

## Compliments July - September 2023

No	Date Received	Method Received	Record of Compliment
1	03/07/2023	Email	I can certainly easily pick out a range of tangible outcomes Healthwatch Hertfordshire has achieved and the impact for individuals and wider community. So fantastic work from your team and really pleasing to read about. (Re Annual Report)
2	04/07/2023	Signposting	Thank you for calling, I really mean that. You've given me confidence.
3	06/07/2023	Signposting	Thank you sincerely for your helpful call and email. Please know how helpful it was to get some help!
4	13/07/2023	Email	I have to say I learnt a lot through mystery shopping. Thanks to you.
5	17/07/2023	Signposting	Your Admin xxx has been a fantastic support and help in the last few years.
6	18/07/2023	Email	It is a privilege to have this opportunity to communicate with you. (External organisation requesting to have content shared on our website)
7	19/07/2023	Email	Great to see you again and just wanted to say congratulations on your splendid presentation yesterday. It was certainly the highlight of the AGM and generated some fantastic discussions. Well done to you and your team (Re Cost of Living Presentation at AGM)
8	27/07/2023	Email	Great AGM last week I really enjoyed it. Some fab work. I have asked that the excellent HwH CoL report goes to SHIB and HWB as future discussion items (Re our AGM and Cost of Living Report)
9	28/07/2023	Signposting	I really appreciate your help and invaluable advice.
10	28/07/2023	Email	Having read your annual report along with lots of others may I say it is a great read – I really got a sense of the difference you make. A real standout.
11	31/07/2023	Email	Many thanks for inviting me to the AGM, I found it a really inspiring meeting, and wonderful to hear about the

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			continued success of Healthwatch for people in Hertfordshire.
12	02/08/2023	Meeting	[PAH Staff Member] shared their comments on [our] cost of living report, emphasizing the impact on medication adherence. They noted the need for consideration in prescribing to account for financial constraints. [PAH Staff Member] praised the report's quality.
13	08/08/2023	Email	On behalf of the whole strategy development team I would like to thank you for your invaluable support and contribution in the development of our new Trust strategy, "Great Together". Your thoughts and insights have been instrumental in shaping this transformative vision for HPFT. We appreciate the time, effort, and expertise that you have generously shared throughout this process. Once again I would like to thank you for being an integral part of this significant milestone in our Trust's history. (Re our contribution to the HPFT Strategy)
14	09/08/2023	Email	It was lovely to virtually meet you yesterday at the meeting and thank you to you both for the presentation, it was very informative and definitely something that applies to the work we do in our team [Cost of Living Presentation]
15	10/08/2023	Email	We are really impressed by the work you are doing and the report you have managed to put together. [Re: Cost of Living Report]
16	11/08/2023	Email	Thanks for all that you are doing to raise awareness on such important issues. [Re Cost of Living Report]
17	11/08/2023	Email	Thank you for your input on Tuesday. There was plenty of positive feedback and I feel this will help inform some of the training and services needed moving forward. [Re: Presentation on the Menopause Survey Findings]

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18	18/08/2023	Meeting	It has been really interesting to hear from all the speakers and hope to connect with all going forward. (Re Community Assembly)
19	18/08/2023	Meeting	Great event again thank you to all who contributed today and thank you to xxxx and xxxx especially. (Re Community Assembly)
20	18/08/2023	Meeting	Great event and presentations as always and informed discussions. (Re Community Assembly)
21	18/08/2023	Meeting	Terrific presentations and meeting, thank you. (Re Community Assembly)
22	24/08/2023	Email	Brilliant, thank-you for your support! (Re sharing promo for NIHR event)
23	07/09/2023	Signposting	I've felt so abandoned. But not today, and not yesterday - so thank you for that.
24	07/09/2023	Email	I just wanted to say a genuine thank you for all your input into the patient experience deep dive that was presented at our Quality Committee today. Whether you were presenting, analysing the data, helping us with the local survey or creating our slides all of you have played a really valuable role in what was a really helpful presentation and discussion today that I think was really well received.
25	07/09/2023	Email	I too would like to extend my thanks - I thought the overview provided by all involved gave great insight and also the challenges we have to get the patient experience perspective and how this aligns with our priority work. Much more worthwhile work to do ...
26	14/09/2023	Email	Thank you and the volunteers again for the time and support you have given with this.
27	18/09/2023	Email	Everyone was keen that I write to you to thank you for your significant and sustained contribution to reducing the harm from drugs and alcohol in Hertfordshire over some years, and through several incarnations of our governance. You have had a constant focus on ensuring

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			that services should be accessible, relevant and effective, and that the needs of people who could use them, who do use them, and their carers and families were reflected as a priority. You may not fully realise the impact you have had, but it has been strong and sustained. The whole Board send you their very best wishes and thanks. (Note sent to volunteer rep on HCC Drug & Alcohol Strategic Board)
28	20/09/2023	Signposting	You were so helpful and kind last time I thought I would contact you first.
29	26/09/2023	Signposting	So it was very much as you predicted and thank you again for listening and providing some much needed advice. I have passed the advice on to the Pancreatic Cancer Society so they can share it, if needs be, with other patients. I'm also about to pass it on to a friend who was asking me for advice on how to be referred somewhere else.