

Compliments April - June 2023

| No | Date Received | Method Received | Record of Compliment |
|----|---------------|-----------------|--|
| 1 | 06/04/2023 | Email | I want to thank xxxx, xxxx and their teams for providing the qualitative patient input which has so much power (Engagement work for the Research and Engagement Network Development Programme) |
| 2 | 12/04/2023 | Email | Thank you so much for this and thank you for your time. I will share these with my colleagues. (Links to information and reports to support quality improvement for patients) |
| 3 | 13/04/2023 | Email | My personal thanks to you and Health Watch as I am aware some difficult conversations took place with anxious families. (Closure of St Elizabeth's Care Facility) |
| 4 | 14/04/2023 | Email | Thank you for your kind words and best wishes. I have really enjoyed working with you and xxxx and my wider Healthwatch colleagues. |
| 5 | 14/04/2023 | Email | The pleasure has been mine, you are and have been an absolute star (Support with the South and West Hertfordshire Health and Care Partnership Coproduction Board) |
| 6 | 17/04/2023 | Email | Thanks for your feedback on the report - the stories you and the team produced are just amazing - they really add to the document! [Communications materials for the Research and Engagement Network Development Programme] |
| 7 | 17/04/2023 | Email | Thank you for your ongoing support xxxx. (Regarding Quality Accounts) |
| 8 | 18/04/2023 | Signposting | Thank you for calling back, I was just desperate when I rang you and the other two places and you're the only ones to call me back. I was going to give up but you have changed my outlook and cheered me up. Whole box of biscuits for you - tell your manager I said so! |
| 9 | 21/04/2023 | Email | Xxxx and [their] colleagues have pulled some fantastic material together (Engagement work for the Research and Engagement Network Development Programme) |
| 10 | 21/04/2023 | Email | This looks great - many thanks to you and the team for your fabulous help in engaging with our wider communities |

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| | | | (Engagement work for the Research and Engagement Network Development Programme) |
| 11 | 21/04/2023 | Meeting | Thanks again to xxx and xxx for all their hard work (Support with the South and West Hertfordshire Health and Care Partnership Coproduction Board) |
| 12 | 26/04/2023 | Email | Once again, thank you so, so much. It was lovely to meet you and to connect. |
| 13 | 28/04/2023 | Email | That is really helpful, thank you so much for that. (Stats provided for a presentation) |
| 14 | 03/05/2023 | Signposting | Thank you for all your fab work. |
| 15 | 03/05/2023 | Signposting | Thank you very much for calling back; you've been very helpful. |
| 16 | 03/05/2023 | Email | Thanks for all your great work on the REND project, they were such an important part of the narrative. (Engagement work for the REND Programme) |
| 17 | 05/05/2023 | Email | Would be great following on from your email to find out more about the fantastic work you have been doing on behalf of the primary care team. (In relation to our commissioned work for the ICB Primary Care Board) |
| 18 | 12/05/2023 | Email | Lovely words and really appreciate all your support. |
| 19 | 17/05/2023 | Meeting | Thank you for going through the key findings xxx and for the presentation (Presentation on Joint Forward Plan results) |
| 20 | 17/05/2023 | Meeting | Thank you for the findings and analysis (Presentation on Joint Forward Plan results) |
| 21 | 18/05/2023 | Meeting | You do a fantastic job, <i>please</i> continue. (Re chairing LHW EoE Meetings) |
| 22 | 25/05/2023 | Signposting | Thank you once again for all your help, without your help I would still have bald tyres and no brakes. |
| 23 | 25/05/2023 | Signposting | Thank you so much for your quick response and for your tips and advice for making the transition smoother for [pt], it's very much appreciated. |
| 24 | 26/05/2023 | Signposting | Many thanks for replying so quickly; I wasn't expecting that! |
| 25 | 30/05/2023 | Signposting | Thank you for your email and your help |

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| 26 | 31/05/2023 | Email | xxxx was great at the ICB Board meeting. |
| 27 | 07/06/2023 | Signposting | Again, I thank you very much for taking the time to follow up each of my emails, I really appreciate it so much. The information you've sent me is very helpful. |
| 28 | 07/06/2023 | Meeting | It is so important that you have been involved in this work, your input has been crucial to get these issues raised. (ICB REND Workshop) |
| 29 | 09/06/2023 | Email | Thank you for your email, prompt response and ALL of this information – it is much appreciated. (Upcoming CQC inspections of 3 GP practices) |
| 30 | 14/06/2023 | Email | It was a great event last week and it was a real pleasure to see the Healthwatch Hertfordshire team in action! Thank you so much for all your support (Support with REND Events) |
| 31 | 14/06/2023 | Meeting | You did a great job at the last Forum, you were so warm and the group really took to you (Presentation at North Herts Learning Disability Forum) |
| 32 | 15/06/2023 | Email | A huge thanks again for all your support with the questions and everything leading up to this point, I'm most grateful to each of you. (Our support with engagement on Drugs and Alcohol services) |
| 33 | 15/06/2023 | Email | Thank you so much xxxx. You are a total star!!!!!!! (Re Interim findings on the HertsHelp Mystery Shop) |
| 34 | 21/06/2023 | Email | Firstly a big thank you for presenting at the Local Forum meeting last week, it was great, people really enjoyed your feedback, so well done!! (Presentation at the North Herts Learning Disability Forum) |
| 35 | 23/05/2023 | Signposting | Thank you so much for the information xxxxx, I really appreciate it. |
| 36 | 27/06/2023 | Email | Lovely to get your contact and agree it was really good to meet in person on the 16th. It was truly a dynamic meeting and I was suitably impressed by the engagement of the group and the presentations of course. (Re attendance at the Hertford REND event) |