



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Rotherham

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Welcome to the Healthwatch Rotherham Annual Report for 2024–2025.

We have had an exciting and productive year carrying out lots of activities within Rotherham. Our priorities for 2024–25 focused on some of our seldom heard communities, building and developing relationships with these under-represented groups over a period of months. As the result of our work with these communities, we were able to:

- Collaborate with the learning disability community to design a communication card to help them to get the care that they need.
- Listen to the views of over 400 young people which led to the production of a young people's directory, to help them find support services.
- Highlight the difficulties faced by refugees in accessing health care through our case study blog, Elena's story. With the rioting we experienced over the summer, it felt particularly important to give them a voice and show the struggles they face.
- Build strong relationships with homeless support groups in Rotherham and use the voices of those people to produce a health and social care study, shining a light on some of the shocking issues they face.

We were also honoured to host 4 students on placement from the University of Sheffield. We know they gained so much from their experience and we wish them all the best for the future.

We are excited to see what the team does this next year. Although we have made a great start, we need to continue to be more inclusive and reflective of the Rotherham community and this is something that is on our agenda.



"We are proud of the amount of work that has been completed over the last 12 months with this fabulous team we have. Their hard work and diligence have really increased the profile of Healthwatch Rotherham"

Kathy Wilkinson, Healthwatch Rotherham, Chair

A message from our host organisation

At Citizens Advice Rotherham and District, we are proud to host Healthwatch Rotherham, an organisation that continues to demonstrate the impact of putting local voices at the heart of health and social care. Over the past year, Healthwatch Rotherham has extended its reach, strengthened community engagement, and consistently highlighted inequalities in access to care.

This year's achievements reflect not just the dedication of the Healthwatch team, but also the value of collaboration. From joint outreach with CARD staff at Open Arms Hubs and other community events, to developing accessible winter health advice linked to our cost-of-living support services, we have worked together to create more joined-up support for local residents.

We are especially proud of the way Healthwatch Rotherham has included under-represented groups, from refugees to young people and those with learning disabilities, ensuring their experiences influence decisions locally and across the Integrated Care System. Their commitment to listening and acting is already making a measurable difference.

As their host, we remain committed to supporting their independence, amplifying their reach, and ensuring that Healthwatch Rotherham continues to challenge, influence, and improve care across our borough.



"Healthwatch Rotherham brings real insight and challenge to health and care in our borough. We're proud to host such a passionate, inclusive team and work alongside them in helping local voices shape better services."

Duncan Gall, CEO Citizens Advice Rotherham & District

About us

Healthwatch Rotherham is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than 11,500 people to have their say and get information about their care. We currently employ 4 staff and, our work is supported by 8 volunteers.

Reaching out:



1151 people **shared their experiences** of health and social care services with us, helping to raise awareness of issues and improve care.

10407 people came to us directly (face to face, on the telephone, or by email) or via our website for clear **information and signposting** on topics such as finding an NHS dentist, help making complaints, right to choose, mental health support and finding local support groups.

4039 people have been seen through **126 outreach** engagements and events.

277 people have attended one of our **Let's Talk** events.

1540 people have received our **newsletter**.

41674 people reached through **social media** (Facebook & X).

Statutory funding:



We're funded by Rotherham Metropolitan Borough Council. In 2024/25 we received £161,262, which is £52,352 more than last year.

Our year in numbers

Championing your voice:



We published **5 topic based reports** about the improvements people would like to see in:

- Travelling to healthcare appointments and transport issues
- The healthcare experiences of autistic people and those with learning disabilities
- The healthcare experiences of refugees
- The healthcare experiences of people experiencing homelessness
- The wellbeing of young people in Rotherham

Our most popular report was:

‘How autistic people and people with learning disabilities experience healthcare’

Which highlighted, amongst other things, the struggles people have in accessing reasonable adjustments and annual health checks, as well as being listened to by healthcare services.

We have also published:

3 Enter & View reports where we have visited GP surgeries, gathering the views of patients and staff and making **32** recommendations for improvements.

12 What we heard reports which are our monthly insight reports where we highlight what we’ve heard from the public. These are shared with services to give them timely feedback as to what is, and isn’t, working.

3 quarterly insight reports which are shared at stakeholder board level meetings.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Rotherham. Here are a few highlights.

Spring

We continued our focus on young people be attending various events throughout the year including the Dearne Valley College wellbeing event. These events led to the development of our Young People's directory.



We produced our first ever Transformation Strategy outlining our vision, what we aim to achieve and who will support us in achieving it, to improve our transparency and accountability to those we represent.



Summer

Appointment times were moved and extra bus stops added after our transport report showed that some Rotherham residents struggled to attend healthcare appointments due to poor public transport provision.



We produced a report every quarter which was presented at various boards to amplify the voice of Rotherham residents and enhance services understanding of the issues faced by those in our community.



Autumn

We raised menopause awareness through Let's Talk in collaboration with Voluntary Action Rotherham, after undertaking training to become menopause champions and advocates.



Our Strategic Advisory Board took part in a development session with Healthwatch England to help them review their role and improve how they guide our work to maximise our impact in the future.



Winter

We were commissioned by ADASS to conduct a mystery shopper exercise to assess access to social care information and support at RMBC. Our recommendations helped improve their service ahead of a peer review.



Due to increased pressure on hospital services this winter, we produced a handy guide on 'What service should I use?'. This helped people find the most appropriate service to meet their healthcare needs.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Rotherham, Sheffield, Doncaster and Barnsley are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at NHS South Yorkshire Integrated Care System.

This year, we've worked with Healthwatch across South Yorkshire to achieve the following:

A collaborative network of local Healthwatch:



Healthwatch in South Yorkshire meet bi-weekly to share knowledge and identify any county-wide issues where collaboration would be beneficial to improve health inequalities across our area.

We work together as Healthwatch to make sure that a local representative from our network attends all high level meetings, ensuring that the needs and experiences of local residents are reflected in the planning and delivery of health and social care services at a regional level.

Building strong relationships to achieve more:



Collaborating with Healthwatch Doncaster, Healthwatch Rotherham highlights the patient voice of both communities through our position on Rotherham, Doncaster and South Humber NHS Foundation Trust (RDaSH) council of governors. This helps RDaSH meet promise 4 & 5 of their 28 promises strategy, ensuring that they involve communities at every level of decision making and put patient feedback at the heart of how they deliver care.

"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus, and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."



Louise Ansari, Chief Executive, Healthwatch England

Working together for change

We've worked together with our hosts Citizens Advice Rotherham and District (CARD) to help improve the lives of people living in Rotherham, listening to their experiences and working with partner organisations to influence decisions made about services across the borough and nationally.

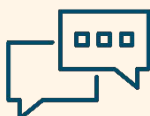
Collaborative working with our host:



We work closely with CARD's Research & Campaign's officer to find opportunities where we can work together to promote local services, information and help for Rotherham residents on locally or nationally identified issues.

This year we produced an information article on 'Looking after your health in the winter months' which provided helpful tips and advice on how to keep well during the cost of living crisis, with links to CARD services such as food bank referrals and benefit checks. We were also able to tie this in with the project work Rotherham Metropolitan Borough Council and CARD were doing on Money Matters, the Energy Crisis Support Scheme, Pension Credit payments and the Winter fuel allowance, to provide a comprehensive information piece to help local people.

Building strong relationships to achieve more:



Throughout the year we attend various outreaches, such as the Open Arms community support hubs and Rotherham Ethnic Minority Alliance (REMA), with our colleagues at CARD to provide a 'one stop shop' for Rotherham residents needing help.

We also work together, planning and attending festival events, such as the Rotherham show, to take the opportunity to engage with local people and listen to what they have to say. This helps us get a better overall picture of the issues facing our local communities.

We have a mutual understanding of each other's work which allows us to refer individuals who come to our services to the help provided by the other. This helps us provide a complete support service to Rotherham residents.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Rotherham this year:

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

We highlighted the unique experiences of refugees through our blog – Elena's story. Her story emphasised the inconsistencies in care she experienced from NHS services across the country and the real impact that this has had on her life. The power of Elena's words led to a request from the South Yorkshire ICB for her to present to the board in person to deepen their understanding.

Getting services to involve the public



By involving local people, services help improve care for everyone.

Veteran's at Rotherham Military Community Veterans Centre (MCVC), told us they wanted a veteran's health passport that could be used when attending healthcare appointments. Working in collaboration with The Rotherham NHS Foundation Trust (TRFT) and the veteran's at MCVC, a new health passport was developed to meet the needs of this community.

Improving care over time



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

Throughout the year we have worked hard to raise our profile, engaging with more Rotherham residents than ever and ensuring that your feedback reaches decision makers at the highest levels. In addition to raising local issues at board meetings, our work has been highlighted by local newspapers through detailed reporting on our findings. The more we listen, the more we can influence positive change across our community. In 2024-25 we saw a 33% increase in residents sharing their experiences of health & social care services.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.

Our 'What we heard' and 'Enter & View' reports allow us to report directly back to services on a regular basis to allow them to respond to feedback and consider ways to improve their services.



Listening to your experiences

Improving support for young people

Last year, we focused on the wellbeing of young people in Rotherham to find out what matters to them, what challenges they face and what services can do to support them.

What did we do?

We gathered feedback from 445 young people across Rotherham through:

- Attending college wellbeing events
- Organising and delivering Let's Talk information sessions
- Regular ongoing engagements with schools
- Small focus groups
- Online and paper based surveys

Key things we heard:

Young people face multiple pressures that impact on their wellbeing but:

53%

of the young people we spoke to didn't know where to turn for help dealing with these.



Working in conjunction with two placement students from the University of Sheffield, we produced a Young People's directory covering information about the support services available to Rotherham's young people.

What difference did this make?

We created a QR code poster to link to our Young People's directory, which we shared with all the secondary schools, sixth forms and colleges in Rotherham. We also produced discreet, smaller handout versions that young people could pick up from us at events. Along with adding it to our website, promoting it on social media and in the local press,, we ensured it was widely available to help young people find the support that they need.

Our research also highlighted other areas that affected the wellbeing of young people in Rotherham. We already work with local colleges delivering Let's Talk information sessions on smoking & vaping, but we are now additionally delivering talks on sleep after survey results highlighted that 76% of young people thought that the amount of sleep they get affected their wellbeing in some way. We are also working on developing a new session on body image in response to the feedback we received around the biggest pressures young people face. Both sessions will improve young people's access to trustworthy help and information. Our report has also been sent to ministers to contribute the governments work on building the National Youth Strategy which will be published later in the year.

Listening to your experiences

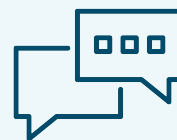
Highlighting health inequalities in the community

Some autistic people and people with learning disabilities face health inequalities which means they may not live as long or have the same access or quality of care as others.

Through surveys, focus groups and engagement work, we got feedback from 65 people who told us what worked well and what services needed to do to make the care they provide better. From this we made 12 recommendations for improvements.

Key things we heard:

- **Not everyone is given the reasonable adjustments they are entitled to**
- **Health passports aren't always known about or used as they should be**
- **Communication needs to be better**
- **People don't always feel listened to**
- **Not everyone is getting the annual health check they should have**



"Everyone should be supported as an individual... relationships are key to good healthcare."



What difference did this make?

We have added an Easy Read section to our website to help Rotherham residents get health information in a more accessible format. We have also created some of our own Easy Read information, to explain about Healthwatch, how to get help with your health and how to sort out problems with the care you receive at the hospital, doctors or dentists. We have shared these documents with other local Healthwatch and the South Yorkshire ICB for them to use. Our 'Have your say' survey is also available in Easy Read to allow everyone to have a voice and be listened to.

Following our recommendations, The Rotherham NHS Foundation Trust recognised the importance of sending appointment letters in an Easy Read format to help accessibility and reduce non-attendance, and are consulting with us to create these. Additionally, they are also collaborating with us to introduce an Easy Read patient information section on their website.

Working with those with lived experience, we produced a communication card for those with learning disabilities to use at health care appointments. The card highlights their personal reasonable adjustment needs and explains the Accessible Information Standard legal requirement to services.

Hearing from all communities

We're here for all residents of Rotherham. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Connecting with the Chinese society to hear from a community that we rarely get feedback from.
- Attending regular outreach sessions at Rotherham Ethnic Minority Alliance (REMA) to provide information and support for people in those communities who face health inequalities due to socio-economic and communication difficulties.
- Liaising with individuals who provided in depth case studies for our projects to get their stories filmed, capturing their powerful messages, to get them seen at the highest level at the South Yorkshire ICB.



Hearing from all communities

Building relationships with the homeless community in Rotherham

We wrote a report on homelessness and the health care challenges they face.

We highlighted 4 key themes affecting this community: Mental health issues, Problems with physical health, Addiction and attitudes, Access to health care and digital exclusion, and promoted the action being taken in Rotherham to address needs and provide support.

What difference did this make?

Our regular, ongoing engagement with homeless support services in Rotherham has allowed us to provide continued help this community by helping to address their health care issues, such as making a GP appointment, signposting to mental health services or liaising with other services to support their complex needs. We were also able to highlight that the dental commissioning scheme set up to provide dental services to those experiencing homelessness, was not accepting referrals from all support services. By contacting those in charge of the scheme we were able to resolve the issue and ensure that all appropriate referrals were accepted.

Raising awareness of the Accessible Information Standard (AIS)

The AIS ensures people with disabilities or sensory losses receive information and communication support that they can access and understand.

People in the deaf community, and people with learning disabilities, told us they weren't always getting the reasonable adjustments they needed at their health care appointments. In collaboration with both communities, we created two communication cards to help them highlight their rights under the AIS.

What difference did this make?

The credit card sized communication cards were designed to be easy to carry in wallets and allow individuals to highlight their personal reasonable adjustment needs on the front, and to provide services with information about their AIS legal requirements on the back. We provided physical copies of the card to both communities and promoted their availability to other services. We have been approached by services such as The Rotherham NHS Foundation Trust, Rotherham Adult Neurodiversity Support Service (RANSS) and RDaSH, who have requested to have a supply, or have the templates, to be able to provide copies their service users. Other communities have also reached out to us to collaborate to produce a communication card to suit their needs.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 10,407 people have reached out to us for information, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust, either face to face, by email or over the phone
- Creating, updating and sharing service directories for Young people, Mental health and Carers on our website
- Helping people access the services they need, when they need them
- Supporting people to look after their health by providing Let's Talk sessions and putting information articles on our website
- Signposting people to additional support services such as Absolute Advocacy



Raising health awareness in Rotherham

Thanks to the connections we have made across services and communities, we have provided multiple health information sessions.

Throughout 2024-2025 we increased health awareness in Rotherham by running Let's Talk sessions and connecting groups to services to provide information talks. This has enabled community groups and colleges to get appropriate and reliable information on subjects relevant to them such as Oral health, Healthy eating & living, Menopause, CPR & defibrillators, Samaritans, Digital skills and Smoking & Vaping.

Our Stoptober talks highlighted the health impacts of smoking and vaping to 120 students, with some of them vowing to try to stop as a result. We were also able to connect U3a group to Rotherham Council's digital inclusion team to help them learn how to use IT more confidently, which is increasingly important to be able to access healthcare services.

"The feedback has been super and has made students very proactive in quitting smoking which is very positive."



Supporting independence at GP appointments

When Jenny told us how she was unable to independently access her GP appointments, we stepped in to help.

Jenny's visual impairment meant that she was struggling at GP appointments to sign in, see the screens to tell her to go through to the doctor and then find the right consultation room. This meant she was having to attend her appointments with her husband which she felt impacted her independence and privacy.

Healthwatch contacted Jenny's GP practice on her behalf and arrangements have now been made for her to sign in with staff at reception. They will then either tell her when she needs to go through, or the practitioner will come and collect her. These simple changes have restored Jenny's ability to access her appointments independently and provided her with the privacy that she needed.

"Thanks for all your help. I'd not considered speaking to reception staff as I thought I had to use the electronic sign in pad"



Showcasing volunteer impact

Our fantastic volunteers have given 511 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Attended engagement and Let's Talk events to promote our work.
- Helped us collect and record the experiences and feedback from local communities.
- Carried out Enter and View visits to local services to help them improve.
- Carried out research, drafted reports and produced presentations for us to use in our future work.



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"Being part of the Healthwatch Rotherham team has...not only boosted my confidence in many different ways but also gave me a deeper appreciation of the importance of ensuring that diverse voices are being heard and valued"

Psychology students, Coralie & Will, joined us on placement from the University of Sheffield.

"One of the most rewarding parts was the sheer amount of interaction I had with different people...listening to their stories, learning about their experiences, and gaining a much deeper understanding of the challenges people face in accessing care. It's something that no lecture or textbook could have taught me."

Coralie & Wil (placement students)



"I volunteered with Healthwatch to help give a voice to my community and shine a spotlight on the excellent and not so excellent things happening in health and social care. Since joining the team, I have seen first hand the great things that can be achieved when groups work in partnership to give a much-needed voice to patients. The training and support from the Rotherham team has been amazing and I am looking forward to a long relationship with Healthwatch Rotherham."

Tony Swindells (SAB member)



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchrotherham.org.uk



01709 717130



info@healthwatchrotherham.org.uk

Finance and future priorities

We receive funding from Rotherham Metropolitan Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

| Income | | Expenditure | |
|------------------------------|-----------------|-----------------------------------|--------------------|
| Annual grant from Government | £161,262 | Staff costs | £161,998 |
| Additional income | £0 | Operational costs | £11,642.79 |
| | | Overhead and administration costs | £21,579.02 |
| Total income | £161,262 | Total Expenditure | £195,219.81 |

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Understanding the communication difficulties experienced by people using health and social care.
2. Working with those addicted, or in recovery from addiction, to understand their experiences of health and social care and the health inequalities they face.
3. Investigating the experiences of those using social care services in Rotherham, with a particular focus on those accessing care at home.

We will continue to work with Healthwatch England to highlight the issues faced by our local communities and help them make recommendations for improvements on a local and national level.

Statutory statements

Citizens Advice Rotherham and District are the host organisation for Healthwatch Rotherham, 2 Upper Millgate, Rotherham, S60 1PF.

Healthwatch Rotherham uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Statutory Advisory Board consists of 6 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Throughout 2024/25, the Board met 11 times to hear what we have been doing, and what we have been hearing from the community. As well as holding us accountable to our key performance indicators, they have made decisions on matters such as appointing a new Chair and Vice Chair to the board to ensure strong, clear leadership into 2025/26. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. They oversee the approval of our work plan priorities, making sure that we focus on topics that are important to local people, address need, develop our connections with all members of the community and have potential to have impact and influence change.

We ensure wider public involvement in deciding our work priorities by analysing the feedback we receive throughout the year and from the permanently live online survey we run which asks for opinions on what our focus should be.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that we engage with as many people as possible, from all community groups in Rotherham, to provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, attended organised events, met with community groups, run information 'Let's talk' sessions, attended regular outreach engagements and run subject specific surveys and focus groups.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, on our social media accounts and will include it in our newsletter.

Statutory statements

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, Healthwatch Rotherham is part of the Mental Health, Learning Disability, Dementia & Autism Strategic Delivery group which means we have a direct line into policymaking for some of the most vulnerable groups. This kind of representation is key to ensuring that any systemic barriers or inequalities are addressed with genuine insight from those most affected. Equally, our participation in the Primary Care Delivery Group and the hospital patient experience committee helps ensure that everyday interactions in the healthcare system—often the most impactful on patient lives—are continually improved.

We also take insight and experiences to decision-makers in South Yorkshire Integrated Care System. For example, we attend the local Place Board, acting as an independent voice for residents, ensuring their needs and experiences are reflected in the planning and delivery of health and social care services. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch Rotherham's active involvement on these committees clearly demonstrates our commitment to ensuring that community voices are not just heard, but are instrumental in shaping decisions across multiple healthcare domains in Rotherham and beyond.

Healthwatch representatives

Healthwatch Rotherham is represented on the South Yorkshire Health and Wellbeing Board, South Yorkshire Integrated Care Partnerships and South Yorkshire Integrated Care Board by Kym Gleeson, Healthwatch Rotherham manager.

During 2024/25, our representative has effectively carried out this role by representing the patient, service user, and carer voice, ensuring that the local community's needs and experiences are integrated into the board's decision-making processes

Statutory statements

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Enter and view

| Location | Reason for visit | What you did as a result |
|---|--|--|
| GP Practice – Swallownest Health Centre | Feedback received from Rotherham residents | Wrote a report with recommendations – the service has followed up on some of these including adding opening hours at the entrance, clearly displaying complaint procedures and increasing signage around the reception area. |
| GP Practice – Woodstock Bower Surgery | Feedback received from Ferham festival | Wrote a report with recommendations – the surgery has followed these up and implemented the changes including diversifying their PPG, changing the decor to make it more dementia friendly and taking part in dementia training workshops run by one of our board members. |
| GP Practice – The Gate Surgery | Feedback received from Rotherham residents | Wrote a report with recommendations which the surgery took note of and responded to. |

Statutory statements

2024 – 2025 Outcomes

| Project/activity | Outcomes achieved |
|--|---|
| Healthwatch England (HWE) asked for local Healthwatch to provide case study contacts for their unmet social care study | We put HWE in touch with Alan who spoke to them about his experience as full time carer, looking after his wife with Alzheimer's. Alan's story was used in the article produced by HWE. |
| Monthly What we heard/Spotlight shares reports | The feedback we have received from Rotherham residents has been fed back to local services every month through our 'What we heard' and 'Spotlight shares' reports. This is helped services making changes quickly, where appropriate, to improve care. |
| Monthly newsletter | We have published a newsletter every month to let people know what we working on, highlighting current and upcoming projects and raise the awareness of what is happening in the local area |
| Connecting services | We regularly help connect local services with each other where the links would help provide groups with information and support. For example, we put Rotherham Hospice in touch with the Macular group to do a talk which led to the group having a tour of the hospice and further links being made with other groups. We also put Dearne Valley College in touch with multiple services such as The Rainbow Project, Kooth, Talking Therapies and the South Yorkshire Eating Disorder Association to help support their wellbeing events. |

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