

TVSS
Patient
Satisfaction
Survey
2019

Introduction

This Minor Surgery Feedback Audit contains the feedback of 32 patients between February 2018 and December 2018

Standardised questions: BEFORE the procedure

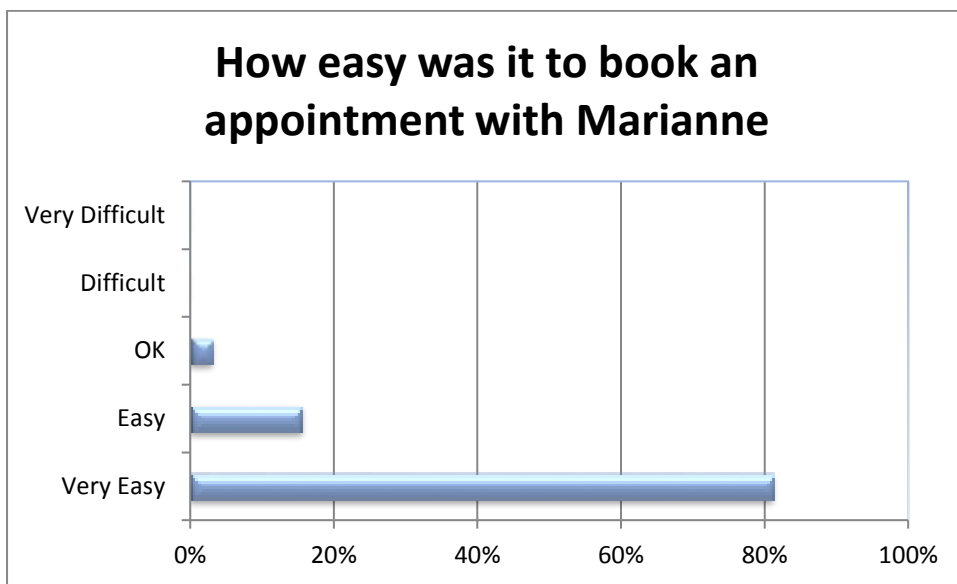


Figure 1:

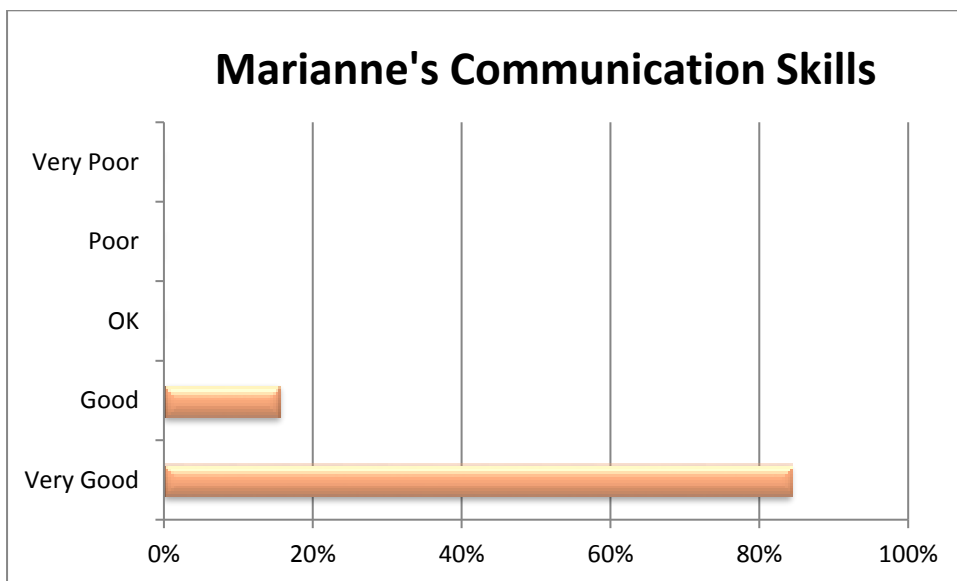


Figure 2: Marianne is perceived as very friendly and easy to work with

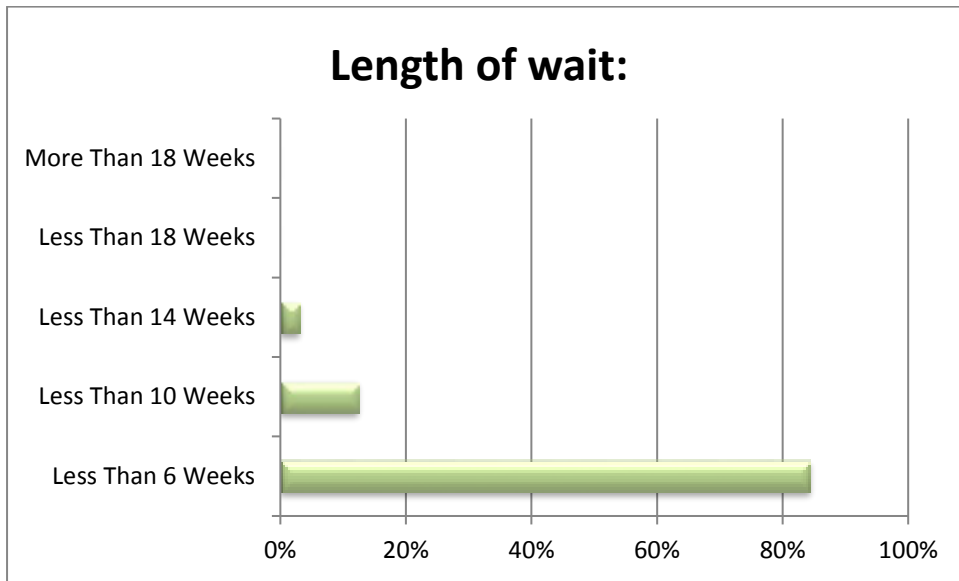


Figure 3: Our waiting times are usually 4-8 weeks. They are generally shorter for shorter procedures and longer for patients with a multitude of issues like multiple lipomas or skin warts

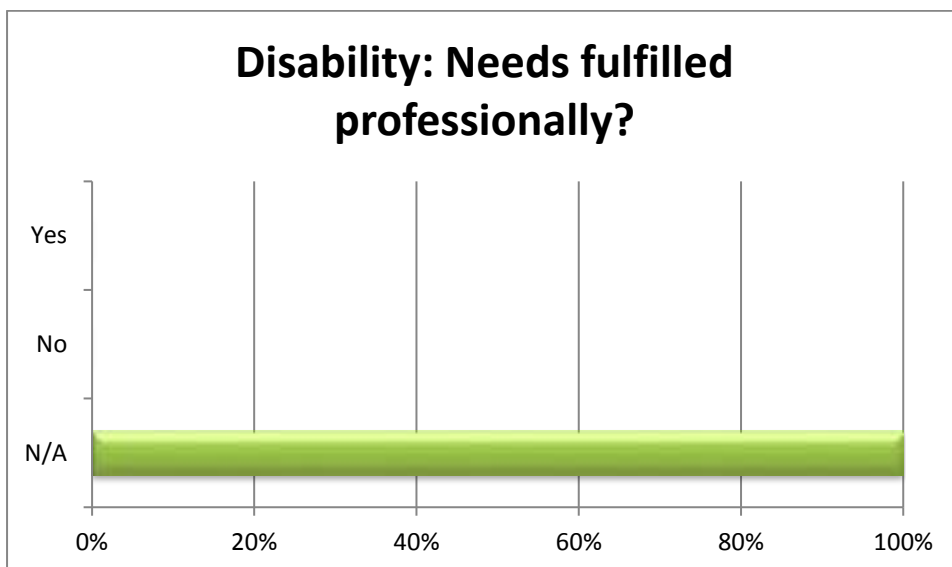


Figure 4: No feedback from patients, who declared disabilities.

Comments about Booking Experience

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

- Marianne is lovely and friendly and I was put at ease with details of the procedure.
- Marianne was very helpful and efficient in all communications I had with her. My experience was positive but it would have been helpful if the clinic had some before and after photos in respect of Xanthelasma treatment.
- Everything was clearly explained & I felt confident that there would not be any problems.
- Very pleased
- Fantastic communication, throughout
- None
- "Having had minor surgery with you before I had few qualms about another session and everything leading up to it went well.
- Tried to use the 'numbing' cream but do not think that was very successful - though it may have made the subsequent injections less painful!"
- Very flexible with changing a surgery appointment and prompt responses to emails.
- I got information about the procedure and about the after care
- Positive experience .logistics meant a telephone consultation for me but given good info about what to expect
- Very professional service
- all information was provided
- Considering it was all done remotely by phone thought it went ok, and I was able to proceed with GP referral and ultra sound with full understanding. Only negative aspect was the time delay in being informed initial photos were not clear enough.
- Everything went very smoothly
- I was very nervous on arrival to the operation, but soon been out easy by the doctor and nurse on duty. The operation was little pain but bearable and quick, I was discharged within 10 minutes. Overall I was very pleased and satisfied!
- Really pleased that there was no pressure, and information was easily obtained.

Standardised questions: DURING the procedure

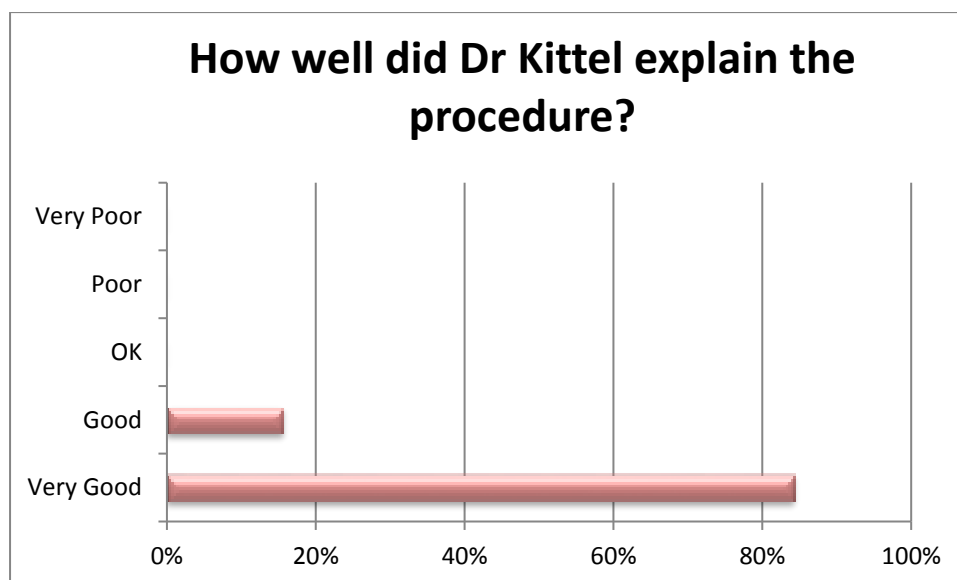


Figure 5: We are interested in you knowing not only what will be done, but also the alternatives to the procedure.

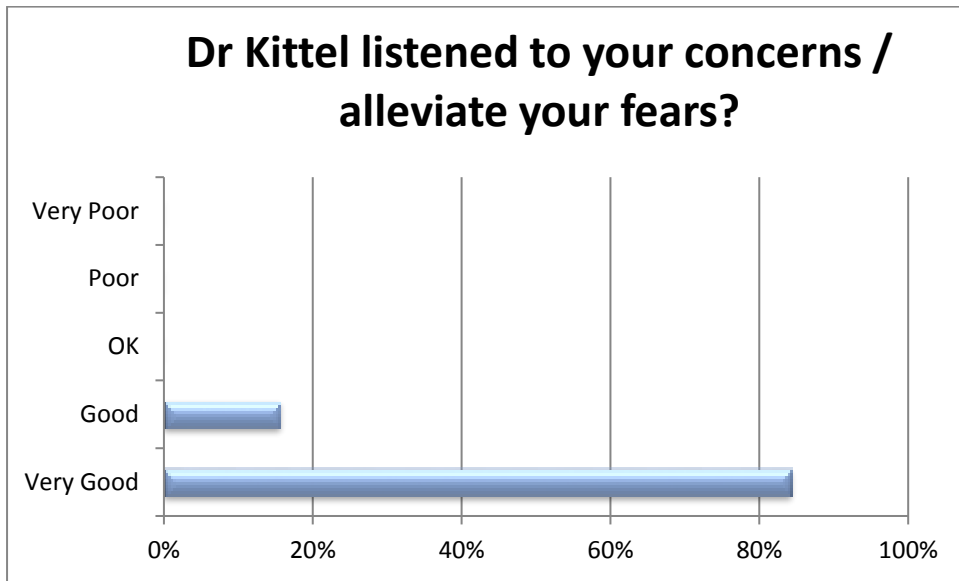


Figure 6: We try to explain things before we do them and alleviate patients fears through this openness.

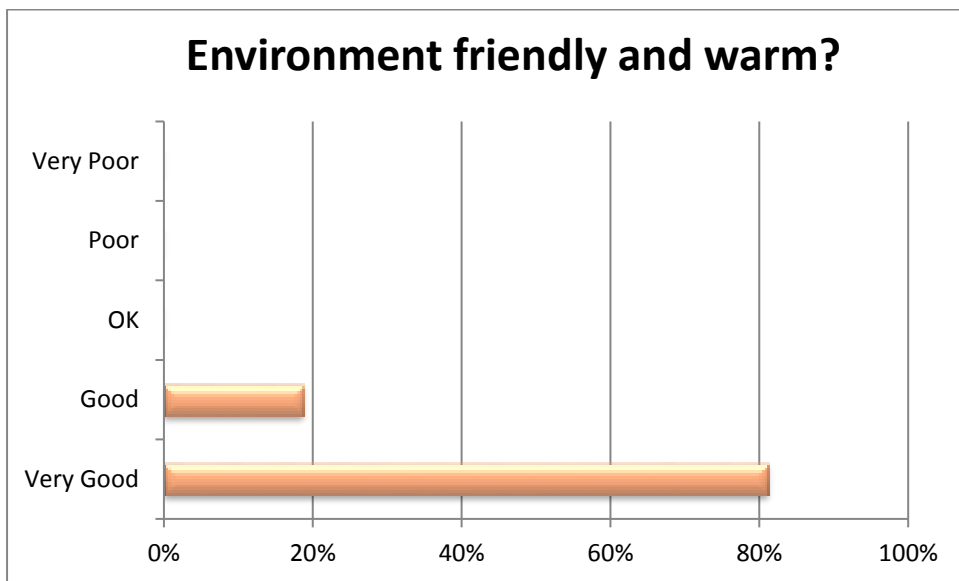


Figure 7:

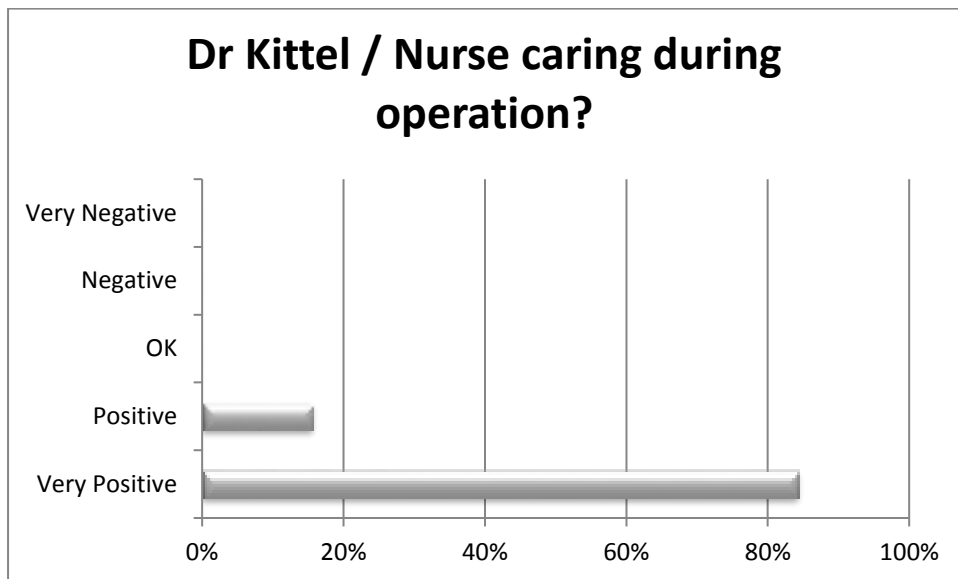


Figure 8:

Comments about experience DURING procedure

- Efficient but not rushed. Everything explained well. Friendly and caring.
- I felt slightly anxious before the procedure but Dr Kittel was very good at putting me at ease.
- "The procedure was quite straightforward, even though Dr Kittel had to operate with me staying sat in my wheelchair."
- Very pleased
- Dr Kittel and the nurse present were absolutely BRILLIANT, was at ease throughout
- "Very caring and comforting - even when needles were being stuck into me!
- Absolutely no concerns about anything."
- I felt very safe and comfortable
- Pain control was, as I had been warned, an issue during the procedure but was quickly dealt with. Overall the procedure went smoothly considering the size of the lipoma removed was challenging. *[note: Very large Lipomas don't always achieve full pain relief and I warn the patient about this beforehand]*
- Excellent, efficient and effective service. Thank you
- "Absolutely wonderful experience, I have to say I wasn't nervous at all as I was keen to get my lipomas removed.
- Martin Kittel and his nurse were lovely, my partner was allowed in and Martin talked us through the whole procedure.
- Highly recommend and I am elated my bumps have gone.
- Many thanks."
- Mr little made me very relaxed and confident during procedure
- "it was very reassuring during the procedure, Dr Kittel was excellent in his manners and skill.
- The Nurse was excellent in her calm and professional way"
- very disappointed with the outcome I still have a number of scares on my face, that look like they could be there for ever, this is compared to my first visit about 2 years ago where there was nothing after a week, my thought is Doctor Kittle cut too deep this time
- procedure was fine
- Enjoyed the conversation during the procedure and felt at ease the whole time.

- A very positive experience
- I found Dr Kittel a very easy person to talk to and a very capable surgeon, I felt completely at ease during the entire procedure
- I was extremely nervous before the procedure both the Dr and the nurse made me relax and feel completely at ease they were great and I highly recommend them. Thank you
- Dr Kittel and the nurse were great. Thanks for making the experience as non-scary as possible and for doing such a great job.

Standardised questions: AFTER the procedure

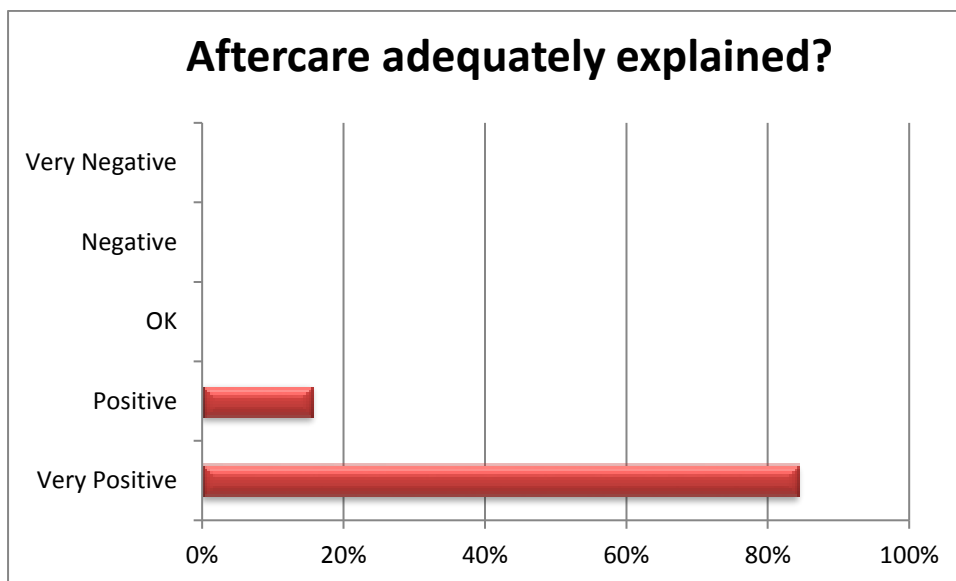


Figure 9: We supply a short aftercare talk and a leaflet explaining the aftercare

Comments about experience AFTER the procedure

- Respectful, caring and just a lovely team. Would thoroughly recommend.
- I was a little apprehensive during the week following my procedure and contacted Marianne, she dealt with my queries promptly, efficiently and in a very understanding way.
- I was dealt with in a friendly, efficient & relaxed way before, during & after the procedure.
- Very pleased
- Excellent
- "I feel I should have been issued with two complete sets of replacement dressings as they really only stay on for 24/36 hours and they were charged also tea tree which was recommended should be available to buy [*Thank you, we no longer recommend tea tree oil formally*]
- Otherwise a very caring and professional experience"
- Very little pain or discomfort.
- I suffered very little discomfort post op only taking pain killers on couple of occasions. Stitches were taken out today and there is still some swelling that will hopefully subside with time.
- None
- see above
- There was never any uncomfortable pain and so no need for pain killers
- I felt very extremely satisfied

- No criticisms at all

Standardised questions: OVERALL

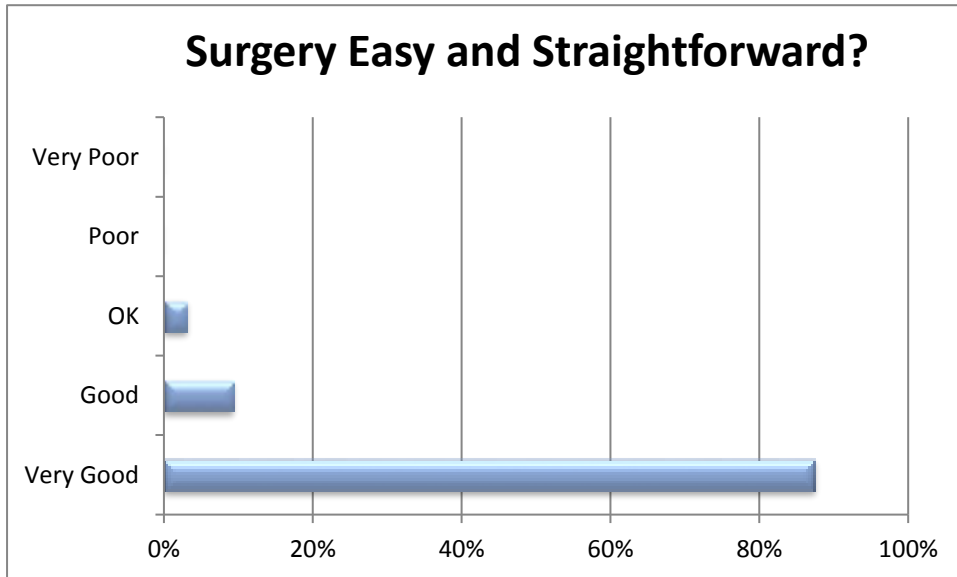


Figure 10:

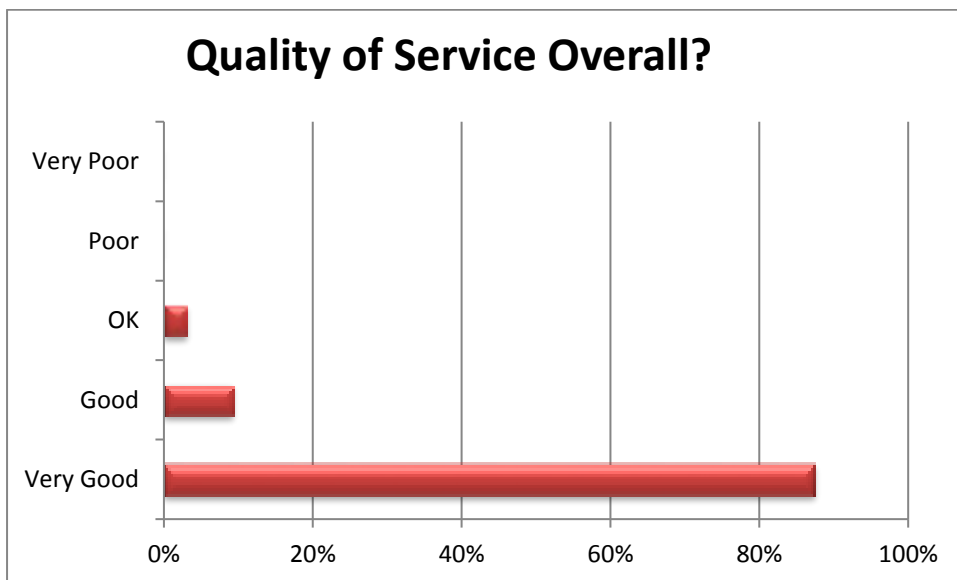


Figure 11:

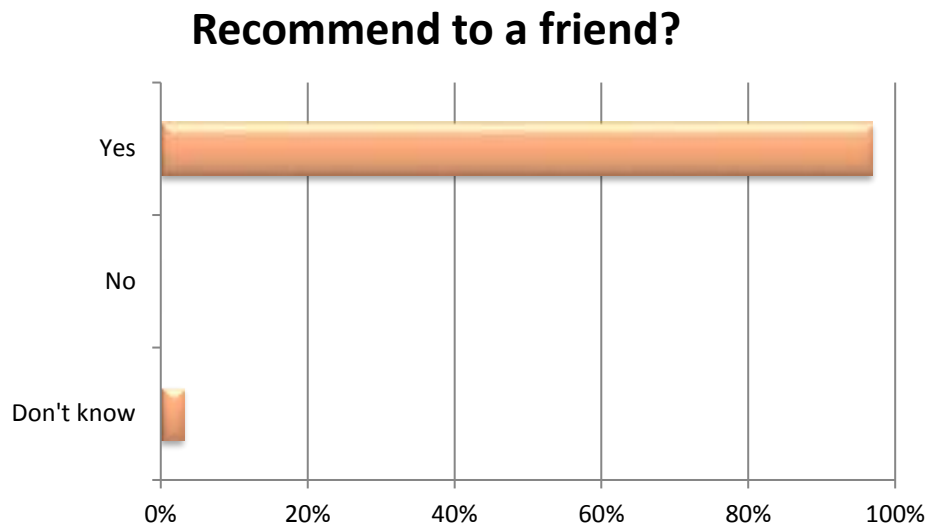


Figure 12:

Any suggestions for Improvement?

- When looking for a clinic for removal of Xanthelasma, I could not find anything suitable locally. After some research I decided to try TVSS - following treatment at the Maidenhead clinic my Xanthelasma has shrunk and I feel it was worth having the procedure. TVSS provides a much needed service at a reasonable cost and I found it to be very professional and trustworthy
- I cannot see where any improvements could be made & the level of care was 1st class
- "Dr Kittle and nurse made me feel at ease throughout the procedure which alleviated any anxiety I may have had prior to the procedure
- thank you"
- As stated earlier a very professional and caring experience.
- Very satisfied with service and cost
- Just an absolute please, very welcoming
- No
- I know i signed consent forms but is there anything that could be done about these scares
- the results are good in what was removed, I think I may have to return for further treatment, but am waiting for the healing to make a final decision.
- "Just the quicker response regarding photo suitability.
- Otherwise excellent service and experience"
- Everything went very well, I wish I had had this procedure earlier
- The whole experience was pleasant, staff were great and I felt all angles were covered should any problems arise..
- The staff were very friendly and very informative about the procedures before and after. The scar is very minor. So happy with the results.

Responsible for report: Dr M Kittel December 2019. Report reviewed every 6 months