

Compliments Guidance

(CP1 Return)

Introduction

1. The purpose of the form is to record the number of compliments received by Trusts during the quarter, the subject areas to which they referred and how the compliment was received.
2. The form should be returned quarterly by Trusts in respect of services for which they have responsibility. Deadline for receipt by Public Health Information & Research Branch must be no later than the last working day of the month after the end of the quarter to which the information refers. For example, figures for the quarter April – June must be provided no later than the last working day of July.

Compliments

3. For the purposes of this return a compliment may be understood as ‘an expression of praise, commendation or admiration’.
4. Only compliments received from/on behalf of patients/clients or other ‘existing or former users of a Trust’s services and facilities’ should be included. Compliments from staff should **not** be included on this form.
5. A single communication may include more than one compliment. In such cases **each distinct compliment should be recorded separately** on the return.
6. Only compliments pertaining to the services of the Trust returning the form to Public Health Information & Research Branch (DoH) should be recorded on the CP1 return. Compliments received by a Trust, which properly refer to the services of another Trust, should be recorded on the return of the relevant Trust to which the compliment/s pertains.
7. Where separate communications (whether from a single party or from several parties in respect of a single patient) refer to one subject only, they should be treated as one compliment for the purposes of this form. In other words, if two relatives submit a

compliment about the same subject/episode in respect of the same patient, this should be treated as one compliment only. However, if two relatives submit compliments about separate subjects/episodes in the care of the same patient, these should be treated as separate compliments.

Subjects

8. This part deals with the subject of the compliment. The subject of the compliment is to be assigned on the basis of the subject that best describes the nature of the patient / client's praise.

Subjects:

1. Administration
2. Communication
3. Environment
4. Institutional
5. Listening
6. Quality
7. Rights
8. Safety
9. Other

9. Where the subject is recorded as **'Other'** a brief description of the compliment should be provided in part 2 of the return.

Method of Compliment

10. The CP1 return should include (A) written compliments received by (i) **Card**, (ii) **Email**, (iii) **Feedback Form**, (iv) **Letter** or (v) **Social Media** (Facebook & Twitter only), or (B) compliments received by telephone, whereby the primary purpose of the phone call is to express a compliment or (C) compliments received by Care Opinion, the feedback platform for service users.

11. Only Facebook posts / Tweets linked to the official organisational Facebook/Twitter accounts should be included.

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