

Compliments January – March 2023

No	Date Received	Method Received	Record of Compliment
1	03/01/2023	Email	Many thanks for your help and that of Healthwatch Hertfordshire. (Providing evidence for Select Committee on NHS Dentistry)
2	06/01/2023	Signposting	Thank you for your speedy response and advice. I will contact the recommended channels.
3	10/01/2023	Email	Thanks for getting in touch and you provided a great update yesterday! (Regarding project progress)
4	12/01/2023	Email	Thank you so much for your reply and the information regarding Haverfield Surgery, it is much appreciated and helps give us a broader view of the service.
5	12/01/2023	Signposting	100% satisfied. Lovely to speak with you.
6	24/01/2023	Signposting	You were as lovely as last time – great to talk to you again. Thanks so much for calling back.
7	25/01/2023	Meeting	Really helpful research and presentation, thank you. (Community Pharmacy project)
8	26/01/2023	Signposting	Thank you so much for your assistance it has been very much appreciated.
9	02/02/2023	Telephone	Thank you so much for all your help, you have been fantastic and a real help. (Student requesting advice)
10	03/02/2023	Email	Many thanks for your prompt feedback. The checklist in the dental practice review report was very helpful and I have forwarded it to our Practice Manager.
11	07/02/2023	Meeting	Fantastic job on the Cost of Living survey.
12	07/02/2023	Email	Many thanks for all this helpful info. I will circulate to colleagues and come back to you with further questions as needed. (Information provided re improving accessibility at GP Surgery)
13	08/02/2023	Email	Thank you so much for your help on this one. (Re meeting arrangement)

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14	09/02/2023	Signposting	Thank you so much for your prompt and kind reply, I really appreciate it!
15	09/02/2023	Signposting	Thank you for the information given - you've been so kind.
16	15/02/2023	Email	xxxx and xxxx have been brilliant (Re Cost of Living project)
17	15/02/2023	Meeting	You are great at what you do, thank you for all your help. (Re NHS Research project)
18	15/02/2023	Email	That's just fab - many thanks! I really like your excellent summary and thoughtful critique. (As above)
19	20/02/2023	Meeting	I really appreciate the insights from this report and the time taken to produce it, thank you. (As above)
20	22/02/2023	Email	Thank you and lovely to hear from you and the amazing work of Healthwatch. (Re Access to GPs for people with Learning Disabilities project)
21	28/02/2023	Email	It's amazing work by Healthwatch - thank you for sharing
22	13/03/2023	Email	Thank you xxxx, that is most helpful and I hope the rest will follow your fine example (Re meeting arrangements)
23	14/03/2023	Email	Hi xxxx, it's good to see you are doing such great work. Keep it up. Good to hear from you.
24	15/03/2023	Email	Lots of interesting material in the report, thank you for sharing (Re the Parents & Carers GP Access Report)
25	16/03/2023	Meeting	You and xxxx have done so well and a great job in getting this right for people with learning disabilities.
26	17/03/2023	Email	Fabulous xxxx! This is amazing! (Re Parents and Carers GP Access Report)
27	17/03/2023	Email	Well done with the delivery of the information last night. It went very well. (Re Access to GPs for people with Learning Disabilities project)
28	23/03/2023	Meeting	Thanks for the great presentation! (Re Cost of Living project)
29	24/03/2023	Signposting	Thank you so much for all your help.

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30	27/03/2023	Email	Dear xxxx, xxxx and xxxx, I've just skim read this and will look at it in more detail but I just wanted to say how fabulous it is - the patient stories capture so much of the lived experience of others. Thank you so much for the care and attention you have put into this. (Re NHS Research project)
31	28/03/2023	Email	This is really interesting work and congratulations. It's got some great insights and really useful in the space to move things forward. (As above)
32	29/03/2023	Email	Thank you all so much for taking the time and effort to put together the questions for the lived experience engagement work. I can see through what you have produced that you have really shown an immense amount of consideration and interest in this subject matter, for which I am extremely grateful for... it's really a great piece of work and I'm most grateful for each of your efforts in bringing this together. (Re Drugs & Alcohol research project)