



What we heard – July 2024:

In July, we spoke to **38** people regarding their experiences with health and social care services in Rotherham. This information was gathered from in-person engagement, events and telephone/email enquiries. We spoke to people from a variety of backgrounds and ages. You can view our most spoken about topics and services below (including Rotherham Hospital, GP and dental services). All feedback is fed back to services at various opportunities throughout the month to highlight any areas that need to be improved to help the patient experience.

About us:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

Hospital feedback:

We spoke to **5** people in July regarding their hospital care in Rotherham. We had one lovely comment from someone about the care they receive there, but yet again, parking was brought up as an issue. We have also had a couple of requests for Hospital Passports this month that we have provided to people.



General Positive comments:

- "I've had several years of coming to Rotherham Hospital and the care has always been brilliant. All the staff I've come into contact with have always been caring, considerate, knowledgeable and I have always felt like I was a person and not a number. Very personalised care"

General Negative Comments:

- “I’ve just tried to park and the parking situation is absolutely terrible. There are cars parked across lanes and security have had to come out because cars are stuck and people can’t drive down the aisles, it’s just a nightmare and very stressful”

GP Services:

We spoke to **10** people about GP services in Rotherham this month and heard from registered patients from several practices. We have provided more in-depth assistance to some who have spoken to us, helping them register with GP’s, get appointments and exercise their ‘Right to Choose’.



General Positive Comments:

- “We really value our GP surgery. We don’t have any issues getting an appointment and the staff are kind and we are confident with all aspects related to our health. The communication from there is good too”
- “Although I get good care from my GP and other people in health, I know there are others that don’t. If your situation is like ours and you have addictions and mental health issues, you can feel that people look down on you and speak to you in a way that is quite patronising”

General Negative Comments:

- “GP surgery refused to provide after care treatment for a wound after visiting Mexborough Montagu hospital”

Dental services:

We heard from **3** people this month about dental services, 2 of which were struggling to register with an NHS dentist and wanted our assistance in finding one. Concerns were also raised that there is currently only one dentist taking on adult NHS patients in the area and they will not be accessible to those living further away who don’t have access to transport.



Following on from what we heard in June, we were also contacted by another member of the public who had been taken off their dentists books without notice.

General comments about other local services:

We also heard feedback about a couple of local services this month:



- “We have an admiral nurse for my wife who has dementia, that we can call anytime, which is great, but it would be nice to be offered a 6 monthly check with her”
- “Mental health support in Rotherham is terrible. There’s huge gaps in services to support people who need help with their mental health. Something needs to be done about this and some funding put into the mental health crisis I feel we’re in. Hopefully the new government will aim to sort this out!”
- “I have carers 4 times a day and they do everything for me so I’m very grateful for the help I get”

General comments regarding the NHS:

We also heard some general comments from a number of patients regarding the NHS.

- “I have family that work locally in the NHS. There appears to be too many admin and management staff and not enough practitioners – that is wastage and a waste of money that our country doesn’t have”
- “I think the NHS should help the small organisations financially, like this group who rely on a small membership fee from those that attend. Without our social groups, life would be very different, we rely on these so much”
- “I’m not complaining about the NHS and I’ve had great care with my cancer, but I do think there are issues with services talking to each other and sometimes the communication to patients. I recently was called for a blood test but there was no explanation from my GP practice as to what this was for”
- “I think the NHS is a fabulous service. We are lucky. I know there are problems with the service but I think the staff do a fantastic job and try the best they can”
- “I have family who work for the NHS and I know that there aren’t enough staff doing the caring and treatment roles and too many managers who don’t seem to do much and are never actually there”

Want to share your own experiences with us? Get in touch:

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