



You said, we did



July 2025

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

"I've got severe back pain and spasms and can't get a GP appointment for 5 days" (NHS 111 signposted me to my GP)

"Rheumatology department at Rotherham Hospital has provided me with great care. Very thorough and clear communication!"

"Great care received following a cancer diagnosis, from my GP (Rosehill) and Oncology at Rotherham Hospital!"

"The waiting time for a specific procedure at Rotherham Hospital has meant my new career is now on hold!"

"I walk into my local GP surgery because I often can't get through on the phone and if I do, they always ask me to use Anima which I can't use."

"My GP surgery (St Anne's) is very good, they are very helpful"

"I'm going around in circles trying to get an assessment for ADHD"

healthwatch
Rotherham

This month:

56

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

103

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

178

People seen through outreach engagements and events at:

Talk Group (Maltby)
Conversational English
Group
Rotherham Carers Forum
MCVC
B:Friend
Shiloh
Good Companions –
Brinsworth

123

People received our newsletter

637

0

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. Here are some of the ways we've helped this month

You said:

We did:

"I can't find an NHS dentist"



We helped 7 families find an NHS dentist this month

"I don't agree with the diagnosis on my medical records and I want to make a complaint"



We provided details of the Cloverleaf Advocacy Service who are now helping with the complaint

"I'm profoundly deaf and need special equipment to help me as I live alone"



We signposted to Rotherham Sight and Sound who provide specialist equipment.

"I'm not registered with a GP yet but need medical treatment"



We gave details of a GP that the client could register with and discussed that even if they are not registered with a GP, they can go to A&E for urgent medical care or calling the NHS 111 service.

You said:

"I'm very lonely and looking for a support service"



We gave the client details of the B:Friend service and the Silverline helpline

"My blood pressure and temperature is very high. My GP surgery have made me an appointment but its not for 4 days"



We spoke to the GP surgery and they contacted the patient to arrange an appointment for the next morning.

"I'm not registered with a GP"



This month we've helped 4 clients register with a GP surgery.

"I normally have blood tests every 3 months at the hospital, but haven't been seen for over 18 months"



We liaised with the Patient Experience team at Rotherham Hospital and they contacted the relevant department.

You said:

"I have had to cancel appointments because I haven't got transport. I have used taxis before but it gets expensive"



We signposted to the "Door 2 Door" service, who provide personalised transport for people who have difficulty using mainstream public transport. (a small fare applies)

"Can I change my GP online and how do I go about this?"



We discussed how to change GP's and talked the patient through the online process at their chosen GP surgery"

"I've been waiting a long time for my appointment to have hearing aids"



We signposted to RNID (Royal National Institute for Deaf People) drop ins across the community

"We desperately need a food parcel "



We passed on the details of Citizens Advice Rotherham who support the family.

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

Hospital services



"I have been told to collect an ECG monitor from Rotherham hospital but my mobility isn't great and I can't afford a taxi there and back"

"I have Lupus disease and I used to have 3 monthly blood tests as an outpatient at Rotherham but I haven't been seen for 18 months now"

"I recently went for a pacemaker fitting and was asked to be in for 7.30am. I didn't leave until 6pm, there was such a lot of waiting around but barely anyone waiting with me for appointments"

"I first raised issues about my teeth 4 years ago, I'm still waiting for treatment at Rotherham hospital"

"The transferring of notes from one hospital to another is very frustrating and caused me delays in getting the care I needed"

GP services



"I've tried to make a complaint with my GP practice and followed the policy but they haven't responded – Brinsworth medical centre"

"My ADHD medication has stopped due to a further health issue that no one told me about – poor communication all round"

"I have been prescribed codeine for pain in my foot (waiting for surgery) without even a telephone call from my GP"

"There are only 2 disabled spaces at my GP practice and there should be more. (Dinnington Group practice) So I parked on double yellow lines nearby and received a fine even though my badge was displayed. Very inconvenient"

"I can't use the Anima system, it's too complicated for me to understand"

Other local services



“South Locality Team (Swallownest Court) are not fit for purpose – they would rather focus on rescheduling meetings which causes me more distress rather than deal with the issues I’m currently facing”

“I’ve been waiting such a long time to get fitted for my hearing aids”

“I have to pay for a taxi to my health appointments, so that my husband can come with me – patient transport doesn’t allow this and it’s so expensive to have to keep doing this”

“The Ophthalmology Service isn’t what it used to be – long waiting times and poor communication”

“I’ve been receiving treatment for cancer for 7 years and have been wanting some mental health support – it’s taken all this time for me to get the support I felt I needed”

Have you recently used a 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**

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

