

No	Date Received	Method Received	Record of Compliment
1	15/04/2020	Signposting	Nice to hear from you. You are all doing a good job.
2	19/04/2020	Email	Many thanks for all your help and that is fabulous. (Response to agreeing to promote some job/volunteer call outs)
3	21/04/2020	Email	I would like to thank Healthwatch [Herts] for engaging with the CCG on the process, giving us feedback themes from patients and keeping up to date with what has been happening. (Statement from ENHCCG re Ware Road Surgery)
4	21/04/2020	Signposting	Just to let you know how it looks, only you made a lot for me. Thank you.
5	23/04/2020	Signposting	Thank you so much for such a fast response and such a detailed one. Especially given the current situation but even without that I find it hard to encounter such amazing customer service these days whether UK or Spain where I live. It's heart-warming I have to say - so thank you again - despite the difficult subject.
6	27/04/2020	Signposting	Much appreciated and thanks for the good work.
7	14/05/2020	Email	Thank you. Your team dealt with [my query] perfectly and very helpfully.
8	14/05/2020	Signposting	Yeah, definitely, you've given me the information I needed. Thank you.
9	02/06/2020	Signposting	You've been most kind; you've always come back and you've always delivered. Thank you
10	04/06/2020	Email	Thank you so much for the "Thank You" Card received today; it was really appreciated. But I believe I have far more to thank you for! Continuing to execute so effectively in these changed and difficult circumstances is testament to the agility and dedication of the team - and the leadership you have shown.
11	04/06/2020	Signposting	Please pass on my regards to xxxx, [they have] been most helpful.
12	14/06/2020	Email	It is a pleasure working with you and to give something back to you. (Volunteer response to 'thank you' card)
13	17/06/2020	Email	It was a pleasure attending the meeting, it was a very lively and interesting discussion and very useful for me to witness the interaction between different Healthwatch - so, thanks again for having me! (HwEast of England Meeting)
14	29/06/2020	Signposting	You've been brilliant; thank you for going above and beyond.

15	30/06/2020	Signposting	Thank you very much for your very informative e-mail.
16	30/06/2020	Email	Great annual report which captures the key events and successes of the year. Fully appreciate that behind the scenes there are many individuals who have been involved- so a big thank you. By the way, great efforts on the external projects delivery and the income stream, please pass on my personal thanks to the team alongside keeping the signposting activity going. Post pandemic and reflecting on 2020, this will make the content of the next annual report a very interesting one I feel!