

TVSS
Patient
Satisfaction
Survey
2017

Introduction

This Minor Surgery Feedback Audit contains the feedback of 20 patients between June 2016 and February 2017

Standardised questions: BEFORE the procedure

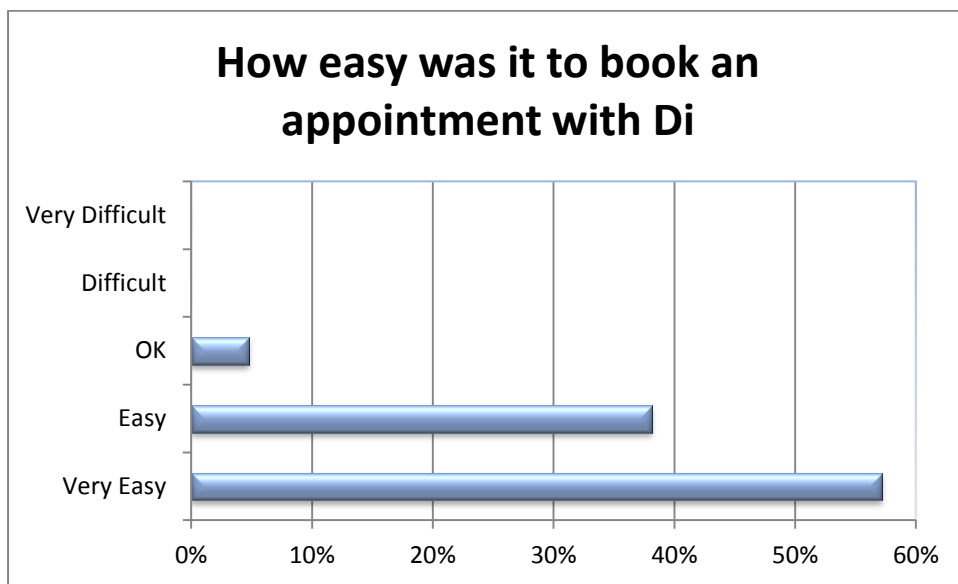


Figure 1:

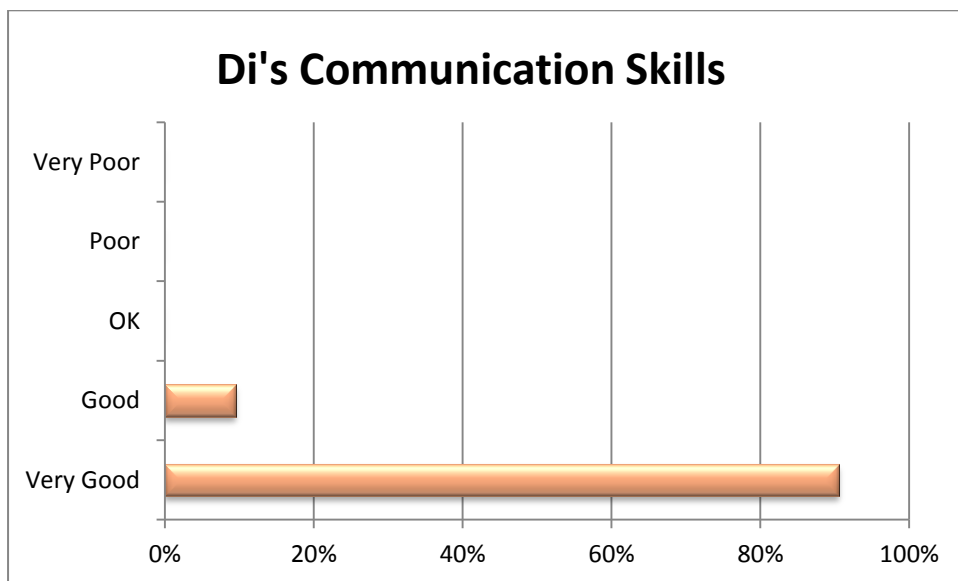


Figure 2: Di is perceived as very friendly and easy to work with

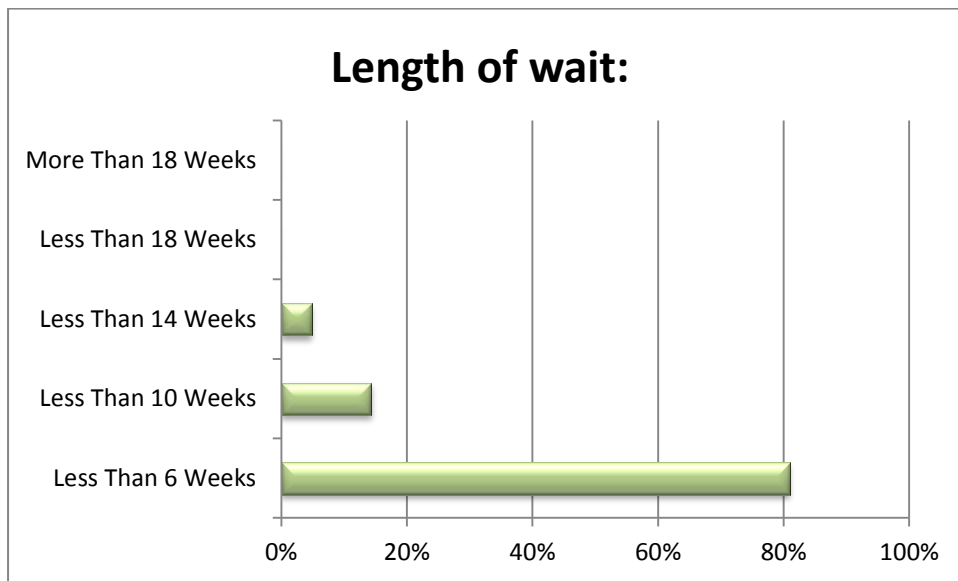


Figure 3: Our waiting times are usually 4-8 weeks. They are generally shorter for shorter procedures and longer for patients with a multitude of issues like multiple lipomas or skin warts

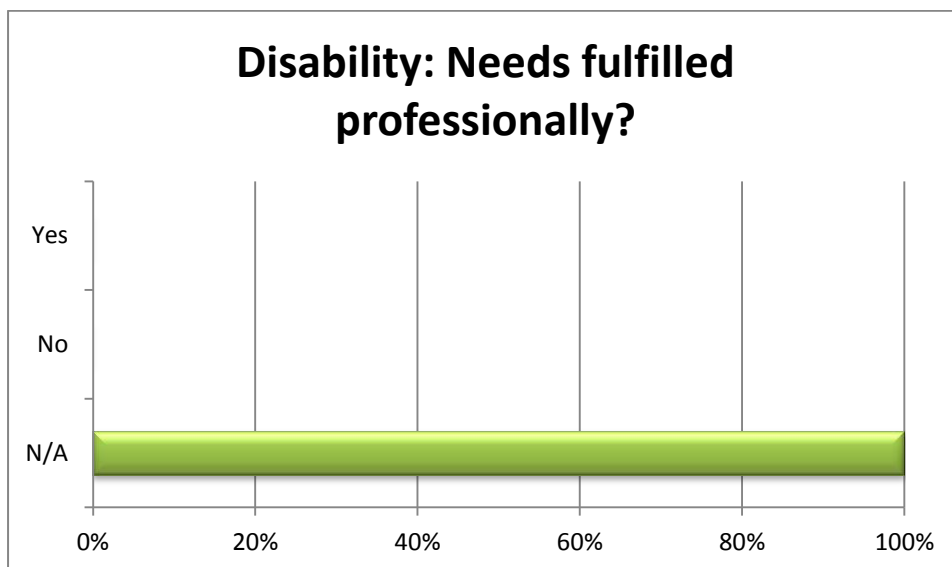


Figure 4: No feedback from patients, who declared disabilities.

Comments:

Please be aware the comments below to the questions about Di’s performance sometimes resulted in comments about performance in the clinic. We have left it all unchanged except for spelling errors, which we corrected.

- I found the advice on how to use EMLA cream very helpful.
- Nice welcome
- Please advise those booked in after 5 pm that the door may be shut and they may have to buzz in otherwise the patient may feel that they have turned up on the wrong day! *[the door should usually be open, there may have been a problem on the day. We are also addressing the issue of a receptionist for the late arrivals as we have had some issues here]*
- I experienced a highly efficient, polite and professional service with excellent advice.
- Di was great! Really easy to talk to and a great communicator.
- Everything was explained , and questions answered before the procedure
- Hi, the only thing is that I wasn't able to contact Di on the phone, after I've tried many times *[we will be publishing better advice]*. But all else was very good.
- Di took into consideration when booking me in that I needed to have the procedure well in time before my holiday to allow it to heal. This meant that I had a later evening appointment booked than would be normal.
- Very professional, friendly and reassuring, explaining the treatment fully, to the point where I was looking forward to having it done.

Standardised questions: DURING the procedure

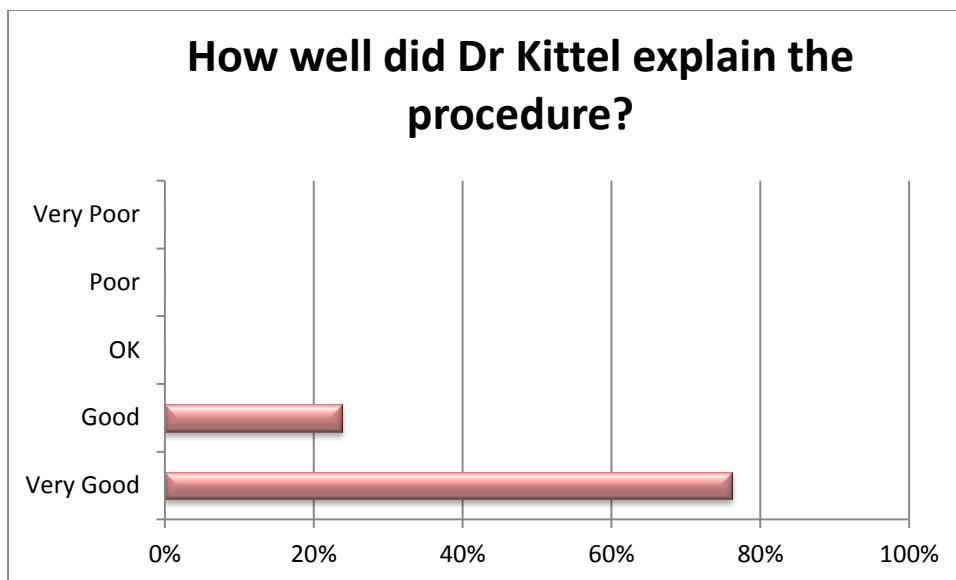


Figure 5: We are interested in you knowing not only what will be done, but also the alternatives to the procedure.

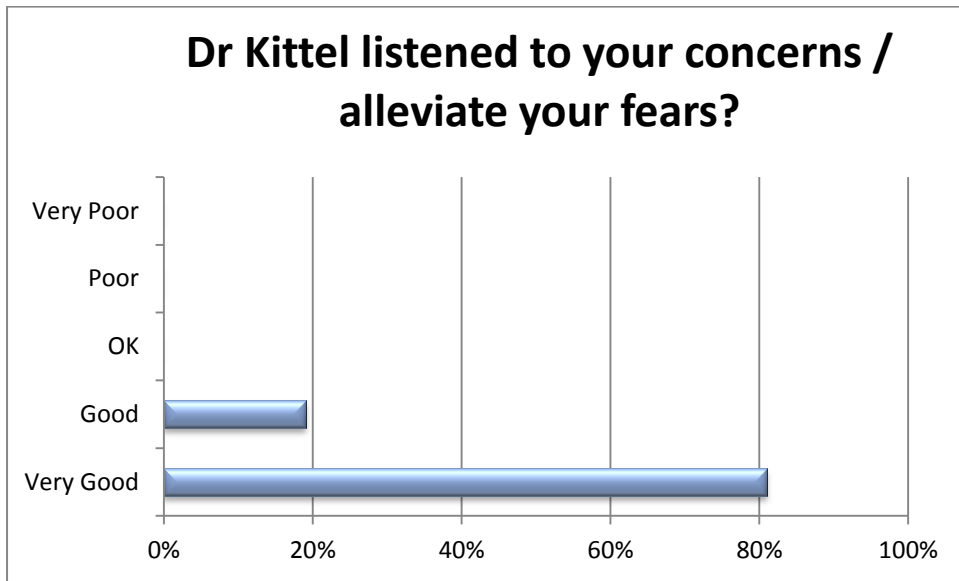


Figure 6: We try to explain things before we do them and alleviate patients fears through this openness.

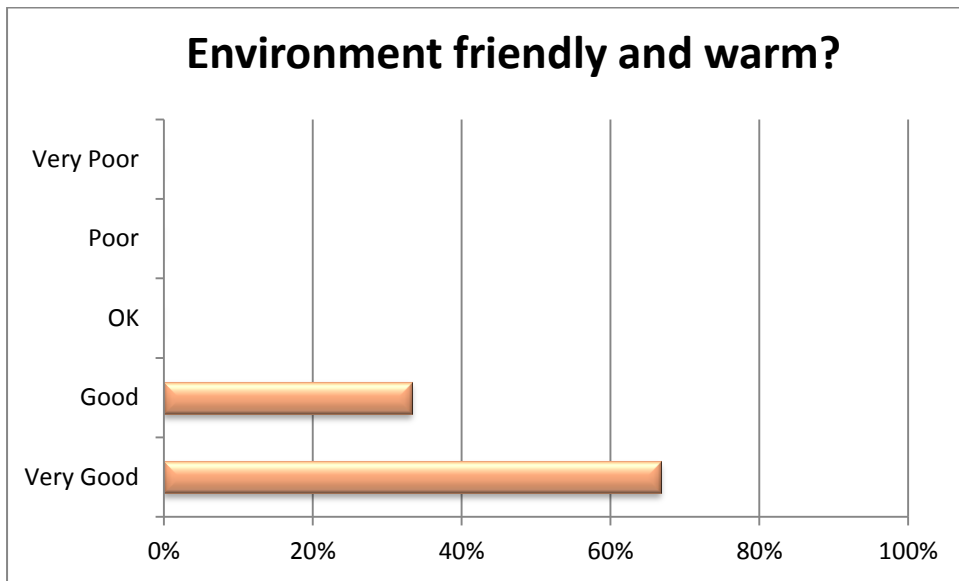


Figure 7:

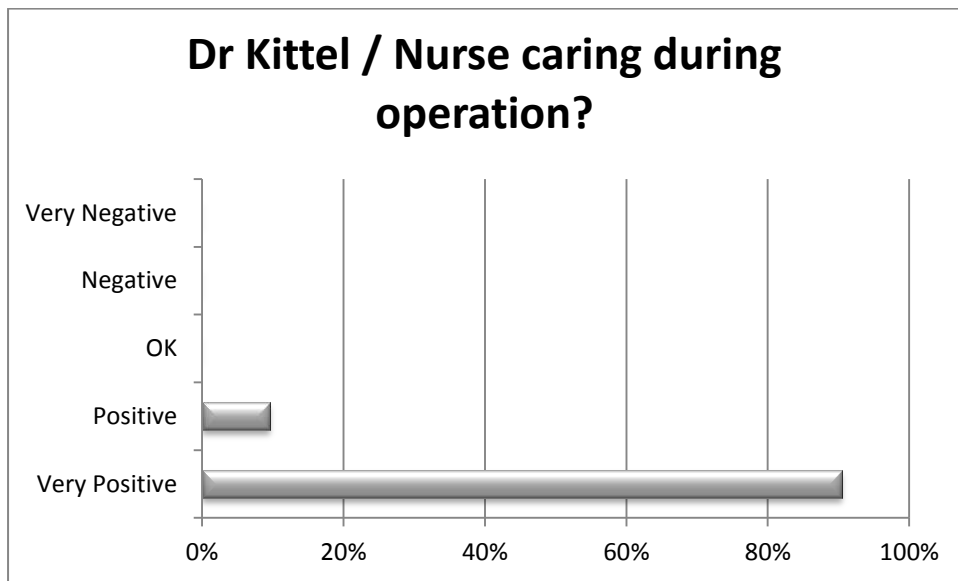


Figure 8:

Comments:

- The procedure was quick and simple and pain free. However it was mildly disquieting that Dr Kittel wasn't sure whether it was one or two items that were being sent off, and Di asked about the skin tag under my armpit (which I didn't have). I put it down to a hectic day [*that's probably true. Sorry having caused any worry*].
- Very nice that you invited my husband Geoff to come in during the Operation!
- All OK
- I think the conversation during the procedure contributed to making the experience as pleasant as it possibly could be made.
- Comfortable and virtually pain free procedure. Dr Kittel kept me informed at all times during the procedure.
- I am really pleased with how easy and relaxed everything went. Dr Kittel did a great job and was a pleasure to deal with.
- Dr Kittel and his nurse were very reassuring, and made you feel very relaxed.
- Both Dr Kittel and Carolyn were friendly and professional throughout the procedure, which helped eliminate any stress.
- Everything was excellent, I felt very safe.
- Dr Kittel was happy to top up the local when I felt slight discomfort. Was happy to talk and explain what he was doing while operating.
- Very caring approach, answered all my questions and checked I understood. Felt very calm and relaxed.

Standardised questions: AFTER the procedure

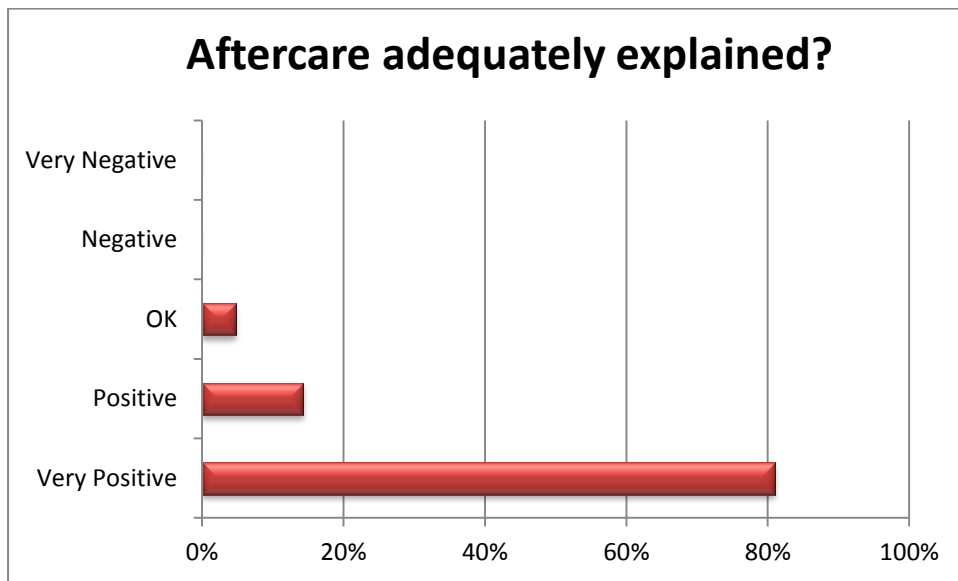


Figure 9: We supply a short aftercare talk and a leaflet explaining the aftercare

Comments:

- Unfortunately Dr. Kittel didn't give me a list of creams that he said he would for use after the Op! *[sorry, but I believe it is emailed out afterwards]*
- You may want to consider where you discuss the patients problem because you hear everything the patient is saying in the hall *[we endeavour to address this]*.
- Aftercare requirements were explained carefully and in detail.
- Minor problem with wound on my forehead opening after stitches were taken out whilst I was on holiday. Rectified easily with steristrips by local hospital.
- Lovely lady, very pleasant.
- Aftercare was explained very clearly.
- I had a large lipoma removed and a mole. After pain was limited only needed to take one lot of pain killers the morning after for the lipoma, no discomfort for the mole site. Did feel a little sleepy afterwards and into the next day so the advice about not driving is good! Mole site small scab 6 days afterwards. Lipoma site still slightly swollen but this is subsiding, wound remains clean and closed. Was able to return to work on the Monday morning to a physical job, took it easy the first day but by the second was back to normal.
- The nurse was very good, giving me time to ask questions and fully explaining what to expect and what to do after.

Standardised questions: OVERALL

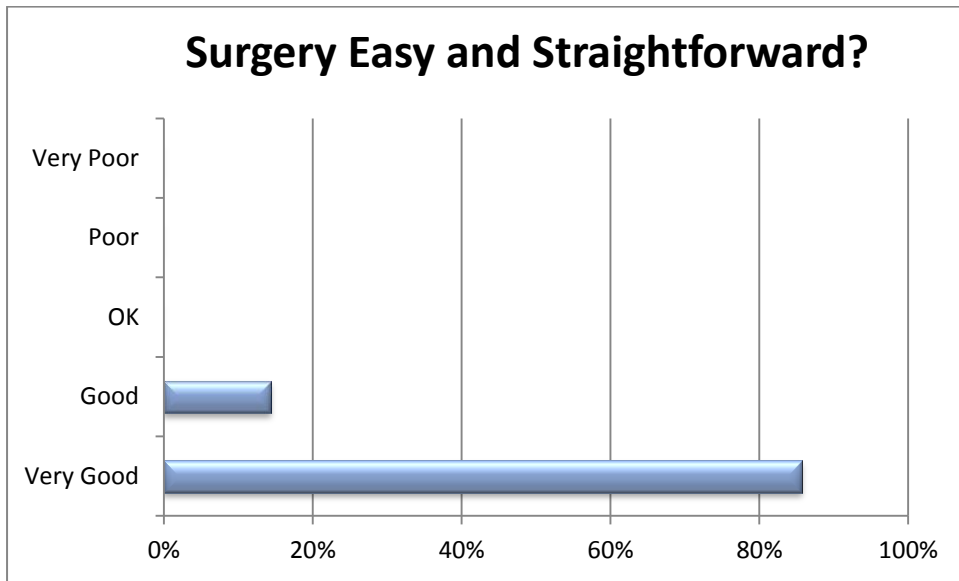


Figure 10:

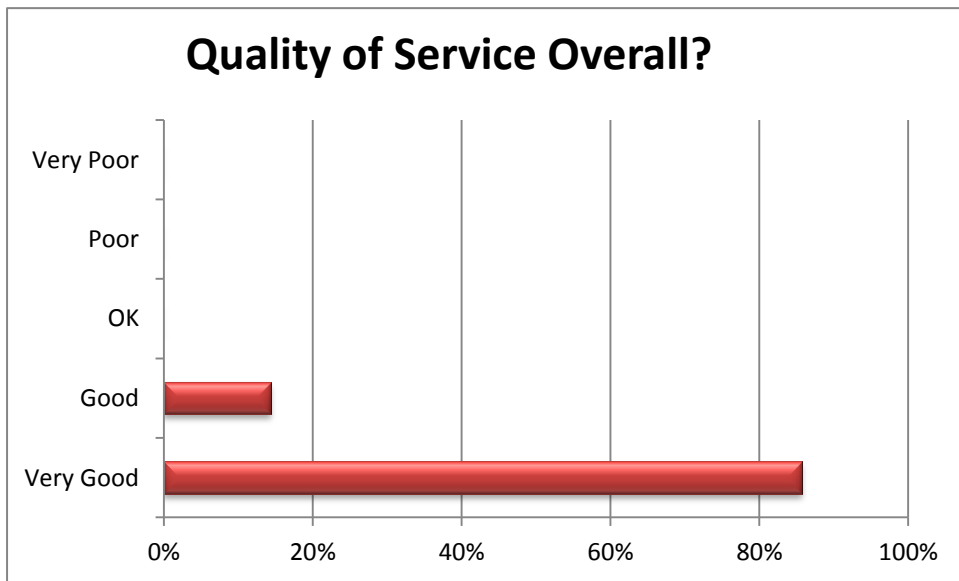


Figure 11:

Recommend to a friend?

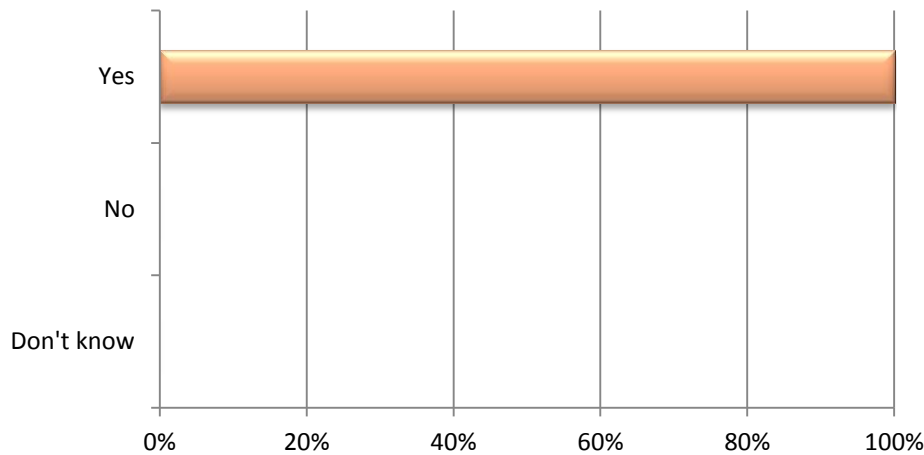


Figure 12:

Comments (note, surnames have been removed for confidentiality reasons):

- May be a follow up might be a good idea! Thanks for all you've done. Fiona [*Follow ups can be arranged, just book a consultation with Di*]
- Patient confidentiality as above. It is poor in hospitals as they put the patient outside the door of a Specialist who talks loudly. Better sound proofing is needed [*we will address this*].
- I was very impressed with everything. The cost of the surgery here was the same cost as an appointment at another skin clinic that I had previously visited. A very big thank you. Regards Adrian [*We do provide good surgery at very competitive prices, but you have to appreciate we don't provide as many frills as other services and expect some self care capabilities from our patients including buying their own dressings etc*]
- My only comment relates to the fact that I have 1 lipoma left after surgery. Given 9 others were removed, I suspect the remaining one may have been masked by one other closely located. But I would like to return in the relatively near future to get the final one removed.
- Excellent service throughout and the surgical procedure was performed comfortably and skillfully by Dr Kittel with the added benefit of real value for money. I would have no hesitation in recommending TVSS.
- Really impressed and grateful for everything. Thank you!!!!
- This is an excellent service, which I would recommend
- Thank you to everyone, very professional. Many blessings
- Was quoted without them seeing me £1,200 for the lipoma removal at my local Bupa hospital and was told by my doctor 5 years ago when I was first examined that to have it removed would be about £2,000. As time went on the lipoma got bigger and I was self conscious about wearing a lot of cloths because if they were tight fitting you could see it. If you are holding off because the NHS wont fund - book a consultation with Dr Kittel you may be surprised... this meant I was able to have the surgery I wanted and not take out a loan! Thank you to all of your team from the bottom of my heart!
- this form/email went to my junk file
- Would just like to say how easy the whole process was, from initially contacting the service, booking the appointment, the initial consultation and the procedure. All done professionally, with time and care and made me feel calm, relaxed and well looked after. Thank you so much! I had an unsightly mole removed, and my scar has healed beautifully! Very pleased with how easy it all was!

Responsible for report: Dr M Kittel 14/2/2017. Report reviewed every 6 months