

## Compliments October-December 2019

No	Date Received	Method Received	Record of Compliment
1	01/10/2019	Meeting	It was an excellent report! (Long Term Plan Report)
2	02/10/2019	Signposting	It's nice to have someone listen. Thank you.
3	07/10/2019	Telephone	You have a great member of staff in xxxx. [They are] excellent.
4	08/10/2019	Telephone	Thank you for the equality and diversity training yesterday. It was really good and really made me think - food for thought. The trainer was excellent and really empathetic and would like their details for someone who is looking to put on something similar for their organisation.
5	10/10/2019	Signposting	Thank you so much for your help, it's really nice to have someone look into something and get back to me. You have been absolutely amazing.
6	10/10/2019	Signposting	Thank you, you are excellent. I would give you 100/100. You have done more for me in the past hour than that whole organisation in months.
7	13/10/2019	Email	Thank you for this information and, again, for your precious time on Friday. (Phone call about a research project)
8	15/10/2019	Signposting	Yes, very much, you've been very helpful.
9	17/10/2019	Event	Thank you for what you do. (Member of the public at Shout About It event)
10	17/10/2019	Event	You have the most colourful and organised table I have seen so far. There is an art to presenting, and you should win a prize! (Shout About It event)
11	17/10/2019	Event	Excellent stand! (Shout About It event)
12	17/10/2019	Signposting	Yes, definitely - it's nice just to have somebody to talk to who understands.
13	18/10/2019	Signposting	Thank you so much for Monday, I really don't think I could have gotten through that without you. You were so helpful, thank you.
14	18/10/2019	Signposting	Thank you very much, I really appreciate you taking the time to listen to what happened.
15	18/10/2019	Signposting	Yes, you have been absolutely brilliant, thank you!
16	17/10/2019	Event	I have just circulated your excellent PowerPoint slides with my draft minutes and I must thank you again for producing such a detailed and lucid description of Healthwatch - I hope that you

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			can gain some more HW Members! (Re presentation to Hertsmere Patient and Public Involvement Committee)
17	22/10/2019	Email	Thank you xxxx. Bless your heart. This really helps. (Re efforts to raise profile of case)
18	24/10/2019	Email	Thank you v much xxxx, and to xxxx. Out & about so can't fully look yet but very grateful. (Re efforts to raise profile of case)
19	28/10/2019	Meeting	Well done, I think it has been a really great meeting today! (Mental Health Carers Advisory Group)
20	28/10/2019	Meeting	Really good meeting today. (Mental Health Carers Advisory Group)
21	30/10/2019	Signposting	I have had more positive information today than I've had in the past few months, so thank you very much.
22	30/10/2019	Email	Thanks, very kind of you to get back to me and useful to know. I will feed this back to our GPs. (Response to GP enquiring for patient feedback ahead of CQC inspection)
23	03/11/2019	Signposting	Really grateful to you and to HW Herts.
24	05/11/2019	Telephone	Well done on pulling all this work together, it looks great and it's nice to see it coming together. (Annual Health Checks Project)
25	11/11/2019	Email	Thank you again for a welcoming and informative meeting this morning. We found many areas of discussion to take away and reflect on, especially around the signposting report and PCNs. (HwH Board Meeting)
26	12/11/2019	Signposting	Yes, very helpful.
27	14/11/2019	Email	The Group clearly really enjoyed your session. You covered a lot of content a in really accessible way. The examples resonated for everyone regardless of age and experience. It also drew a lot of comments from the Group who went on to share their responses - which is just what the Group is there to do. There were plenty of tips about approaching similar difficult situations and things for people to reflect on.
28	15/11/2019	Email	We would like to pass on our thanks to all of the patient representatives that joined us this year as assessors on our annual PLACE inspection. It was great to welcome those of you back who have joined us previously and to meet some new faces (we hope you will return in future years!). (ENHHT PLACE)
29	21/11/2019	Signposting	You have been absolutely fantastic, thank you!

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30	29/11/2019	Meeting	Particular thanks to you xxxx for going above and beyond what could ever be expected. (Re complaint support)
31	29/11/2019	Meeting	Yes, you are a trooper. (Re complaint support)
32	02/12/2019	Signposting	Yes - as a first step this has been very helpful.
33	04/12/2019	Email	Thank you so much, this is very helpful indeed. (Response to providing contact details for a professional)
34	04/12/2019	Email	Always lovely to work with you xxxx and [the] team at Healthwatch Hertfordshire, and thanks for your support.
35	22/12/2019	Email	Many thanks for a great document which I strongly concur with. Once again thank you for making my experience with Healthwatch, a good one and I wish you well over the forthcoming holidays. (Regarding WHHT Enter & View Report)