

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.

May 2021

- COVID-19 update
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COVID-19 update

The Government announcement on the 22nd February 2021 set out a roadmap for easing lockdown restrictions in England. The next step on the roadmap was Monday 12th April 2021 where we are now able to:

- Meet outdoors either in a group of 6 (from any number of households), or in a group of any size from up to 2 households (each household can include existing support bubbles, if eligible)
- Non-essential retail can open. Personal care services such as hairdressers and nail salons can open, public buildings such as libraries and community centres can open, most outdoor attractions including zoos, theme parks and drive-in performances can reopen. Indoor and Leisure sports facilities can reopen. Self-contained accommodation can open for overnight stays in England with your household or support bubble.
- Outdoor hospitality venues can reopen, with table service only. All childcare and supervised activities are allowed both indoors and outdoors for all children. Parent and child groups can take place indoors.
- Weddings, civil partnership ceremonies, wakes and other commemorative events can take place for up to 15 people, including in indoor venues.
- Care home residents will be able to nominate two named individuals for regular indoor visits.

The latest figures (19th-23rd April) show a continued fall in the overall 7 day Covid infection rate, which is now down to 75.4 per 100,000 population, down from 90.8 last week in Rotherham. However, the rate remains much higher than the national average, and is a reminder that we need to continue to :

- ◇ Stay at home and continue to work from home where possible
- ◇ Adhere to social distancing rules
- ◇ Wash our hands regularly
- ◇ Wear a face covering in indoor public settings or where social distancing maybe difficult



Case study 1: An email received from a grateful resident

In these strange and uncertain times during Covid 19, I have seen numerous people on social media platforms expressing their dissatisfaction with their GP practice. However, my own experience of Clifton Medical Centre is the exact opposite. I contacted them on 22nd March to discuss issues with my menstrual cycle and other gynaecological issues that were of concern. I was contacted within the hour by Dr Auckloo who listened attentively to my worries and concerns and agreed a clear plan of action which included being prescribed medication that I was able to collect from my local pharmacy direct that day. I have in the weeks following been able to access a number of investigative procedures that have assisted me to get clear answers and appropriate treatment. I have had 3 phone consultations, 1 face to face physical examination, 2 lots of blood tests and a very informative and sensitive conversation with the receptionist who called to share the findings of one of the tests. Each member of the team has been so professional, caring and reassuring and acted in a speedy and efficient manner. I have been with this practice for most of my 41 years and would not dream of taking myself or my family to any other practice.

Case study 2: Work in progress!

We are involved with helping a lady who lives in Manchester to correct her medical records as she is currently trying to book her first Covid vaccine but according to her medical records she has already had it administered in Rotherham four weeks ago! Her GP Practice has tried to resolve with the Rotherham Practice to no avail so we have been asked to step in and try and resolve - it is not proving to be an easy task - but we will be persistent and determined to see this through.



Remember the message of

HANDS—FACE—SPACE

Healthwatch... Let's Talk.....Stress and Blood Pressure 28th April 2021

Our April event saw 21 people join, a new record for us. We asked people to identify what stresses them out, as well as what relaxes them. Lisa Clegg joined us to demonstrate the Emotional Freedom Technique (also known as Tapping therapy) to help reduce stress and anxiety. We also discussed how to recognise the signs of stress, and whether participants were able to do this in themselves. Alysa Highton guided us through the '5,4,3,2,1' method, to help reduce anxiety and stress. Emma Schofield also informed us on the 'Fit Millers' Adult weight-loss programme available at Rotherham United Community Sports Trust. All the information from this event will be available on our website. It was a great session and our thanks to all guest speakers and attendees.

Healthwatch...Let's Talk...Stroke Awareness Wednesday 26th May 2021

Join us for our next event, Stroke Awareness. The session will feature healthcare professionals who will be able to answer any questions or concerns you have regarding strokes. We look forward to seeing you there.

Joining details:

Join Zoom Meeting:
[https://zoom.us/j/97820053825?](https://zoom.us/j/97820053825?pwd=M2tpcUxTYlpZSy9yRUZuM2VDdzF2dz09)
[pwd=M2tpcUxTYlpZSy9yRUZuM2VDdzF2dz09](https://zoom.us/j/97820053825?pwd=M2tpcUxTYlpZSy9yRUZuM2VDdzF2dz09)

Meeting ID: 978 2005 3825
Passcode: 513663



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