



You said, we did



October 2025

Find out more about the feedback we've heard this month and the actions we've taken to help inside our report

I've been referred to a clinic which I can't get to as don't drive and no bus service available!

Rang Stag Medical Center and got an urgent appointment and antibiotics within the hour!

I've still not had an update on my prognosis!

A&E triaged my daughter straight away. She had to stay in overnight. Rotherham Hospital were great!

It feels like a lottery. I have to fight for everything!

It's been 10 months since I was referred to a Gynecology!

Dinnington Group Practice are excellent!

healthwatch
Rotherham

This month:

78

People have contacted us to either **share their experiences** of health & social care, or ask for **information and signposting** help.

91

The number **services we have signposted** people to for help and support.

275

People seen through outreach engagements and events at:

Migrant Drop-in
RNID – Maltby drop-in
Hopian
Shiloh
RANSS support group
S62
Rotherham Hospital
Tesco's – Town Centre
Action Housing

58

People have attended one of our Let's Talk events

132

People received our newsletter

30830

People reached through social media

As an information and signposting service, we are here to listen to what you tell us and take action to help you resolve your problems. This are some of the ways we've helped this month

You said:

"I have an ear implant and am looking for work"



We gave one of our Deaf Communications Cards that help people who are hard-of-hearing to clearly and quickly signal their access needs.

"I need help access emergency respite"



We sent a referral to Adult social care then followed this up to help organise respite and transport.

"I'm not registered with a GP"



We helped 2 people register with a GP.

"I've been told I'm no longer eligible for patient transport, so I may have to cancel my procedure"



We contacted Yorkshire Ambulance Service and informed them of the clinical risk involved for the patient. Which lead to transport being arranged.

You said:

"I want to raise a complaint because I didn't believe I have got the correct diagnosis"



We signposted to the Hospital Patient Experience Team and the complaints procedure.

"I can't find an NHS dentist"



We helped several families to find an NHS dentist this month

"Where can I find further support for my mental health"



We directed them to our Healthwatch Rotherham mental health directory.

"I'm continually struggling to get a prescription for the medication I need"



We contacted the surgery and with the patient consent spoke to the practice manager to clarify the situation.

You said:

"I've tried to complain as I still don't know what is wrong and where to turn next"



We outline the policies and procedures to follow but as he was overwhelmed we suggested contacting Cloverleaf Absolute Advocacy for support.

I've had problems with GP's and I don't understand why I can't get the medication I need for my mental health.



With the patient's consent and voiced their concerns with the surgery.

I'm paying for chiropody appointments which I need but can no longer afford.



We contacted the South Yorkshire ICB finance dept to clarify the situation.

"I feel I need a scan as the physio my GP arranged isn't working"



We called their GP practice on their behalf and reception arranged for a doctor to contact them.

Not everyone wants us to take action on what they have told us. We also receive **feedback that we pass onto services. This is the feedback we've heard this month:**

Hospital services



“ Gynaecology Outpatients – Nothing went well. Still waiting for my appointment 10 months since my GP referral”

“I have been referred to a clinic that I cannot get to. I don't drive, I have very little money and getting there by bus is terrible. It's the CHEC clinic near Tinsley. The bus driver took me the other day but said that the service was stopping so I don't know how I'll get there. ”

“My daughter has seizures and we went to A&E as she cut her ear badly when she fell against a radiator during a seizure. Her ear needed looking at. When we went in, she was triaged straight away and we went and sat in the minor injuries waiting area. Unfortunately she had another seizure while waiting and so I asked someone else waiting to get me some help. About 7 staff came running with a trolley, they were brilliant and dealt with my daughter quickly and efficiently. They decided to keep her in overnight for observations but a great service from Rotherham hospital.”

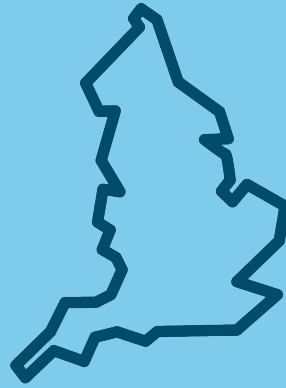
GP services



Stag Medical Centre, Rotherham "Rang docs at 10.00 to ask about an appt and was offered one at 11 am. Couldn't believe it but so happy s needed antibiotics and got them within an hour. Nothing could have been better"

"The receptionist spoke to other staff who replied, "Nope, we don't do it." which I found this response to be both rude and dismissive.

Other local services



“Our Autistic son does not have a dentist Due to being discharged from SEN team but not accepted back by the referring dentist We are stuck in the middle due to the SEN team changing their criteria to be a patient on their books”

“Client has a brain tumor and with this has had dental issues - Currently has a dentist at the far side of Sheffield and wants to be referred closer. Due to the tumor the client has face, eye and dental pain,

GP sent them to ED for a suspected stroke after test turned out to be a mass on their brain, referred to Hallamshire and received a letter from them stating that there was no further action needed. this has been escalated by her GP and so far they have not received a response from the Hospital”