



Witness statement

Please do not include any patient, service or colleague identifiable material, all accounts must be anonymised.

Examples of feedback sources:

From patients, colleagues, students, annual appraisal, audits, incidents and reviews, GRS submissions, JAG accreditation, verbal, letters, audits, reports.

Witness statement title

Thank you card

Date of statement

01/12/2022

Source: where did the feedback come from?

Patient

Type: how was the feedback received?

Card

Content: what was the feedback about and how has it influenced your practice?

Dear staff at the endoscopy unit. I had an endoscopy last week in your department and I wanted to thank you for all your care and compassion for looking after me. I was dreading having my endoscopy and had heard from my friends lots of awful stories about having the camera down my throat! But you all made it so much better. I didnt feel embarrassed by my terrible wretching as you had explained everything so well to me beforehand. I wanted to thank Mr Smith the endoscopist for being gentle and especially Kate for holding my hand during the test and staying with me. You were a great reassurance and made a lot of difference. Thank you so much! Mrs ...