

Compliments January – March 2025

No	Date Received	Method Received	Record of Compliment
1	03/01/2025	Email	It was a real highlight of my time at Viewpoint to be involved with you guys over at Healthwatch. Hope you have a great 2025 continuing to give the good people of Hertfordshire a platform to voice their thoughts.
2	06/01/2025	Email	Thank you very much for revising this document, this is really excellent and will be very helpful.
3	07/01/2025	Email	Thank you for your feedback as we have found it useful to inform our QI delivery plan for the year ahead. I thought I would reconvene to discuss this with you and keep you in the loop as I think your insights were invaluable to shaping our plans
4	14/01/2025	Teams	'We are so lucky to have such an active Health Watch locally' and 'Officially most liked comment, and fully agree'
5	16/01/2025	Email	Many thanks for such a super fast response . I am pleased that the questionnaire has identified such opportunities. Looking forward to reading the report .
6	16/01/2025	Email	Super to see you yesterday and well done to Healthwatch for all the good work .
7	20/01/2025	Meeting	Excellent presentation, very clear, thank you.
8	20/01/2025	Meeting	Thank you for the insightful presentation; these findings are really important.
9	28/01/2025	Email	I really appreciate your help and guidance. If you are ever up for a coffee again or lunch, please do let us know.
10	28/01/2025	Signposting	Thank you for calling back and talking to me, it's been a great help.
11	29/01/2025	Email	I am part of the Hertfordshire and West Essex Gynaecology Clinical Network who have recently been working on menopause clinical practice guidelines in Primary Care. This work has been guided and informed by your 'Let's Talk About Menopause' report which highlighted issues women have reported in accessing support for menopause symptoms and

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			treatment from Primary Care. I presented your report to the Network alongside guidance from the Women's Health Strategy to emphasise the importance of considering patient experience when producing the guidelines and rolling them out across the system.
12	29/01/2025	Signposting	Thank you very much for all your help in this matter.
13	31/01/2025	Email	Thank you so much for getting this done quickly. (re the addition of information to our Local Services webpage)
14	31/01/2025	Signposting	Thank you once again for your support. If I have any further questions or difficulties, I will not hesitate to reach out.
15	20/02/2025	Email	Thank you so much for this feedback.
16	28/02/2025	Email	Thank you again, you are very efficient and they must be pleased to have you!!!
17	11/03/2025	Email	Thanks. It (Cervical Screening article) looks great
18	12/03/2025	Email	From our point of the view the support provided by Healthwatch Hertfordshire was hugely appreciated and in particular the innovative and enthusiastic approach to different engagement opportunities was very helpful
19	14/03/2025	Signposting	That's so useful, I did not know about it. You have already helped.
20	21/03/2025	Email	Just letting you know the report was well received by the directors at the meeting yesterday, they wished to express their gratitude to you and HWH for your work on it
21	24/03/2025	Email	Thank you for the presentation of interim findings this morning. It looks like some great work has been going on and we appreciate your time in pulling together the presentation
22	27/03/2025	Email	The wonderful Healthwatch team have now completed the research phase of their project hearing the voices of refugee/asylum seekers in Hertfordshire in relation to their experiences of accessing healthcare.