

Healthwatch Rotherham is the independent champion for people who use health and social care services in your local area. We listen to your needs, experiences and concerns, and speak out on your behalf to improve services for everyone.

February 2021

- COVID-19 update
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COVID-19 update

The Government announced on the 5th Jan 2021 that national lockdown rules will apply these will be reviewed on the 8th March 2021. We all need to

- ◆ Stay home - unless going out for essential shopping, medical reasons, exercise or work.
- ◆ Schools remain closed (unless for vulnerable pupils or children of critical workers)
- ◆ All non essential shops and entertainment venues remain closed
- ◆ All pubs and restaurants remain closed (takeaways permitted)
- ◆ No household mixing either indoors or outdoors unless part of a support or childcare bubble

Remember the message of **HANDS—FACE—SPACE**

Update on COVID-19 vaccination programme

Rotherham have currently vaccinated over 25,000 residents in just 5 weeks, which is fantastic news and a testament to the hard work and planning undertaken by our NHS staff and volunteers who have been working tirelessly to pull this programme together. They are on target to have vaccinated the top 4 priority groups by mid February 2021.

Residents are currently being contact via telephone (using the number held by your GP) and offered appointments according to their priority group. Please do not call your GP Surgery as they will NOT be able to book you an appointment. Please do not arrive early for you appointment as many hubs do not have waiting areas where you can safely social distance.

Healthwatch Rotherham are currently gathering information on residents attitude to the vaccine and how information has been communicated, you can take part by visiting our website www.healthwatchrotherham.org.uk



Case study 1

We were contacted recently by a local gentleman who was concerned and angry regarding the treatment or lack of treatment his daughter was receiving from mental health services. She was transitioning from children's to adult services and he felt that she was being let down by all services. His daughter has various diagnoses including PTSD and anorexia. She has also made several suicide attempts.

She has spent some time in a private hospital and he really saw some improvement but since she has been discharged and is now back under CAMHS he has seen a decline and is finding it really difficult to cope with her.

We referred this gentleman to Absolute Advocacy to get some support with his complaint and we also signposted him to some local services for support for himself whilst he is going through this difficult situation. The resident thanked us for our help and said he feels we are the only people that have listened to him.

Student reports published

Jayati Hine and Simon Kluska are third year medical students who recently spent their community placement with us (virtually!) They looked at loneliness and obesity which are two priorities for Rotherham and how services have been affected by the pandemic. They each produced a report which is available to download from our website. www.healthwatchrotherham.org.uk

Healthwatch... Let's Talk.....Your Mental Health, 24th Feb 2021 between 11am and 12 noon

Join us for our monthly Lets Talk Zoom session, in February we want you to share your thoughts and views with us on your mental health during Covid-19. An informative and interactive session with guest speakers. This is your chance to ask any questions or just come along, meet new people and gain some self care tips.

Join Zoom Meeting

<https://zoom.us/j/95485683553?pwd=bGQ3dG1OMGxYdDZBb2wxQ2QrMnc0Zz09>

Meeting ID: 954 8568 3553 Passcode 220564
Passcode: 220564

Case study 2

We were approached by a member of the deaf community who wanted to tell us about his experience in the Urgent & Emergency Care Centre so we arranged a Zoom meeting with a BSL interpreter for him to tell us his thoughts. He told us about how he found it difficult to lip read as everyone is now wearing masks, and this also meant that he didn't know when his name was being called, he spent 6 hours in the department and no one called for an interpreter even though he requested one. We raised these points with the Patient Experience Team and we received a telephone call to let us know that all staff have now been refreshed on how to book a BSL interpreter, a process is now in place where a deaf person could be given a vibrating buzzer on arrival which would let them know that they were being called. Clear facemasks are currently on order and going through the NHS procurement process but it is hoped they will be available around April



Healthwatch Rotherham is here to listen to your experiences of health and social care services in Rotherham to make sure providers get it right for everyone. If you've had an experience—good or bad—please get in touch

<https://healthwatchrotherham.org.uk/share-your-views>