

TVVS

Patient

Experience

Survey

2026

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Introduction

This Minor Surgery Patient Experience Audit contains the feedback of 294 patients between January 6th 2025 and December 25th 2025 . Below you find comments of patients about their procedure.

Every patient is invited to feed back. As soon as a patient submits feedback our staff involved will be sent an email and informed about the feedback. Where feedback is suggesting improvement, those improvements will be seriously considered. If a fix can be done quickly it will be done straight away. Otherwise, it will be brought to a clinical governance meeting.

The feedback also helps me (Dr Kittel) to read all my patients experiences, which helps me to reflect on my practice.

Comments about Booking and Consultation

- The knowledge of any staff I spoke to prior to my appointment was excellent. I have never experienced such hassle free, swift, professional, caring and personal treatment.
- The confidence in each person I spoke to prior to my surgery allowed me to feel relaxed and confident in the staff and the upcoming appointment. In fact, it was all so easy, I felt like I had overlooked something. I got the phones calls exactly when I was promised I would, questions answered fully when I first called to enquire, appointment availability was amazing, everything was great and gave me confidence to go ahead with my surgery
- Perfect.
- I was kept informed prior to my appointment by phone and when I arrived at the clinic.
- The booking process was easy and clear, and all communications were replied to in a timely and friendly way. The payment process was straightforward, and I got handy reminders of the appointment date and time by text and email. The initial consultation with Dr Kittel gave me confidence that I was in expert hands, and I had no doubt I had found the right person for the job, leading to me making the booking. I thought the price was very fair too.
- Dr Kittles whole team were very reassuring and welcoming

- Good clear information. Plenty of opportunity to ask questions. Polite and friendly staff.
- I was fully informed beforehand of what to expect. I wanted to change appointment times and I was accommodated; everyone was so friendly and helpful.
- From start to finish the whole team have been great. When I need to make a changes, they supported throughout. I genuinely think everything is great
- Leanne and Dr Kittel were, as always, extremely well organised and helpful during my pre-surgery consultation. Everything ran on time, they were super friendly, and I received all the necessary information during the consultation. I then swiftly received email follow-ups and a quotation.
- Great communication
- Everything about the experience was exceptional. From the first call to enquire, to the environment, to the attentiveness of all staff, to last minute additions to my procedure, everything was handled perfectly. Dr Kittel's initial assessment found a lump that in eight years of private and nhs treatment, no other doctor had commented on. I cannot fault the experience.
- Very professional and caring
- Too many different forms / videos; some repeating
- Reception was fantastic in bringing my procedure appointment forward as suggested by my GP and agreed by Dr Kittel
- I think the booking system was over complicated and could be made more user friendly and streamlined. *[Dr K: I am sorry you feel this way. Please let us know what you would change and we would definitely consider your suggestions.]*
- There was plenty of information given to make sure I thought I was prepared, although I was nervous about the procedure given it was expected to take up to an hour.
- All good
- The procedure was explained perfectly.
- Absolutely 100% professional I would recommend their service to anyone
- All fine no issues
- Very professional and the results have been fantastic
- Communication was excellent from the start, and everything was explained to me
- Very helpful team
- The procedure was fully explained, and my quotation was received quickly. Both the doctor and other members of staff were very warm and reassuring.
- Very professional and well informed of my operation and the cost
- My experience with the pre-appointment experience regarding my procedure was brilliant!
- From my first phone call to TVSS to my consultation with Dr Kittel was faultless. By the time I had conversations with Dr Kittel and Sr Leanne I felt at ease with the

surgery ahead. Administration side of things were really informative so everything I needed to do was complete before my surgery appointment. I had a brief conversation with Phoebe with a concern I had, and I was helped with that straight away. On the day of surgery, I was greeted by Sr Chantelle and a few minutes later by registered nurse for the surgery Clare, so I was at ease and ready to go.

- Very impressive. Friendly and reassuring.
- Very quick and efficient.
- All responses were prompt and comprehensive. All questions I had relating to the procedure were answered before I asked them.
- Lots of information sent beforehand & everything was very clear, also website with videos very helpful. Had a slight problem with one of the forms which then seemed to prevent me from 'submitting' it. But a quick phone call & I was reassured that though it didn't look like it, the form had been received. I realised the balance payment link hadn't arrived 6 days before my appointment, so I rang & paid over the telephone. No problem. All-in-all small details, they weren't any inconvenience & dealt with promptly over the telephone.
- Very helpful and friendly. All very easy to deal with.
- There is room for improvement, such as Tell the upcoming customers of any changes earlier.
- Excellent initially, but I was expecting a secondary invoice for the outstanding amount, and this did not happen until I received a text telling me it was overdue. I had already contacted the surgery to ask for an invoice and to ask my final couple of questions by this point. *[Dr K: We are sorry there was poor billing communications in your case. I think on this occasion this was an unusual issue, but if we get more similar comments we will definitely look into it]*
- The information was accurate, concise and efficient.
- Very happy with my experience from beginning to end, I will definitely be recommending to people! Very impressed thank you so much!
- Super organised and efficient
- The office team were excellent. Everything was straight forward and I loved how everything is online and electronic. I chose my own appointment times which is so helpful for me.
- Very clear and fast.
- All was professional and good
- Perhaps name tags on the nurses would have helped me remember... or perhaps they had this on and I do not remember the names. *[we usually wear name tags or names are embroidered in the uniform. It is unusual that we don't, if this was the case in your case, we apologise]*
- Exemplary service

- On first calling the clinic the receptionist was extremely polite, friendly and her tone was most welcoming. Immediately you were put at ease. Very informative regarding the process, communication was excellent and all forms were emailed regarding consent, and medical information necessary for the procedure. All very straight forward to follow. Sr Leanne was lovely when I met her at my initial consultation. She explained the procedure and after care in a professional manner, always making sure that I was aware that the team were available should I have any questions or concerns. It was very relaxing and the clinic itself was bright, relaxing and immaculately clean.
- Very smooth experience with good communication and reassurance throughout. Thanks
- From my initial phone call onwards, everything was great. All my questions were answered before coming in and my initial appointment was exactly what I expected.
- All good. Very informative. Nice and polite. No complaints or recommendations at all.
- Communication throughout the entire process has been faultless. Everything was clear and understandable.
- It was all good, but not very one has good IT skills. So, a pen and paper option would be nice. *[Dr K: Our consultation fee of £60 is intentionally kept very low and is heavily subsidised when compared with typical private hospital consultation fees, which are often in the region of £250–£300. In order to maintain this pricing, we rely on a largely electronic process for consent, information sharing and administration, as outlined on our website. We appreciate that not all patients are equally comfortable with IT systems. Where needed, we can make exceptions and provide additional administrative support, however this may involve a surcharge to cover the extra staff time required for printing, completing and scanning paperwork. In practice, many patients choose to receive help from a family member or friend, which allows us to keep overall costs as low as possible for everyone.]*
- Remember the dyslexics and people whose first language is not English. Super clever at lots of things but hate forms and paperwork. *[Dr K: Our patient information videos include YouTube subtitles, which can be translated into multiple languages to support patients whose first language is not English. In relation to documentation, we are required to ensure that all patients give informed consent. Key aspects of the procedure and aftercare are discussed during the consultation; however, rather than repeatedly going through the same standard risks (such as infection, wound breakdown or bruising) face to face with every patient, we provide this information through structured videos and written forms. This approach allows patients to review the information at their own pace, revisit it if needed, and ensures consistency, while also keeping consultation times efficient. It helps us keep costs down for patients. If a patient would prefer a health professional to go through every document in detail during the appointment, this can be arranged, but it would require additional consultation time]*

and therefore additional cost. In the NHS, this additional time is funded by the taxpayer; in a private service, it is borne by the patient. Our aim is to apply LEAN principles so that we can deliver safe, high-quality care at the lowest possible cost.]

- I got an appointment convenient for me together with information regarding the procedure and aftercare required. Payment was easy
- A very professional, positive and personable experience that gave me the confidence to go ahead with the surgery. Also, a nice relaxing environment.
- I was really nervous. Dr Kittel had a very warm manner + made me feel at ease. He explained everything to me at the time. I know what to expect if I went ahead with the procedure
- "Dr Kittel is very good at explaining how and why the procedure should or could take place. He has a calm demeanour that puts you at rest."
- At no point did I feel that things were being rushed or pressured."
- Absolutely brilliant service and care!
- Very friendly, relaxed, professional and informative .
- Quick reply and very efficient with the booking. Email explained the procedure fully and what to expect afterwards. Excellent and very easy experience!
- Well explained as to what the minor operation would involve.
- Staff very friendly and questions answered promptly over the phone.
- Easy to book and all straightforward forms to fill out and reception was helpful.
- Everything was very clear and transparent and thorough. This made me feel confident in the procedure even though I had not visited the clinic beforehand.
- I was kept informed before and during my procedure.
- Friendly and polite staff.
- I was happy to proceed with my procedure after communication with this office, it was very profession and clear as to what service they offered and how they could be of service.
- Very informative and efficient and quick...
- Had to make payment by phone as online payment wouldn't work
- it was a good experience over all they answered all of my questions and were thorough in alleviating any concerns i had
- The website did imply the lab costs was included but did show on my quotation , £120 which I wasn't expecting to pay but after contacting the clinic the website was soon updated (unfortunately £120 more than I was expecting to pay) *[Laboratory costs are a frequent source of irritation. They are very clearly mentioned on the website in different locations, mainly under the lesion and the pricing sections. Patients generally insist in laboratory analysis when treated under the NHS. Privately, I am aware other services just cut a lot of lesions off without sending them to the lab. But I do not consider that safe but in isolated cases. However, if a lesion returns it is a good feeling to know what it exactly was. Also, many lesions turn out to be something*

different than originally anticipated. Only last week a cyst turned out to be a Squamous Cell Carcinoma.]

- I really appreciated the help in getting an appointment quickly, thank you.
- Excellent communication and forms were in my email inbox before I had got back in the car following my consultation. Everything was explained in full and was great that everything was emailed to me with information, links to payment and forms to complete. Very clear and straight forward process.
- All communications were clear and easily understood
- Great communications prior to the procedure. Really informative emails sent out and phone call received to ensure my mind was at ease before coming in
- I hadn't appreciated I had to pay all in advance - I thought that what was the deposit was for
- Well informed with videos and received e mails with regard to the procedure very quickly appointment consultation informative
- All very straightforward, everything was explained clearly beforehand
- Excellent communication from Frankie, polite, friendly & professional. Emails sent directly, and good response to queries. Initial visit reassuring, Dr Kittel explained procedure clearly and was very reassuring which helped me feel very relaxed.
- I was made me feel welcome and the whole process was explained to me on detail. I left with confidence about my forthcoming surgery
- We were greeted with a welcoming smile when we arrived at the surgery - this is often overlooked and definitely helped relax me
- In retrospect it might have been nice to explore the benefits of electrolysis as part of the process (might it be less painful?!)
- Everything in terms of information, forms, payment, etc. is extremely fast and efficient.
- Sr Leanne was v helpful prior to surgery too. Lovely receptionist answering initial inquiry
- The whole procedure was quick, from consultation to the minor operation. It is nice to be able to speak to someone as well rather than just payment being taken. I would also like to mention that the procedure is **extremely reasonably priced** and I did do a lot of research! Also, plenty of reminders sent so you don't forget your appointment
- Office very good and efficient in changing my appointment for procedure when I called. All handled smoothly.
- Dr. Kittle explained the procedure during my consultation. I was given a quotation which gave a breakdown of the cost involved. **No hard sell.** Appointment made to suit me the procedure explaining the breakdown of each item. No hassle or hard sell.
- Very quick response to my initial query.

- Quick to respond and I feel very confident that the team know what they are doing. The information was clear but perhaps lacks a little 'personalisation'. It feels a little bit like a production line [Dr K: *We understand this perception and appreciate the feedback. Our processes are deliberately structured and standardised to ensure safety, consistency and efficiency, particularly for high-volume minor surgery. This allows us to keep waiting times short and costs affordable while maintaining clinical quality. That said, every clinical decision and procedure is tailored to the individual patient, and we always encourage patients to raise questions or concerns during their consultation and on the day of surgery. If you have any suggestions on simple things we could improve, please write to office@tvss.uk and we will definitely consider your suggestions!*]
- Very thoughtful explained surgery. Nothing was to much trouble. Highly recommend to others Very efficient service throughout. You couldn't ask for better service, 0 complaints.
- I was made most welcome from my 1st telephone conversation and my 1st appointment.
- The communication was excellent, very helpful and really made me feel listened to and well informed. After the initial conversation, I discussed some changes and the team were very helpful and accommodating.
- All smooth and straightforward
- Very efficient, informative and friendly.
- very good communication, understanding instant booking completed operation in 48Hrs from contact
- I was nervous a bit concerned about my health.
- I was pleased to visit beforehand, see the space, meet Dr Kittel.
- I would like **the Doctor to give a precise costing during the first examination**. Will I get charged to have the stitches taken out? [Dr K: Sorry, I cannot do the maths of a precise costing during my examination. That is not my role and would take my brain of the clinical side of thing. Also, it would increase the consultation time and make things more expensive. We are keeping costs low by me doing what I do best and others doing what they do best. But the office did send you the costing within 30 minutes of your consultation]
- I found your website great. The explanation videos from Dr Kittel were very reassuring. I also really like the transparency of pricing and overall ethos of your clinic.
- The communication was very clear, straightforward and easy to understand. This made me feel very well prepared and at ease when preparing for my procedure.
- Very professional, friendly and informative.
- Every step was efficiently, professionally and promptly dealt with and easily justifies the 5 stars.

- Quick and easy to book. Got a phone consultation the day after booking it and was given an appointment for the surgery the following week.
- The pricing was exceptionally clear, I compared multiple practices and this is a very fair price structure. Different size cysts were priced accordingly, discount for multiple procedures, with a strong emphasis on transparency in the regard of pricing. I felt this was a trustworthy practice and I wouldn't be overcharged or messed around, I was right!
- Everything was handled very competently, in a friendly way. Inspired confidence. It did help of course that I had been treated by Dr Kittel before when he was a GP in my local surgery, so that made the choice to select your practice particularly easy.
- All information fully explained messages received same day.
- I was well informed and dealt with promptly and in a nice laid out friendly establishment made to feel very welcome.
- Bit of a mix up when I came for my consultation and Dr Kittel rang me when I was in the waiting room. Apart from that all good. Very flexible about my surgery date too.
- Thorough, timely communication. I was well informed. Everyone I interacted with at the clinic was friendly and professional.
- Booking process easy and did not wait long for assessment appointment. Procedure booked for the day after the assessment.
- Excellent and very clear
- Fantastic communication, every question answered quickly and efficiently.
- Professional, simple and easy. Felt all along that I was in good hands and everything was made clear to me. Could not ask for more.
- Very professional and proactive. Excellent videos and very personal and professional consultation. Felt valued as a patient.
- Very clear communication and payment link.
- a very easy process ...straightforward
- Easy and straightforward
- Very simply laid out which makes the process easy to understand
- Very happy with the service that I received
- Very professional in booking appointments, excellent communication, confirmation and reminders via text and email.
- I had used Dr. Kittel some years before so knew to expect a good experience
- Everything was explained in detail which was very reassuring. All my questions were answered, and they were all very kind and helpful
- Everything made clear and precise with a caring manor.
- The communication was clear.
- Very good communication, very professional and prompt. Everything went smoothly and all my questions were answered.

- No receptionist on arrival or for ten minutes thereafter. It made me reflect there is a huge emphasis in the TVSS forms and documents on tardiness being a customer risk and at the customer's cost. TVSS is exceptional value, so the following I admit is me being very pedantic. There are statements about there being no hidden charges, yet my bill had an extra charge for forceps. *[Dr K: 1) sorry about the receptionist, they may had to pop out for a minute. But I believe you were seen on time. Usually there is a sign when the receptionist has to pop out. 2) All the prices are clearly listed on the website and your quotation, so I have to admit I cannot quite follow your concern regarding hidden charges.]*
- Perfect
- Extremely clear instructions on how to book both consultation and procedure.
- Clear explanation of procedure
- Everything was very professional done and was looked after exceptionally well.
- Very straight forward getting this organised, lots of information available on the website.
- Very welcoming and reassuring clinic is light and airy with a nice ambience
- The consultation was quick and easy to book. Everything was explained to me about the procedure.
- Really good service
- Nothing but praise. Simple and quick process!
- Doctor and staff effective in advising and reassuring at all points, overall
- Very informative. I was happy knowing more about the procedure.
- All communications with the office were easy, helpful, call backs were quick, links were sent when they said they would be. Process was professional, slick and joined up with each other.
- Absolutely amazing people really made me feel at ease and I actually enjoyed the process. Would highly recommend!
- I was very pleased with the service received before the procedure
- Thank you I am so appreciate, nice and kind staff I am so happy with the results.
- I was made to feel I was in safe hands and I had no worries about my surgery
- Very easy to organise and great communication with the surgery
- Such a friendly lot of people. Put me at ease
- Calm, friendly and reassuring
- Great communication, detail and clarity of what will happen
- Staff who dealt with booking in appointment all very professional. Everything explained nothing to much trouble."
- Really impressed with speed and availability of consultation and surgery
- Would have liked the pre call with Surgeon to be a video call with zoom, messenger or similar. Also gives options to show on camera any areas. Call quality wasn't the best mic wise, but we got through it. *[Dr K: This is a helpful suggestion. At present,*

consultations are conducted by telephone as they allow us to run consultations back-to-back reliably and without delays. In our experience, video calls can be more vulnerable to missed connections, late call-backs or technical issues, which can disrupt subsequent consultations and impact other patients. That said, we recognise that video consultations can offer advantages in selected cases, including the ability to show specific areas on camera, and this is something we will continue to review as our systems evolve.]

- I couldn't fault the experience I had before the procedure. Time was taken to answer any of my questions over the phone, which gave me confidence from the first time I called the surgery. The staff were incredibly patient, ensuring that I fully understood every detail of the procedure and what to expect. They were also reassuring and made me feel comfortable every step of the way. This thorough communication helped ease any concerns I had, setting a positive tone for the entire experience.
- Everything was extremely efficient and well-organised.
- Very friendly staff and very easy to communicate, which they will give you all the details you need for the process
- From my first call the team were super helpful and friendly and special effort was made to find a date that worked for my visit to the area.
- Dr Kittle explained exactly what the procedure would be. And felt very confident and happy about what was going to happen
- After reading positive reviews online. I felt confident having my procedure done here.
- Very professional, treated respectfully, and I did not feel pressurised. The experience was pleasurable and I would highly recommend this clinic.
- Very thorough
- Good administration, all explained in great detail which left me with no questions to ask.
- Very efficient and quick and everything was thoroughly explained.
- Good communication and helpful
- Extremely efficient and clear instructions
- The surgery was generally helpful and very informative
- Everything was very straightforward and is explained in detail and forms etc. were sent out extremely promptly.
- The whole process was very smooth and professional.
- Everyone was very helpful in putting me at ease before the procedure. The receptionist was very helpful with helping me make the payment over the phone. When I arrived for the appointment, Dr Kittel was very welcoming and accommodating when my partner asked to watch the procedure as well. Making sure she'd be okay with it as well as looking after me.
- Very helpful and efficient

- Everything was explained to me in detail. I was especially impressed with the literature emailed to me and all instructions were clear and concise.
- Super lovely people, very clear, and quick turnaround of appointment.
- Kind and efficient on the phone. The forms and videos are very clear. The only reservation I have is that the payment request form comes from Health Care Services and not TVSS so at first glance it is not obvious and looks like Spam! Sorry not to recall the nurse's name but she was lovely. *[Dr K: I fully understand. We have debated a lot what we want to display. There is a trade-off between patient confidentiality and easiness of allocating a payment. We are trying to keep things confidential, so we chose a less obvious entry in your bill]*
- Perfect experience and totally professional. Nothing was left to chance.
- I fully understand that a sizeable deposit should be taken, but full payment before any service is administered may be uncomfortable for some, especially if they are new patients, in case there is some disappointment or problem with the service. I didn't have any problems.
- Easy to find clinic and delightful comfortable waiting area. Good to have own parking spaces in front of the clinic. I felt confident about having this simple procedure.
- Very straightforward
- Everyone professional and friendly. Everything explained in detail and very reassuring. Plenty of advice before and after procedure.
- Very good communication and what the process of procedure would involve
- Fantastic service, both Chantelle and Dr Kittell put you at ease and fully explain everything.
- well informed consultation
- The office staff / nurses were very pleasant, helpful and good at explaining and answering questions. Forms etc were sent in a timely manner. Everyone very obviously had a great deal of respect for their patients and enjoyed their jobs.
- Everything was explained perfectly in a easy to understand way and I felt happy I knew everything I needed to know.
- Very straightforward and particularly convenient that we were able to do the consultation over the phone.

Comments about experience DURING procedure

- I was made to feel so relaxed at the start of my surgery. The nurse was caring and helpful. Mr Kittel was amazing. Before he even began, he asked if I was ok and happy

for him to start the procedure. He explained what he was going to do before he did it, then would talk to me explaining what he was doing as he did it, and kept me informed on how much was left to do. We spoke throughout the procedure, and he reassured me the whole time. I didn't feel rushed or hurried in any way, and I could sense the pride and importance for Mr Kittle to do an excellent procedure that both he and his patient would be happy with. I cannot explain how impressed I am at the entire experience. Mr Kittle was kind, always caring and professional and I felt totally safe with him. He answered any questions I had in ways that I would understand the answers by not using too much clinical terminology that I might not understand. Mr Kittle also said that I could call the clinic at any time once I left if I had any questions or concerns. He also explained that he would be contacting me when he receives the results of my lab tests.

- Excellent service with minimal discomfort. The blemishes are taking time to heal, but that is to be expected!
- Perfect
- The whole team made me feel safe and comfortable during the whole progress.
- I was updated throughout and kept informed of what was happening.
- From start to finish, the skill and care could not have been better. As a nervous patient at the best of times, Dr Kittle's calming and professional manner made the whole process as easy as it possibly could be for me. He kept me involved without going into unnecessary detail, which is exactly the approach that worked best. Clare was excellent too and helped greatly during the procedure.
- Dr Kittle and his nurse made me feel very comfortable and explained everything, I felt only a tiny bit of discomfort with the local anaesthetic. The rest of the procedure was totally painless. I was anxious before the procedure, but when you arrive you are made so welcome and you are reassured, that the whole experience was better than I thought it would be
- Made me feel at ease and good to talk to about all sorts of different world events.
- I cannot fault a single thing. I was certainly kept informed beforehand, during and after the procedure. I have to say that I have never been so well informed about any procedure before - ever!!!! It was one of the best experiences I've had for a procedure.
- Smooth as always and both Dr Kittle and the Nurse were really great and make me feel at ease. Dr Kittle even removed some additional Lipomas that were on the list that we came across on the day.
- Dr Kittle & Clare were amazing! They both really put my mind at ease during the surgery- it made it completely stress-free. A big thank you to you both! The appointment ran on time and the new surgery building itself is lovely.
- Dr Kittle and the nurse were very caring during the operation, and I felt very comfortable and confident

- Exceptional again. Fully communicative, everything was calmly and clearly explained. Procedures were quick and caused minimal discomfort. Everything felt like it was being expertly done.
- Very calming environment. Both Dr Kittel and Chantelle were reassuring and very professional.
- The whole experience was brilliantly efficient, discreet, friendly and professional.
- Very relaxed and friendly atmosphere during treatment.
- Really friendly, made me feel relaxed throughout.
- Professional from start to finish. Very attentive and caring
- Dr Kittel was very professional and explained what he was doing but I had many more Seborrheic keratosis removed than I was expecting. The pre surgery quote and information suggested about 20-30 would be removed when in reality 3 times this many were. It left my back, in particular, very sore. I think I was probably in shock afterwards! *[Dr K: Thank you for this feedback. One of the things I reflected on after your case is that while it can be appropriate to treat a larger number of lesions in a single session in younger patients, in older patients it is sometimes better to proceed more cautiously and spread treatment over several sessions. This is something I have taken on board for future cases.]*
- Dr Kittel kept me informed of what he was doing & what to expect throughout the operation. Both he & the nurse were very caring.
- Such a stress-free simple experience from initial phone call to actual procedure. All staff encountered were warm, welcoming & very professional. Dr Kittel explained everything clearly at my initial consultation and was very reassuring during the procedure explaining everything step by step. Absolutely nothing needs changing or improving at this clinic. Thank you all very much
- I had a very positive experience. I appreciated that Dr Kittel explained what was happening throughout the procedure, which inspired a feeling of confidence and being in control, for example, knowing that an oval cut rather than straight as discussed before was done. Apart from, a brief minor jab pain as the local anaesthetic went in, the surgery was completely pain free, which was not the case in certain moments with the childhood lipoma excision. Dr Kittle seems to have mastered the art of local anaesthesia, and the operation seemed to go incredibly smooth to plan. The operating room with natural lighting was not too clinical and it is the first time I have felt super relaxed during a surgery. I liked that I was able to examine the removed fatty tissue. Sr Nicki's manner was pleasant and personable, and I appreciated the tea & biscuits after in the recovery room and could stay an hour before my accommodation for the night was available.
- Make me feel very comfortable all the way through the operation?
- All very good no issues

- I felt relaxed and comfortable throughout the procedure. Dr Kittel and Nicki were talking to me throughout ensuring I was comfortable and making the experience a lot less stressful. I felt in safe hands.
- Felt very relaxed and comfortable throughout the procedure.
- Quick and painless
- I was reassured beforehand and my comfort was a priority. Each stage was explained as the procedure went along. There was no pain, just a small scratch as the local anaesthetic was administered.
- Very professional and made me very welcome and relaxed and I never felt a thing very small scare
- Really pleased with the advice and outcome.
- I can't say enough how pleased I am, not only the procedure that Dr. Kittle performed but also his nursing staff (Clare). I normally don't take well to doctor's visits, but Dr. Kittle was over the top regarding my expectations.
- Even though I was at ease, I was still nervous. That soon passed as Clare and Dr Kittel explained everything before during and after the procedure. The procedure flew passed and I didn't feel a thing.
- Perfect.
- The nurse was lovely and Dr Kittel talked me through what was going on during the procedure, which was good, even though I wasn't watching, as i could feel movement and some pulling, but no pain.
- Very involved with explanations as we went along.
- Everything explained as Dr Kittel was undertaking each step from start to finish. At no time did I feel uninvolved in the process. Nurse Nicki had prepared everything required & was welcoming & friendly. I have had this procedure done once before on 5 different areas of my face, competently & caring then & the same now.
- The procedure was very quick and absolutely painless. The whole process was very relaxed and stress free.
- Dr Kittel made me feel at ease during the procedure and I felt reassured throughout that all was going well. It was painless and completed very quickly.
- Very friendly and accommodating of me being nervous about the procedure.
- I would like to admit Dr. Kittel has handled my surgery very well, didn't expect such easy surgery, although I would have preferred Mozart in the background as music, the surgery went smoothly Such a great person
- I loved the conversation we had. It was cleverly distracting, and despite carrying out my surgery at the time, I felt Dr Kittel was engaged and interested in what I had to say!
- They worked to keep me calm and acted In a friendly and professional manner.
- Pain free and felt very at ease the whole time

- Yes! It was my first experience with any type of surgery, and I felt very relaxed the entire time, not just my mind, but my body too, felt very at ease.
- Excellent, professional, prompt, friendly. I couldn't have asked for better.
- Surgical excision of nine lipomas. The injections of local anaesthetic were relatively painless, and all incisions were approx. 1cm. The surgery itself was pain free. Dr Kittel worked quickly and efficiently and the whole process from start to finish was 45mins, much quicker than I was expecting. This was a fantastic experience with great results so far. I was impressed with the cleanliness of the rooms, and this really inspires confidence that I'm having safe surgery in a clean environment. The Nurse assisting was very professional and chatty, and her distraction techniques were excellent. Conversations take your mind off the surgery.
- Was very professional and pleasant
- All good, no issues, nice and modern clinic. Seen promptly /on time. Nice to have a parking space right next to the clinic. Dr. Kittle explained each step what he was doing which was helpful during the procedure.
- I was involved every step of the way and reassured at the same time. A very efficient practice.
- Dr Kittel and Nurse Chantelle explained absolutely everything to me before, during and, after my procedure so this immediately put me at ease but, the whole ambience of the clinic is one of calm and reassurance as you walk in. Dr Kittel dealt expertly with my Lipoma and provided continuous explanation throughout. I felt safe and reassured at all times. Sr Chantelle was kind efficient and a calm demeanour added to a stress-free procedure. Dr Kittel and Chantelle were extremely professional and provided excellent clinical and person-centred care. Teamwork at the clinic was demonstrated throughout and a genuine commitment to wellbeing was evident.

Thank you

- All was very good
- Dr. Kittel and Chantelle were welcoming, put me at ease and clearly explained what was happening. Everything was smooth and stress free.
- Again, great information and very good at making me feel at ease.
- Everything was explained clearly and throughout the process, I felt both informed and involved.
- You have created a relaxed environment for patients, that in conjunction with the clear communication from every member of the team, I felt in safe hands from start to finish.
- The procedure was super painless with Dr Kittel and Leanne reassuring and putting me at ease
- Communication was good throughout and felt supported throughout the surgery.
- Very happy. They were both chatty + involved me in the conversation that they were having.

- Dr Kittle has a reassuring way of talking you through the whole process that instils confidence.
- Reassured and pain free!
- Was very relaxed, was kept informed, and felt no pain.
- My husband was able to be in the room for support, and all health and safety procedures adhered to. Dr Kittel was fantastic about talking us through the procedure and my husband found it very interesting. Sr Clare offered comfort too as was very helpful throughout. Thank you for being so kind to us both!
- I had full confidence with the way the minor surgery was undertaken. Being kept informed during the procedure helped to keep me relaxed.
- Dr. Kitten kept me informed during the procedure. I was nervous but he kept me calm and reassured.
- Made to feel at ease and was told clearly what the procedure involved. Very friendly and the surgery was carried out very well.
- The procedure was carried out in a professional and caring way which was reassuring.
- Dr Kittel is friendly, polite and a true professional who makes you feel at ease when doing the procedures.
- Everything was explained in a very reassuring manner,
- I felt very informed and clear as to what would take place before, during and after my procedure.....Dr Kittle and his nurse were great and made me feel relaxed and that they were happy to assist in my request for minor surgery.
- Very good, very knowledge and experienced. Made sure I was very comfortable and allowed my wife to be in the room as well
- Had great fun laughed and joked before I knew it it was over! No pain was a great experience.
- Caring and considerate treatment
- I was particularly grateful that Dr Kittel found the time to remove the 3 warts on my back that were not part of the original agreed work.
- Both dr kitten and the nurse were very caring especially during surgery which i found difficult to cope with. I never felt unsafe and the nurse was very supportive. I also appreciated not being told each stage or having anything explained.
- slight confusion at first as the procedure carried out in 2023 was listed to be done
- Had a minor surgery recently and just wanted to say how impressed I was. The Dr Kittel was absolutely incredible - calm, professional, and genuinely reassuring. I felt completely safe and at ease throughout. The whole procedure was quick, smooth, and honestly, I didn't feel a thing. Really grateful for the care I received.
- Everything went very smoothly. It was an excellent experience I can't think of anything I would have changed about the whole experience.
- Nicki was very friendly and made me feel at ease on admission. Both were reassuring during procedure

- Excellent, professional and caring throughout the treatment, thank you.
- Very positive experience. Every step was explained to me fully and was made to feel at ease and comfortable during the procedure.
- I honestly didn't feel a thing. Very quick and very efficient.
- Fantastic experience... 10 mins procedure with 0 pain or discomfort at all. Reassuring comfortable environment
- A seasoned professional, but it's minor surgery - so not very stressful - all very good? I liked the idea that you asked what music I might like!
- Although was a little nervous Dr Kittel and Nikki made me relax by talking about other things I believe this helped me settle and not think about what was happening they were excellent
- During the operation I was informed of what was being done, how it was proceeding and we generally had a chat and giggle throughout with Dr Kittle and Nikki. Whilst i was not at all nervous it would be very reassuring for anyone that is.
- I felt very reassured and relaxed. Dr Kittel explained everything he was doing during the procedure. The nurse in attendance was very professional & caring.
- Dr Kittel and his team were fantastic. They made me feel at ease and the whole process from start to finish was explained to me. The surgery was painless and way better than I could have imagined. Thank you, Dr Kittel.
- Amazing fast and painless. Soft banter from your team aided the mood
- Thank you for very much for a quick, pain free surgery. I felt relaxed and informed during the whole surgery.
- As before, I had complete confidence in Dr Kittel and my nice nurse. I am pleased that he did so much work on my face. I left feeling very satisfied, if somewhat battered. I'm not so sure about the ultra-processed biscuit. Maybe a less processed banana?
- Both Dr Kittel and Nikki were friendly and put me at ease. Communication was good, particularly checking whether i was feeling pain and making it a comfortable experience.
- Dr Kittle and the nurse were both extremely professional and caring throughout the procedure. There were very good explanations and communication throughout, and the general chat taking place really helps to put the patient at ease.
- I liked that the Doctor was explaining what he was doing as he was preforming the surgery
- efficient, calm, comfortable -v relaxed appointment
- Every step was explained during the procedure, and I was extremely grateful as it put my mind at ease and the surgery was definitely carried out competently.
- The procedure was carried out very well. Dr Kittel explained and talked through each step of the process. Both nurse and Dr Kittel put me at ease, and I felt able to ask questions at any time.

- Very reassuring and professional
- Sr Clare and Dr Kittel were so very kind to me because I was nervous and their care and skill were excellent.
- Dr Kittle talked me through, the procedure and kept me informed as to what he was doing, when operating and how to look after the wound. A very professional practice A lovely cup, of tea afterwards. Would recommend this Dr Kittle and his team
- I had a full explanation of all that was going on and what the different parts of the procedure were. I felt very much at ease.
- I was a little nervous during the procedure. The only negative I would say is that I did feel a little pain during the procedure but that was managed by Dr Kittel with further injections. *[Dr K: Local anaesthetic procedures can occasionally involve brief discomfort despite careful technique. We routinely check comfort levels throughout and can administer additional anaesthetic if required. We are pleased this was managed promptly and appreciate the feedback]*
- So attentive and thoughtful great sense of humour
- Dr Kittel was very engaging and put me at ease throughout. He explained what he was doing at every stage and even took time to show my wife the suture technique.
- Extremely comfortable
- I was made to feel totally relaxed. The nurse continued to talk to me which was lovely as it distracted me and Dr Kittel was very informative and also made me feel very relaxed.
- Dr Kittel was very good at explaining every step of the way, he talked me through every step and the procedures were
- It was quick and painless
- Everything was very reassuring and informative. Being able to practice my German was an added bonus.
- Explained every step very well to our level
- I felt calm because Dr Kittel and nurses were brilliant. My experience during surgery was painless. It all started quite suddenly, which was good, actually, rather than a protracted preamble. During the procedure Dr Kittel struck a balance between informing me of his progress and light-hearted conversation.
- Dr Kittel explained everything to me, the operation took less than 45 minutes.
- I had a reasonably large Lipoma that went over my spine so was a little nervous about the procedure. Dr Kittel put me at ease straight away, was very responsive and happy to answer all of my questions. With the Lipoma being on my back I couldn't see what was happening, but Dr Kittel spoke to me through where he was in the procedure which again really helped calm my nerves.
- The surgery was carried out quickly and efficiently. Dr Kittle explained what was happening in real time. I felt the procedures were carried out thoroughly and competently.

- Dr Kittel and his nurse were excellent. Dr Kittel explained the procedure as it went along.
- I felt relaxed and confident in the care being given.
- Both of you were so lovely because you could see I was a coward. You made everything so easy and comfortable! Thank you so much.
- The procedure was quick and painless. Dr. Kittel is truly a master at his craft, reassuring and experienced. Absolutely painless, even the days following the surgery, no swelling or bruising."
- I brought my own music as a gauge of time and to relax me as I was nervous about the procedure, however my had some very good background music on - bit of Hendrix I seem to remember. I was put at ease in a very professional but friendly environment, both practitioners were fantastic, and the surgery of four incisions, cyst removal and stitching were swift and painless. Approx 45-50 mins when underway. I didn't get through my hour radio show! For someone who is uncomfortable around surgery (I honestly find it difficult to watch on TV!), this was the best experience I could have anticipated.
- The level of care, pain relief and information given was just right. As was the relaxed way I was able to chill out in the post op room for a while before catching a train home.
- Dr. Kittel and Nicki made me feel very relaxed during my procedure, I had every confidence in them. Dr. Kittel kept checking that I was not feeling any pain, and I felt my surgery was carry out competently and exceeded my expectations.
- You were made to feel very relaxed throughout the whole procedure by both Dr Kittel and Nurse
- Great experience and made to feel relaxed can say it was an absolute pleasure to be operated on by such experienced professionals who also had the ability to have amusing and great chats whilst the procedure was in progress thank you guys.
- Very pleasant experience. Good conversation and a good 'no nonsense' approach.
- The nurse put me at my ease. Dr Kittel explained what he was doing throughout.
- My experience with Thames Valley Clinic was excellent - professional, caring, and efficient. Five stars don't feel like enough to express how impressed I was.
- Quick, painless, very professional and felt reassured throughout
- This is my 3rd or 4th visit and as usual friendly, professional and fast. Always goes beyond, thanks and see you in the future
- Excellent as expected
- Dr Kettel explained each step and we all ended up having a good conversation with laughter.
- (which I wasn't expecting) Great overall experience, and I would highly recommend.
- Quick, painless and quite frankly remarkable. The whole procedure took no more than 30 minutes. Felt comfortable and assured throughout. It has been a week since I

removed the stiches and a total of 17 days since the procedure, I am flabbergasted at how quickly they have healed. I am so glad I chose to proceed with the lipoma removal.

- Both Dr and Nurse were very friendly, attentive and professional throughout the hour procedure. They were both very attentive to cleanliness and any pain I might be feeling (very little pain). It was a pleasure to be a patient in their care. ?
- Great procedure and clear communication throughout the procedure and no pain.
- I'm very pleased that i had the opportunity to have all the steps of the procedure explained while i was watching too...waiting for the next one:)
- I liked the relaxing atmosphere
- Cannot fault any of the staff, they were all friendly and caring throughout
- Was pleased that they allowed my wife to watch.
- Kept informed and reassured throughout the procedure. Very professional and skilled.
- Dr. Kittel radiates confidence and competence. He and the nurse create a cheerful and friendly atmosphere, so I feel completely at ease during the procedure. Local anaesthetic is used so there is no pain other than a slight scratching, certainly nothing to worry about.
- Dr Kittel and Nicki couldn't have been more reassuring. I was very nervous going to the appointment but they both really were so kind. The procedure was all over in no time at all keeping my nerves at bay through the whole process. I can't recommend them highly enough.
- I felt very relaxed and confident.
- Extremely friendly, talked about procedure, had a social chat. Very relaxed.
- Dr Kittel and the Nurse put me at ease. It was a lot quicker than expected and I didn't experience any significant pain.
- I was very pleased how Dr Kittel looked after me, explained every step, reassured me, the procedure was very quick and painless.
- Very quick and pleasant experience
- Dr Kittel and Nikki kept me at ease and explained the procedure as it was happening. Top class team.
- The best thing was that he talked both me and wife through the procedure as he was doing it - explaining what he was doing and why. He also allowed my wife to take photos of it all to show our children.
- I didn't feel a thing and felt very comfortable
- My wife was allowed to watch, which was great for her and therefore great for me, although as the patient you really don't get much of the experience, your just there.
- Excellent communication continually reassures and puts at ease very calm and assuring atmosphere created by Kittel and the nurse
- The procedure went smoothly. Very professional and excellent care.

- I was reassured about everything as the procedure took place. There were no surprises and it all went very well.
- The procedure was excellent, the staff very caring
- I don't normally feel anxious, however today I did know I'll have a lipoma removed from my back that's been there 15 years. Dr Kittel and Nicky made me feel calm and relaxed
- Courteous and professional during the surgery process doctor and nurse
- The procedure was perfect it was done before I knew it and pain free. So much appreciated thank you.
- The procedure was effortless. Dr Kittle and Nurse Clare were lovely and smiley, calm and caring. Put me at ease Dr Kittle was very thorough indeed and was able to remove more things than I thought in the allotted time.
- Perfect at reassuring and making you feel at ease, such a pleasure and actually made me laugh which is everything
- Very happy with all aspects of the procedure.
- Very very happy, what I can say is excellent treatment, also very kind people there I am so happy I go to this clinic .
- I was very relaxed through the whole procedure, everything was explained to me and I was very happy.
- A couple of 'ouch' moments, but tolerable. Overall, a very efficient and relaxed procedure. Dr Kittel explaining as he went, and both he and nurse conversational to help keep my mind off the operation.
- They were very nice all the time. They gave me information and kept my worries away. ♡
- Was very efficient - in and out within 15 mins.
- "Everything was great
- He talked me through what he was doing"
- Open, friendly and approachable
- Great experience on the day!!
- Very straightforward and pleasant/friendly
- Don't feel pressured to continually talk. Some people want it, some not so much and some not at all. I'm fine anyway, but to help.
- I felt completely at ease throughout the surgery. Everything was explained in detail, and Dr. Kittel and Nicki tried to engage in conversation to help keep me relaxed. They also made sure I was informed about every step they were taking. The surgery was very quick and pain-free. The atmosphere in the room was calm and professional, which further contributed to my comfort. I appreciated how they checked in with me throughout the procedure, ensuring I was doing okay. Their attention to detail and care made the whole experience feel seamless and stress-free.
- Very smooth and efficient. Dr Kittel made me feel comfortable and at ease.

- I was well informed and at ease throughout the hold time of my procedure
- Amazing how quickly dr Kittel done my minor surgery. i didn't expect how quick and easy the procedure would be. Highly recommend, friendly staff and reasonable prices
- Dr Kittel was very professional and clear throughout the consultation and the procedure itself, whilst always being professional he was also super friendly and relaxed and described all aspects of the procedure along the way. Very relaxed and reassuring.
- Fr Kittle continually explained what was happening during the process.
- Initially I was a slightly nervous nurse, and Dr Kittel reassured me. Very caring and explaining everything during the procedure. It was pain free and all went well :)
- Dr. Kittel was so quick, and my procedure was very straightforward and completely pain free. Everything was explained clearly and I felt well looked after by both Dr. Kittel and Nurse Nicki.
- Dr Kittel and the nurse were both very reassuring and considerate during the procedure which made me feel at ease.
- Excellent communication and friendly, welcoming team
- Dr Kittel really put me at easy, he was friendly and helped me feel relaxed. It was over so quickly there wasn't much time to worry or feel panicked. He chatted to me through out and the nurse was happy to hold my hand. Would highly recommend this clinic.
- Conversation throughout the procedure which was reassuring, no pain felt and dealt with very quickly.
- Would thoroughly recommend Dr Kettel and this clinic.
- Dr Kittel made me feel relaxed. He was very professional.
- Both Dr Kittel and Nurse Chantelle were very reassuring and calm. They chatted to me throughout the procedure and it helped calm my nerves massively and distract me. I was so grateful for that.
- It was explained very well to me. I knew exactly what was going on and felt reassured because if this.
- Dr Kittel was fabulous in every single way. would recommend him to anyone.
- Chantelle and Dr Kittel were absolutely fabulous, and I felt very safe and well looked after throughout the entire procedure.
- The procedure went very well. I was put at ease and felt that I was in very good hands.
- Yes, they looked after me very well. Kept checking I was comfortable and if I was in any pain at any point through the procedure. Giving more local anaesthetic where needed. Even though I wasn't able to see what Dr Kittel was doing, his commentary was clear allowing me to follow on throughout the procedure.
- Dr Kittel and the nurse were very reassuring throughout the procedure. The surgery was very quick and very competently handled.

- Both Dr Kittel and Chantelle were fantastic throughout the procedure. There was a very friendly atmosphere in the room which goes a long way to calming people who may have a fear of surgery. The procedure itself was painless and enjoyable. The whole set up of the practice has been well thought out to the last detail. I was very impressed.
- They were very clear on what they were doing. Nurse was lovely and encouraging. I felt very safe and in good hands
- Excellent service as usual.
- The nurse put me at ease and Dr Kittel explained everything clearly step by step so they both inspired confidences.
- It was an amazing experience. I did not know what to expect, but I had already worked out how professional they all were by my first appointment. I was put at ease immediately. Great experience.
- I would recommend to everyone I know who needs a private procedure."
- This was a simple and straightforward keratosis removal. It was pain free and done very quickly. Extremely nice attentive nurse and I found Dr Kittel very informative and pleasant.
- Procedure was amazingly quick, stress-free and painless. Even though I'm not great with the thought of any type of surgical procedure it was a good experience.
- I am very nervous person with regard to dentist/hospital/surgical procedures, especially injections. Dr Kittle and staff were all caring. Nurse Chantelle very patient and comforting which was all a great help for me.
- I was quite nervous, but Dr kettle was very professional and made me feel calm. The procedure didn't take too long, and I was surprised how comfortable I felt
- efficient professional care
- It was all handled very professionally. Both Dr Kittel and the nurse were friendly, warm and welcoming. I appreciated the opportunity to see the cyst Dr Kittel removed and all the information about the surgery and aftercare. The environment was totally conducive to the keeping me completely unstressed.
- The op went very well, and I was made to feel relaxed and informed about everything before and during. I was made to feel relaxed and informed good hands.
- The surgery was quicker than expected and completely pain free.
- Made me feel at ease.
- Clare and Dr Kittel were so kind and caring. They spoke through everything and I felt reassured.

Comments about experience AFTER the procedure

- I was taken to a recovery room by the kind nurse who gave me a drink and some biscuits. While resting, I was able to watch a very clearly presented and informative video given by Mr Kittel. This video reinforced the information Mr Kittel had given to me personally at the end of my procedure. The nurse continued to check on me while I watched the video and at the end asked me if I had any questions. The questions I had were answered fully and clearly and I felt confident in going home and what I should and should not do. The video link was sent to me so that I could watch it again at home if I wanted to. I was also again, encouraged to call the clinic if I felt I needed to at any time.
- Very friendly attention and help.
- Very little discomfort.
- Sadly, the surgery had no appointments that would have worked with my work schedule, but they were very flexible in my options to get the stitches removed. *[Dr K: Sorry we could not accommodate your work schedule. We tend to be able to fit in request most workdays, but there is usually no one available after 6pm or at weekends. But as you say, there are different options including to be given a stitch removal kit]*
- I was made a cup of tea and was looked after well by the nurse.
- Everything was very clear, both verbally and via email, and I always had the feeling help was at hand should I need it. I am yet to have my stitches removed but am comfortable that it will be dealt with expertly.
- Straightforward and easy to understand after care instructions.
- Some of the advice is conflicting. One sheet says you may take ibuprofen; another advises against it. *[Dr K: Thank you for pointing this out. Aftercare advice can differ depending on the type and location of surgery, and we try to strike a balance between giving clear general guidance and advice that is specific to each patient.]*
- *Some of this guidance is updated over time, and because parts of the process are still manual, the occasional inconsistency can slip through. If you are able to let us know exactly where the advice appeared conflicting, that would be very helpful so we can correct it].* My head has been sore from bruising which has made it a little difficult to sleep.
- Sent me an aftercare video to watch and a kit to remove my stitches
- Absolutely amazing!!! Everything has been superb and everything that was promised has been delivered. I'm so impressed!!!
- Videos and information passed across is clear and easy to follow.
- The aftercare video was helpful!

- Yes, all info received
- All information and videos provided were excellent. Completely clear and very helpful throughout the past couple of weeks. Stitches removed easily with help of the video and kit.
- I was told would receive a phone call on the Monday to book taking out stitches. Not heard anything yet and it is Wednesday
- Relieved to see the results once I removed the dressing 2 days later.
- Very clear and straightforward.
- I wasn't entirely sure what to expect in the first 24 hours and was a bit concerned with the many wounds on my back that I couldn't see properly and only feel. I live on my own. More information about my specific extensive "minor" surgery would have been appreciated. Some of the information in the video and information sheets was too general. I was very tired afterwards and had a headache. Tension? After now 24+ hours, for those I can see, I feel that the lesions are starting to heal.
- The whole procedure left me assured & relaxed.
- In fact, I missed the "Access Documents" button the first time I scanned the email and linked to the aftercare video. I have today downloaded and am impressed at the detail in the general medical after-care guidance and personalised report and will be following the instructions carefully. I have Betadine, dressings. wound gel, etc to hand. I am supporting the immune system with Vitamin D/Zinc and tissue regeneration with oral marine collagen and healthy eating. The first week i spent at home just resting with the leg horizontal most of the time. At this stage 10 days after procedure the wound seems to be healing without any complications of excessive bleeding or weeping or inflammation or infection and I have felt no pain so have not even taken one painkiller. I am being careful to avoid vigorous exercise, and my tennis coach says I can do double sessions to catch up when I do return! So far, very good.
- All very good no issues
- Wasn't sent until I chased it up next day but very useful once received
- My cup of tea and biscuits were very welcome as I sat in the recovery room. I was advised that I could leave after watching the recovery advice video.
- I was thoroughly informed and Dr Kittle answered all my concerns, additionally, he set aside as much time as I needed regarding my post procedure questions.
- The aftercare with a cup of coffee, a bed to lay back on and a video to watch on what I needed to do was a real help. Email links came through really quickly so if I need to check on anything it was there for me.
- My wound was clean and healed well. I did not feel I needed any painkillers at all in the following days, which was quite surprising. I understood the videos and instructions given for aftercare. The only thing was I was not sure when the ideal time for stitch removal was, ie what they are supposed to look like when ready. However, I

followed the timeline recommended and stitches were removed on the 11th day after easily and without incident.

- Plenty of information to assuage any concerns relating to aftercare.
- I'm aware aftercare is important if wounds are to heal properly. Reinforced politely verbally, video shown while resting after the procedure & link also emailed. Verbal suggestion given on an antiseptic should it be necessary if my own body decides it's MILDLY fed up with the foreign body of stitches (from previous experience - & I stress 'MILD'). Discussed possibility of stitches being removed on day 9 & appointment made, though confident I could remove someone else's stitches, not so much with my own! I've absorbed advice from aftercare video & increased my daily dose of Vit D3 from 2000 to 3000 temporarily. Am currently trying my 3rd statin & Dr Kittel discussed a few options as well, so I'm researching Omega 3. Happy with all advice/information before first consultation, during consultation, during treatment & post treatment. It is helpful to have received emailed information to support discussions. *[Dr K: For context, this patient is talking about Xanthelasma surgery. The issue of stitch removal is interesting as everyone heals at a different rate and speed. We are trying to go along with the slowest healers because if you take stitches out too early, the wound breaks open. If you take them out too late, there is mild redness that usually settles]*
- Again, post procedure was completely pain free and has healed very well.
- I was thoroughly informed via email and video what to expect after my treatment and felt I knew what to do should I need help from the clinic
- Need to watch, as will save you the headache
- I am nervous about removing the stitches, but the information has covered everything I need to know.
- I felt I had all the information I needed
- Yes, very straightforward and it has been good to have the instructions to refer to.
- Especially impressed by my experience after I called to say that my incision seemed to be infected. Dr Kittel called back 4 hours after I called the surgery and I had a prescription immediately after that which has proven effective.
- Paracetamol for 12hrs post op was the only medication I used after the local anaesthetic had worn off. Just to ease the dull burning sensation that one always gets when you have a skin cut. The mattress sutures were easy to remove with the suture removal kit, and I used perpendicular steri strips to support the incision site. The results so far are excellent and I'm really happy. The post-op cold drink and biscuits were very much appreciated.
- All as expected
- Nice to have an after-care room. Video was informative. I think the TV was a little bit high... (very minor point of no significance) . I did not feel rushed
- "After care was excellent"

- Very informative video by Dr Kittel with clear instructions, advice and, contact details should you need to speak to a member of the team."
- Very good- and reassurance and advice given as needed
- Everything was great.
- Very good again. Aftercare sheet online very informative, as was the video.
- Although stiches are yet to be removed, post op information has been clear, through and understandable.
- Everything was explained to me verbally and the aftercare video and information useful to refer to during the recovering period prior to the stitches being removed
- Aftercare information was good though I couldn't bring it back onto screen after a few days, as I wanted to check something! Not a big problem as I know I could ring up or text, but a detail for you!
- Very attentive. Explaining everything to me. The information was very helpful which I was given. Watched a video of Dr Kittel explain the after care. The nurse was also really lovely. Was offered a hot drink. Sorry I can't remember her name.
- From my point of view, the stitching was a bit of a challenge for my wife, who isn't very confident with practical matters [Dr K: We offer an
- Very well thought out process after the procedure. Sit and relax for 20 minutes applying pressure whilst you watch after are video. We were sent home with a pack for the removal of the stitches and everything explained very well.
- Treated with care, along with the feeling of not being rushed. Being offered a coffee was a good addition. Overall, a well organised experience.
- Watched a video on the aftercare after surgery and also received a email which is very clear.
- Although I watched an aftercare video, I'm not sure I took it all in. It was great to have the follow up email. Any other questions were answered in a phone call by Leanne
- Very informative
- Yes, I was given information about aftercare via email and I also watched a video after my procedure prior to leaving.
- So far recovery has been very smooth. Plenty of information and after care given
- "Recovery room pleasant. Video for aftercare very informative.
- Tea and biscuits much appreciated"
- The aftercare was simple and stress-free. I also had the video sent to my email so I could rewatch for any additional guidance. Again, a really good experience.
- Nicki provided me and my husband with a hot drink and a Kit Kat for myself. She came and checked on my wound before leaving
- Information very clear.
- I felt really looked after, especially that Dr Kittel came to see me following my time in the recovery room. The nurse was also very accommodating following the procedure.

I had an after-care email inbox before leaving which I have been able to watch in my own time and save the information ready for when the stitches are ready to be removed.

- Quiet space to recover and watch the aftercare video made me feel relaxed
- The procedure went well and was totally painless
- Amazing! Dr Kittel did a fantastic job. I was nervous beforehand but was put at ease and i did not feel a thing! Thank you to Dr Kittel and the nurse!
- Dr Kittel spoke to myself & my wife after and the video was simple & clear
- Thank you for a pain-free procedure removing a large lipoma from my neck
- No complaints. KitKat was a nice touch!
- Good experience - I was well informed.
- The short time in the recovery room after the procedure is very good - it's excellent to have aftercare explained again in the video while you recover. The cup of tea was very welcome (and very good), as were the biscuits, though it was a bit challenging opening the packet with one hand holding the bandage on my head! (The biscuits won.)
- I am at the initial stage of aftercare but was impressed that within 15 minutes of leaving the clinic I already had a follow up appointment booked.
- The aftercare following the procedure was excellent. I could take my time and relax to watch the video and ask any Dr Kittel further questions following the procedure. The nurse was on hand and very caring and helpful to check how I was feeling.
- Didn't feel a thing when Dr Kittle was doing the procedure, Sat and watched video in recovery room nurse brought in a cup of tea very welcome
- I found the variety of aftercare instructions very helpful
- The aftercare is quite good and informative. It's good to be able to refer back to the videos and information provided. However, it does feel a little impersonal and isn't really tailored to each case. I feel some sort of follow up appointment/ email would be beneficial to see how the wound is healing and advice if something is not going as planned in the healing. Again, this does feel a bit like a production line.
- Fantastic
- Very helpful video
- Aftercare email with account of procedure was useful, and good to have links to videos.
- Healed quicker than expected
- All good well explained and demonstrated
- After the procedure, I felt calm and pleased because it was professionally done and excellent after care video to watch with my coffee & Kit Kat.
- I enjoyed the coffee and TV bit. I have been wary of all towels since! *[Dr K: This is about not rubbing stitches with a towel ☺]*
- After the cyst was removed it was painful for a couple of days then the pain wore off.

- I was very happy with all of the information given to me. I really like the video explanation. I thoroughly enjoyed the cup of tea and biscuit afterwards.
- The aftercare videos were very informative, and the stitch removal kit means I won't need to travel back to the clinic from Bristol. I phoned the clinic about some unusual sensations as the anaesthetic was wearing off and Dr Kittle kindly phoned me back to reassure me that everything was normal.
- The video was just the right length with good information. Easy to watch with clear text.
- To be given a coffee and some chocolate in the recovery room was a very welcome bonus.
- All the information even if not relevant to me was useful and helpful.
- The aftercare video is very informative and clear.
- I am healing well and due to take stitches out in the next couple of days. Day one I used ibuprofen and co-codamol, day two was tender but not great pain so a small amount of ibuprofen. By day three I was aware of the areas but had no further need for any painkillers! All seems very good.
- Have yet to put all the information and stitch removal procedure to the test, but everything was very clear thank you
- I had a problem with the link on the email regarding aftercare, I phoned the surgery and it was soon sorted, they were very helpful.
- All information the same day. And understood.
- Looked after while watching video and no rush to get you out, a great cup of tea and biscuit fully informed of aftercare?
- No problems.
- No pain, scab has formed as expected. Will have to wait and see how it looks in a few weeks' time.
- Amazing, almost painless, even though I have very low pain threshold, almost enjoyable?
- You're given an opportunity to rest with coffee and biscuit before you leave. Nurse available for any questions, and you are able to watch an after-care recording at the clinic and also at home using YouTube.
- The area of Cyst removal was only sore, and the whole experience for me was way way more comfortable than going to the Dentist!!!
- Felt completely armed with all the information I could need, before and after the procedure. When I did have a question, I emailed the Leanne and got a prompt reply with clear instructions. Absolutely fantastic service.
- Very informative video following up personal advice given by Dr Kittle.
- Mostly good but should update to say apply Vaseline once a day every day rather than just on Day 5. I have clarified this via email.

- after 10 days I'll be able to have an opinion:) but all the info & video...very useful, simple, easy to follow
- I had a couple of issues after the procedure, and these were dealt with promptly
- Being emailed the care notes was a great help.
- After a few days now both procedures I had done are progressing well exactly as advised.
- I watched a video and was told about the after care, along with everything sent via email and a contact number if I had any concerns.
- I'm having the stitches out in a few days, but everything has been fine"
- So caring and friendly.
- The aftercare video is very helpful, and it is great to be able to go back on it, in your own time. I totally recommend this clinic and if I will ever need a surgery again, I will definitely come back. Thank you
- I would book with TVSS again with complete confidence
- We took the stitches out ourselves with the very comprehensive kit provided, saving us quite a long round journey.
- Excellent video and personal reassurance and further aftercare advice from DR Kittel
- Everything was carefully explained.
- N/A
- Aftercare is great, video for me because I live far away but that's not a problem, very kind great team would definitely recommend
- Perfect
- Post op service was to the same high standard as before and during surgery
- I felt fine after minimal pain the next day it felt better and I'm currently healing well. I haven't needed to take any drugs.
- Clearly understood
- Very happy with the aftercare information.
- NB, I have yet to remove my stitches, but aftercare info seems comprehensive and easy to follow.
- They let me lean down for a while with a nice cup of tea and called my partner to be next to me. Nicky and Dr. Kitten also visited me to ask how I feel :)
- Great after care
- Attentive and a nice cup of tea
- A reminder for when sutures can come out would be perfect but otherwise it's been a great experience
- All very good
- All good so far although my stitches will be removed in a few days
- Felt a bit left to it. Would of liked nurse to stayed around but was unavailable as in next procedure.

- Just like the care I received before and during the surgery, the aftercare was excellent. I was thoroughly informed about what to do post-surgery through the aftercare video, and having the video emailed to me was incredibly helpful so I could refer to it later. It was also great to be able to speak to someone immediately over the phone when I had concerns about slight swelling post-surgery. The response was prompt, and they reassured me that it was a normal part of the healing process. I really appreciated how accessible the team was and how they made me feel comfortable every step of the way. They also provided me with detailed instructions on managing the recovery process, which gave me confidence that I was on the right track. The aftercare calls and support helped me feel well taken care of, and it was clear that the team genuinely cared about my recovery.
- I left feeling very assured regarding my after care
- Everything was clearly explained via the video and in person.
- I was given a cup of coffee and a kit cat in the recovery room. Dr Kittle came in to see how I was. All this was very reassuring
- After the procedure relaxed in recovery room very clean. Nicki got me nice cup of tea.
- Professional and caring approach.
- I had a couple of queries after the procedure and was met again with clarity and kindness and understanding
- I was sat down and given refreshments. I felt very comfortable after the operation.
- It's been four days since the procedure. The aftercare information has been very helpful, and I have rewatched the video several times. The woman who answered the phone on Friday when I had some concerns over the stitching and potentially bleeding helped put my mind at ease and alleviate my fears. Removed the dressing and the incision looked okay, stitching intact. Excellent aftercare information
- After the procedure I was taken to a recovery room and given a cup of tea and a Kit Kat. Very soothing.
- I was quite surprised to feel rather wobbly after the procedure. Not sure whether this was due to nerves or the fact that it was actually quite invasive even though I felt very little at the time. I was glad to have somebody to drive me home.
- As they have given me emails with all information and a video I can totally relax. So, I am now just sitting back with no pain. An exemplary experience.
- I am healing nicely too.
- I can add nothing other than everything went as I hoped and expected.
- Haven't read operation report yet, but expect it will be fine
- After the procedure, I felt a lot calmer, but thought the scar on my lip very tidy.
- Dr kittle and the nurse were very kind and professional. The patient care I was given was outstanding as was the advice on aftercare
- Yes everything was made easy to understand and I knew at all times what I needed to do before during and after.

Any suggestions for Improvement

- Any other comment? How do you feel now? Anything we can do to improve?
- The entire experience has been absolutely flawless and I am so happy. This has honestly changed my life. When I looked in the mirror, I didn't ever see my face, all I saw were the lesions. And even though my surgery is not yet fully healed, I can already see how the results might soon be. I am excited for the healing progress and cannot describe how happy I am with the whole process. I already feel more positive about myself, and I am definitely already feeling generally happier in my everyday life. I am so incredibly grateful to Mr Kittel, I feel like he has given me some of my youth and life back, I knew I would be happier, but I had no idea of just how much and I truly believe that this is due to the excellent and flawless experience of attending Mr Kittel's clinic. I wish I had found this clinic sooner, the only reason I hadn't had this procedure before was because I could never have afforded it, but thanks to the amazing prices, I have been able to save up, and my life is now going to be very different from how it has been. I wish there were other services such as eyelid surgery, that allowed those of us less financially well off; to seek the affordable, professional and trusted help which Mr Kittel has provided for me. I mention eye surgery as my upper eye lids push down on my eyes and can at times affect my vision. Also, the difference this help makes to the patient's mental health, confidence and general wellbeing is immeasurable which in turn must take some pressure away from the NHS in various ways. I cannot thank Mr Kittel enough. I will always be forever grateful. Thank you.
- Somewhat itchy skin, but no doubt this will improve after time!
- It would be hard to improve this....
- The whole experience was very positive and the result is amazing. I'm so happy to have chosen this surgery.
- The whole process, from first contact to date, has been absolutely first class. There has obviously been a lot of thought into how best to deliver the services, and that thought resulted in an experience that was as good as I could have hoped for. I have nothing but praise for Dr Kittel and the team at the clinic.
- Very professional throughout.
- Feel great, obviously wounds are a little uncomfortable but that's to be expected
- I have yet to have my stitches out, I am hoping everything won't feel quite as tight after that. I have numbness on the side of my head but understand this can take some time to go?
- I feel ok now although a little sore on my right side where one of the lipoma's was removed. More uncomfortable than anything when in bed etc.

- I would and have recommended the service. I wouldn't bat an eyelid (haha - eye procedure) in recommending this service.
- If I ever need further surgery I will 100% come back to Dr Kittel. This was my third visit to Dr Kittle and would only trust him and his team to perform this surgery on me again.
- Genuinely no improvement areas come to mind. Just a big thank you from me- what you're doing has such a positive impact- knowing I can get minor surgery done (lipoma removal) with Dr Kittel helps managing my lipoma condition so much less painful.
- I feel great
- I'm sincerely grateful for the help of Dr Kittel. Since he found and removed the lump from my back, my pain and inflexibility have dramatically reduced. I have been in daily pain for a little over eight years with all other doctors failing to identify the lump. Truly the reduction in pain has given me massive positivity. I can't thank the team at your clinic enough.
- Thank you for your excellent service. I have been so impressed by Thames Valley Surgical Services, from my initial telephone call to today's surgery. Everything was first class. I will certainly recommend your clinic to my family and friends.
- You need to experience the patient journey, and you will see too many incremental changes that make it more complicated than it ought to be. E.g the dead link you just sent for this form
- Very pleased to have the infected cyst removed. Thank you.
- A wholeheartedly positive experience
- When I first arrived no one at desk over 20 mins before anybody spoke to me. Apart from that everything very good
- Fantastic experience from start to finish.
- Full recovery after removal of 4 lipomas, recovery was good and scars are healing very well. The only improvement I can suggest is to make the booking system easier and more user friendly.
- Perfect. Thank you for your professionalism
- I do feel TVSS offers a very good service but could be tweaked to provide more tailored information and aftercare.
- None I was perfectly happy & impressed with my experience thank you.
- Right now, not much else to comment but will provide feedback in the future about the later stages of the healing process. I feel absolutely fine now and am able to move around at work, just taking care with protective dressing, thick socks and loosely laced leather trainers to protect the surgery site and making sure it doesn't get bashed. Nothing to improve springs to mind, but I will try to give any recommendations at a later date when the healing process has progressed.
- Just brilliant service and very friendly

- "There's nothing I can identify to improve from my experience so far.
- I am glad your service exists for lipoma removal, I was quoted five times the price(!) by an Oxford surgeon to remove two lipomas, not even the three I had done.
- All that you do to streamline the process and ensure the costs are kept reasonable is absolutely what customers need. Well done to you for running a great business."
- It was an excellent service and a reasonable price, Dr Kittle explained everything and it was all clear. I can highly recommend Thames Valley Surgical Services, I hope I don't get any more lipomas, but if I do Dr Kittle is an expert at removing them. Thank you, Karen
- My only suggestion would be to perhaps advise patients that Dr Kittel will pop into every recovery room before each patient leaves to go home. I think that would have finished the appt nicely. I happened to say goodbye and thanks to him as he was passing.
- No
- Excellent service, good value and very professional. If needed, will certainly be back.
- Really, really pleased with the care I received.
- I Shout out to his staff, they were excellent! Also, the cleanliness of the office and procedure-room was impeccable!
- TVSS is the place I would go back to if I ever needed a similar procedure.
- It was a little strange not to have anyone in reception on arrival/departure. I was not sure whether or not I should leave after the procedure without seeing someone first. The nurse did come out and say it was ok to go if I was feeling alright. Wound is still healing well and looks clean. Awaiting lipoma test results.
- No, nothing to improve.
- Everything went extremely well. Thank you.
- I'm so pleased I found the clinic online during my research to find somewhere to have the lipoma removed and wouldn't hesitate to recommend the clinic to anyone needing this type of minor surgery
- Overall excellent, would definitely use again.
- All has gone perfectly from start to finish. 5 star service also not expensive
- There's room for improvements. [Dr K: Please let us know what they are]
- I forgot the "home removal" kit. Possibly because I was chatting with Dr Kittell at the end. Not sure how to offer this as an improvement however!
- Everyone was great and it was a straightforward process, Dr Kittel made me feel relaxed and at ease, he felt very genuine and kind.
- Very minor point of constructive feedback is that I felt like I received a lot of emails - a quick search in my inbox suggests about 20 in all before and after the procedure, including payment confirmations etc. If there were a way to consolidate this it would lower the patient admin burden

- I am already considering having further excisions by Dr Kittel due to the positive experience I had.
- It has now been a month since my surgery and all seems to be going well. Thanks very much Dr. Kittel and the team!
- Overall, a very pleasant experience. Its good to have automation working and workflow process in place.
- I already have referred one of my friends to Dr Kittel and she was extremely pleased with her treatment
- Excellent environment and staff. I am well and, relieved I took the step eventually to have the lipoma removed
- Everything was great. Using Thames Valley Surgical Services was an entirely positive experience.
- From first engagement to now, 1 week post-surgery, I feel fortunate to have found you. All staff have been very patient, accommodating and welcoming, and at every stage I have felt fully informed and that I have had full confidence in Dr Kittel and the team, and very happy with the outcome. I imagine as a business it is nice to get feedback of what can be improved. Unfortunately, I can't provide this as it was such a good service.
- Very happy with the service and in particular Dr Kittel noticing another issue that I have and able to address accordingly. The information before and after the procedure was great and the procedure itself absolutely fine.
- I am very happy with the outcome. Really looking forward to wearing my hair down + not having to have it up.
- Car parking is limited; that said, I was able to park, so no real dramas
- No everything ran smoothly and we are very happy with the service that we received.
- Would have been nice to have had the iodine removed before leaving the clinic. I was unaware it was still in place around a large area of the head wound. Only a very small issue, but nevertheless the appointment was a good positive experience. Thank you.
[Dr K: We sometimes leave it in place to aid healing and keep the skin antibacterial, but it is a point I will reflect on]
- All good. No issues with scar area healing so far.
- A great service was provided in a very clean and modern surgery. Friendly staff and very cost effective. Cannot fault anything and would highly recommend using the services here.
- I am very pleased with the service and would have had this done sooner if I had realised how well I would be treated.
- I feel good, can't wait for the stiches to come out. I don't want to rush it but looking forward to it.
- Perfect service already. Achieved.

- Whilst the care and attention were first class, the pricing of the procedure was not. The quotation quoted a price that was not reconcilable with the prices shown on the website. The procedure quoted was £260 plus an additional £50 because it was on the face, which brought the total to £310. The quotation was for £395 because it was said it was in a delicate area above the eye next to the eyebrow. No where was this explained on the website. *[Dr K: If you go here on <https://minorsurgery.co.uk/price-2025/> you will find the prices for face moles. If your quotation is not correct please contact the surgery and we will make it right. Quotations are still done manually and mistakes sometimes happen. £395 would indicate a quote for either 2 lesions or a lesion that needs to be sent to the laboratory i.e. £325 plus £120 for the lab minus the consultation charge of £60?)]*
- The procedure took no longer than about 10 minutes and to my knowledge no special procedures etc were required.
- There is little point in having a website where not everything is explained together with the relevant charges.
- Having said all of the above, the procedure went well and I am recovering well."
- I think it's a bit naughty that you would be charged an extra £35 if you want the clinic to take the stitches out after paying £690 for the procedure. Luckily, I have my husband willing to do it. *[Dr K: Sorry, this is clearly explained on the quotation and the website if you have a look. 80% of patients do not require stitch removal and they would have to cross subsidise the 20% who need it. But we keep the prices low so it is not a dealbreaker.]*
- Just a huge thanks!
- I would like to say that I am so pleased with the whole experience from the beginning, I genuinely do not have anything I can suggest as an improvement. I would also like to say how competitively priced the procedure was. I travelled from Oxford (even though I could have gone to someone a 10-minute drive from my home) because of the price and excellent reviews. I am so pleased I did my research and would absolutely recommend! Thank you, Dr Kittel.
- Very quick from start to finish, so glad that a search on google led me to Thames Valley
- Great experience, would 100% recommend and contact for any future advice or procedures
- Just going to see how the scaring goes - but seems OK so far
- Excellent service
- Overall, i thought the experience was very good and i would and have recommended TVVS
- The process from referral onwards was simple, professional and easy. Lovely clean calming environment. Thank you Dr Kittel & team

- You can't do anything to improve. For me, you were perfect from consultation to operation
- Only complaint is we didn't know about your services until recently!
- The surgery was quick and pain free. Dr Kittel and the nurse were very professional, they kept me informed and kept the conversation light to help the time fly by quickly, considering it was a very large lipoma which took quite some time to remove. Thank you, Dr Kittel and team, for the support during the whole process from booking, pre consult, surgery and aftercare advice to speed up recovery, which helped.
- Many thanks for your help. I will doubtless use you again.
- No other comments. I was a bit concerned organising a private surgical procedure without a recommendation from my GP, but I needn't have worried. Dr Kittel and the Clinic in general are very professional and I wish I had plucked up the courage to have the procedure a couple of years ago. I also felt the price was very reasonable.
- If it was a cyst and not a lipoma/tumour as possibly expected prior to surgery -is the cyst contents still sent away for testing? If not, would you let me know please
- I would highly recommend Dr Kittel to others. Outstanding service by all.
- Overall, very pleased with the service. Would recommend to friends and family
- Professional service from start to finish
- I am very pleased with the result. The staff were all lovely. The whole process was very efficient, and I felt very confident I was having the best care.
- I think it is healing ok but I'm still unsure if the stitches should be removed on day 12, 13 or 14 as advised. I still think some sort of follow-up appointment may have been a good idea.
- Very happy with everything about my treatment at Bourne End Clinic...
- Wonderful Surgeon and nurse
- Would highly recommend. Wonderful aftercare and very communicative.
- Ten days since the procedure, and everything is healing up really well, feeling positive, a very positive experience, thank you!
- Everything was clear, efficient, and precise. I have all the information I need for post-surgery. Personally, I enjoyed the fairly straightforward approach. Chop 'em out cleanly and goodbye. Thanks again!
- Carry on with good work
- I was impressed with the speed and efficiency of the entire process and will not hesitate to use your service again. I will also recommend your service to all my friends and acquaintances.
- Good do better for us
- I am glad I had my surgery done.
- been a week but feels good . Thank you. Luke
- I feel okay. There is some numbness on top of my head and swelling around my eye, but this seems to be fading. Now the plaster is off I have enjoyed telling stories of my

heroism (or accident prone-ness) to explain the injury. I've even told the truth once or twice. Thank you to Dr Kittel, Clare and Leanne.

- a precise costing for the operation during the initial examination.
- Thank you all :)
- I have no suggestions for improvement but would like to thank the entire team for a very straightforward and successful procedure. Best wishes, Chris.
- The results of my procedure are progressing well.
- I had to ask a question arising from a note on the quotation. I think it would be helpful to make clear at an earlier stage how a lump should be measured. In every other respect the service from initial enquiry to recovery was first class from all those involved.
- I have already told two people about your wonderful care !
- Really impressed, I've already recommended to some friends for some minor surgeries which they were looking into having. Overall 10/10 experience.
- I honestly cannot recommend you enough. I felt well looked after from booking until I left the premises, and the aftercare info is great. I have no concerns or questions, just much flatter scalp!!
- Hard to identify anything to suggest where you could do better. The whole experience exceeded my expectations and it was really useful to have such a structured set of instructions and prompts from beginning to end, particularly as I usually have a busy and sometimes chaotic schedule!
- I am extremely pleased with the surgery I received. Dr. Kittel removed more moles/tags than I was expecting, which was a big plus, thank you.
- 5star
- Feel good now and you would struggle to improve a great clinic and team thank you once again.
- Really appreciated the couple of extra lipomas removed that turned up during the procedure. Thank you so much for making the whole thing affordable and easy.
- I wouldn't hesitate to recommend you or contact you again about any future procedures I may need.
- No, huge improvement from St. Marks. Thank you
- I appreciated that you were able to learn about the procedure through video due to Learning needs.
- Great service, very quickly dealt with from the consultation to the surgery. Surgery was also quick and was made to feel comfortable and reassured the whole time.
- I feel great, I wish I had the procedure years ago. Honestly, no room for improvement I could see. Bowled over by the quality of service and people. Have already recommended to friends and family.
- Feeling confident that surgery will have positive outcomes. Very little pain and only minor discomfort eg itchiness.

- Great procedure, thank you! Only minor improvements I can think of:
 - ask me to wash/sanitise my hands before procedure since I was holding gauze for 15 mins (or provide glove)
 - again use glove or sanitise when nurse applied plaster [Dr K: Very good points, thank you!]
- i'm happy to mention that to my surprise I had no pain at all and the wounds are healing nicely
- If I ever need to use a private clinic for anything like this again I will 100% come back
- A great service.
- Can only add that I'd have no hesitation recommending Dr. Kittel for minor surgery. He's charming, approachable and obviously makes every effort to do his best.
- No improvement needed
- It has been 18 days, all scabs have fallen off, and the lesion removal sites are healing well, some already nearly invisible. Just one larger one to complete healing fully as I expected. So, it feels like a success at this stage.
- Despite my comments above I think TVSS offers an excellent service and is very good value. Thank you 😊
- Everything was great.
- Absolutely fantastic service, would highly recommend and definitely coming back if need further removals
- Feel fine, healing nicely,
- I feel fine it is all healing beautifully I don't think anything could be improved on.
- I feel fine, the wound is healing nicely. Don't see how you could improve on this.
- Fantastic experience professional friendly would highly recommend to anyone considering a procedure to consider this clinic I travelled from west London and glad that I did so
- I feel okay now, just need to take it easy over the next couple of days.
- It's a great service you do; I would recommend to anyone who needs lipomas removed, really friendly overall great service and team. I hope I don't have come back ha-ha but if more grow, I will be back
- Nope. All perfect.
- Nothing specific. Maybe pictures of the team on the website?
- "I'm feeling good and I will be returning as I have 2 more, I need to remove I will be in touch very soon to book it in.
- Your service is amazing and professional and thank you for the drink and biscuits."
- From initial telephone call to the actual procedure was incredibly quick. (Would have been quicker if I hadn't fallen ill and had to reschedule)
- I am very happy with all aspects of the process to remove the cyst. Dr Kittel and all of the nurses and staff were friendly, helpful and very professional. Very pleased that I chose the clinic for my procedure

- Everything excellent
- I think overall, this is an excellent clinic and fantastic value for money. It really is an efficient, no frills private healthcare facility - in and out, no fuss. I am really happy with the end result and Dr Kittel's experience and specialisation is evident.
- I really think everything is very smooth and well done for everyone ❤
- Feeling fine and would highly recommend TVSS
- Sutures removed, scar is clean and tidy. Thank you so much
- All very good from start to finish. Would highly recommend"
- Nurse, receptionist being there until left building. Price, availability, simplicity thinking and speed of process very good. May be good to have pay for time option so could do a few different things like X lipomas and some skin tags/similar.
- No improvements needed. I will certainly use your services again.
- I just want to say a big thank you to Dr Kittel and his team for making my treatment a successful experience.
- I'm happy and comfortable
- I would recommend the clinic, staff and Dr Kittel without hesitation. The process from booking to procedure to aftercare greatly exceeded my expectations. The friend who accompanied me to the clinic also commented on the cleanliness and professionalism of the clinic.
- I felt from the initial making the appointment for the consultation, through the procedure and on to the after care. Was extremely professional. So pleased I used Thames Valley Surgical Services. Thank you for your care.
- I am so glad that that I had my procedure done at Thame clinic, as everything went so well. From the initial consultation to procedures and the aftercare I would highly recommend Thame clinic.
- I'm very happy with how the surgery went and I wouldn't hesitate to return should i require any further treatments.
- I've had good experiences on both occasions when I've had surgery with Dr Kittel. It would be better if the price could be a little lower. The first time I had this done it was about £250-275, this time I paid £375, that's quite a price hike in 3 years. I just hope it doesn't continue to go up, otherwise I will be priced out. *[Dr K: I think we underquoted you 3 years ago, sorry. Generally, our prices have been quite stable in most areas with only a couple of procedures having been increased]*
- Carry on with your good work.
- Nothing comes to mind, everything that I needed to know was well covered from my first phone call to the treatment.
- No all round very good.
- The clinic is run in a very professional way and is pristinely clean.
- Everything was perfect.
- I feel well. A bit sore around the area of the operation. This is expected.

- thank you so much for everything i really appreciate it
- I wouldn't hesitate to recommend TVSS to anyone and have in fact booked my mum for a procedure too. I really can't fault the service received!
- Staff were friendly and professional. The clinic is immaculately clean.
- I think the stitch removal should be included in the price.
- I don't think there's anything that could be improved. From my point of initial contract on the 31st of January I was able to get a consultation appointment on the 5th of February and have the procedure on the 13th of February.
- Considering the cyst was open and leaking, that they are able to fit me in that quickly is a positive and I was pleased about.
- I must say thank you for the nurse who answered my initial call to the clinic just before 17:00, as she got me into the system earlier than otherwise could have been."
- An excellent, efficient and friendly service - thank you so much
- Everything about TVSS smacks of professionalism with a human caring touch.
Someone has gone to a lot of trouble to make things as easy as possible for a patient (from the highly detailed map for car parking to the cup of tea and Kit Kat after the procedure). 10/10 I would not hesitate to recommend.
- I am glad to have had this procedure done. Also, I am very glad to have found the Bourne End Clinic which is much better by far than other establishments offering similar treatment. This is because of the professionalism, fair pricing and the introductory video with Dr Kittel on the website.
- No, so far very good.
- I feel absolutely fine and cannot see any need for improvement in any area.
- I'm currently a bit sore but looking forward to getting back to normal soon
- I feel relaxed. Glad the cyst was removed, a little sore but this will pass
- I feel very happy after my procedure and I'm so glad I chose to come to Thames valley it was the best decision I made. I didn't see anything that requires improvement everything was very professional clean and pleasant
- I was slightly nervous in advance, but as it turned out there was no need to be.
Overall it was a very easy, fast and professional experience. I had very little pain and everything seems to be healing well. Thank you!"
- Everything was perfect I couldn't fault anything about the service today. The drive back to Bristol was nice with no pain etc
- Very happy with the service and would not hesitate to recommend.
- Test submission for new star ratings form

Responsible for report: Dr M Kittel 26/12/2025. A new report is created
once a year