

Compliments October – December 2025

**Signposting Clients**

No.	Date	Comment
1	06/10/2025	Thank you for your kind and thoughtful response
2	17/10/2025	Thank you again for all your hard work.
3	24/10/2025	Thank you so much for your response. It has been so informative.
4	14/11/2025	While writing I would like to thank you and Healthwatch Hertfordshire for the advice and support provided.
5	02/12/2025	You're a great organisation.
6	09/12/2025	Honestly, just speaking with you and feeling your humanity and empathy has been lifechanging for me.

**Partners**

No.	Date	Comment
1	23/10/25	This is a great piece of system work and your presentation demonstrates the breadth of shared learning taking place (Refugees Report)
2	23/10/25	The Healthwatch report is very insightful particularly thinking of the Bell Hotel in Epping (Refugees Report)
3	23/10/25	This is an excellent insightful piece of information, thank you [xxxx] (Refugees Report)
4	23/10/25	It's an excellent piece of work, I hope we can continue to work in partnership around the recommendations (Refugees Report)

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5	26/11/25	Thank you again for all your hard work in making the huddle a success.
6	26/11/25	(From Board Minutes): noted the appreciation of the Hertfordshire County Council for the valuable research carried out by [...] the Research Team. [Wanted to] appreciate and acknowledge the really important work that the team does, and how this has been useful in informing the commissioning decisions and targeting support to specific communities in Hertfordshire.
7	03/12/25	Excellent thank you [xxxx] and everyone at Healthwatch – great work as always (Frailty Report)
8	19/12/25	I also would like to extend my sincere appreciation to you and the staff and Trustees at HwH for everything you have done throughout this year 2025. It came with it's challenges but you took it all on with total professionalism and dedication and diligently delivered on every level – THANK YOU.

**Other Stakeholders**

No.	Date	Comment
1	14/11/25	I had a staff meeting on Thursday and the team wanted to thank you all for coming and seeing our home and chatting to the residents and staff. They were proud to show you round and show you have they care for our residents.
2	27/11/25	Thanks for your work coordinating the huddle yesterday, it was such a great meeting.
3	04/12/25	It was a joy & privilege to take part in the voice huddle and I look forward to the next one.
4	04/12/25	I thought the last meeting was very good with lots of comments from guests. Encouraging.

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**This quarter we received:**

- **18 compliments/positive feedback about our service**
- **0 complaints/negative feedback about our service**