

No	Date Received	Method Received	Record of Compliment
1	02/07/2020	Email	Thanks very much xxx for doing this work which is really helpful and useful, and there are some points we can action now on the current site. (Re feedback on HCT website)
2	06/07/2020	Email	Some useful findings here which we will reflect on and utilise in our own lessons learnt. (Response to coronavirus survey findings)
3	07/07/2020	Signposting	Thank you for your time and effort.
4	13/07/2020	Signposting	I appreciate your action and support and hope that the Trust might now like others have an appropriate social media policy for its staff.
5	17/07/2020	Signposting	You've been great, thank you for your time.
6	17/07/2020	Email	Thank you for your lovely email, it has been a privilege to work with you and other Healthwatch colleagues over the years. Not sure yet what my future holds but thank you so much for all your help and support along the way. (Goodbye email)
7	27/07/2020	Email	As always your help & advice is much appreciated in dealing with the concerns raised regarding health provision in the Borough of Broxbourne.
8	31/07/2020	Email	Thank you so much for your help, it has been difficult to engage with this community but we are determined to do so. (Recommendation for how to engage with deaf community)
9	05/08/2020	Signposting	You've been very helpful, thank you very much.
10	10/08/2020	Email	I enjoyed [the co-production meeting] a lot. I have no suggestion [for improvement] but I was very impressed with the fact that you made very impressive use of technology to manage the meeting.
11	11/08/2020	Signposting	Thanks so much for taking an active interest in my xxxx's care.
12	14/08/2020	Signposting	You've been lovely.
13	14/08/2020	Signposting	Extremely helpful, [it's been a] pleasure talking to you.
14	24/08/2020	Email	I am impressed. Well done xxxx! All the hard work has paid off and it was good working with you. (Annual Health Checks Report)
15	25/08/2020	Email	What a great piece of work and some interest findings. Well done! (Annual Health Checks Report)
16	26/08/2020	Telephone	The Newsletter that you send has been really helpful - it has let me know that things are happening.

17	26/08/2020	Email	It is a fantastic report and we can use this to really inform and influence change in practice. (Annual Health Checks Report)
18	27/08/2020	Email	I just wanted to say a very big thank you for giving us such a good overview of the Annual Health Checks report. It was the first time we had had feedback given at the meeting and it was very well received by everyone. (Presentation at LeDeR)
19	02/09/2020	Email	Thank you so very much for your help and insight. The survey has improved with the benefit of your input. (Consultation on WHHT survey)
20	16/09/2020	Signposting	Thank you for your email, which I found very informative and helpful.
21	17/09/2020	Signposting	I was not actually aware that I could complain and appreciate your assistance hugely. Thank you for caring; you give me hope against all the malice I feel I receive from others.