

Compliments October - December 2020

No	Date Received	Method Received	Record of Compliment
1	07/10/2020	Telephone	Thank you for your time and the information, you've been very helpful. [GP Practice Manager asking for advice on improvements to their website]
2	09/10/2020	Signposting	Huge thanks for your assistance again. You have helped me far more than many who are in positions to.
3	09/10/2020	Email	A rather late "thank you" for your talk on Wednesday.
4	12/10/2020	Email	Really good report and glad to provide a quote. [Covid-19 Report]
5	12/10/2020	Email	This is excellent work and valuable insight for the Healthy Stevenage Partnership [Covid-19 Report]
6	14/10/2020	Email	Please do thank xxxx as [they] share the credit for the success. Excellent chairing too and it wasn't easy to manage the scoring but it worked. [WHHT Co-Production Panel]
7	14/10/2020	Meeting	I get a lot of documents to read and I have to say this one was excellent, informative and readable. [Covid-19 Report]
8	14/10/2020	Email	Many thanks for this. It is an important piece of work. [COVID-19 Report]
9	14/10/2020	Email	Xxxx has asked me to come back to you to thank you for the information and to pass on thanks to you for all your hard work. [COVID-19 Report]
10	16/10/2020	Social Media	Fascinating findings in research from @HWHertfordshire [Covid-19 Report]
11	20/10/2020	Signposting	You've been fantastic and lovely to speak to, thank you.
12	20/10/2020	Email	I've spoken to xxxx and [they have] an appointment with [their] dentist on Friday. [They] seemed very happy and [were] also singing your praises!
13	21/10/2020	Email	Thanks xxxx. You chaired it brilliantly, as always! [WHHT Co-Production Panel]
14	28/10/2020	Email	It is always a pleasure and thought provoking. [HCC Adult Care Services Meeting]
15	28/10/2020	Email	I have just received today the reports of the Hertfordshire Covid-19 surveys which I have quickly scanned, well done, but will read in more detail and share with my colleagues.
16	29/10/2020	Email	I have read the survey reports prepared by Healthwatch Hertfordshire. An excellent piece of survey analysis if I may say

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			so. I think Hertfordshire has done reasonably well in pandemic lockdown but of course there are some very disappointing responses noted in respect of nursing/care home situations and of course GP/Hospital Consultations cancelled, missed, patients unable to do on line or phone consultations often leading to negative mental welfare. It is hard for everyone. I will share with my colleagues. Keep strong, well, positive, and thank you to all who have contributed to keep Hertfordshire going in this hard time in 2020.
17	29/10/2020	Email	Looks brilliant. Thanks xxxx. [Seeking dental treatment news article]
18	03/11/2020	Signposting	It is a great shame there are not more people like you. The world would be a better place.
19	05/11/2020	Email	Thanks very much xxxx for sharing this, it's a really helpful report. [GP Website Audit Report]
20	09/11/2020	Email	Thank you so much for this - certainly some quick actions my team can take to improve our website but also some further food for thought. I will share these helpful comments with colleagues and will come back to you with how we intend to use.
21	20/11/2020	Email	I really appreciate your input and for sharing your expertise! [Re: rating bids]
22	02/12/2020	Email	Thank you very much for your feedback, I am grateful for your ideas on how to improve and I shall remember these for future applications!
23	02/12/2020	Email	Thank you for your time and feedback. I loved reading it.
24	02/12/2020	Telephone	Thanks for your letter regarding the role of Research Officer, I'm disappointed to have been unsuccessful, but I appreciate your feedback. Thanks again for being so friendly throughout this process.
25	04/12/2020	Telephone	Thank you very much for taking the time to speak to me on Friday morning. I really appreciated our conversation regarding my application for the Research Officer job.
26	04/12/2020	Telephone	That was the best feedback I've ever had and I didn't even get an interview.
27	07/12/2020	Telephone	Thank you for the phone call last week, it was really lovely to have such constructive feedback and a friendly chat.

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28	09/12/2020	Meeting	General comment from a professional saying Healthwatch Hertfordshire is a 'very responsive' organisation and that staff members are helpful.
29	17/12/2020	Telephone	The report is really good. It supports everything we have been hearing. Really good! [Digital Exclusion Report]
30	17/12/2020	Social Media	Thank you for this report, highlighting the big issue that is digital exclusion. It is good to read that you were able to direct people to their online centre.
31	17/12/2020	Social Media	An interesting read and chimes with our experience of digital exclusion during the pandemic.
32	18/12/2020	Email	Thanks so much for this xxxx, really helpful. [Sent press releases re 2 research reports published]