painkillers twice a day just to bear with the pain for days.
774. but this procedure was really nice I could sleep on the scar and sleep for 13 hours after the surgery because I was so tired and it never caused me any discomfort at all."
775. Great!!
776. Very professional and excellent information on aftercare thanks
777. Had my Xantheloma removed from both upper eyelids on 20th Jan(Three stitches both lesions) but within 24 hours two right medial stitches came off and the wound opened up. The next day I requested my dr friend who applied stitches again but they also come off the next 24 hours. I was working since today,I was free so I thought to give feedback.
778. Excellent, I was slightly concerned as my stitches felt quite and hot to touch where I had my Lipoma removed. I called Nurse Leanne, who instantly asked me for pictures, and reassured me that everything looks well.
779. In had a couple of questions which were promptly answered. Dr Kittel and the nurse made me feel very at ease.
780. The information I received was beyond excellent. Not many Dr's provide videos explaining your treatment and aftercare, I will be using that to have my stitches removed at home as it's easy to follow and I'm shorter on time when they need to come out.
781. Again, all communication was immediate and clearly presented making it easy to understand and follow any instructions.
782. Dr Kittel made sure I had received emails etc before I left

783. Once again, impressed with the use of technology (e.g. YouTube) to efficiently give post-op info.

Any suggestions for Improvement

784. Everything seems to be healing well. Would not hesitate to return for any further treatment, and would like to compliment you on the BE clinic which is lovely.

785. One hopes that it will not be necessary for any further cosmetic surgery, however if needs must then one will not hesitate to use this excellent facility in Bourne End again.

786. Two tiny splats of blood on the wall in front of me during my surgery - please wipe off!

787. Very easy and straightforward process. Every step of the process was fully explained and Leanne was lovely. Fully recommend.

788. Everything looks fantastic. No improvements are required

789. I have recovered well and super satisfied with the service received. No area of improvement and definitely recommended!

790. I was very happy with my treatment and the procedure. This will give me more confidence going forward once everything is healed.

791. Very comfortable. Some very slight redness around where the stitches enter but no more than I might expect with any scratch that was healing. I feel confident it is healing well and look forward to removing the stitches.

792. Very happy with the quality of the process from beginning to end. Thank you!

793. everything has been brilliant!

794. I think the whole procedure has been very good and efficient and I would definitely recommend Dr Kittel to anyone who would like to see a dermatologist.

795. "Everything was great! I have one trivial comment though, today's email came from Thames Valley Surgical Services Ltd which I think is a better 'From' than Thames Valley Surgical and Vasectomy Services Ltd.! I am delighted that I have discovered Dr Kittle and won't hesitate to recommend him to my friends and use his services again as and when the need arises!"
796. Only thing to improve would be all the online forms. I understand this saves time but for older patients or anyone who is not so computer friendly it's a little frustrating. And almost led me to cancel the appointment.
797. I am lump-free and happy
798. Feel worse about my appearance that I did before surgery I was very anxious about the whole procedure and feel ten times worse now.
799. One week post surgery and no pain and minimal discomfort. I did have some relatively interesting bruising but as I bruise easily, I expected this. I am overjoyed at the results so far. Only time will tell how I look in a couple of months!! Thank you Dr. Kittel and your team.
800. No all good!
801. "If needed for another procedure I'd definitely book again. Thank you"
802. Nowhere to say Nurse Leanne also did a great job following my initial consultation with Dr Kittel. Welcoming, reassuring & friendly.
803. Friendly, caring and very efficient
804. I can refer anyone to Dr Kittel, his very good and his team. My confidence is back and I'm happy that now I can wear my short sleeve shirt.
805. Feel absolutely fine since the minor surgery one week ago , I'm just at the stage of waiting for the area to heal properly and once the scab has fallen off fingers crossed I'll be happy with the results
806. I found thus service to be truly flawless

807. The web site is very good and I applaud the information provided and the transparency of both the treatments, issues and approach and, crucially, the pricing information. Having said that there is maybe almost too much information in places - for example, my experiences of arrival for both consultation and treatment were absolutely perfect (text, reply, collection etc) but the web site on the first read is somewhat off-putting and leaves the reader in doubt due to complexity (arrows, doors, stand outside...etc). A subjective comment I accept and I recognise there is an "out of office hours angle" but there maybe a case for simplification/conciseness in places?
808. Not as far as I am concerned
809. Thank you to everyone there for their guidance, caring and professionalism. I would absolutely recommend you to anyone who was in a similar position to me.
810. Friendly and efficient. Thank you.
811. I would highly recommend Dr Kittel and his team. From booking the procedure to actually having it done was very straightforward and everyone was so efficient. I'm very pleased with the results
812. The whole procedure was excellent and I would definitely recommend Dr Kittel for any skin procedures.
813. I would definitely recommend this service to colleagues and family
814. "Feedback is as mentioned in the "during the procedure" section above :).
815. Overall I'm delighted with the service offered by Dr. Kittel and his team from the moment I sent an email querying what services they offer to how I now feel post procedure. I would highly recommend their services to others"
816. "Only timekeeping
817. All other aspects very good"
818. Highly recommend Dr Kittel. Whole process was professional and kind. Would return if the need arose for further surgery.

819. "Too much reliance on video
820. need more time to discuss future procedures
821. aftercare needs improvement"
822. I am resting as per instructions. Your service was amazing from start to finish.
823. No
824. Very professional and relaxing environment.
825. I feel fine now but had more bleeding (than previously) afterwards which I consider to be part of the immediate post procedure situation.
826. From speaking to the very nice Frankie initially and throughout the whole experience I had total confidence in Dr Kittel.
827. I am really happy I found Dr Kittle and he performed my surgery. He and both the nurses I met were friendly, professional and knowledgeable.
Thank you
828. I don't think there is anything that could be improved. Thank you so much; I am so glad I used your services and would not hesitate to recommend you to my family and friends.
829. Thank you so much for helping me remove my lipoma stress and worry free. Looking back I was worrying about nothing after today's experience. I feel great to have done it now and will 100% recommend you to anyone I know who needs any treatments that you provide through your surgery. Thank you also for letting my husband be there for my procedure too as he says 'It was a really amazing procedure to watch'.
830. I would recommend your service to a friend, with the proviso that they MUST be careful about the stitches
831. So pleased to have had the care and service i had. I was made to feel like i wasn't wasting anyone's time. Thanks again.
832. Keep up the good work
833. Nothing

834. "I can't recommend Dr Kittel's Team enough. So welcoming, friendly and informative. They made the whole procedure as easy as possible. I will definitely be back!"
835. Great all round experience, Thank you!
836. I am recovering now but am pleased that I can phone with any questions or concerns.
837. Think you've got it spot on
838. I don't think anything thing could be improved as excellent service all round
839. I'd be happy to return and to recommend to others
840. I personally felt as if the procedures were a bit rushed and under time restraints.
841. I am very happy with my entire experience (before, during and after surgery). I was very nervous but was put at ease during the procedure. Everyone was very helpful and reassuring - thank you.
842. I missed how long the biopsy results would take.
843. "I was extremely happy with the way I was dealt with from the first communication to the aftercare process Very pleasant experience and couldn't be happier"
844. It's just perfect, couldn't ask for more, Thank U.
845. My left wound is still sore but there's no weeping or heat. The right arm feels fine.
846. Dr Kittel marked one of the wrong moles which I didn't want removed but the nurse and I quickly so maybe a bit more of a thorough review of the patient's procedure before it is carried out? Apart from that, excellent and high quality - very good value, thank you all!
847. I feel very glad that I had this procedure done
848. Excellent job all round thank you so much
849. I would be very happy to use Dr Kittel's services again if required.

850. It really has made such a difference to how I feel I can't thank you enough.
851. I am happy with how it all went.
852. Thankyou for a fantastic and convenient service.
853. None.
854. Haven't had any pain at all since the op if anything it was more painful before with the lump in my arm. 5 stars
855. So far I've noticed good healing although do have a numb patch between the forehead and hairline
856. I would be happy to visit again. It is so nice to have an easy and approachable health based service. None of the delays which are so common now with the NHS.
857. Feel good
858. Everything is very satisfactory, I will recommend it to my friends and family.
859. Quick and efficient, no fuss procedure. There is little, to no, scarring and I am extremely pleased with the results.
860. Many thanks.
861. I felt that it was a very straight forward, professional experience
862. The whole procedure was perfect, I've already recommended to two of my friends, who will be booking soon
863. Great service, good communication, including popping out to say you were running a little late. Thank you!
864. "I can't rate this enough, I feel so much better for having my procedure done. Dr Kittle and his team have done an amazing job on the removal of my lipomas and I will be going back again. Was in and out in 40 minutes and from day one of contacting Thames Valley Surgical Service it's been simple speaking to someone and having everything explained that you need."

865. Nine days after the surgery the wounds are healing nicely and will most likely leave barely visible scars. Thank you!
866. Everything was Perfect & very professional, No improvements need to be made.
867. "I went home cystless & happy Nothing to improve Thank you"
868. I really enjoyed the running commentary of the procedure and the humour and general atmosphere was great. Thank you very much Dr Kittle and Nurse Nicki.
869. I would highly recommend.
870. Everything has been great. It's been nearly a week and following the advice, the scabs have fallen off and I feel much better and more confident. Thank you
871. Nothing you can do to improve, all was very professionally. And I feel great.
872. Stitches are out and the wound is healing well.
873. Still less than a week after the procedure and everything is progressing well
874. Providing video consultation rather than telephone would be better/quicker for explaining.
875. Overall a very efficient service. I await my lab results and will see how the scar heals over time.
876. "On the whole I found the whole process of getting the cyst removed from my leg very quick.
877. From finding TVSS via a web search to having the procedure completed was about 3 weeks.
878. I found Dt Kittel and his staff extremely professional and re-assuring.
879. Any questions I had were clearly answered.
880. The procedure was completed quickly and painlessly.

881. I would have no hesitation in recommending Dr Kittel to others requiring similar surgery."
882. Only two days since the procedure, but have virtually no pain at all from the Lipoma excision. Seborrhic Keratosis removals are quite sore but lessening rapidly.
883. As a self funding patient taking into account price, speed of procedure, quality of aftercare and attitude and professionalism of all staff involved during the operation I am only disappointed that I can only rate up to 5 very good instead of 10 excellent .
884. Waited to complete this until after stitch removal at my doctors surgery. Nurse Practitioner was impressed with the wound sites, nice and clean and stitches were very good, should be minimal scarring.

885. My only other comment would be regarding the unexpected text message from CloudRX advising a prescription was ready. After the procedure, Dr Kittel had provided guidance on watching the wound for signs of infection and, if required at a later stage, antibiotics would be prescribed. On receipt of the text message, I was a little concerned the text message with payment link were genuine as I hadn't expected to be prescribed antibiotics. Unfortunately, the email regarding the antibiotic prescription was delayed and I didn't receive this until later in the evening (obviously no fault of Dr Kittel that the email service/internet provider were slow). Thankfully a conversation and returned phone call from Leanne provided reassurance the text message was genuine and, after reconsideration by Dr Kittel, antibiotics were required as a precaution. May be a less automated text message/explanation could be provided when sending an unexpected text message? I am very pleased with the care, professionalism and courtesy received and simply wish I had found Dr Kittel's service earlier. My additional comment is by no means a criticism of the great service provided. I was a little confused by the text message and concerned in case it was malicious. Thank you once again. *[Dr K: Sorry, I think technology let us down, because I did try to ring you and when there was no response sent an email together with the prescription rather than delaying until I can get you. But perhaps I should have sent a text message alongside with the email?]*
886. This is an excellent service provided by a doctor who appreciates that not everyone wants to -- or can -- afford hundreds (or even thousands) of pounds for minor skin surgery. I'm so pleased that I found out about his practice and have had some unsightly seborrheic warts removed that had been bothering me for several years. I wonder how widely his service is known among GPs in the region.
887. I can't think of anything you could do better. Thank you for everything.
888. Nothing at all - 5 star service thank you xx

889. I think the team of nurses and Dr Kittel will find it hard to improve because they are so very good at what they do already. Cannot find a fault in their professionalism and friendliness of the service they provide.
10/10
890. 100% I would recommend this service as was just fantastic start to finish
891. I would definitely recommend and I would definitely return for further treatments if required.
892. Everything was very professional. No changes are required.
893. Thoroughly professional and attentive. Thank you for the care and attention
894. Now we are post-Covid(?) check-in by meeting someone rather than texting would be my preference.
895. I feel great after removing my lipoma as I have had for nearly 3yrs and within the space of a three weeks, Dr Kittel was able to remove it completely. However, I am always conscious of the stitches as to avoid stretching or damaging them so it is a little bit uncomfortable sometimes sitting or laying down but still much more comfortable than when I had the lipoma. I would definitely recommend these guys for sure. Thanks for all your help Dr Kittel and team.
896. The wound still doesn't even hurt hours later after the surgery
897. Overall, my experience was immensely positive. I would definitely recommend Dr Kittel for the services he provides. Only negative is that I didn't get a badge and lollipop after
898. Already recommended to my son.
899. I am perfectly fine. DIY stich removal is still to come, but thus far no problems at all. I would come back anytime
900. "I appreciated the transparency with regard to cost . Publishing a price list assists with making a considered decision. Yes it was expensive for me but offering a 'timed appointment ' was absolutely the right way to approach this and I feel that the procedure ultimately was ' good value for money ' Thank you"

901. Nothing, it was excellent service and four times cheaper than quoted elsewhere
902. "An extremely satisfied customer. The procedure was over in 15 minutes I had a large lipoma removed and the scar will be minimal. Excellent job done Dr Kittel"
903. I'm so pleased I found Dr Kittel!
904. On Monday morning I telephoned my surgery, Green Meadows, Brook House, Ascot. The earliest appointment available for the removal of stitches is Thursday 13th July, which is slightly over the recommended time. I hope this will be suitable and not impair the wound recovery.
905. Overall, a great experience, and would definitely recommend.
906. The website is a little tricky to navigate and making payments could be a bit more straightforward. I was accessing the site via a mobile phone which likely made it trickier for me.
907. I feel happy and would not hesitate using this service in the future.
908. Thank you very much for a very professional service!
909. "I would recommend Dr Kittel and his team. I would be very confident to use his services again should the need arise."
910. All is well thankyou
911. I am feeling well albeit one of my two incisions is still somewhat tender 11 days after the event.
912. I would highly recommend Dr Kittel. His professionalism and manner are exemplary. It is only a few days since my procedure but already the wound is healing and so neat! I can hardly see where he cut. Thank you so much to Dr Kittel and his team of lovely nurses.
913. I am healing well, no infection at all. I can't think of how you could do any better.
914. Feeling fine, stitches removed today, wound well-healed. The entire process was managed to perfection, if only the NHS could achieve such efficiency! Thank you.

915. The service is quick & efficient with no frills which keeps costs affordable
916. Glad to get it sorted and the free consultations in future are great idea which i will be using
917. From my experience, I've had 2 minor surgeries at this practise and both times have been amazing.
918. Wider advertising? This is a great service, and really found by chance - did not see a way to get procedure with local gp and I was wary about wider searching in internet.
919. The cost is the main thing.
920. Excellent relaxed service. The use of Youtube greatly helped in my understanding of the whole process. No suggestions for improvement.
921. "Re administration & communication:
922. Just one issue (as I mentioned after surgery) was the presentation of the quotation.
923. I understood that there would be a reimbursement of the £60 consultation fee.
924. Prior to surgery I made two further payments of £90 (30% of the total cost which would equate to a total charge of £300) and a final payment of £200. Therefore, in total I have paid £350 as stated on your quotation. The quotation also indicated a £60 refund, giving a Grand Total of £290. However, on requesting the £60 refund I was told by your secretary that the total cost was £410 and the £60 had already been deducted. At no point was the total cost of £410 provided to me. I made all 3 payments on the phone as I didn't receive requests electronically (not in junk mail either). I am also awaiting email receipts for my 3 payments." *[Dr K: I am so sorry we did not provide you with the financial transparency your correctly demand and can only say that in the overwhelming majority of cases we do provide a very clear and transparent quote. We therefore refunded you the difference as a gesture of goodwill]*

925. "Currently resting as per advice and feel fine, with no discomfort to speak of. Hopefully recovery will be straightforward. I can't think of anything to improve the experience and am very grateful for having the procedure done. Thank you."
926. I think it puts you at ease knowing your in a proper Hospital and the doctor treating you has done over 10,000 minor procedures and so I have full confidence it will all heal up nicely thanks again
927. The only improvement would be to offer home visits, save having to travel
928. I would definitely recommend Dr Kittel and his team to anyone looking for minor surgery.
929. Keep doing what you are already doing. Some newspapers in the waiting room wouldn't go a miss though.
930. As I mentioned above , more information about possible swelling and what to expect . Apart from that , the service has been great. Thank you all.
931. "I recently had a small operation carried out by Dr Kittell to remove several growths and many skin tags. Apart from the mild discomfort of the injections I found the whole experience quite comfortable. Dr Kittell is, of course, very professional and he explained what he was doing and why. He and his attending nurse were very kind, reassuring and considerate.
932. I will remember, should I visit Ilkley Moor, always to bring my hat!
933. Thank you Dr Kittell.
934. From Rita's Daughter – Thank you so much for looking after my Mum so well. She is healing nicely, and has not had much pain at all from the procedure. You are lovely people and I hope many more patients are encouraged to use your excellent service. - Donita"
935. Efficient, straightforward minor surgery, with good care, quick turnaround and at a relatively low cost.

936. All very quick, friendly and well organised. I was surprised not to get the test results.
937. A first class service at every stage, definitely recommended.
938. Just a big thank you to you both.
939. I am feeling ok my wound is still healing
940. I found the whole process to be efficient with excellent information and communication. Based on my experience, I can't think of anything that would improve the service.
941. No, happy with all the procedures.
942. "My sutures are healing very well. Leanne is brilliant. I wouldn't hesitate to recommend you. I've mentioned areas for possible improvement above; hope this feedback is helpful."
943. All is going well
944. I am so happy and cannot thank Dr Kittle and his staff enough. Thank you for making me feel so calm and relaxed throughout the procedure, from my first consultation, right till the end. Thank you once again.
945. I don't think you need to improve the service was excellent
946. Everything seemed to heal very quickly and if their had been a problem I felt the service was there to contact.
947. Overall, very warm and welcoming and friendly chatty felt at ease
948. Everything was very professional and I would highly recommend Dr Kittel and his team. Very pleased with result of procedure.
949. Everything was exceptionally thorough, efficient, helpful and pleasant. Cannot see how anything could be better unless it was free! Really happy I chose treatment with Thames Valley Surgical .
950. Nothing to improve all very good
951. The hospital is a bit of a maize. A map showing the location of the clinic and parking areas would have been helpful. Also worth mentioning that parking is ample, and is free.

952. Very happy with the whole experience - thank you
953. "I would recommend this practice to anyone with a minor medical problem requiring attention. Apart from keeping the area of the scar dry, everything seems very normal.
954. From what I experienced, both before, and on the day, from the point of view of a non-medic, there is nothing that I can think of, that could realistically be improved"
955. Thank you!
956. I wanted to wait until my eye had healed before sending feedback, I had not forgotten to do it when you chased me up.
957. Perfect
958. Highly recommended, the overall service was caring and hassle free.
959. My moles had bothered me for years and I wish I'd had not waited so long to have them removed. Excellent service, highly recommended.
960. The only thing is that it feels very impersonal when you arrive at St Mark's as you have no contact with anyone apart from a text telling you to go to waiting area B. When you're feeling nervous, it would be good to see a real person and know you're in the right place and will be seen soon. At my first consultation I was sent out after seeing Dr Kittel to wait for the nurse. Nothing happened for about half an hour, but there was no one around to ask - I thought I'd been forgotten. The nurse was lovely when she arrived. It turned out she had been held up by traffic because of an accident. I had no idea she wasn't even there, it would have made all the difference if someone had told me she was held up and would be here as soon as she could.
961. Looking back it did feel like being on a conveyer belt as it was very efficient. It didn't matter as such but is my observation.
962. I'm fine and pain free 2 hrs post surgery
963. Thank you so much. I have been worrying about having this done for so long but from the first consultation I knew I was making the right decision.

964. The wounds are all healing very nicely (as far as I can see). Thank you
965. I can think of no improvements at all!
966. I would recommend this service to friends.
967. The service I received was Perfect, professional, welcoming and really made me feel at ease. High calibre service which requires no improvement.
968. Great service communication from start to finish was super
969. All excellent, thank you
970. Amazing! Would highly recommend
971. Great
972. Nothing to improve perfection
973. I cannot think of any aspect needing improvement.
974. Feel fine no underlying conditions to report.
975. Very efficient and accessible care. Would definitely use TVVS if needed in the future.
976. I am very happy with the whole procedure and would highly recommend Dr Kittel and the entire team, they certainly run a tight ship.. Thank you.
977. A pleasant experience
978. I was so impressed with my surgery and results that I've already recommended yourselves to friends and family, I'll even go far as promoting yourselves if I see someone who may benefit from this type of care.
979. Everything was perfect I'm so glad I've had it done. Thank you.
980. I'm very happy with the procedure. Dr Kittle was kind enough to write a letter for my GP on another matter.

981. "I travelled from London to Maidenhead on the Elizabeth line not wanting to drive through heavy traffic. I think this could be a recommendation as not everybody wants to drive. From the station there are buses but I walked from the station to the clinic in about 25 minutes, a very pleasant walk. Of course one can always take a taxi from the station."
982. Just waiting to have stitches out at present
983. Only as per comments above.
984. Everything was perfect. Thank you so much.
985. The only time I got 'lost' in the process was looking for Waiting Room B - I walked past the sign and asked directions - only seeing the sign when pointed out to me. It's fairly inconsequential but I've thought hard about what you could improve and that's all I could come up with!
986. I feel fine and I don't have any significant pain or anything like that. I don't feel as if I have to take painkillers or anything of the sort. The area just feels slightly tender but that's just because it was cut and is healing
987. Whole experience was very good from start to finish Thank you
988. I'm pain free still, and super excited about buying some new earrings in 3 months. And will be definitely be recommending to others.
989. Spelling! "Anything" above!
990. Ok slight stinging now anesthetic wearing off
991. Evening after treatment, so feeling fine. Looking back, you are covering all of those bases!

Responsible for report: Dr M Kittel 22/12/2022. A new report is created once a year