

| No | Date Received | Method Received | Record of Compliment  |
|----|---------------|-----------------|---|
| 1  | 12/01/2022    | Signposting     | Thank you, you've been really helpful.  |
| 2  | 14/01/2022    | Email           | I just want to say a HUGE THANK YOU to you and xxxx for all your hard work in delivering the pilot and producing this fantastic report, it really demonstrates the time, effort and expertise that you put into planning the engagement! This report provides an excellent evaluation of the Hear Me Now app from a service user perspective and demonstrates some really key findings. |
| 3  | 18/01/2022    | Signposting     | Thank heavens for the CAB for putting me onto you. You're a star.   |
| 4  | 18/01/2022    | Email           | The content on the event and news article looks great. (Re cervical screening)  |
| 5  | 19/01/2022    | Telephone       | Thank you xxxx for listening and for giving me the chance to share my experiences with you.   |
| 6  | 19/01/2022    | Telephone       | Thank you xxxx, thank you so much for listening to me.  |
| 7  | 21/01/2022    | Email           | Thank you xxxx, you are so efficient!   |
| 8  | 02/02/2022    | Email           | Thanks for your time this week and for what is a really important piece of research. I would welcome working in partnership to develop the recommendations.   |
| 9  | 08/02/2022    | Email           | Thanks xxxx - beautifully clear and concise, which is really helpful. (Headlines email)   |
| 10 | 11/02/2022    | Signposting     | Thank you so much for all your help, your ear, your kindness and professionalism and calling back when you said you would.  |
| 11 | 15/02/2022    | Meeting         | xxxx is very impressed with you xxxx! [They] said so on at least 3 separate occasions ... [they're] very keen to work with us.  |
| 12 | 22/02/2022    | Email           | Great to see you and well done for your excellent chairing of the ever-changing health and care groups that you're involved in: you're excellent!   |
| 13 | 24/02/2022    | Signposting     | You're worth your weight in gold, honestly, thank you so, so much.  |
| 14 | 27/02/2022    | Event           | Thank you very much for coming today, it was really good.   |
| 15 | 27/02/2022    | Event           | Thank you for coming to the service and for the discussion, God bless you both.   |

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| 16 | 27/02/2022 | Event       | Thank you for coming, I am really passionate about social injustice so what you do is really inspiring.   |
| 17 | 01/03/2022 | Meeting     | Great presentation xxxx.  |
| 18 | 01/03/2022 | Meeting     | Really great presentation, the work Healthwatch does is excellent.  |
| 19 | 01/03/2022 | Meeting     | Really insightful, thank you for coming this evening.   |
| 20 | 02/03/2022 | Email       | An excellent article - literally no comments. Good to go from my perspective! (Article re Community Assembly)   |
| 21 | 09/03/2022 | Meeting     | Really interesting presentation, thank you. I have referred people to Healthwatch a few times as the support you give is excellent.   |
| 22 | 10/03/2022 | Email       | Thank you for taking the time to present at our carers' group last night. It was really informative and it was also valuable learning for us as staff.  |
| 23 | 16/03/2022 | Signposting | Thank you very much for listening to me. I am so grateful to you and I appreciate anything you can find out for me. It's just nice to know that someone is trying to help me.   |
| 24 | 16/03/2022 | Signposting | You've been great. Thank you.   |
| 25 | 23/03/2022 | Signposting | Thanks for your brilliant email!  |
| 26 | 23/03/2022 | Email       | Having run a session on Better Boards for the trustees of Healthwatch Hertfordshire, it is clear from the response that the organisation is in safe hands. The trustees are clearly motivated and put the users of the service at the heart of what they do.  |
| 27 | 30/03/2022 | Email       | On behalf of the Healthwatch England leadership team I would also like to say a huge thanks. Not just for today's session with the King's Fund but your support more broadly on the patient transport work. I was speaking to xxxx earlier and [they were] singing your praises about the influence you have had on this piece of work. It is great to have your passion and knowledge as part of the Healthwatch network. As xxxx said in the session, change on such topics can take a really long time to achieve but it is thanks to the tenacity of people like you that we are able to shape national policy. |