

Compliments April – June 2025

### Signposting Clients

No.	Date	Comment
1	17/04/25	Thank you for taking the time today to listen to my concerns about my cancer treatment at Lister Hospital. I found the conversation very reassuring and helpful.
2	29/05/25	Thank you so much for your quick response in supporting me.
3	02/06/25	Very many thanks xxxx for all your help.
5	05/06/25	I really appreciate the speed of your response and your understanding. It's refreshing to feel like there's someone who's looking out for me.
6	09/06/25	Thank you for your kind and informative response. I really appreciate the time you've taken to listen to my experience and explain the role of Healthwatch Hertfordshire so clearly.
7	10/06/25	Thank you for your call, I'm glad I found you.
8	23/06/25	Many thanks for your speedy and very helpful reply.

### Partners

No.	Date	Comment
1	02/04/25	Excellent presentation xxxx, thank you for coming along.
2	04/04/25	It was great to meet you on Wednesday, and thank you again for the great presentation.
3	07/04/25	Thanks again for leading on this excellent piece of work which has a lot of valuable intelligence to inform our reconfiguring of services going forward.

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4	15/04/25	That's really helpful as we have a meeting later today to discuss concerns – thank you xxxx.
5	02/05/25	As we discussed at the meeting earlier this week it was my last Healthwatch/ICB meeting as I have now moved into a new role within the ICB. However, I just wanted to highlight how effective this meeting is and is such a great example of collaborative working with the patients being at the forefront of all our discussions. It's a great mechanism by which we can receive the soft intelligence that patients are not experiencing the levels of care that we would want them to and therefore allows us to investigate those concerns and ensure that we make improvements for not only the patients affected but the wider system as well. I would also say that occasionally it has been individual concerns raised and on more than one occasion it's necessitated myself and either xxxx or other team members to work together and with the patients affected to try and ensure we make that difference and it's provided some really positive outcomes. Healthwatch Hertfordshire has been a pleasure to work with and is very much the voice of the communities and I wish you every continued success in the future.
6	06/05/25	Thank you for being such a force for good for our patients we really appreciate your collaborative and inclusive joint working.
7	07/05/25	It was great to have you and xxxx with us – you both had a really good way with the Youth Council members. It's not always easy to pitch things appropriately but you were spot on.
8	07/06/25	Healthwatch Hertfordshire's partnership with the voluntary and community sector is growing from strength to strength. They are committed to amplifying diverse voices and ensuring inclusive representation in decision-making—especially for underserved communities. With a collaborative and positive approach, their team consistently delivers meaningful impact across Hertfordshire.

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9	07/06/25	Healthwatch Hertfordshire's work with us is deeply valued. Their outreach into the wider community gives us vital insight into our population. This helps ensure we understand how care and services are working—and where we can improve—to better meet the needs of local people
10	07/06/25	It's a pleasure to work alongside a valued partner like Healthwatch Hertfordshire. Their work to champion the voice of the seldom heard communities and residents in our system is amazing. Their support in driving better health and social care outcomes for all residents in Hertfordshire is fantastic. They continue to be a champion for the voice of communities that otherwise would not be heard, this is needed more than ever as the NHS and other partners moves forward on the NHS 10 Year plan and local government re-organisation.
11	18/06/25	This is a great piece of work which we are excited to share.
12	20/06/25	It's a pleasure to work with you on this xxxx, your support and leadership is most welcome and hugely supportive.

**Other Stakeholders**

No.	Date	Comment
1	14/04/25	Thank you for listening to me this morning, it helps to talk about it.
2	23/04/25	You've been very helpful, as always.
3	17/06/25	Always good to see you and you spoke really well at the meeting.
4	17/06/25	Thank you for sending this through, I really enjoyed the opportunity to voice my experiences and opinions during the call and it was useful for me to think about what would help me. It was lovely speaking with you.

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5	17/06/25	We very much appreciate Healthwatch taking the time to read about our Hospice and formulate a positive response to all that Garden House are doing.
6	23/06/25	xxxx has been providing very useful insights from Healthwatch reports locally.
7	24/06/25	It's lovely to hear from you, thank you for getting in touch and sharing this information. I think it is always helpful to forge links and share the information we gather together, and I will share this with the appropriate teams.

**This quarter we received:**

- 27 **compliments/positive feedback about our service**
- 0 **complaints/negative feedback about our service**