

Date	Source of feedback Where did this feedback come from?	Type of feedback How was the feedback received?	Content of feedback What was the feedback about and how has it influenced your practice?
12/10/2024	Patients or service users	<ul style="list-style-type: none"> <li>Written</li> </ul>	<p>This patient was struggling with decision making and I helped with support calls and information to guide them to make an informed decision and they mentioned in feedback for me that 'You have a very professional sincere and caring demeanour. I always feel at ease discussing any issues, I have and feel very assured by the advice you have given. If you have not been able to answer a question immediately you have always followed up with an answer in a very timely manner.</p>
Aug 2024	Patients or service users	Written	<p>This patient deteriorated quickly in WPH ward and was worried about insurance claim to secure some money for his wife and children, he needed some letters from consultant and the consultant and concerned CNS were in AL, I have been in touch with them and reassuring them during this difficult time and even though this patient was not mine, I coordinated for the claim and support. They appreciated my effort and mentioned in card in Thank you card as thank you for your support and kindness during a difficult time.</p>
Oct 2024	Patients or service users	Written	<p>You are very calm, collected and clear in communication.</p>

11/10/2024	<ul style="list-style-type: none"> <li>• Colleagues – nurses, midwives, nursing associates, other healthcare professionals</li> </ul>	E mail	<p>Sweetie is professional in her manner and approach to patients and other team members. She is calm and re-assuring and emanates natural warmth. This is a rare quality.</p> <p>She is exceptionally keen to develop her skills and knowledge, for example to undertake some research. She has been organising training sessions for new members of the CNS team.</p>
14/10/2024	<ul style="list-style-type: none"> <li>• Colleagues – nurses, midwives, nursing associates, other healthcare professionals</li> </ul>	E mail	<p>You have been a great support in my clinic. I trust you for helping new patients whom we see every week for providing them enough support to cope with the news we break to them, providing them with appropriate treatment information and other supportive materials and answering their questions. You have been remarkable in following up treatment and follow up plans for patients who attend clinic for their follow ups. I have always relied on you for carrying out post-clinic jobs e.g. arranging blood transfusions, emailing GP surgeries for following our advice, arranging support in end of life care etc. You have improved your skills in advising patients for their queries regarding their cancer management and have developed good rapport with our patients. You have also made a good progress in understating the prostate and kidney cancer treatments and changing paradigms in recent years. I am impressed with your keenness for learning new things.</p>
13/06/2023	<ul style="list-style-type: none"> <li>• Colleagues – nurses, midwives, nursing associates, other healthcare professionals</li> </ul>	E mail	<p>Thank you so much for taking part in the recruitment webinar tonight Sweetie. You were excellent and your enthusiasm for oncology was delightful.</p>
27/04/2023	By Lead Nurse	E mail	<p>Sweetie, you're phenomenal! Thank you for leading by example this is exactly what we have in mind checking in with these long waiters. Thank you so much and you're putting weston park urology on the map!!!</p> <p>Thank you 😊 first week in band six and you're absolutely smashing it.</p> <p>Well done. We are really proud of you!</p>

24/09/2024	• Colleagues – nurses, midwives, nursing associates, other healthcare professionals	E mail	<p>I had the Pleasure of shadowing Sweety at WPH on 24/09/24. She kindly showed me around her department and introduced me to her colleagues. She made me feel very welcomed and took time to explain her role and how she supports patients along with her team.</p> <p>She is very passionate about her role and keen to share her knowledge and experience to other CNS's like myself. This comes across very well when she explained certain procedure/treatment.</p> <p>I felt very comfortable to ask questions, Sweety answered my questions very well and directed me to other resources.</p> <p>she provided me with the appropriate literature to help aid my learning which I found extremely useful and will be referring back to in the future. She also gave me useful email and contact links to use in future to help with patient's queries.</p> <p>She ensured I had the opportunity to see a wide range of things. She directed me towards clinics which I found to be extremely beneficially for my career development.</p> <p>I am very grateful to her and the team for having me at WPH. I would encourage any future CNS's to attend as an experience day.</p>
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14/10/2024	<ul style="list-style-type: none"> <li>• Colleagues – nurses, midwives, nursing associates, other healthcare professionals</li> </ul>	E mail	<p>I met Sweety around 2 years ago when we both started new roles on the Macmillan CNS Development Programme. Although we work in different teams and tumour sites, Sweety is a very supportive colleague. She's kind, caring and approachable and I've seen her go above and beyond for colleagues and patients on multiple occasions. A few months ago I was struggling with where to turn next to access financial support for one of my patients. The patient was a young woman who had recently moved from India with her young family to study in Sheffield. She had widespread metastatic disease and she'd been referred to WPH to consider palliative chemotherapy. One of the patient's main concerns was finances and I'd exhausted all avenues of financial support they were eligible for. When Sweety heard I was struggling with where to turn next, she offered to speak to the patient to see if there was any additional support she could offer. Despite Sweety having her own hugely demanding workload, she went above and beyond to access additional support for the patient through the local and national Kerala community which Sweety is a part of. They were able to raise over £20,000 for the young family which allowed them to travel back to India. This was one of the patient's final wishes before she passed away and it was only possible due to Sweety's input. This is a big example of Sweety going above and beyond to help a colleague and a patient, but I know Sweety takes this approach with all her patients despite the challenging environment we are currently working in.</p>
10/11/2025	Patient feedback to action kidney cancer charity for my collaboration with action charity for doing a kidney cancer patient day	E mail	<p>It was great meeting you at the Sheffield kidney cancer patients day event and even online beforehand too. I was very impressed with way you conducted the whole event and your presentations too...</p> <p>I am very happy to note that the event had been appreciated as a massive success by the participants.. for which lot of credit must go to you and Sweety.. I am also happy that I was able to take part even in a small way for the patient voices slot.</p>
13/03/26	Patient feedback for setting up a renal cancer patient support group	Verbal/written	<p>Thank you for setting up RAYS, Renal cancer Awareness and Your Support group, it's a great platform to share experience, seek support and learn more, your teaching sessions are really informative and emotional check ins are really helpful</p>