**Friends and Family Test – Results**

**March 2025**

**Total Responses: 1**

|  |  |  |  |
| --- | --- | --- | --- |
|   | **Paper forms in surgery**  | **Responses to text messages**  | **Footfall responses**  |
| Very Good  | 0 | 0 | 1 |
| Good  | 0 | 0 | 0 |
| Neither Good nor Poor  | 0 | 0 | 0 |
| Poor  | 0 | 0 | 0 |
| Very Poor  | 0 | 0 | 0 |
| Don’t Know  | 0 | 0 | 0 |
| **Total Responses**  | 0 | 0 | 1 |

**Comments:**

**Please can you tell us why you gave your answer?**

I escorted a patient from kingfisher MBU for a smear test on Thursday and wanted to leave some positive feedback to the nurse who performed the test ,this was this ladies first smear test and she had some significant trauma history .The nurse was unaware of this however all the way through the procedure the nurse narrated what she was doing continued to seek consent and gave tips to help the patient to feel more comfortable and checked in regularly throughout the procedure .The patient fed back that he nurse had been very gentle and mindful throughout the procedure and had made her feel comfortable and safe .

**Please can you tell us what we could’ve done better:**

Nothing ,please extend our positive feedback to the nurse .

**Other comments/feedback received (not via FFT feedback forms):**

“your reception team are very good and efficient”