

No	Date Received	Method Received	Record of Compliment
1	12/01/2021	Email	Fantastic, thank you (upon receipt of an email).
2	22/01/2021	Signposting	Thank you for trying to help, I appreciate it.
3	26/01/2021	Signposting	Thank you xxxx, I really appreciate your help.
4	26/01/2021	Signposting	Thank you so much for this information ... God bless.
5	28/01/2021	Signposting	Very satisfied. You have been so incredibly helpful, I am so grateful - thank you!
6	28/01/2021	Email	xxxx got a shout out from [xxxx] who chaired the Public Health & Prevention IP group. The Chair and the others thought xxxx's contribution really helped the group.
7	28/01/2021	Signposting	Thank you very much. Thank xxxx too. I think Healthwatch Hertfordshire asking the question has made the difference here.
8	02/02/2021	Meeting	I like all the [web]pages you've created. You're very good at building [web]pages.
9	09/02/2021	Signposting	Thank you so much. This is all very helpful.
10	09/02/2021	Email	I would like to thank you on behalf of the members of the topic group for your participation in yesterday's scrutiny. It is appreciated that you gave your time when many organisations are under continuing pressure. This was a scrutiny with a very specific and technical focus. Your approach and responses helped councillors to address the key lines of enquiry and receive clear conclusions on each. The session was not without its challenges but we know it is a topic of considerable interest to the residents of west Herts.
11	11/02/2021	Signposting	Thank you for your email, it has been very helpful!
12	15/02/2021	Signposting	You've been very helpful, thank you.
13	24/02/2021	Email	Thank you so much xxxx - really appreciate your help with this. (Re support coordinating a multi-organisation meeting)
14	26/02/2021	Email	I was/am most impressed with the Vaccination Survey Healthwatch is carrying out, and I hope you get a wide and many responses. Well done.
15	01/03/2021	Email	Been an absolute pleasure working with you and hope you continue to do such great work.
16	02/03/2021	Signposting	I feel so lucky that people like you are here to support people me. You're a diamond. Honestly, talking to you has been so

			empowering; I now feel like I have the ammunition to go into that dental surgery and get what I need. Thank you.
17	03/03/2021	Email	Many thanks for getting back to me so quickly and I have shared this with the matron and ward leader so we can look into this and take forward any actions required. (Re a signposting query)
18	05/03/2021	Signposting	Thank you very much for your support, I am very grateful.
19	08/03/2021	Email	Thanks for the feedback whatever it is. It is feedback like this which helps us understand where improvement may be possible. I will discuss internally as the next step.
20	10/03/2021	Email	It's been great working with you, and xxxx also. Thank you for your support.
21	10/03/2021	Email	Following my review of all last year's annual reports, you're on my list of those that I felt looked the most impressive and were visually engaging (Healthwatch England)
22	11/03/2021	Social Media	We took inspiration from the Local Healthwatch in the East of England, and conducted a survey of GP websites with our volunteers. Hopefully will be of use to others as the originals were to us (which are cited in the report so you can easily find them also).
23	11/03/2021	Email	North Herts Patient Locality Network group had a meeting yesterday and on the agenda was the Veterans Report. It was well received by all as xxxx explained it very well. The Committee has asked that all surgeries be sent a copy as well as all British Legion groups in the county.
24	15/03/2021	Meeting	Colleague at a meeting commented that members of the Research & Engagement Team had 'done Healthwatch proud' at a meeting in the week of the 8th March.
25	16/03/2021	Signposting	I found your advice very helpful.
26	18/03/2021	Email	The work carried out here sounds great. (Re Veterans Report)
27	18/03/2021	Email	Thank you for sharing and for including me in this work. (Re Veterans Report)
28	18/03/2021	Email	Congratulations on this really important work. (Re Veterans Report)
29	18/03/2021	Email	I am really pleased to see this report. (Re Veterans Report)
30	18/03/2021	Email	It was great to be involved and it is really good to know that someone is looking at how they can best help veterans get the help they need.

Compliments January - March 2021

31	19/03/2021	Social Media	Great to see this. (Re Veterans' Report)
32	19/03/2021	Telephone	[You are a] good [person]. Someone who listens to me when other people won't.
33	19/03/2021	Signposting	[They were] very good, beautiful, real personal approach. Take care of [them] (financially) to ensure [they stay] and grow with you. [They are] young and have real potential. It is like letting a young person sing and they grow into an opera singer.
34	22/03/2021	Signposting	Very satisfied, thank you. You've called me back, and I really appreciate that. Great, thanks.
35	24/03/2021	Email	Congratulations - you are live! Well done for all the hard work that has gone in to getting the site in such good shape. I hope you are all really proud of the excellent work you have put in and the resulting website.
36	25/03/2021	Email	Thanks for sharing this, the new website looks great!
37	25/03/2021	Email	A big thank you to xxxx and [their] team for completing the survey despite the challenges posed by the Covid-19 pandemic. (MSK Connect project)