



You said, we did



June 2026

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

"I have a chest infection and need treatment but i don't have a GP!"

"I am struggling with arthritis and can't fill out the forms i need to get a GP appointment to get treatment!"

"I want to make a complaint about my GP, i could have been diagnosed and received treatment earlier if they gave me an appointment when i requested one!"

"Adult Social Care have made changes to my care and i'm not sure who my social worker is or how to contact them!"

"I have a hearing regarding my Personal Independence Payment claim and i feel anxious about dealing with it alone!"

"My form giving me access to free prescriptions has run out, i don't know how to renew it and can't afford my medication without it!"

"My pharmacy made me feel humiliated for asking for the morning after pill!"

This month:

49

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

203

People received our **newsletter**

17,126

People reached through **social media**

131

People seen through **outreach engagements** and events at:

Migrant Drop-in
RNID - Maltby drop-in
Hopian
Shiloh
RANSS support group
S62
Rotherham Hospital
Action Housing

37

The number of **service we have signposted** people to for help and support

Cloverleaf
Rotherham Hospital
PALS
Oral Health Team
Talking Therapies
Shiloh
Age UK
CitizenS Advice

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

You said:

"I need access to an advocate to support me at a healthcare complaint meeting!"



We directed to Cloverleaf advocacy service.

"How do i get mental health support? I had some in the past but i don't know how to get on the list again!"



We referred to RDASH talking therapies and passed on details of our Healthwatch Rotherham Mental Health Directory.

"I need an NHS dental appointment!"



We offered an Oral Health referral and provided information on emergency appointments.

"Adult Social care have said they will no longer pay to service my hoist. I am so worried i will be left bedbound and i don't know who to contact or who my social worker is!"



We made contact with Adult Social Care and clarified who the social worker was and when a meeting would be arranged to discuss care needs.

We did:

You said:

"I experienced an issue with my pharmacy, what can i do?"



We provided the complaints procedure.

"I have limited mobility and i am also visually impaired, i need help to rent a property!"



We referred to Cloverleaf Advocacy Service and provided information on Rotherham Sight and Sound Service, and Citizen Advice Rotherham

"I need to book a GP appointment but struggle with the online triage form, the receptionist said they couldn't help me!"



We telephoned the GP on behalf of the client and arranged a callback to book an appointment.

"I had a bad experience with my GP. I complained to the service manager but do not feel satisfied, what more can i do?"



We provided the information on how to escalate the complaint.

Not everyone expects action from us; some simply want to share **feedback. We pass this on to the relevant services. Here's what we've heard this month:**

"My newly adult son has complex needs, since transitioning I've been left to deal with everything with no support. I complained to my gp, escalated to ombudsman which was useless because I didn't state stage 2 on my letter. Ongoing since October 2025 with only one response from them after at least 20 emails all documented to them. Adult social care was involved for a few months when our situation was at a critical point and they closed their files as he has capacity. I am lost and we need support."



"I was a first time patient for a gastroscopy and I was very pleased with the help provided by a nurse, Heather Mee. She took great care to provide all the information and conduct the pre-assessments thoroughly. I mentioned I had worked overnight and she even tried to get me seen earlier but it didn't end up transpiring. Only negative feedback about the experience would be that as a first time patient of this procedure, perhaps the support from staff during it should have continued all the way through and not discussing other things."



"I have a displaced shoulder fracture and because of the pain I was referred by my doctor for an urgent orthopaedic surgeon, I telephoned the surgery for an update and was told because the secretary was on annual leave it hadn't been sent, I find this absolutely disgusting that no one steps in when someone is on leave, meanwhile I'm in agony this has been going on since may, this is really bad management."

