

Compliments July – September 2025

Signposting Clients

No.	Date	Comment
1	15/07/25	Thank you for taking the time to write such a thoughtful response. I completely understand that Healthwatch's role is not one of direct intervention, but I want you to know how deeply reassuring it is just to feel your presence and professionalism in the background. Knowing you've heard me, recognised the seriousness of what I've shared, and taken the time to discuss it internally means more than I can express.
2	31/07/25	Thank you so much for your help and advice, you've been really helpful.
3	05/08/25	Thank you, I appreciate you calling back and the information given.
4	11/08/25	Thank you for your kind reply.
5	11/09/25	Thank you for your prompt and kind reply including advice most grateful.
6	22/09/25	You've really been a great help, so thank you for that. Honestly, I didn't expect any response when I completed that mini form, so to have gained all the helpful information you have given me is amazing!!

Partners

No.	Date	Comment
1	01/07/25	Healthwatch Hertfordshire have played a critically important role in keeping us connected with our communities, providing fresh eyes on our governance, and keeping us connected and cited on the wider developments in health and social care, including the campaign for the Military Covenant, improving

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		discharge processes, working with travellers, men's mental health and too many other significant pieces of work to mention here.
2	02/07/25	It has been a pleasure to work with your team on this project.
3	03/07/25	The view of everyone in CRIPACC is that the voice of patients and service users is incredibly important and therefore so is Healthwatch. We are not sure how the local Healthwatch is affected, but we want you and everyone in Healthwatch Herts to know that your role in the region is very important for us, and for patients and users.
4	04/07/25	I know I speak for many at HCC when I say that we value greatly the role and impact of HWH.
5	10/07/25	I just wanted to say that as always I was impressed with the work that has gone into improving our reporting process but most importantly to extend my appreciation to you and the team behind it...I would like you to know that no matter what shape HwH takes in future, I remain dedicated to you as a charity and will continue to champion and offer my support throughout these changing times.
6	10/09/25	We have an excellent Healthwatch in Hertfordshire and we need to understand how we can support the activity that they do going forward.

Other Stakeholders

No.	Date	Comment
1	23/07/25	The AGM was a real success, thank you for the invitation. I have taken a lot away!

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2	01/09/25	It's been great attending all the Herts Healthwatch events and benefitting from the amazing research that you carry out!
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This quarter we received:

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