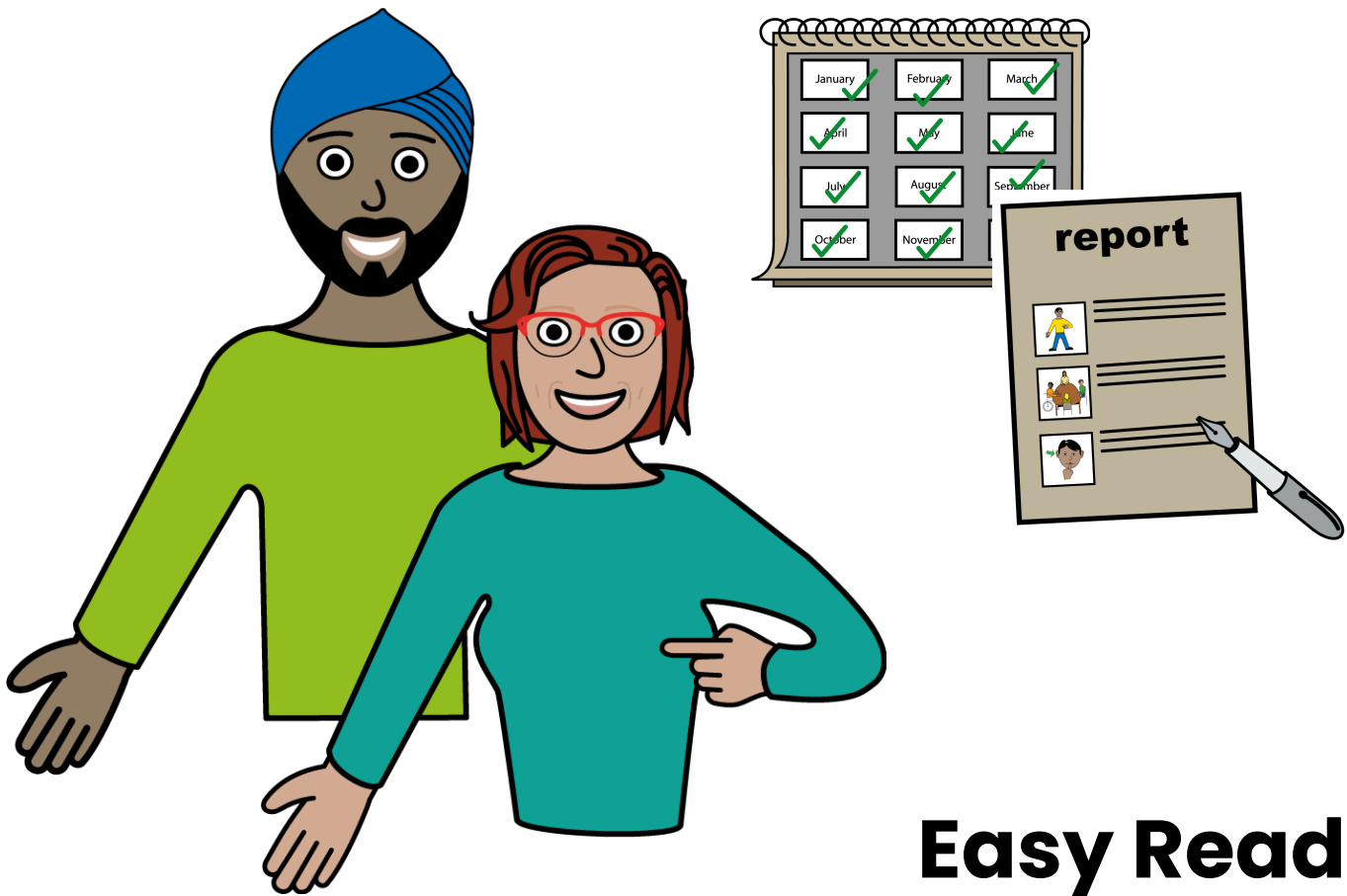


Our yearly report

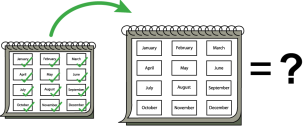

2023 to 2024



Easy Read

Contents

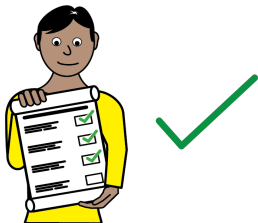
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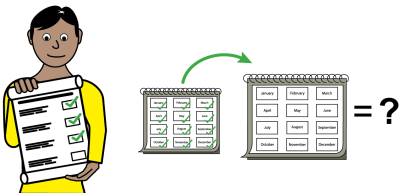
About this report



Every year Healthwatch Rotherham writes a report to tell people:



- what we have done



- what we are going to do next

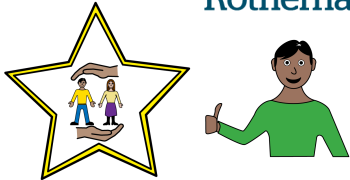


2023-2024

This is our report for 2023 to 2024

About us

healthwatch
Rotherham

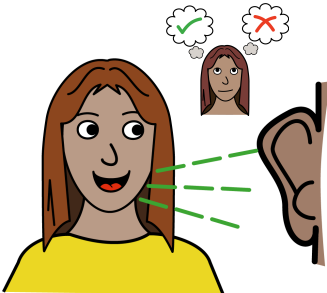


Healthwatch Rotherham wants to make health and social care services better.

We:



- help people who have a problem with their health or social care services.



- listen to what people think about health and social care services.



- look into health and social care services and write reports about what you have told us.

We:

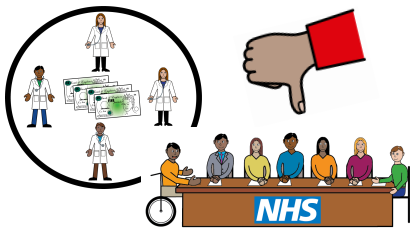
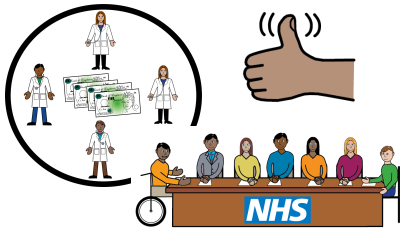
- tell the people in charge of the services what is working well.

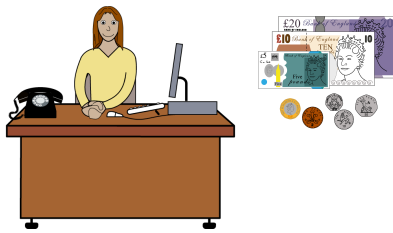
- tell the people in charge of the services what needs to be better.

Healthwatch Rotherham is **hosted** by Citizens Advice Rotherham and District.

Hosted means they provide somewhere for us to work and other help.

We get the money to do our work from Rotherham Council.





In 2023 to 2024, Healthwatch Rotherham had:

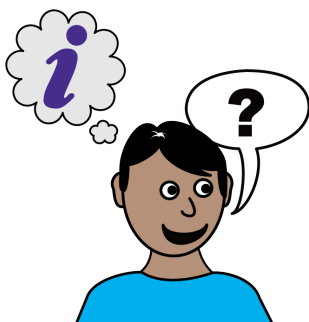
- 3 full time paid members of staff.
- 9 volunteers who helped us.

What we did in 2023 to 2024

This year:



- **865** people have told us what they think of health and social care services.

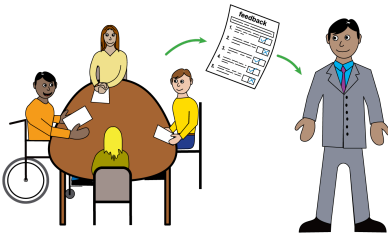


- we gave **2076** people information about health and social care services.

Our reports

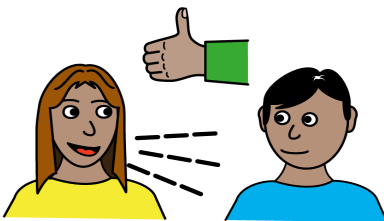
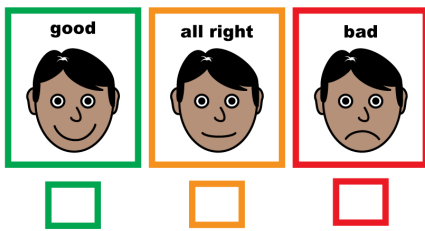


We have written **6** reports where we looked closely into a service.

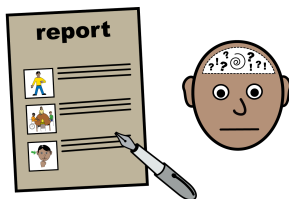


We have then let the service know:

- what is working well.
- how they can improve.

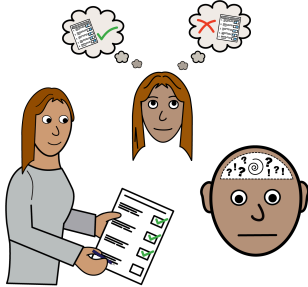


The services have then told us what they are going to do to make things better.



Our most read report was:
“What patients think about the Rotherham Mental Health CRISIS team”

Mental Health CRISIS report



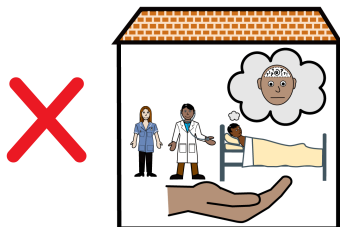
The mental health CRISIS team wanted patients feedback to help them make their service better.



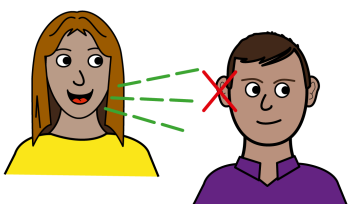
Although some people told us the CRISIS team had helped them a lot, most told us:



- they didn't find them helpful.

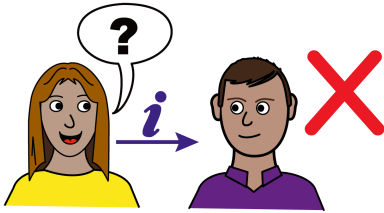


- the support that was offered wasn't what they needed.

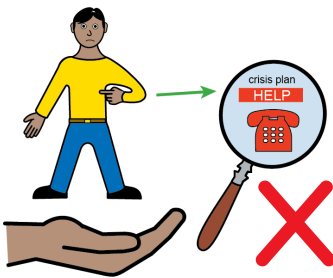


- they weren't listened to.

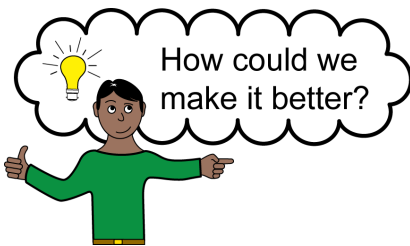
They also told us:



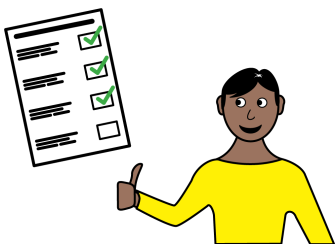
- they weren't given information about other places that could help.



- there was no support after the treatment with the CRISIS team ended.

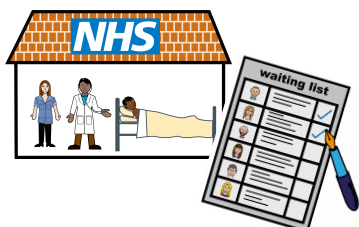


We told the CRISIS team how we thought they could improve from the feedback we got.

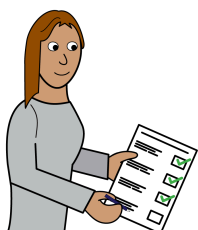


The CRISIS team agreed with us and have used your feedback to help make their service better.

Waiting times at Rotherham Hospital report



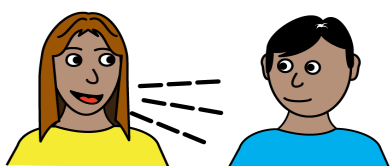
The feedback you gave us through the year told us that this was a problem.



We did a survey to find out more.



We wrote a report about what you told us.



You told us:



- half of you were unhappy with how long you had to wait for an appointment

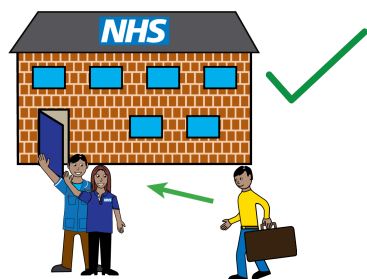
You also told us:



- most of you felt your problem got worse whilst you waited



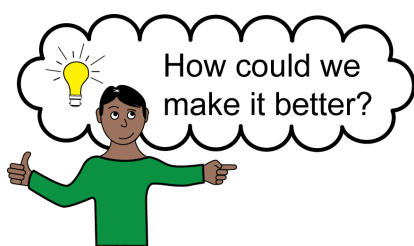
- most of you said you didn't get any support whilst you waited



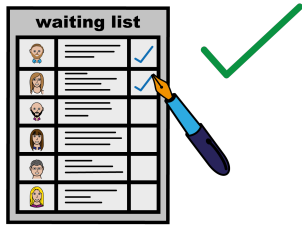
- more than half of you said you would go to another hospital to be seen quicker.



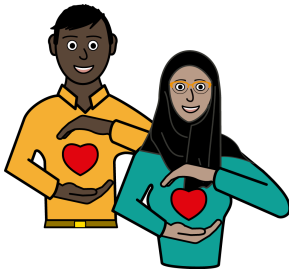
Our report let Rotherham Hospital know how local people felt about waiting times.



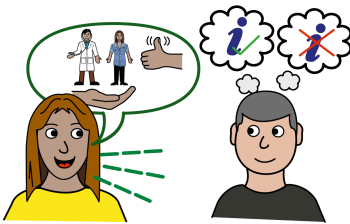
This helped them see where they could make things better.



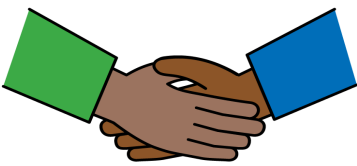
Following our report,
Rotherham Hospital told us
about their new 'waiting well'
service.



This service helps patients
stay healthy whilst they wait
for their appointments.

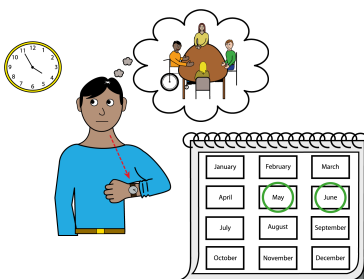


We told local people about
the waiting well service so
that they were better
supported whilst they waited.

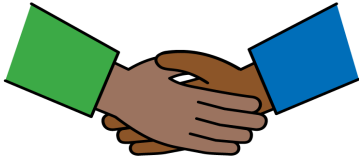


Rotherham Hospital is also
now part of the 'e-meet and
greet' programme.

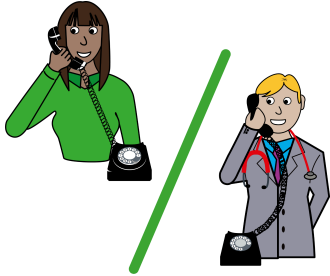
This programme aims to:



- let patients know how
long they are likely to have to
wait to be seen.



The e-meet and greet programme also aims to:



- contact patients regularly whilst they are waiting.

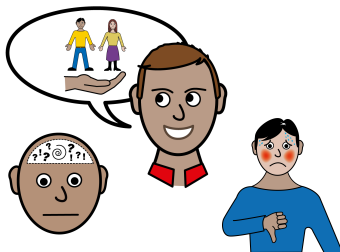


- let patients know that they are still on the list to be seen.

Other reports



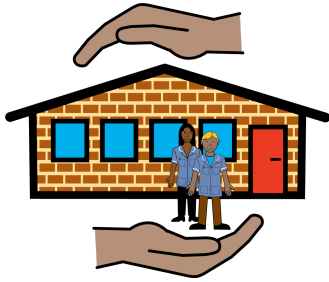
Other reports we wrote were about:



- the problems unpaid carers have with their mental and physical health.



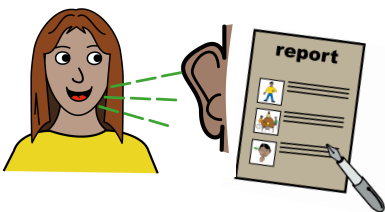
- the problems deaf people have with healthcare services.



- visits we have made to care homes and what residents and staff think about them.



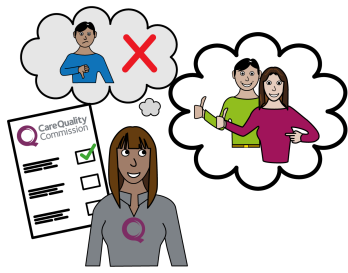
We have also written **7** smaller reports about what you have told us.



- we call these 'What we Heard' reports.



- we write them each month and send them to people who work in the services.



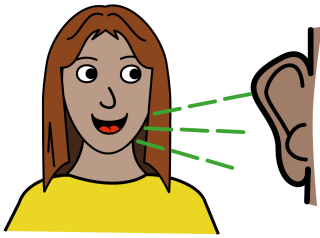
- this means services hear every month what is going well and what isn't so good.

- services can then make changes quickly to make things better.

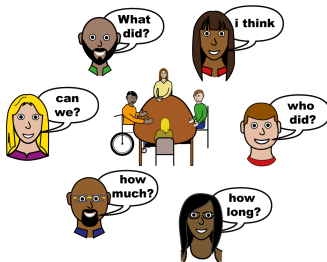
All of our reports are on our website at

www.healthwatchrotherham.org.uk

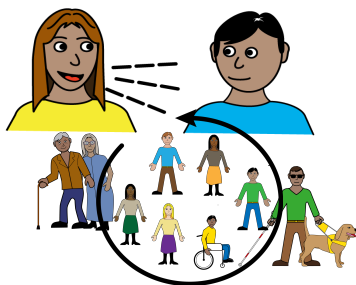
Listening to people



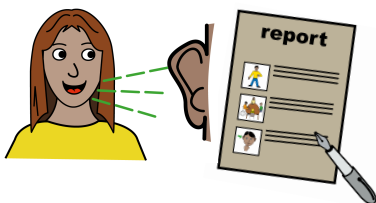
Listening to what people say helps find hidden problems and improve care for everyone.



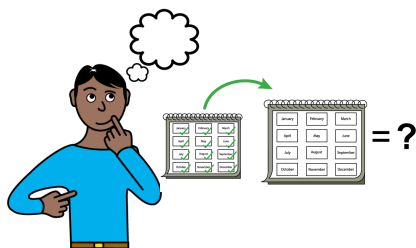
We have been to 90 local groups and events to hear what people have to say.



We have spoken to people in Rotherham whose opinions don't always get heard.

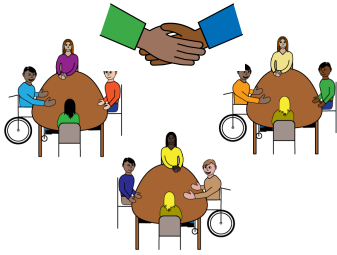


What people tell us goes into our 'What we Heard' reports.



It also helps us to decide what we need to look at in the future.

Working with others



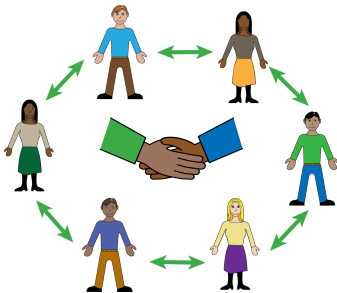
We have worked with others in South Yorkshire such as:



- Healthwatch Sheffield, Barnsley and Doncaster



- The South Yorkshire NHS
- The South Yorkshire dental network

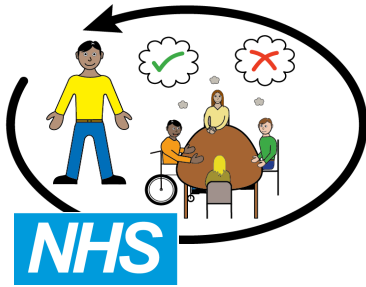


We have worked together with these services to make things better for people living in South Yorkshire.



Some of the things we have worked on are:

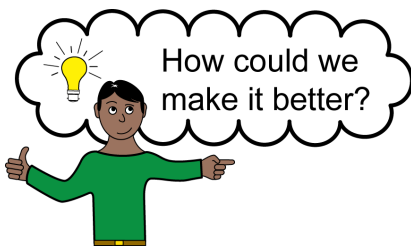
- **NHS 5 year plan**



The NHS in South Yorkshire wanted to find out what health issues are important to local people.



This was so they could put this in their new 5 year plan.



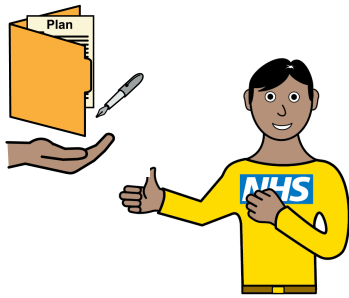
The plan says what they want to improve over the next 5 years.



The South Yorkshire NHS asked the South Yorkshire Healthwatch to help them.



Around **800** people from South Yorkshire told Healthwatch what matters to them.

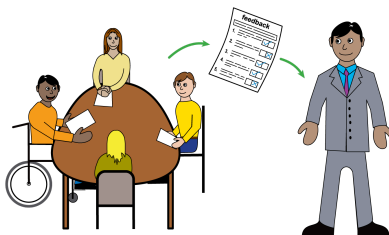


This has helped the NHS in South Yorkshire make a plan based on what local people want.

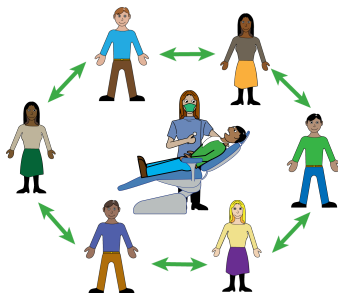
- **Helping to improve dental care**



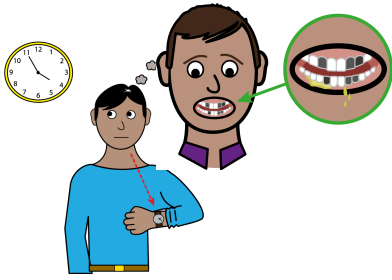
Healthwatch in South Yorkshire gets lots of information from local people about dentists.



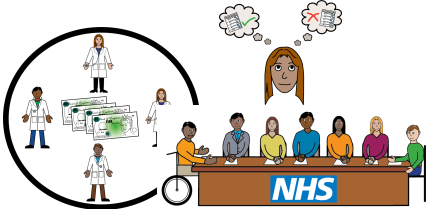
This information was taken to a meeting at the South Yorkshire dental network.



The network is for people who work in dental care in South Yorkshire.

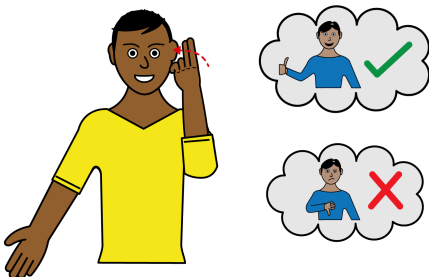


We told them about the problems in our local areas and how this affects you.

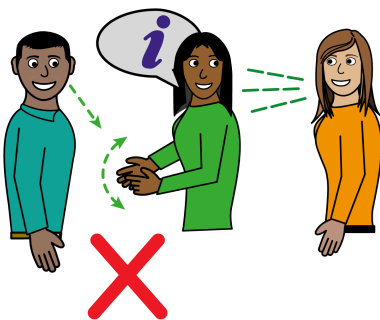


We made sure that your views were heard by those in charge.

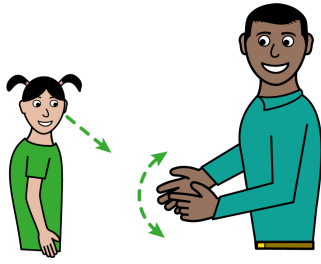
- **Helping deaf people access healthcare**



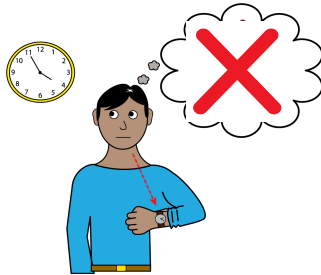
We heard from deaf people about the problems they have using healthcare services.



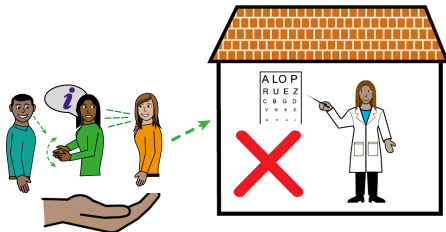
Deaf people told us that they weren't always given a **British Sign Language interpreter.**



A **British Sign Language interpreter** uses their hands to talk to deaf people.



Many deaf people can't attend healthcare appointments without one.



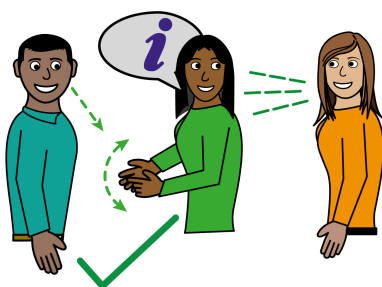
We heard that **opticians** in South Yorkshire didn't always provide a British Sign Language interpreter.



Opticians are people who look after your eyes.

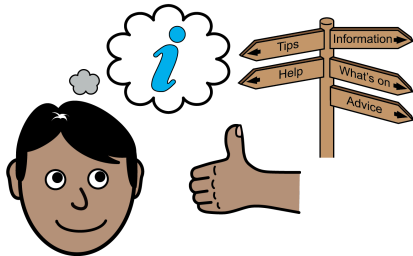


We are working with the South Yorkshire NHS to improve this.



We are making sure opticians know they have to provide this service.

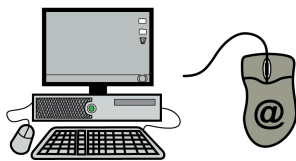
Signposting and information



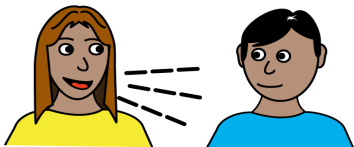
We have given people up to date information they can trust by:



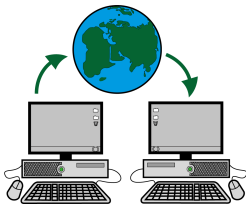
- telephone



- email



- face to face



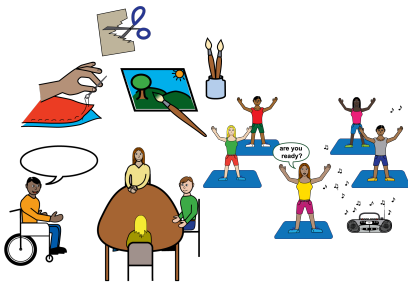
- our website

We have helped people:

NHS



- find NHS dentists.



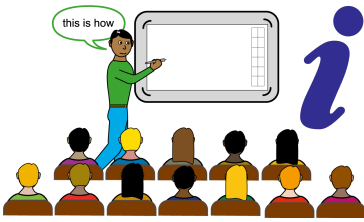
- find out about local events and groups they can go to.



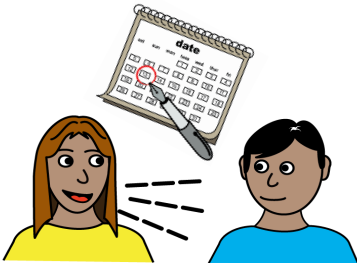
- find out about local services that can help them.



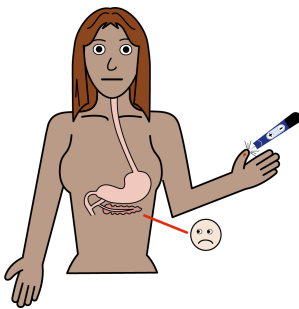
- find the right information and support so that things get better.



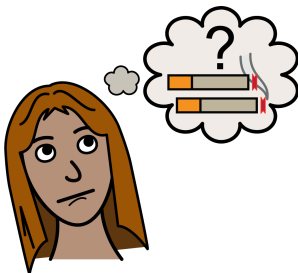
We have also held **6** information talks with other services to groups of people.



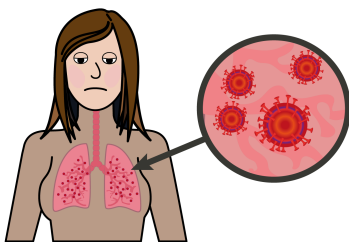
We call these 'Let's Talk' events. We have had talks about:



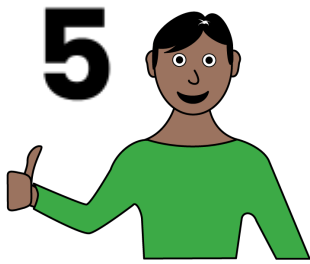
- diabetes, which is where you have to help your body control the amount of sugar in your blood.



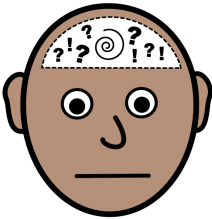
- smoking and vaping.



- long Covid, which is when you are unwell for a long time after having Covid.



- 5 ways to wellbeing, which is about 5 easy things you can do to make yourself feel better.



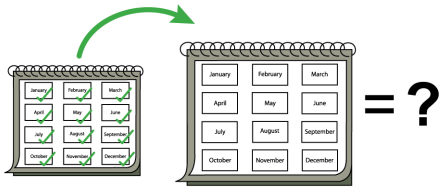
- mental health, which is how you feel in your mind.



- The National Health Service, which is known as the NHS for short.



Each month we let people know what we have been doing in our newsletter.



Next year

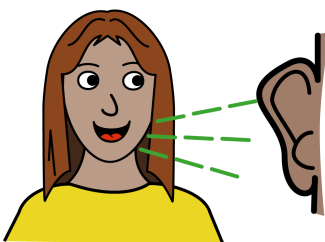
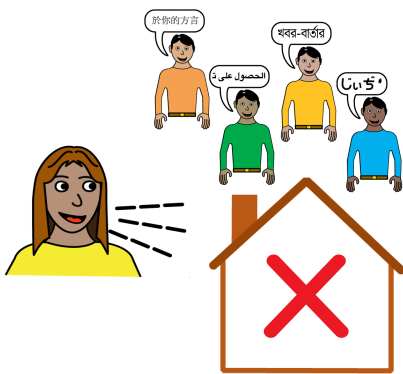
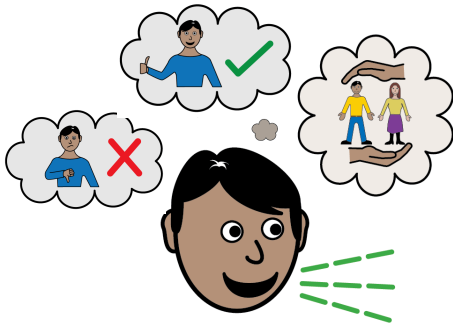
Over the next year we will:

- talk to people with learning disabilities or autism and find out how they feel about healthcare services.

- talk to people who are homeless or **asylum seekers** to find out about the healthcare problems they have.

Asylum seekers are people who have come to the UK from another country to be safe.

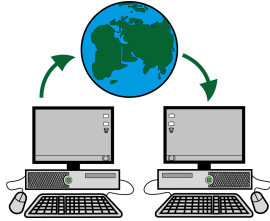
- Listen to what you tell us and use this to decide what to report on.



Find out more

You can look on our website here:

<https://healthwatchrotherham.org.uk/>



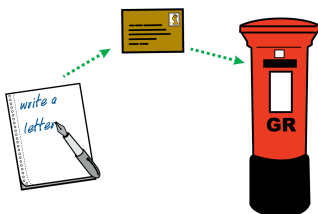
You can contact us by:



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