



# You said, we did



May 2026

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

**"My GP receptionist wouldn't listen to what I had to say!"**

**"I'm told I must have care in place to support my adult child, despite no request from us and no current difficulties!"**

**"St. Anns GP service has been great with me, I couldn't get better without them!"**

**"I experienced long waits and poor communication at Rotherham Hospital Outpatients!"**

**"We repeatedly raised concerns about safety and capacity, but discharge went ahead without proper assessment!"**

**"My GP isn't taking me seriously!"**

**"We put a formal complaint into Adult Social Services but haven't heard anything!"**

# This month:

**44**

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

**201**

People received our **newsletter**

**812**

People reached through **social media**

**2**

**367**

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

**61**

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 an NHS dentist!"



## We did:

**6 Oral** health referrals this month.

"How do I get medication for my child after a Right to choose diagnosis?"



We explained how the Right to Choose Pathway works and how it works regarding CAMHS in Rotherham.

"I can't get the dietary supplements I need!"



We spoke to the dietitians department and clarify the situation.

"We're struggling to get adequate care for a family member!"



We direct to Rotherham Adult Social Service department for further support.

## You said:

**"I need a service that can help get me active!"**



**We signposted them to Healthwave Rotherham, who provides free, guided programs to help local residents get active.**

**"The experience at my GP practice makes me reluctant to contact them"**



**We passed on the complaint procedure and the service that can support.**

**"How do I get access to my Medical records?"**



**We gave details on how to access your records via a Subject Access Requests.**

**"I have reoccurring Mental Health Problems!"**



**We passed on details of services that could help and our Healthwatch Rotherham Mental Health Directory.**

# LET'S TALK EVENT

Healthwatch Rotherham held a **Let's Talk** Event at Apna Haq. Let's Talk are a community engagement session where local people are invited to share their experiences of health and social care services.

## 6

People that attended one of our **let's talk** events this month.

Healthwatch Rotherham attended Apna Haq for an educational session focused on our roles and responsibilities and how we can help their service and service users. The session had a total of 6 staff members in attendance, all were made aware of our referral process and how we can help. It was a very valuable visit to open lines of communication between our services.

### Our vision



We want everyone in Rotherham to live a healthy life and be able to access the health and social care services they need for this to happen.

### Our mission



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

### Our values



- **Equity:** Embracing inclusivity and compassion, establishing profound connections with the communities we serve, and empowering them.
- **Collaboration:** Nurturing both internal and external relationships, fostering transparent communication, and partnering to amplify our impact.
- **Independence:** Championing the public's agenda, serving as purposeful and critical allies to decision-makers.
- **Truth:** Operating with unyielding integrity and honesty, fearlessly advocating truth to those in power.
- **Impact:** Pursuing ambitious endeavours to effect meaningful change for individuals and communities while remaining accountable and holding others accountable.