

| No | Date Received | Method Received | Record of Compliment |
|----|---------------|-----------------|--|
| 1 | 05/07/2021 | Signposting | I hoped you would reply as you helped before and we are very grateful you have helped again. Thank you so much. |
| 2 | 07/07/2021 | Meeting | Really good presentation xxxx. A reflection of things on the ground. Really interested in the pilot study which will inform how we engage with these communities whom we know can be a challenge. Look forward to seeing how this develops. (Presentation on vaccine confidence in ethnically diverse populations research) |
| 3 | 07/07/2021 | Meeting | Thanks for report - great evidence. (As above) |
| 4 | 07/07/2021 | Meeting | Thank you, really informative presentation. (As above) |
| 5 | 07/07/2021 | Meeting | Very important & valuable findings, great work. Been hearing the same things in the communities. (As above) |
| 6 | 12/07/2021 | Signposting | Really grateful, thank you. |
| 7 | 13/07/2021 | Signposting | Thank you so much for all your help. You have been fantastic. |
| 8 | 22/07/2021 | Signposting | Many thanks for your advice on this ... I appreciate your insight. |
| 9 | 26/07/2021 | Email | Brilliant presentation, it was very clear and well presented. (Hear Me Now Project) |
| 10 | 27/07/2021 | Email | Thanks xxxx, it's nice to put into practice all the learning I have gleaned from you during this project, so thank you! (As above) |
| 11 | 03/08/2021 | Signposting | Thank you for your email. I really appreciate you taking the time to put all this information in an email, which makes it a whole lot easier for me. Thank you so much for your help. |
| 12 | 26/08/2021 | Signposting | Thank you so much and I am sure you are an asset to Healthwatch Hertfordshire and indeed will be wherever you work ... Thanks again and keep up the good work. |
| 13 | 26/08/2021 | Signposting | Thanks for ringing me back promptly. I really appreciate your call. Thanks for also showing empathy whilst I shared my horrible experience. God bless you. Have a blessed day xxxx. |
| 14 | 27/08/2021 | Signposting | Many thanks for the constant good advice. |
| 15 | 09/09/2021 | Signposting | Thank you so much for your help, I'm grateful for your support. |
| 16 | 09/09/2021 | Email | Thanks ever so much xxxx for taking to time to meet with us to work through our thinking. And thanks for the info in your email below. (NHSE/I) |

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| 17 | 09/09/2021 | Signposting | Thank you, it's all much clearer in my head now. It's been helpful just to talk it over with you. |
| 18 | 14/09/2021 | Signposting | I'm very impressed by you and your work ethic. It's a pleasure. Thank you. |
| 19 | 17/09/2021 | Email | Congratulations on all your hard work with this. |
| 20 | 20/09/2021 | Email | I enjoyed working on the inpatient project and I think Healthwatch's reports and work on behalf of patients and carers is very important in Hertfordshire. I will keep an eye on your website to see any new reports and projects that you and your colleagues are working on going forward. |
| 21 | 23/09/2021 | Signposting | Thank you for your call. You've been so helpful, thank you. |
| 22 | 23/09/2021 | Signposting | Today myself and my [partner] went for our flu jab to Boots ... the guy was lovely. I would like to thank you for your help. |
| 23 | 24/09/2021 | Email | Thank you so much for sending me the report, I'm so happy you were able to complete the task. I hope it has a positive outcome for new and existing carers. The time and effort that you and your team has put into this project is amazing. I congratulate everyone involved and thank you for letting me take part. |
| 24 | 27/09/2021 | Social Media | This should give people in other parts of the country some useful ideas about supporting carers of people in inpatient psychiatric care. (About our Carers report and resources) |