



You said, we did



April 2025

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

My health records aren't up to date and this is preventing me from fully accessing the care and help I need

Mental Health support isn't person centred - it's just a blanket approach that doesn't suit everyone!

I recently found out I had liver failure when going in for an operation, no one had ever told me about this!

Swallownest Court were great with me. I could see visitors and had a private space and the staff were very kind there

Hospital passports are a great idea but some healthcare professionals don't take the time to read them

Broom Lane Medical Centre is fantastic. My GP and the Practice Manager there really understand my needs

The nursing staff at Greasbrough medical centre are fantastic, they go above and beyond

This month:

67

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

123

The number **services we have signposted** people to for help and support.

123

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

5

People have attended one of our Let's Talk events

125

People received our newsletter

1680

People reached through social media

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

You said:

"I can't find a dentist"



We helped 2 people to find an NHS dentist this month

"I think I may be autistic but my GP doesn't listen...I would like to know how to get diagnosed and find a social group with others who struggle with social interaction like I do..."



With the client's consent, we contacted their GP to ask for them to call the client to advise about the diagnosis process. We also gave the client details of support groups such as RANSS

"I need a fit note from my GP... but I'm struggling to know what to ask for"



With the client's consent, we contacted their GP to explain the help the client needed

"I have been denied access to mental health services by my GP ...they say I have enough support"



We provided information on how to make a complaint and signposted to Absolute Advocacy for further support. We also linked the client to our mental health directory and other mental health support services

You said:

"I'm struggling with many issues, one being my mental health"



We worked with other services to get the client a same day appointment at their GP practice. We liaised with agencies involved in their care and signposted to further support services

"I have been waiting for a dental operation since June 2024...it's been cancelled twice. I'm in pain and keep getting infections..I want to know how long I have to wait"



With the client's consent, we liaised with the PALS team to get an update for the client

"I'm struggling with my mental health and have been off work for months now...I have been referred for an ADHD assessment"



We told the client about the Right to Choose which may help to speed up their ADHD assessment. We also signposted the client to QWELL and RANSS to provide support with their mental health and ADHD queries

"I'm having problems exercising the Right to Choose for my child's Autism assessment"



We have contacted RMBC and CAMHS to confirm the correct pathway for the client. We are escalating the issues to senior decision makers and are having ongoing contact to try to resolve this issue

You said:

"My doctor is insisting that I use the digital platform to make an appointment but I can't"



With permission, we contacted the client's surgery and got agreement that they would contact the client by telephone and arrange a face to face appointment

"I've recently been made homeless...I have medical conditions...I've been told I have to make my own arrangements for the next 2 weeks until a place is available"



We told the client about Lighthouse Homes and Action Housing. We let the client know if they needed further support to get back in contact with us straight away so we could help further

"We need help completing our HC1 Health Cost forms"



We gave the clients contact information for the Migrant's helpline who can help them fill in the form and provide an interpreter

"I need help completing PIP forms/applying for Attendance Allowance/ accessing a food bank"



We passed on the details of Citizens Advice Rotherham & District Advice Line number (0800 278 7911) to 11 people this month.

Not everyone wants us to take action on what they have told us. We also receive **feedback that we pass onto services. This is the feedback we've heard this month:**

Hospital services



"The care and service was absolutely fantastic. I wasn't waiting long...on the appointment day and the staff were so kind, pleasant and caring. A fabulous service " (Audiology)

"I observed how considerate the reception staff were whilst dealing with an elderly patient who was clearly confused..." (Audiology)

"This winter, I had been supporting my relative....in hospital...and also supporting other patients in the same bay. One lady was lovely but didn't have any visitors and the staff weren't very attentive...even when she asked for assistance, they ignored her like she was invisible...One day I was there and this lady had been quiet in bed for a good few hours...She had died a few hours before anyone had noticed her passing"

"I've been an inpatient at Rotherham recently and I have to say the food was excellent!"

GP services



"I am a patient at Wickersley Health Centre and the staff there are brilliant. I go for my yearly check up and that's about it really. Although recently I've had to go a few times to sort out my blood pressure and between me and the nurse there, we've worked out what lifestyle changes I needed to make, she was really lovely and my blood pressure has come down now"

"I was told I needed a prostate operation and they initially told me it would be around a 6 months wait. It was taking ages so I went on the Right To Choose pathway. I heard nothing again and decided to chase things up. My GP didn't re-refer on the RTC pathway, he left me referred at Rotherham which I didn't want but he hadn't told me this"

"Dinnington group practice PARKING I'm pleased to see the limited spaces in the car park at Dinnington group practice are now only for disabled users. How is this policed though, there's signage but are there any cameras monitoring any abuse here considering parking is at a premium?"

"Waiting to long for appointments"

Mental health services



"I have discharged myself from RDaSH services due to being very dissatisfied with their support. I suffer with anxiety, depression, borderline personality disorder and PTSD. I was originally offered talking therapies..and then some 1 to 1 sessions. There were days when my mental health was so bad that I was unable to leave the house, let alone make the appointment and I was unable to call to explain why I couldn't come due to severe anxiety. Due to missing a couple, the support that had been offered was terminated. I feel that the smaller things needed dealing with first [ie work] on the anxiety to try and help with getting to appointments. There is no patient centred approach and services just do what the book says and aren't considering everyone individually. Everyone is different and everyone's support should be tailored to their needs, not just offer what might work for most people."

"I was an inpatient with my mental health at Rotherham, I mentioned my allergies but was given a menu and told to pick off it despite many different allergies to the ingredients on the menu. When I asked again about this they said they had nothing else to offer me. I was in for a few months with poor mental health and I asked if there was any way of getting a haircut, to be told "No, we can't help with that!"

Mental health services

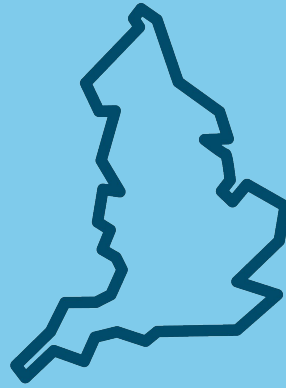


“With counselling or therapy the amount of sessions that are given isn't enough for people with more than just a little depression and anxiety and have childhood or severe trauma...I have had 9 sessions and they have just cut service ...I had a couple of sessions first which was probably building trust foundations...but I'll need more counselling after the last one...and have even been told about possibly getting psychotherapy ... I'm going to have to go through whole cycle off trust building and things again with next therapy session. That happens quite often with some people even giving up with the counselling they need because it's having to go through things all over with a new person. Sessions that are given are not enough I think personally with things like counselling if there's no good reason for sessions to end it should be a agreement between both clients and counsellor on whether they both think person is ready to finish sessions”

“Poor experience with RDASH south locality team”

“Swallownest Court – It is a brilliant hospital. The care there has been excellent for my relative and they've made great progress and will be able to come out... sooner than we thought and I can't wait to get them home. The staff are caring and the MDT meetings always involve both of us. Excellent!”

Other local services



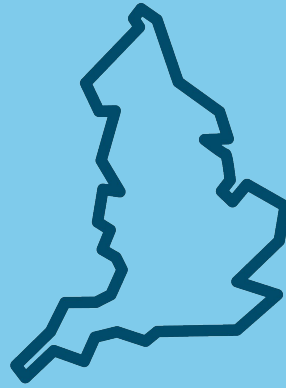
“I had a referral by my GP to Healthwave due to type 2 diabetes. I’m attending some sessions at functional fitness and these are excellent...Leon is a great instructor. I’m thrilled that there is no time limit attached to this and that the sessions are free”

“Adult Social Care need to understand that not everyone with autism needs support from the Learning Disability team. We tried to get support for our needs but because they couldn’t find an appropriate service, they put us under the LD team. Then when they realised we were educated people with degrees, they dropped us and said that we weren’t appropriate for this services support. If they’d listened to us in the first place, they’d have realised that”

“There is a real issue with support from drug and alcohol services as you can’t receive support if you’re not clean or if you’re using, but often people are addicted to try and help with mental health issues or past trauma; it’s a coping mechanism, so it’s not easy to get this support, it’s a vicious circle”

“ I’m at Lighthouse homes at the minute and it’s fantastic as they’ve brought in counsellors for us to use if we need it”

Other local services



“Me and my husband needed to move into a ground floor property because of his health being so bad. We knew we needed some adaptations but the council said they could do it after we moved in to stop my husband being left in hospital for two long. They've started to rip the house apart and it's like a building site. I can't cope living in this, it's so bad it's going to made us both ill, never mind my husband being so poorly already”

“Harthill Surgery, Kiveton Practice, Rotherham General Hospital – considering the lack of resources and amount of pressure, you guys work exceptionally well”

National services

“More services are using the App. It can be very hit and miss and info isn't added. It should be it's always added unless there is a justification for not doing so”

“The NHS is not fit for purpose at all. It's completely on its knees. There are too many policies in place that are so rigid that it prevents person centred care...”

“The [NHS] isn't fit for purpose...it needs to be Privatised...it works in other countries, so why not here?”