

TVSS  
Patient  
Satisfaction  
Survey  
2023

## Introduction

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This Minor Surgery Feedback Audit contains the feedback of 199 patients between December 15<sup>th</sup> 2021 and December 22<sup>th</sup> 2022 . Below you find comments of patients about their procedure. For feedback in numbers:

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

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

## Comments about Booking and Consultation

- Clear and easy to understand website with transparent pricing. Very efficient booking of consultation appointment.
- Was impressed with how friendly the staff were on the phone and how they informed me before booking the appointment
- I was made to feel at ease prior to the procedure, thank you
- I had a small bump developed on my temple in the past few months and it began to bother me. I went for TVSS for a consultation. The clinic was professional, and doctor Kittel was very experienced. I was happy to learn my issue could easily be fixed, so I went forward with a procedure which was scheduled in a reasonably short time.
- I came into the hospital and waited in the reception area before my appointment. It was very clean - great experience.
- I was reassured every step of the way and Dr. Kittel inspired my confidence in the xanthelasma procedure.
- **Very impressed with the warmth and personal attention given by Dr Kittel during the initial consultation. He listened to what I was saying very carefully and then advised me what he could do for me so I had no hesitation in booking for treatment right away. Afterwards Leanne in the office went through everything again with me giving me loads of information and helpful advice. The date offered for treatment was only a week after consultation so again very impressive. *[If possible we usually offer our patients (unbeknown to them) a double appointment***

*with myself and the nurse manager. I am a bit more factual and "German" and do the assessment and Leanne is a bit more caring and focusses on the aftercare. Patients get both appointments in one, one after the other]*

- Everybody involved was first class, helpful and most friendly. Time was taken at all stages to explain the procedure clearly and with understanding. I did not find the paying system that easy, but again the excellent staff came to my add. Well done
- **Booking and making payment for consultation was straightforward and communication via email prior to procedure was excellent.**
- They have everything covered regarding your experience before the procedure. The information you are provided with puts your mind at ease.
- I didn't really understand the pricing because it mentioned 'minus 60 pounds' so I understood the price to be 330 not 390. It felt very confusing and as if was being sold. *[sorry, we are again trying to make improvements on our very comprehensive pricing page. We appreciating pricing is a complex issue, that is why most other services do not offer clear pricing advice on their websites]*
- **"Everyone made me feel so comfortable from my very 1st email of enquiry. All staff are so friendly and explained everything easily. Everything was so professional and everyone so caring. I came out after my consultation and was 100% sure that I would go back for my procedure as I felt so at ease."**
- I was actually very anxious before the procedures but tried not to show it, I need not have worried Doctor Kittel and the very lovely Nurse ( I'm so sorry I cannot remember name) were both reassuring, professional, caring and I felt that I was in really good hands. I would absolutely recommend this Doctor and his team ( in fact I already have) to anyone . I travelled a couple of hours to the Clinic , plenty of parking and easy to find. Fantastic service at an affordable price . I am currently resting after the procedures which I had several hours ago, I have no pain at all !! Thank you all. Also a shout out to Charlie, who was patient and very helpful with all my questions before I booked.
- Charlie was very helpful when I had trouble downloading photos onto the forms
- Everything was explained well

- Communication was clear and thorough any questions I had were answered.
- The administrative staff were very quick and informative in responding to the questions on my initial email and helpful thereafter.
- Very Helpful and Friendly advice , clear and easy to understand .
- Excellent communication, everything made very clear.
- "I was impressed by the communication from the team before I even attended my consultation. I liked that a lot of information was shared beforehand, about procedures but even directions on how to get to the hospital. After my consultation with Dr Kittel, I also had a meeting with the Lead Nurse Leanne, who provided additional information and reassured me about one of the lipomas which was on my lower back. It was good to have all the information to allow me to make an informed decision - I decided to get all my lipomas removed."
- Clear and helpful instructions. Thank you
- Dr Kittel and his colleagues were great. I was put at my ease straight away with the procedure and all my questions on email were answered straight away.
- Exceptionally clear on what I was entering into. Made you feel very comfortable about what was going to happen. This reassurance made me arrive comfortable in the knowledge that there was not going to any issues.
- I had all the required information I needed to go ahead and book the procedure after the consultation and felt very comfortable with the Dr Martin Kittel
- "Everything was fully explained and all my questions were answered before the procedure. Later that day I contacted the office to discuss increasing the amount of minor surgery and this was all arranged very quickly."
- Everything transparent, what the procedure entailed, aftercare and costs. Videos excellent idea.
- Clear instructions given although some of the information appears a little out of date and relates to covid protocols which no longer are in place. *[Sorry, the website is full with COVID procedures and we slowly are trying to remove them all]*
- Everything was very clear and the videos particularly helped.

- Everything was very well explained both during the consultation and in information available on the website. Dr Kittel answered all of the questions I had regarding the procedure.
- Very efficient
- Everyone I dealt with treated me with respect and courtesy nothing was too much trouble and I never felt rushed nor listened too. Everything was explained clearly and all communication was forwarded to me as soon as our conversations were finished. As a result I felt reassured and confident about everything. Very professional and excellent customer service skills.
- Really easy to get hold of. Polite and helpful on the phone, reassuring when I had questions to ask.
- Lots of opportunities to ask questions or find the answer either online, by email or in person at the consultation. I felt I was going to be in good hands.
- clear excellent paperwork
- Very good. Informative, helpful and friendly.
- It was explained what was required of me on my arrival at the clinic and it was a smooth transition through to the consulting Room.
- Attention to detail, very patient and well communicated throughout the process. Extremely happy with the entire process. Thank You to both Sr Carolyn Rogers and Dr Kittel for their outstanding works.
- Very friendly/informative and reassuring staff
- Great polite service from all I have had dealings with
- All communication from appointment to procedure, payment and aftercare was uncomplicated, friendly and efficient.
- I have contacted Thames Valley Surgery for inquiry for a procedure and had a reply straight away .
- Everything very easy and staff on email and phone extremely friendly and professional. .
- Whilst waiting I was informed that things were running ten minutes late, this was good customer of care. Also, free car parking was at the hospital was free.
- The information available on the website was comprehensive and gave me great confidence in the services offered.

- Well I was so pleased to find you. My GP had told me that the NHS wouldn't remove the lipoma; although I can understand that, I was really disappointed. I contacted my nearest private hospital and they told me that I'd have to see a plastic surgeon and that the fee would be £1,100 minimum. So then my choices were: a) leave it while it just gets bigger and bigger, b) visit family in Madrid and try to have it done there, c) go on a TV programme so I can have it removed, then the whole world gets to see it. Option B was looking the most likely but then I found your clinic, contacted you...and didn't look back! Phew! Before my appointment I was impressed with the amount of info I could find on your website and your efficiency & speed of replying and sending info.
- There was far more information available to me than I have experienced with other procedures. It was very comprehensive and I was given ample opportunity to ask questions. I felt very well informed going into this procedure.
- I was given a very clear and concise description of the procedure. I found this reassuring.
- No phone call to check I had the quotation that ended up in my spam folder... *[sorry, we will improve here to tell people this can occasionally happen]*
- Very informative
- Clear and useful communication with opportunities to contact if had queries.
- My first telephone call was very informative and extremely helpful in my decision to go ahead with the consultation.
- Clear, efficient, and informative communication
- "I was anxious before the surgery but everything I have read on the site and meeting convinced me I would be fine. My meeting before the procedure was straight forward and I felt I was in professional hands."
- I was feeling pretty scared why I was waiting!
- I tried to ring the office to ask a couple of questions two days before the appointment and left a message. No one got back to me. I tried again on the day of the procedure and gained the information required. I do understand that the office was closed due to the adverse weather for two days but it would have been reassuring to have been contacted once open again.
- Perfect smooth process

- Well organised and kept well informed
- Very informative with they procedure and tried to may me feel better about the process.
- Before the minor surgery I was very nervous about the whole procedure
- I found all the information available online, or provided pre, during and post consultation to be very comprehensive and helpful.
- Everything was explained clearly, additional information given in the videos.
- **"The nurse rang me after my initial enquiry, and made me immediately feel at ease. She understood exactly the treatment I required and was very knowledge providing excellent information and advice. The Nurse was able to confirm my appointment on that very call, and I was sent a confirmation email that same day including excellent instructions on how to find the clinic.**
- The administration was so well organised and the pricing absolutely transparent, no hidden extras.
- I was made the appointment for the actual procedure on the day of my consultation with Dr Kittel, the Nurse explained exactly what to expect and answered all my questions II was booked in for the procedure for the following week which was fantastic."
- Great communication, very clear website with lots of useful and informative information.
- Extremely lovely team, the nurse was polite and gave perfect instructions and relieved me of any concerns I might have
- I found the whole process of booking very easy and informative . So I knew exactly what would happen through each stage .
- I was a little apprehensive about the procedure as I have never met anyone with a split ear lobe
- Everything clear and reassuring 10 out 10
- Good from first communication to having the small procedure. Would recommend.
- The consultation was very good and informative. I was able to ask any questions I had about the whole procedure. Booking the appointment for the operation was easy and the payment process simple and straightforward.
- I felt well informed and supported. All questions answered.

- Extremely pleasant experience. So simple and easy to arrange
- Very good and prompt service when booking.
- "Always such an efficient, personal, informative and caring experience. I would highly recommend Dr Kittel and his team. Smooth procedure that was explained very well and the biopsy follow up too. Thank you."
- Seen quickly it's no fuss.
- Happy with the whole experience
- Booking an appointment quick and easy
- Dr Kittel and his nurse were great from start to finish, I would strongly recommend this practice to anyone
- Everything explained in a straightforward and caring manner.
- The pricing was upfront, transparent and exactly as predicted when quoted. The communication was excellent.
- My consultation prior to surgery was quick and Dr Kittel and the nurse explained very clearly what would happen. I immediately felt in safe hands.
- Every professional I dealt with was kind and informative. I liked that you appear to be a small team, and even on the calls I could hear people sounded 'happy' - it gives a really positive impression of the clinic and was the difference in me pursuing the consultation when I had been unsure.
- Booking was easy and the video was very informative.
- Dr Kittel and Nurse Kittel were both informative and professional throughout my consultation. Dr Kittel and the nurse assisting him on the day of my procedure were warm and friendly and made me feel comfortable and completely at ease.
- I had a telephone consultation due to the distance from the surgery. It was quickly arranged following my initial enquiry and at a convenient time. Excellent communication about the procedure and associated costs.
- The nurses were amazingly friendly and helpful on the phone and via email
- All good for me
- Well informative service.
- I thought the information was very good to prepare for the operation. I was confident about the team involved.



- The administration staff have been very efficient, their attitude towards the patient was first class and very caring and understanding which made you feel at ease.
- Booking was easy and communication very good. I mentioned I was available at short notice if a free slot came up earlier, which it did and I had surgery early, so very happy. Also half the price I was quoted from another clinic in Surrey.
- Can't fault the Administration and Communication, the process is easy to follow and is professional and prompt. All forms that required filling in were easy to understand so that you can move on to the next step. The payment system is also easy to use for the consultation and procedure costs.
- From start to finish very professional
- Very relaxed
- quick to be seen, communication clear and comprehensive, very professional team providing all the relevant information needed. and very kindly provided an earlier appointment for me ahead of my partner giving birth meaning that photos with my new baby will be Xanth and scab free, which is very kind and means a lot to me.
- Extremely efficient.
- All very good and well communicated throughout.
- Dr Kittel and his staff were all very helpful making sure they understood my situation and explained everything very clearly about what they could do, what to expect and also gave a competitive quote for surgery.
- All straightforward and easy to understand
- All went well and according to plan, as last time.
- Communication was very clear and paperwork very easy to complete online
- I was informed of the procedure to remove the lipoma on the back of my shoulder/neck and what it entailed. Detailed information on what the procedure involved was excellent.
- The team were very helpful and clear in the plan for my procedure.
- Very nice and friendly service. The surgery went pleasant and quick .
- "Communication is really key for me and the whole booking procedure was excellent . Several forms were emailed promptly and very easy to fill in and submit. I was really pleased to actually meet up with Dr Kittle

and Leanne, prior to surgery . Both of them immediately put me at ease and answered any questions I had."

- My experience was excellent - the staff were very friendly, understanding and reassuring.
- Extremely satisfied with the explanation given to what needed to be done and didn't have to wait too long for an appointment which was very good.
- Everything was explained in a clear and friendly manner.
- The whole process leading up to my procedure was very professionally handled by Dr Kittel and his team. All my questions were answered without leaving any room for misunderstanding and that led to me having full confidence in the procedure to be undertaken.
- Everything was very good and I was sent the information I needed when the receptionist said she would.
- Communication was great, the process was outlined well on the website and it worked smoothly!
- This is the 3rd time i have needed the expertise of TVSS and they make everything very easy from the start.
- Excellent service, doctor Kittel was very professional and his team. Communication was excellent.
- "Good convenient parking and very generous that no parking fee had to be paid Waiting area was perfect and op time was on point and did not have to wait apart from the 15 mins early arrival"
- Information and communication were very good
- All was Gd. Well communicated.
- The communication was good and the consultation informative, allowing me opportunity to ask questions about the surgery and aftercare. The information sent across was straight forward to understand and my queries about the forms were dealt with promptly. The only suggested improvement I have is for TVSS to send a confirmation email when a payment is received, because it is a large sum of money - I asked twice about my deposit payment but didn't receive confirmation. *[Thank you, usually worldpay should send you a confirmation email, not sure why this did not happen in your case, but we will discuss this with the team]*
- Everything very well communicated.
- was kept very well informed of process and next steps
- Rebecca was really helpful and make this an easy process

- Very efficient communication & process
- Very helpful, explained everything well. A straight-forward, transparent and easy process.
- Perhaps just a bit more information about what happens during the procedure itself, and the healing process. Although there is opportunity to ask questions, sometimes as a patient, you're not sure what the right question to ask is.
- "Rebecca and Leanne we very good at keeping me informed regarding dates, forms to be completed etc. When an earlier appointment became available I was able to take advantage of it.
- Many thanks"
- All very well managed
- I was fully informed and felt confident in having the procedure.
- I found the booking system very easy - communication was very prompt and all the form filling, etc, very straightforward.

## Comments about experience DURING procedure

- Very happy with the care I received during the procedure. Dr Kittel and Nicki put me at my ease, and were friendly and professional. The procedures were explained during the process, which I liked.
- I felt very at ease with the staff and amazed how quick the procedure went. I also really appreciated how well Dr kittle was at explaining what was happening and answering my questions after
- Excellent service, I was informed about every step made on my surgery
- It was painless and over before I knew it. Thank you.
- **Dr. Kittel and the nurse lady were very well prepared, professional and friendly. I was made assured to relax following their clear guidance. The procedure was surprisingly quick and I didn't feel a thing! I was able to go to work right away after the procedure.**
- **"My experience was extremely positive! Dr Kittel and the nurse were both very lovely during the procedure. They made me feel very calm and comfortable throughout and explained what they were doing at each stage. They also provided detailed aftercare instructions, which made me feel very reassured.**
- I plan to come to Dr Kittel for his services in the future too, and would definitely recommend his services."

- The procedure was quick and easy with all staff friendly and easy to talk to
- Dr Kittel was so super efficient with my treatment I was also impressed with this. He did not rush anything and was able to do all my treatment to plan. It was all pain free and super quick. His team of staff are all very caring and helpful too. At no time was there any apprehension before or after treatment. I would thoroughly recommend Dr Kittel and his team for any Skin surgery you need.
- Again, I was made to feel very important and Dr Kittel and Caroline were very approachable, and answered all the many questions I asked. I did particularly like the way Dr Kittel chatted during the procedure and Caroline went out of her way to put me at ease throughout.. Many thanks
- Surgery was performed quickly and efficiently with no discomfort.
- I was very nervous, but they kept me talking and helped me to relax throughout the procedure.
- Having been seen promptly at my appointment time, I was put at ease throughout the removal of scalp cysts. Everything was explained clearly before and during the procedure. Would not hesitate to have other procedures and to recommend Dr Kittel to friends and family.
- It was so good, Dr Kittel is very reassuring and even though I arrived with 1 minute to spare, everybody was super helpful and understanding.
- **"I was a little nervous, Martin and Nikki made me feel so at ease and I never felt a thing! They made me laugh and it was over before I knew it. I would 100% recommend the clinic to anyone. They talked me through the whole thing and about my family etc, which made me more at ease. Great service with such lovely people! I cannot thank them both enough! I am one very happy lady!"**
- Immediately put at ease
- I was made to feel very relaxed
- Surgery went very smoothly
- I enjoyed my surgery and felt as if I was having a nice conversation with Dr Kittel and Nicky and not an actual surgery. They made me feel relaxed and at ease throughout the entire procedure. Advice was given in respect of my condition and next steps.
- "Kept informed the whole time during procedure and knew exactly what was happening at all times.

- Did not talk over my head and were personable the whole way through."
- **The surgery was a very relaxing process, which might be strange to say, but I was a bit nervous about it and how painful it would be. However I just sat/lay down for an hour and a half and had about 15 lipomas removed. I would highly recommend Dr Kittel. I was very impressed with the whole process, and obviously it cost a fair amount, but I would definitely do it again, and am likely to do so next year as I have a number of lipomas which again need removing.**
- The procedure went very smoothly, Dr Kittel explaining everything that was happening as he went along.
- **Very Calming , I Was a bit nervous but felt at ease quite quickly , Hardly felt the needle going in administering the pain relief.** *[We love to calm anxious patients and make them feel much more comfortable]*
- I had an appointment to remove skin lesions. Dr Kittel's manner immediately put me at ease and he worked super efficiently. I could not have been happier with the whole experience.
- **I had 7 lipomas removed in one go from various places in my body. I found the whole experience enjoyable - Dr Kittel and nurse Nikki were extremely professional yet friendly, kept me entertained by making small talk, and also explained what was happening during the procedure!**
- Kind and considerate, the team made an effort to ensure I was comfortable and relaxed
- It was better than expected. I am terrified of needles but Dr Kittle and his attending nurse were very kind and patient. The procedure was extremely fast and efficient.
- **"I haven't had any procedures in the past but it didn't even bother me. The communication regarding life as well as the procedure flowed for the 20 mins. I nearly forgot I was in the middle of a procedure. The bubbly nurse on duty added very well to the relaxed atmosphere."**
- The surgery was very good and relaxed and I felt very comfortable as I was apprehensive about needles but this was not an issue after all.
- "I was very pleased with how quickly and efficiently my minor surgery was dealt with. Dr Kittel and Nicky were very friendly and explained the whole procedure to me. It was almost fun!"

- Procedure painless, very quick, very professional. Made me feel relaxed and at ease. Everything explained in great detail, the, procedure and aftercare.
- Well explained and felt at ease.
- All was perfectly swift and I felt in very good hands both Dr Kittels and Caroline.
- Everyone was friendly and helpful which eased any anxieties I had.
- Just as expected
- **Because I had some mobility issues things weren't as straight forward as they might have been for another patient with my need for treatment, but nothing was too much trouble for Dr Kittel and the nurse caring. In fact they couldn't have done anymore than they did. They showed me respect, dignity and the greatest concern for my safety and well being at all times. The surgery itself was carried out way beyond what I had expected, it was very quick, painless and at all times I was informed of what was happening. There was even some music playing very quietly in the background to calm, reassure and to distract if required, but for me I felt very relaxed based on how I was being cared for and considered. Wouldn't hesitate in recommending this clinic or in having further treatment myself should I ever need to again.**
- Very efficient. Friendly and helped to put me at ease before/during and after the procedure. Very informative.
- Great care, but also efficiency and respect.
- **I can only describe the minor surgery I had as an unexpectedly pleasant experience. Dr Kittel had administered local anaesthetic which I did not even feel. Having cleaned the area we had an interesting discussion. I asked him if he had started cutting yet and he replied I have just finished the stitching. I hadn't felt a thing - amazing!**
- excellent care pain free, all conducted in a highly professional manner
- Both the doctor and the nurse made me feel very comfortable and at ease.
- I really appreciated Dr Kittel's thoroughness during my lipoma removal. Having stitched me up, he was able to feel that a small lipoma remained next to the larger one he removed, and did not hesitate to lie me down again to remove it. I imagine many surgeons wouldn't have checked or cared so much. Thank you!

- The whole procedure went very well and I felt very relaxed and at ease. Thank you.
- Amazed by the results
- Very reassuring and made me feel relaxed
- Put me at ease reassuring through out and made the sensitive nature of the procedure smooth and friendly.....
- The ambience in the minor surgery room and during the procedure was friendly, calm and reassuring. I was in no doubt that I was in excellent hands. I felt extremely relaxed throughout the procedure and confident that it would achieve the desired outcome.
- Such a friendly and professional team, talked me through the whole procedure as it was happening.
- From the moment I've met Dr Kittel and his Team of Nurses i have felt at ease , all my questions were answered and on the day of the minor operation they made me feel so comfortable .
- Dr Kittel and the nurse made me feel very relaxed and looking forward to getting the job done.
- Dr Kittel and Nurse were both friendly and professional and made me feel at ease. Although the injections were a bit painful, I felt that the procedure was carried out efficiently and relatively pain free.
- I appreciate how efficient things were done with no unnecessary fuss.
- It was a breeze. I wasn't very worried anyway, but Dr Kittel was amazingly quick. I was hoping to have a quick nap but the procedure was so fast I didn't have time, hahaha. Dr Kittel and the nurse were very professional but also friendly, kind and relaxed. Which is no mean feat when you're a health professional working to strict times, with the public AND at the end of the day on a Friday.
- Both Dr Kittel and the nurse made me feel totally at ease and well cared for. They kept me informed and relaxed throughout. Dr Kittel is clearly very good at what he does. I would not hesitate to recommend him and his team, and I would certainly seek their help again should I need it in the future.
- The nurse was very caring in her attitude as was Dr Kittel. I appreciated his use of humour to put me at ease!
- "Dr Kittel explained everything as he went I felt very comfortable with everything Really good experience from start to finish"



- Clear explanation and detail of procedure so I understood what was happening and why. Friendly and courteous.
- Procedure was quick and painless. Felt at ease throughout.
- The care and kindness I received during the whole procedure was extremely reassuring. Dr Kittel and his nurse (Helen ) explained each step in a very calm manner. I was in very good and very professional hands. Thank you.
- "Awesome guy. Awesome team"
- The whole experience was very quick and painless. I called to ask how long the procedure would take and was told about forty minutes. In fact I was out of the surgery within 18 minutes!
- **"It was the easiest experience I have had with a hospital procedure. Very kind, very thoughtful and caring, especially Dr Kittle's nurse who held my hand to comfort me. Dr Kittel is amazing at what he does too, professional, clear and kind. It is clear he loves his work! Thank you so much for being available for this kind of work!"**
- "Dr Kittel and the nurse looked after me very well! Both of them very nice! Dr Kittel reassured me all the time! I felt so much better."
- Dr Kittel and the nurse were both extremely kind and reassuring throughout the procedure. Dr Kittel kept me fully informed about the progress and outcome at all times and made me feel at ease. The procedure was carried out in an atmosphere of professionalism at all times and I felt fully included in the process. I can wholeheartedly recommend Dr Kittel.
- "Dr Kittel and his staff were absolutely amazing. I had 11 lipomas removed within an hour. They were very professional, quick and engaged me with everything they did. Exceptional technique used. I highly recommend their services. Dr Kittel is a genius at work."
- During the procedure Dr Kittel and his staff were very considerate and friendly and made the whole process and experience pleasant.
- The surgery was made to feel very relaxed and was professionally undertaken
- "Dr Kittel spoke to me all through the procedure to help me relax which give me confidence in the surgery. The nurse was on point and allowed my other half to come in to for my comfort."
- Before the minor surgery I was very nervous about the whole procedure. But when I went into the operating room within 5 minutes of speaking



to Dr Kittel he put me at ease and made me feel very comfortable he knows his stuff very well and I would definitely recommend him to anyone who wants a fairly large lipoma removed

- Excellent! The examples called out under the 'Surgery' heading (caring, explained things as they went along etc.) were particularly important to me, and I felt completely involved and reassured during the procedure. As a first-timer for something like this the idea of sitting there while someone cut into me was quite daunting, but Dr Kittel and Nicky put me completely at ease (or, as much as could be expected - I was still a bit anxious at times!).
- Dr Kittel was very attentive and professional, making me feel relaxed during the whole procedure. I would definitely recommend him.
- "Dr Kittel and the Nurse were so kind and efficient on the day, making me feel very much at ease. Dr Kittel was so professional undertaking the procedure whilst explaining everything he was doing. I did not feel any pain, and the process was all over in just over an hour, incredible."
- Felt very relaxed and didn't feel a thing.
- Very friendly and efficient, fantastic job! It was quite relaxing
- Dr. Kittel and Nikki were very attentive and engaging throughout the procedure, and did a good job of distracting me from it, whilst informing me of the steps they were following and the reasons for them.
- The doctor was extremely friendly and was talking throughout the process step by step and felt at ease with the entire procedure.
- I felt I was in good hands. Procedure quick and painless .
- The surgeon and assistant reassured me all the way through and were chatting, making me feel at ease, they ensured I was comfortable from the start and kept asking if I was ok during the procedure,
- **Had phoned a few surgeries, this one felt right. Made to feel comfortable & relaxed having 19 lipomas removed didnt feel any pain with the first one removed the anxiety went, in for 2 hours had good chat, both have a good sense of humour very Professional 10 out of 10. Most Grateful to Dr Kittle, Nurse Leanne.**
- Made me feel very relaxed. Just chatting away naturally
- I was made to feel comfortable and at ease. The anaesthetic worked very well and I didn't feel any pain at all during the whole procedure. Dr. Kittel and the nurse spoke to me all the way through to keep me informed of what was happening and I was able to ask questions.

- Excellent experience from consultation to surgery. You're all stars! Thank you so much.
- Quick, easy and painless
- Again both the doctor and the nurse were very pleasant and the whole experience was very quick and professional.
- Every manoeuvre was explained and I felt at ease to ask questions, it was a very relaxed atmosphere. Thank you.
- "The whole team were extremely friendly, efficient and quick. They made the experience easy, I felt very comfortable. I certainly would recommend the clinic to family and friends and anybody else that needs one of the procedures they offer. Gold star service."
- Totally happy
- At the outset and during the minor operation on my nose, Dr Kittle and the nurse explained the process to be undertaken very clearly indeed and in a very friendly chatty way. They made me feel extremely reassured and comfortable. I had never experienced a minor operation on my face before so was, understandably, a little apprehensive but immediately felt at ease with Dr Kittle and the nurse. The whole procedure was painless, I felt just a slight tingling on insertion of the anaesthetic needle. I did not need to take painkillers post op. I followed the clearly explained and well-presented after care instructions and advice. I have had my stitches removed and am delighted with the result. Many thanks indeed.
- Dr Kittle had a good bedside manner and he made clear every step of the procedure with easy after care instructions.
- Everything carried out calmly and professionally. Hardly felt anything at all and couldn't believe procedure had been completed!
- I was a little nervous having never had surgery before. However Dr Kittel and Nurse Nicola soon put me at rest. Conversation was great throughout. Dr Kittel works fast so that it's done before you have time to worry about it. I honestly wish I had it done sooner.
- I felt really at ease! Surprising so. I was made to feel at ease and I couldn't believe just how quick the two procedures were carried out.
- Made to feel comfortable, reassured and informed
- It was quick and easy, friendly and personal. I was kept informed by Dr Kittel and nurse Carolyn during the procedure, which was very reassuring.

- I felt very relaxed and informed every step of the way during my procedure. I had complete confidence in Dr Kittel. The procedure itself was painless and over very quickly.
- Dr Kittel clearly explained what was going to happen. The procedure to remove the lipoma was quick and painless and I was made to feel at ease throughout.
- Would have loved to be talked through the procedure before we got going - just to explain what would happen before, during and after. I was however, given a lot of support during the procedure - the nurse and dr were very empathetic and caring. Thank you so much
- All good
- The Dr kept me informed whilst doing the procedure.
- It was nice having music while operating.
- Dr Kettle and his staff were so fantastic and very caring which made me feel at ease I can't fault Dr kettle and his team 1st class.
- Dr Kittel and the nurse were very professional and put me at ease. The surgery was done in minutes with no pain at all.
- The team are professional, friendly and very punctual! no waiting around. The procedure to remove 4x Xanthelasma took less than 10mins and virtually pain free. You feel well looked after by a professional team.
- The procedure was professional no discomfort or pain
- A quick and painless procedure. Expertly done.
- Good to be assured all of the lipoma was removed
- fantastic, felt completely comfortable and informed from start to finish. No pain or discomfort, clear communication.
- "Very good overall. Dr Kittle and Nurse Nicky were lovely especially when the local anaesthetic injections were quite painful and had to be done twice as the amount of anaesthetic used wasn't quite enough. However everything was explained clearly as we went along."
- Dr Kittel and his nurse were excellent, very professional and put me at ease answering all my questions.
- "Really impressed with the surgery - was running ahead of time so I was out of the surgery at the same time my appointment was intended to start. Procedure was very well explained, and all questions answered."
- Dr Kittel made me feel at ease during the procedure. I had no concerns and time went by quite fast.

- Very good and very quick.
- Everything was explained clearly and opportunities given to ask any questions/ clarification.
- All went well, minimum discomfort and all efficiently done.
- Dr Kittel and Nurse Rogers were very good at putting me at ease. Everything was explained as they went along and the whole process was very easy and relaxed.
- I felt no discomfort during the procedure whilst Dr. Kittel kept me updated on what was being done.
- Again the team were very reassuring and explained everything clearly during the procedure.
- Very professional and friendly service
- As you can imagine I was very nervous with worry and anticipation BUT I was immediately put at ease. Nikki and Dr Kittle, involved me fully and explained what was happening during the whole procedure. General chit chat between the 3 of us put me further at ease. Again all my aftercare questions were explained.
- "I am very satisfied with my experience during the procedure - both Dr Kittel and Nurse Wise were very supportive and made the experience a pleasant one. I am very grateful to them both and would highly recommend their services."
- Appointment was on time, procedure taken out with no complications and made to feel comfortable at all times.
- The procedure was painless and I was made to feel very comfortable by Dr Kittel and the nurse. I felt confident that I was in good hands.
- Every step of the procedure itself was explained so that I had a very clear understanding of what was happening at each step and what the next steps in the procedure would be. The team were constantly communicating with me and giving me that important piece of mind you need in that situation. I really could not fault the team and the professionalism they showed from start to finish.
- Everything was fine. My procedure was very quick. I appreciated the fact that someone actually came out and said things were running a little late rather than just leaving me there!
- Process went well, communication was good and the nurse and doctor were very reassuring!

- **"This is my 3rd visit for minor surgeries and as before everything is very clean and expertly done . I was going to an event the following evening and wanted my hair to look okay and they did a marvellous job cleaning the hair around the stitches. Thank you!"**
- Dr Kittle was brilliant and now waiting for my stitches to be removed next week. Was very good indeed and I would recommend this clinic.
- **"I totally forgot I was actually having an op and before I knew it, it was over. Totally relaxed environment and Dr Kittel explained throughout the procedure of the op and also with a great sense of humour. [Haha, not bad for a German, then 😊]"**
- Both Dr Kittel and the assistant nurse were a great team throughout the op and people persons"
- Dr Kittel and his nurse explained everything that was going to happen and really made me feel at ease .
- The location of the clinic is really convenient which is helpful. I was dealt with very professionally and efficiently.
- painless and very straightforward
- The quality of the surgery was excellent and through explaining each step Dr Kittel kept me reassured and informed throughout the procedure. Each incision was undertaken very carefully and precisely, including the stitching afterwards.
- Felt fully involved in the procedure, very happy with it.
- procedure was quick and very well done
- "I thought Dr Kittle and the nurse I had was great and made everything at ease. Friendly and explained everything clearly"
- I felt fully informed of what was being done
- Excellent patient care
- Very efficient and professional
- Very good indeed. the procedure took place on time, was conducted with great expertise and efficiency.
- Very good. I like that Dr Kittel explains everything he is going to do and also as he is performing the procedure. Dr Kittel and his staff are very nice and professional. And also, get the job done quickly but do not compromise on performance- that's what I liked the most.
- Again, just a quick explanation of each procedure step before beginning.
- Very thorough and neat.

- Dr Kittel and the nurse put me at ease immediately and explained what was happening.
- Dr Kittel was so lovely and reassuring as I was abit scared of having the procedure. The nurse was amazing too. I knew I was in good hands.
- A very calm procedure.
- Strange to say but it was actually a very enjoyable experience! I was quite scared before the procedure - I was worried about the local anaesthetic, and also whether i would suffer any pain. Dr Kittel and his nurse went above and beyond to make me feel comfortable and to settle my nerves. They were constantly reassuring and communicative and I felt very relaxed and i was surprised at the speed and ease of the process! Dr Kittel is clearly an expert in his field and I can highly recommend him and his team.
- Dr Kittel was very reassuring, professional and ensured the entire process was explained clearly throughout.

### Comments about experience AFTER the procedure

- Happy with the video and email information. All good so far.
- Very easy video explaining how to remove my stitches. It was almost difficult to remove the stitches as the wound had healed so well! So had no problems at all
- I'm very pleased to say that I was informed about all the after surgery care
- Dr Kittel and his staff were great. Talked me through the procedure and felt very comfortable throughout. Would definitely recommend there services to others
- Very calm and I still felt relaxed. Lots of aftercare information available.
- Aftercare guidance is clear, by step and by day. TVSS also provides a very informative aftercare video. A week after the procedure, my scar has fallen off naturally, my skin is a little red but it's visibly healing well! I'm very satisfied with the result. A very good experience with TVSS.
- The aftercare instructions I received covered every question I had about the healing process. I also feel very reassured that if necessary, I can contact Dr Kittel and a nurse.
- Informative video outlining what to do after surgery

- I had plasters put on all my lesions and more advice about what I could and should not do which was very helpful. Very friendly atmosphere and no need to be worried about anything.
- Dr Kittel took time to explain what needed to take place next and I found his video extremely helpful.
- I was most satisfied with the care and attention received throughout the procedure from Dr Kittel and his nursing team.
- The video and the sheet have all the information you need in order to help with the aftercare.
- Excellent aftercare video and confident that if I needed any advice it would be available.
- In fact I left the stitch in for at least 3 weeks because I was away and wasn't exactly sure how to use the materials provided, plus the stitch did not give in easily to manipulation and in the end went to get it removed at the local surgery.
- "Again they were both so caring and talked me through the after care.
- I had a little lay down before Nikki checked my wound before I left.
- Such lovely people."
- Any questions I had were addressed and advice was given accordingly.
- "Video was very informative. Verbal communication about aftercare at the appointment was perhaps a little rushed but still ok."
- **I had a couple of lipomas removed on the NHS a number of years ago, and for a few days after, I was in pain with bruising and struggled to sleep. However with Dr Kittel, I had 15 lipomas removed and was not in much pain at all. I was nervous that I wouldn't be able to sleep or would struggle moving, but that wasn't the case.**
- All went well, I had to wait a little while but both Dr Kittel and the nurse checked on me. The aftercare video was very helpful, together with the report.
- **I'm only 24 hours after, but no problems, the dressings are secure and the discomfort very minimal.**
- **As one of my wounds was bleeding even after I applied pressured, I texted Dr Kittel to seek guidance and he called me back to give me guidance. I was with friends when Dr Kittel called and even they were impressed by the level of service.**
- the information received was extensive and covered all aspects of after care.



- Straightaway the information was sent in the email along side the downloadable documents
- An all round excellent service.
- **I would just like to say a big thank you to Dr Kittel and his team. I have waited years to have a lipoma removed from my upper arms, always to scared to have it removed. I cannot believe how quick, painless and easy the whole procedure was from start to end. I wish I had heard of Dr Kittel and his team when the lipoma was smaller.**
- Generally good and covered most questions. However I was told my dressing should remain in place until healed but this contradicted the advice to redress if there was bleeding. I was a little unsure what to do after the wound bled into the dressing.
- Super. I have watched the video, read the after care sheet and feel pretty informed as to what to do and how to do it.
- All the stitched areas on my scalp have healed quickly with very little pain and no bleeding, thanks to the care taken during the procedure.
- No issues at all
- First class just as everything else had been.
- Videos are really useful. If there was a problem with recovery then I feel I could contact and get answers or advice promptly, based on the service I've experienced so far.
- Very well presented and informative.
- Pleasant is the word that comes to mind, both Dr Kittel and his supporting staff were efficient and helpful
- Would definitely recommend and will return if I ever need too.
- "The important aftercare advice was clearly communicated to me verbally at the appointment straight after the procedure. I felt very comfortable asking any additional questions that I had. The aftercare advice subsequently emailed and the video were both very informative and reassuring and seemed to me to cover all bases."
- Could not ask for a better service, made sure I was fit and well to travel after the procedure, no rush to get me out the door.
- The after care video were very helpful .
- Excellent
- Information was provided to me in the waiting area and during this time Dr Kittel made an assessment that I was fit to travel.



- The instructions on aftercare were very clear and the healing process is going well.
- **All very good. The email with the info came through super quickly and Dr Kittel made sure that I had received it. I have had no pain, not even any discomfort since the procedure. I am aware of the area and it feels a little tight, but that's it, no painkillers needed. And the scar is way smaller than I thought it would be :) Don't know how you fitted all that gunk out through that little incision!**
- Lovely to receive the wealth of information that covers pretty much every aspect of aftercare I can think of. So nice to have everything documented and/or videos to view. It takes the stress out of trying to remember everything.
- I was very impressed with the care and professionalism of the staff during both the consultation and the procedure.
- Very helpful and explained everything before and after procedure, highly recommend
- Clear information and useful video to watch. Opportunities given to answer any questions.
- Dr Kittel suggested I stay until he was happy with how I was feeling afterwards. He then explained the aftercare and instructed me on downloading the information re aftercare. All very helpful and informative.
- Clear and informative
- **excellent surgeon, great value for money. Look forward to booking again thanks**
- "Dr Kittel, many thanks for exemplary work and care. To help others who have the same procedure I have a mega fine small consideration, as you clearly work at the highest standard, minutiae detail is one of the stitches had a slightly long suture end that went along top of one of the two eyelids ( as you sorted both eyelids) over the days as the eyelids naturally blinked it started to get aggregate by the suture end. The area started to go a little red so I cut the end very slightly with setolised scissor and applied a lille gemoline with a cotton wool bud which sorted it. Again please allow to say a massive thankyou for your exemplary work." *[thank you for your advice, I clearly did not shorten one of the stitches enough and will pay better attention in the future!]*

- It has been a week after my procedure and I it has been the least stressful procedure ever! I hardly knew I had my lipoma removed. No pain, no medical issues and the healing is going so well. Everything I have had done was with expert knowledge of how the body works and heals, it gave me the confidence to relax into the aftercare information that was given.
- Dr Kittle came out and chatted about the information I needed, and I felt relaxed and happy with everything.
- I received the information which was comprehensive, understandable and helpful.
- Not much to say all was fine
- We was given what was needed.
- After the procedure Dr kittel had me lay down in the recovery room for 30 minutes to make sure I was OK and explained the After care to me .which you get in a email anyway he checked on me every 10 minutes and offered me water. I was impressed with the way I was treated by Dr kittel and the nurse
- "Again as a novice, the couple of things in hindsight I would have appreciated more information on where: (1) What to expect in terms of bleeding/weeping from the wounds; I realise this was probably naive but I wasn't really expecting to wake up to a pillow covered in blood, or for that to go on for over a week (albeit with reduced bleeding each night). I purposely didn't call for advice as I kind of learned as I went along, but more up-front warning would have been helpful. (2) In terms of stitch removal, the videos made it look really straightforward but in reality it was a lot more involved. I actually booked a Nurse appointment at my local GP surgery rather than attempt it at home, and I'm really glad I did as she was tugging and yanking away (painlessly) in a way that I felt comfortable with because she knew what she was doing, but that we'd not have had the confidence to do ourselves at home. It was also reassuring to have a professional assess the wounds and confirm they were healing up nicely. I will reiterate that this was all new to me, and I am a woss when it comes to pain and medical stuff, so it may well be that most people wouldn't have been phased by any of this, and in any case it would in no way mean I wouldn't be happy using your services again in the future if I needed to." *[thank you for your comment, but I would like to outline you were an unusual case, there is not usually so*

*much blood involved. We have done a stitch removal survey and 90-95% of patients find it easy to remove their stitches. Your stitches were particularly difficult due to the bleeding and crusting]*

- "The aftercare instructions both video and instruction sheet were both comprehensive and straightforward ensuring i knew what to expect. One stitch for each incision which look so neat."
- Wound appears to be healing very well.
- Great aftercare documents and videos. All very well explained
- Both nurse and the doctor made sure if I was okay. Answered any questions I had and reassured me that everything is okay. Emailed me the aftercare procedure.
- "I had a Great experience at the surgery with Dr Kittel , have been treated with a dedicated caring and professional approach , and all staff members are friendly and helpful .Thank you"
- Have had no pain whatsoever . So pleased I've had the procedure done . I would definitely use this service again if need be .
- I did not feel anything at all during the procedure, I was surprised at how quickly the numbing took place. I was amazed at the neatness of the stitches and I had 10, 4 at the front and 6 at the back but I was anticipating some pain once it wore off but in the 10 days since, I have had no pain whatsoever.
- Happy and relieved that I finally had this done, from start to finish all very clear. wish all medical procedures could be done this well.
- My procedure was very minor. I think the video is very general. Maybe use a couple of videos depending on procedure.
- After the procedure Dr. Kittel went through the aftercare with me. Also the aftercare video in emails is very informative.
- The excellent attention to detail and care continues afterwards.
- Clean small scars.
- The suture removal video was great. We'll explained.
- I did have to chase the pathology lab report. Operation was on April 27th, report received on May 20th. The growth was benign, so nothing to worry about, but it would have been reassuring to know that sooner.
- Waited for 1/2hr in case of bleeding. Made comfortable with a drink.
- Totally happy
- See above.

- Everything explained again for self-care all done in a caring manner and certainly felt it was not rushed at all
- Everything explained regarding after and removal of stitches by both the Dr and Nurse. I was given a self-removal kit as I live over 200 Miles from the clinic and assured I could call if advice was needed. A personal and professional service that I cannot fault.
- I like the videos / aftercare sheets being online - so much easier than holding to pieces of paper etc and enables referral back as I realised after the procedure I wasn't taking it all in.
- Great customer service and support after the experience.
- All the information regarding my aftercare was emailed to me straight after my procedure and I felt happy in the knowledge that I could contact TVSS if there were any further questions I needed to ask.
- Lots of clear aftercare advice was given including a small kit to remove the stitches after 10 days.
- The aftercare was explained very well to me and I had good confidence that I would be okay post-procedure.
- Fantastic people
- All good .
- All very good
- Dr Kittel and team have a great system of moving people through procedures and consultations without people having to wait around. The skill and professionalism plus the friendliness equates to a fantastic experience along with the incredibly reasonable costs. Couldn't recommend this team highly enough, well satisfied and all done quickly from requesting a consultation to procedure, would have been quicker if I had of checked my spam mail for the consultation email
- From start to finish everything was done very well no complaints. Would use the surgery again.
- I think it could only have been improved by receiving aftercare information which was specific to my procedure only, rather than all procedures *offered [Sorry, I just have not found the time to make so many different videos, but I will try to start making aftercare specific videos]*
- I don't think I appreciated how many skin tags were going to be removed so as a result in the sensitive areas it was quite sore for a few days. However Nurse Nicky gave me enough gauze to see me through that

stage. Still waiting for everything to heal but hopefully the end result will be lovely clear skin.

- "All the aftercare information was received quickly and covered all the main points. Too early to see if the guidance on scars is as good as I hope."
- Very informative having the email as I can go back and check any details again if I forget anything
- 24 hours later after the procedure and everything is fine. I had several lipomas removed at once so expect to be a little sore but the pain is hardly a problem. I haven't needed to take any pain meds at all.
- "I've ripped my stitches today I think I may have pulled one before leaving the hospital. Because of where the stitches are, I should have had someone else pick me up after the procedure."
- All good and concise.
- In and out and all went well very happy with the service.
- I was briefed on the aftercare and given a kit for the removal of the sutures and was led to a waiting room to rest for 15 minutes before leaving.
- "After the minor surgery Nikki took me to an adjoining room to compose myself. Dr Kittle returned to make sure that I had received the after procedure information and feedback emails, on my phone. A suture removal kit was also given to me and a reminder if I had any problems to contact them. I was advised what medication to apply if infection arises and to call my GP or them..I watched the aftercare video whilst there and I did not feel pressurised to leave immediately . Everything was very calm and professional ."
- I am very happy with my aftercare.
- Professionally undertaken, all questions answered and left feeling extremely satisfied with everything they done. My second visit and would recommend to anyone.
- The site of the procedure was a little tender for a couple of days but I followed instructions and now, one week later, all seems to be progressing very well.
- The aftercare information and videos were simple to understand and very clear so no misunderstandings were likely to occur.
- After care information was thorough but not overbearing.

- You get an aftercare video and a leaflet to help support, all good and very clear.
- "All good and the aftercare package is written in layman's term to fully understand. Ten out of ten"
- Video was very informative and Dr Kittel made me feel I could contact him if I had any issues.
- I feel that my stitches should have been removed on a follow up appointment considering the cost. My wife wouldn't do it so I had to call the GP and book a nurse. I feel this should not have been a job for the NHS but you guys. *[we offer a professional stitch removal service at £35 that can be booked at any time as outlined on the price list on our website and also separately in your Quotation at the bottom. As many patients are happy to remove their own stitches with the free stitch removal kit we supply it is not fair to increase the basic price for all, but rather work stitch removal into the individual quote. Also, many patients with shave excisions do not require stitch removal.]*
- simple and clear
- The aftercare video and associated documents were clear. My only suggested improvement is that the surgery provides guidance on the type of dressings that should be purchased to protect the wounds (or provide a few dressings to take home, to replace the dressings applied straight after surgery).
- Very efficient communication and aftercare video.
- response given very quickly when question were asked via email and telephone.
- When I had a few questions after the surgery Dr Kettle called me and advised me
- Many thanks
- Very clear advice
- Clearly explained after care videos - ensured these were received and explained before I left.
- The procedure was exemplary from the first phone call to the aftercare. I cannot fault a thing.
- All very good
- Perhaps an explanation of the steps of the healing process. E.g, my scab is coming off a bit now & it's quite yellow/white underneath. Is that normal?

- "The whole process from booking to consultation to surgery was excellent. Fully recommended."
- Mole removal has healed well and one week after the op, my children didn't even notice that I had it done. I have had this mole for over 65 years!
- The aftercare documents and videos were perfectly adequate, and Dr Kittel did also speak to me immediately after the procedure to discuss the aftercare.

## Any suggestions for Improvement

- Just very pleased with the service. Waiting to see the results of treatment when healed. Thank you.
- I am very impressed with the results of my surgery
- Thank you so much. 3 weeks on and I have no scar, the itching has gone and I can brush my hair into any style I choose and not have a hideous brown lump in the way.
- The hospital had hand sanitisers and recommendations for mask wearing on entry. The clinic has its own waiting area with only patients due for immediate treatment can wait so the seating area is well spaced out with entry only available a short time before treatment or consultation.
- All safety procedures were performed to the highest standard.
- Great place with fantastic people!
- "I would highly recommend Dr Kittel, I couldn't believe how quickly, yet professionally everything was done from the initial enquiry email to the end of the procedure. I would be grateful to remain anonymous, including my email address. Many thanks." *[everything is kept anonymous with us at all times unless the patient requests otherwise]*
- Nice Quiet Hospital, On time with consultation and operation, would use again in future without hesitation.
- Safety procedures excellent. No concern at all.
- The cost was a little more than I expected and at the top end of what I was willing to pay. Although I did read in advance that the cost was bespoke to the condition, the example prices listed were lower than what was quoted, possibly because this didn't include the cost of laboratory testing. *[As per our price list, laboratory cost is an additional £105. We do not include it as a standard as many patients do not require*



*laboratory testing and they should not pay for others. Also, we could not keep their prices low and competitive. Please appreciate many minor surgery services do NOT offer laboratory services and private hospitals charge £200-£300 per laboratory cost per lesion. Our price is £105 as per price list. The price list is complex and it is important to fully read all sections.*

- Your safety procedures appeared to be first class.
- "Dr Kittel knows what he is doing and therefore he speaks '5%' too fast during the initial first meeting. The 'operation' itself was excellent."
- Clean. Masks and gloves worn lovely people
- It was wonderful to find somewhere local that would perform this minor cosmetic surgery at affordable prices. Everyone involved was friendly and helpful and ensured the whole experience was an extremely positive one. Thank you!
- "What a warm and welcoming team. I would highly recommend. Such a great service from beginning to end.....fantastic"
- I felt safe , every one in the room had mask on , i highly recommend Thames Valley minor surgery they are a excellent group of professionals .
- I was happy to be able to remove my mask during the procedure.
- Keep up the good work.
- Nothing else to say, just a big thank you to Dr Kittel and all the team. So glad to be rid of the lipoma after 5 years.
- Just a massive thank you. From start to finish you took just a few weeks to take care of an issue that has been plaguing me for years. I still can't believe I am finally free of my cysts.
- Very happy with the service- will definitely use again.
- "My main worry was scarring but there was no need. I am actually amazed how quickly this has healed and with very little scarring too - with the procedure only 12 days ago.
- I wouldn't hesitate to recommend Dr Kittel and his team. Thank you"
- I have already recommended Dr Kittel to a friend as my experience was so positive.
- Keep up the great work.
- No
- "Just very pleased with the procedure and care! Thank you so much!"



- I would fully recommend this service and would not hesitate to seek Dr Kittel's services if required in the future
- At all times during the surgery, masks were worn and proper sterile and hygiene equipment was used.
- All procedures and measures were perfect
- No other comments
- Just a big thank you for what was overall a very efficient and effective process!
- I'm a very happy patient
- I had to do an emergency procedure as I had my flights booked for travel and they squeezed me in for the earliest appointment and am extremely thankful that they were able to accommodate me at such short notice
- Safety measures were good .
- I did lots of research trying to find somewhere closer but this clinic sounded the best even though it was a 2 hour journey but I have to say it was worth every penny and it was the most competitive for price
- All very clear, no problems
- Felt very safe.
- I had a large lypoma removed. Altogether the whole experience from first contact to having the procedure done was very quick, straightforward and stress free. I would recommend Dr. Kittel and team to anyone needing this kind of minor surgery and will return myself should the need arise.
- Dr Kittel and his staff were wearing masks, but others in the hospital waiting area were not .
- Felt very confident and in safe hands.
- It felt very safe and clean!
- "Reassuring professional practice, transparent pricing, and I feel fully informed of the risks and potential outcomes. I like that your clinic in particular seems to work in partnership between clinician and patient, without infantilising and without exacerbating the power imbalance which can occur between clinicians and patients. Every phone call with the nurses as been professional and retained a sense of humour! Fantastic, I was quoted an identical price elsewhere and with travel etc this procedure cost me more with your clinic, but the approach of the nursing staff with whom I had the most contact in advance of the surgery, made the most difference including resolving an issue I had with

worldpay with ease, just responding to emails promptly etc. It made the experience not a chore. Additionally filling out all pre paperwork online was extremely efficient. It feels organised."

- I wouldn't hesitate in recommending Dr Kittel and his excellent team to anyone who is after treatment.
- Thank you for everything!
- All covid -19 was adhered to felt there was no concerns.
- Not worried at all, feel dr.Kittel has done a good job.
- Really positive experience - thanks.
- Everything went as planned. Only thing was when I arrived there was no receptionist so I felt unsure for just a couple minutes if I was in the correct waiting area but yes they gave detailed instructions before hand about where to wait and it was fine.
- Very professional and informative regarding procedure and after care
- All done professionally and with good humour.
- Masks were worn, I felt I had nothing to worry about.
- excellent
- The safety procedures were very good.
- I was confident that all safety features were followed.
- I have no other comments apart from highly recommending the specialist services of Doctor Kittel and his team who offer a first class service.
- I was very impressed with your service and I loved Dr Kittel's videos!
- I am very satisfied with the service I received.
- "Good Mark purely down to stitch removal. This should be included. No doubt. Thanks"
- Overall, very satisfied with the service.
- Absolutely I would - excellent service.
- All excellent
- Felt safe
- From consultation to surgery, Dr Kittel and his team have proved to be competent, highly professional and interpersonal at all times.
- Safety procedures were perfect.

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