

No	Date Received	Method Received	Record of Compliment
1	05/10/2021	Email	Thank you so much for this very warm and helpful email. I know we have very much appreciated and benefitted from your input and have missed you from the meetings. We recently held a workshop regarding SQIG and plans for the future so welcome your proposal of being involved on particular pieces of work that would be relevant to your work as well.
2	07/10/2021	Signposting	Thank you very much for all your help.
3	13/10/2021	Signposting	I cannot thank you enough for your response, I feel this is the first time someone has genuinely listened and after a year and half of this you will understand why it has lifted our spirits a little.
4	13/10/2021	Email	Thanks very much xxxx - we appreciate your time and involvement very much. We will be in touch. (Re Co-production)
5	19/10/2021	Email	Thanks xxxx - yes really useful - we really appreciate your time. (As above)
6	19/10/2021	Email	Yes, echoing others - very helpful today, xxxx. Thank you so much. I think the discussion really helped to move our thinking on. (As above)
7	20/10/2021	Meeting	The Community Assembly was one of the best things I've attended in recent years.
8	20/10/2021	Email	Excellent update. Thank you. (Response to Headlines email)
9	25/10/2021	Email	It was an excellent session, very well facilitated. I liked [the trainer]'s informal, good humoured way of presenting the information, so as well as reinforcing some of what I had learnt previously, it was also good fun. (Equality & Diversity Training)
10	25/10/2021	Email	Very good session ... thanks again! (Equality & Diversity Training)
11	27/10/2021	Signposting	Yes, you've been brilliant. 101%!
12	04/11/2021	Email	As discussed many thanks for your contribution both personally and from your organisation over the past few years. (Re WHHT Co-production)
13	04/11/2021	Email	Thanks very much. Really positive report today - great to have board support for co-production. What a long way we've come. (As above)
14	04/11/2021	Signposting	Many thanks for all your help - it's greatly appreciated and really valuable to me!

15	08/11/2021	Social Media	The team are doing brilliant work and I'm looking forward to supporting them over the coming years.
16	08/11/2021	Email	The changes you have made almost brought me to tears. You all have really listened and considered what was said. This is amazing! Even where you couldn't go through fully you explained why and still put value to the contribution. Beautifully done. On my journey on this road so far the moments of the black voice contributing to change are few. I am so impressed by how your organisation works and the level of professionalism. It's a standard I hope Black Voice Letchworth will reach one day. I am so excited to see the survey - please keep me updated. (Re Health Inequalities Project)
17	09/11/2021	Email	Thanks for your sterling work chairing just now. (Re Patient Feedback on GP Access Communications)
18	09/11/2021	Email	A very good and I hope productive Zoom meeting this evening. Many thanks; keep us updated! (As above)
19	10/11/2021	Email	This is a brilliant piece of work (Re 'Making Local Healthcare Equal for All')
20	10/11/2021	Email	Really pleased to see this great work taking shape (Re 'Making Local Healthcare Equal for All')
21	10/11/2021	Social Media	Great to see this broad campaign to increase patient and public engagement from ethnically diverse communities whose voices are so key in helping to reduce health inequalities.
22	10/11/2021	Signposting	Thank you so much for all of your help.
23	11/11/2021	Email	Thank you for sharing this. It looks like a very valuable piece of research. I look forward to hearing more as the project progresses. (Re Health Inequalities Project)
24	11/11/2021	Email	This is FANTASTIC. (As above)
25	15/11/2021	Email	Special thanks also to xxxx for [their] great chairing of the meeting. It seemed to be a useful meeting and we had lots of positive and useful discussions. Feedback already from patients that they enjoyed the session. (Re the Patient Feedback on GP Access Communications meeting)
26	25/11/2021	Signposting	Thank you so much for the quick reply.
27	01/12/2021	Signposting	Thank you for your mail and words of comfort and reassurance. Thank you for taking care of me by pushing for me to be seen.

Compliments October - December 2021

28	01/12/2021	Signposting	I am so fortunate to have your support and effort for me. Thank you.
29	02/12/2021	Email	Thank you for providing the below information so efficiently. (Re contracts)
30	09/12/2021	Meeting	Thank you for working in the way you do, it's clear you're very genuine in how you do things. It's not just a tick box exercise. (Unequal Treatment Project)
31	22/12/2021	Email	I would like to say thank you for the opportunity of working with you and volunteering with Healthwatch Hertfordshire. I look forward to participating in more volunteering work in 2022.
32	23/12/21	Signposting	THANK YOU very much for all you did for me. I appreciate it and am very grateful to you and your care & integrity.
33	29/12/21	Post	Thank you for being such a wise and positive force for good in Hertfordshire. We do appreciate everything you do, and it's an honour and pleasure to work with you and your wonderful team.