

Patient Testimonial for Mr Giovanni Ferrando

Mr Giovanni Ferrando is the *only* surgeon I will ever trust again with my face and I would follow this man to the end of this Earth. That's how amazingly talented he is!

God answered my prayers!

Unfortunately, I am a patient who has had bad surgical experiences and as a consequence suffered over the years and been damaged by previous surgeons and so became a very complex case.

I wholeheartedly believe no other surgeon in this country can come close to Mr Ferrando. He is in a league of his own. I hope anyone that is reading this will trust what I am saying because I have been to hell and back and would not want any other person to have suffered the way I have.

After having had *very* bad experiences with previous reputable and well-known surgeons in the UK, I *never* thought I would ever come out of my 'living nightmare' and be able to look at myself again in the mirror and like my reflection.

For the last 7 years, I have spent most of my days in hiding - too ashamed and afraid to go out because of my botched appearance. Those painful days are now long gone and I can now confidently say that my darkest days are almost over and I am on the right road to recovery.

I turned to Mr Giovanni Ferrando at my most vulnerable. I had hit rock bottom, overweight and genuinely thought there was no hope for me anymore. I thought I was going to have to live with this horrendous botched face forever. I couldn't see light at the end of this never-ending tunnel.

Many years ago I had a permanent filler which became infected and caused a lot of damage to my face. I had put my faith and trust in various surgeons throughout the years to repair the damage but they all let me down and caused further damage to my face and took no responsibility for the damage they had done. They left me without a care in the world and I was faced to deal with the aftermath alone. I was in despair, not knowing who I could trust and I lost my faith in people.

One plastic surgeon inserted incredibly large cheek implants in me which made my face look so unnatural and very wide. I looked ridiculous and heavily operated.

Before Mr Ferrando, I had been to see so many respected and so-called 'Top' surgeons in this country and none of them filled me with confidence and not one showed any passion or drive to give me my 'face' and 'life' back. They all expected me to live with it.

I found that many surgeons in this country will *not* take on 'botched or complicated cases'. I assume we are too much hard work and of course a higher risk and for them, their 'reputation' is more important than giving a patient their life and confidence back.

When I first met Mr Ferrando I knew from my first consultation that he was going to be the surgeon who was going to put me right. He listened carefully to what had happened to me, he analysed all my pictures from pre-surgery and to every surgical intervention I have had. He was patient and together we discussed what I was hoping to achieve and my expectations of surgery.

Nothing fazed him and we addressed every single concern carefully. Together we devised a step by step plan on how we would approach my face and what could be done to correct the damage. He carefully explained all risks, drew pictures for me so I was able to understand, showed me where my scars would be and showed me pictures of his previous patients who had gone through a similar situation as me. Seeing pictures of previous patients reassured me and gave me confidence that he could work his magic on me.

Mr Ferrando gave me 'hope' and for anyone that is '**botched**', that is what one desperately clings on to. We want to be told that we are fixable and we can get through this together.

Mr Ferrando explained all procedures in great detail, explaining all the risks and I was not under this great illusion that everything was going to be perfect. My expectations were made real and I was aware I was going to be on a long journey as all my issues could not be resolved in one operation, whereas with previous surgeons I had always undergone one big operation consisting of multiple procedures and when monies were exchanged that was it. They no longer wanted to know me or take any responsibility for the mess they had made of my face. They left me heartbroken and feeling worthless.

Reflecting back, it was not the right approach for someone with such complex issues and Mr Fernando's step by step approach was more sensible and, more importantly, implemented with precision.

Mr Ferrando's knowledge and experience are paramount and from examining my face he knew how he could improve it and what could safely be considered. I felt safe and completely at ease around him and no question was left unanswered.

I have undergone removal of cheek implants and a facelift correction. It cannot be underestimated that removing the cheek implants was such a significant operation but at all times I knew I was in capable hands.

It has been 7 months post-op and there is a massive improvement to my face. I look un-operated as if this was my first facelift and the scars have healed nicely.

Mr Ferrando is a highly experienced professional, considerate, kind and honest surgeon who takes great pride and care in his work.

He is caring and considerate and alongside him, he and his wife make a fantastic team. They both understand what it is like for when things go wrong and they have a tremendous amount of empathy and knowledge. They recognise what a painful and difficult time it has been for me and they constantly provide the reassurance I need that everything moving forward will be ok.

Mr Ferrando is a gifted and talented reconstructive genius who has helped me to get back on the right path. I thank my lucky stars to have found him and trust him with my life.

I no longer feel 'alone' and feel blessed to be looked after by Mr Ferrando, his wife and his medical team.

Many thanks,

Giuseppina and Michael

Before:



After:

