



# You said, we did



August 2025

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

**"My GP surgery doesn't offer me any reasonable adjustments"**

**"NHS 111 literally saved my Mum's life, due to efficiently sending an ambulance on time - she would have died otherwise"**

**"I'm under Breathing Space for a condition I have, but I can't get there, there are no buses go that way!"**

**"My dentist burnt my face during root canal treatment, what should I do?"**

**"Ferham Clinic is brilliant - I've had great mental health support from there"**

**"I've been in Rotherham Hospital after having a stroke. I wasn't offered any kind of support afterwards"**

**"Stag Medical Centre - you can always get appointments and resolutions are always met"**

**healthwatch**  
Rotherham

## This month:

**48**

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

**80**

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

**115**

People seen through outreach engagements and events at:

Migrant Drop-in  
Rawmarsh Library  
Rotherham Hospital  
Shiloh  
Action Housing  
Riverside Coffee morning  
Tesco

**12**  
**1**

People received our newsletter

**11592**

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. These are some of the ways we've helped this month:**

## **You said:**

**"I can't find an NHS dentist"**



**We helped **8 people** find an NHS dentist this month**

**"I've been on a waiting list for my next appointment for months and heard nothing."**



**We emailed the relevant service who then contacted the client within 48 hours and arranged them an appointment.**

**"My partner is my carer, but they need surgery and are worrying about who will look after me while they are in hospital"**



**We sent a referral to the Single Point of Access Team in Adult Social Care and also referred to Rotherham Cancer Advocacy Service**

**"When I left hospital I wasn't signposted to any service that could support me at home"**



**We signposted the patient back to their GP and mentioned the local Headway Service for support.**

## You said:

**"I want to change GP surgery but don't know how to go about it"**



**We passed on details of GP surgeries in their area and explained how they can register.**

**"I need support with getting back to good health"**



**We gave details of the Rotherham Healthwave service who provide support on making positive lifestyle changes.**

Includes smoking cessation, weight management and increasing physical activity.

**"After Healthwatch helped me in June I got a phone call from the Hospital about my scan. However they still haven't booked me an appointment"**



**We chased up the appointment via the Patient Experience Team who contacted the relevant department.**

**"I'm just out of Hospital and need a wheelchair, but none of my health providers knew of anywhere I could get one"**



**We put the patient in touch with Mediquip (Rotherham Integrated Equipment & Wheelchair Service - REWS)**

## You said:

**"I need to register with a GP but the forms are online and I don't have access"**



**We confirmed with the patient that they could get a paper form to register at the surgery.**

**"My child needs care at home when they leave hospital, but we can't get a satisfactory answer on how this will happen! I've tried everything I can think of"**



**We found information we thought would help and also signposted the family to the hospital PALS team, who they hadn't yet spoken to.**

**"I'm concerned about a homecare service"**



**We raised the issue with the Care Quality Commission (CQC)**

**"I was left in pain for nearly 12 hours at the hospital, because staff couldn't contact the doctor about my pain relief needs"**



**We brought this to the attention of Rotherham Hospital Patient Experience Team (PET)**

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

## **Hospital services**



***"I was left in pain for nearly 12 hours at the hospital, because staff couldn't contact the doctor about my pain relief needs"***

***"My partner was rushed into Rotherham hospital early hours one morning with severe stomach cramps and by that evening he'd had his appendix removed and was feeling much more comfortable. He also got a follow-up phone call a week later to check to see how he was doing - I was pleasantly surprised"***

***"The staff on ward A1 are brilliant!"***

***"There are huge communication issues between staff at TRFT and Social Care"***

***"I'm under Rotherham Hospital for cancer and the staff are so caring and friendly - you couldn't ask for any more from them"***

## GP services



***“Market Surgery is inaccessible for an autistic person. No reasonable adjustments offered, GP won’t work with family members in order to help build a relationship”***

***“I can never see the same GP, which would be really nice!” - High Street Surgery, Rawmarsh***

***“I was told by Shakespeare Road GP surgery that I could only register with them online - I don’t use IT”***

***“Stag medical centre is very good - appointments are efficient and effective and resolutions are usually met”***

# Mental health services



***“Nothing has gone well and everything could be better. My daughter was under CAMHS and she is autistic. Her mental health is poor but because she’s autistic, apparently they go hand in hand, so unless she is self-harming they won’t help”  
– CAMHS***

***“Mental Health services seem to have a generic offer of Talking Therapies, which isn’t suitable for everyone”***

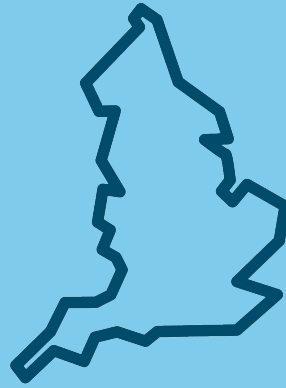
***“Ferham Clinic is brilliant, I’ve had great support from there. I had a bit more support before Covid, but still can’t complain”***

***“Talking therapies was a good experience and I built a positive relationship with the therapist”***

***“I’m supposed to be receiving some mental health support but haven’t heard anything from RDaSH since February”***



## Other local services



***“A very calm clinic. Obvious Special Educational Needs and Disability (SEND) trained dentists, nurses & receptionists Introduced to everyone & shown all equipment at every appointment” – Rotherham Community Dental Service***

***“I’m sleeping in an armchair due to my health needs. I had an assessment 18 months ago about having a stairlift but still haven’t heard anything” – Adult Social Care***

***“I was referred for physio for a very bad pain in my back. At my first appointment, they never even touched me, how can they tell what’s going on?”***

***“My partner wasn’t offered an enablement package for recovery at home on his discharge from hospital. Is it a postcode lottery? We eventually had this offered but weeks down the line, therefore delaying my partners recovery”***

***“The staff at Davies Court were absolutely lovely. I went there for respite after a period of time in hospital. Can highly recommend”***

A large, thick, dark blue curved line in the bottom right corner of the page, resembling a stylized arrow or a decorative flourish.

**Have you recently used an NHS health or social care service in Rotherham? Whether it was brilliant or could have been better, we want to hear from you!**

**Sharing your story is quick and easy – and it could help shape better services for everyone in our community.**

**Call us on 01709 717130**

**Or email us on**

**[info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)**

**Your voice matters! Let's help make services the best they can be.**

