



You said, we did



May 2025

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

"The NHS doesn't care about older people, we get left behind...."

"I was referred to Rotherham hospital for an eye procedure that they don't do there, which has delayed the whole process of my treatment!"

"It feels like there's no consideration for my wishes to remain in my own home!" (patient needing to be rehomed due to long term health and mobility issues)

"My Mum was cared for in Rotherham hospital and the care she received was fabulous! She even got a birthday cake on her special birthday!"

"I'd like to see more awareness and understanding of the condition Osteoarthritis"

"The NHS is a fantastic service! The main issues seem to be people waiting for operations and treatments"

"I can't get mental health support because I have real life issues that are the reason my mental health is poor, I don't understand that!"

healthwatch
Rotherham

This month:

60

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

92

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

103

People seen through outreach engagements and events at:

Greasbrough Library
Riverside House
Chislett Centre
Headway
Heart of Knitting
Landmarks specialist college
REMA (parent and toddler group)
Tesco
Shiloh
Migrant Drop-in
Riverside Coffee morning
Rotherham hospital

46

People have attended one of our Let's Talk events

123

People received our newsletter

407
3

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 an NHS dentist"



We helped 4 clients find an NHS dentist this month

"I have to use the end toilet on the ground floor of Rotherham Hospital as it has hand rails and I'm unsteady on my feet, but it is always locked for some reason. I don't want to use the disability loo as the lock is dodgy and I'm afraid of getting stuck in there"



We emailed the Patient Advice and Liaison Service at Rotherham Hospital to look into the accessibility of the end toilet and the lock on the disabled toilet door

"The new triage system [at my surgery] means I'm struggling to get any support...they tell me to contact them online but I don't use a computer and don't have email"



We contacted the practice manager at the clients surgery to explain the situation and asked for them to make contact directly with the client.

You said:

"I am unhappy with the service I have received from my GP and I would like help raising a complaint"



We provided the client with information on how to raise a complaint about care received at a GP surgery

"We are looking for groups that do Arts & Craft activities and classes where you learn how to 'fall' in a way that avoids too much injury"



We signposted the clients to Functional Fitness, Rotherham libraries and Rotherhive

"I was told over a year ago I needed an operation [but I am still waiting]. The pain is affecting me daily and making my job extremely hard"



We have liaised with the Patient Advice and Liaison Service at Rotherham hospital to try to get an update for the client

"I need some information about how to be assessed for some help with mobility at home and potential adaptations"



We signposted the client to the Rotherham Adult Social Care Assessment team for further help and advice

You said:

"My parent is in hospital and I'd like to know more about after hospital care~"



We signposted the client to Age UK for further information and advice.

"I have an eVisa and I wish my family to be registered at the same GP practice as me"



We contacted the client's GP surgery who confirmed that this wouldn't be a problem.

"I have had a very distressing experience with the receptionist [at my GP practice]... who was rude and dismissive...and wouldn't tell me how to make a complaint..."



With the client's consent, we contacted the GP practice manager who advised they would investigate and contact the client directly.

"I need help completing forms/ applying for benefits"



We passed on the details of Citizens Advice Rotherham & District Advice Line number (0800 278 7911) to 5 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



"A&E – is a nightmare! I waited in the blue area for 15 hours before I was seen by a doctor. It feels strange because you can hear staff sometimes saying "isn't it quiet" but yet you're still waiting a long time for things to happen"

"I've had huge issues with getting a diagnosis of my condition over the last 2 years. I've been between different consultants with no one seeming to know anything about my condition..."

"We waited 9 hours in A&E recently, my husband has a few health conditions and it didn't feel like anyone really cared and sent him home with no real checks apart from telling him he's got an ear infection"

"My care at Rotherham hospital (Maternity) was very good. My midwife was fantastic and she has helped me with so much including getting me a food parcel, and with my accommodation. She's so good."

"Rotherham hospital is amazing, we're so lucky to have such a fantastic hospital in our area"

"We have an excellent hospital in Rotherham and the staff are like angels from heaven"

Hospital services



“Rotherham Maternity department has been really good. Great care and treatment there when I was having my baby. However not so good following my miscarriage. It was hard and I was very unwell. I didn't feel that the care was as good and I was unwell with bleeding and lots of pain for almost a year but I felt that nothing was happening and no one was trying to help with why I was having these problems. I ended up in A&E in Rotherham a few times and waited very long periods of time to be seen, but with no help or answers.”

“I may as well live at the hospital, as I'm always there. But I find it a fantastic hospital. The care I've had is excellent. Staff work very hard and it can't be easy. No issues at all. Very happy”

“For years, people have been using the back of the hospital to urinate, it's absolutely disgusting...and nothing gets done about this. There should be security that patrol around the building to put a stop to this”

“I took a stroke last year and was told that I would have regular assessments and scans to keep an eye on my health. This hasn't happened and when I call the department secretary, they say they will get back to me, but no one does”

GP services



"My GP surgery is Broom Lane and it's really hard to get an appointment. You call at 8am and all the appointments are gone! How can that be? I've had to call NHS 111 to try and get in at my doctors surgery because I can't get through on the phone and I don't have the internet. To make things better, they need to make sure that people who don't have the internet are able to get appointments by using older methods of contact like the phone and/or keeping some appts for people who might have to call by the surgery instead because they can't use technology"

"I have problems getting through on the phone to my GP to make an appointment - Clifton Medical centre"

"I moved to Swallownest about a year ago and I've seen a wonderful young lady doctor at Swallownest Health Centre, she made me feel like a person and not a number"

"I waited 2 hours once to see a nurse [at my doctors]. When I went to reception to ask about the delay, I was rudely told 'She has other people to see as well you know'" (Maltby Manor Fields surgery)

GP services

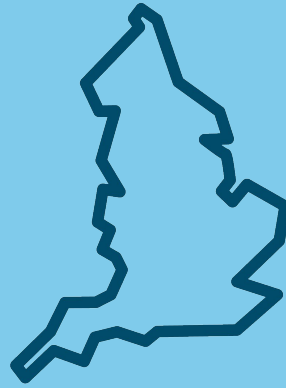


“Waiting for appointments at Wickersley Medical practice is never an issue, you don't wait long and everything seems to run to schedule apart from haematology. Whenever I go for a blood test which is regularly, I'm always waiting past my appointment time. I have injections for cancer once a week and these are always on time too!”

“The care in Rotherham is good, but...I've taken my children to the doctors here and made to feel like I'm taking them there for no reason and that it's not serious enough. I've been told to google my childrens symptoms at my GP surgery (The Gate) before I make an appointment”

“Woodstock Bower – I go as little as possible as you can't get an appointment easily anyway. I went about a lump under my tongue and the receptionist told me "we don't do oral health!" I explained that I had a lump under my tongue and I felt I needed to see a doctor. She didn't have a good attitude with me. The receptionists think they know everything and I don't want to tell them what's wrong with me”

Other local services



“ Hospital transport is brilliant, I use that and the staff are really friendly”

“The Rotherhive keyring offers no help for people with Brain injuries. There is so much useful information on there, but nothing on support for those with brain injuries”

“I fell out of bed last bank holiday Monday. It took the paramedics 90 minutes to arrive. They checked me over and luckily I didn't need to go into hospital, I was just badly bruised and sore. Then that afternoon I had a visit from the Community Health Team. I was very impressed!”

“I’ve had support from MIND who were really good”

“I’ve had 2 social workers but I don’t feel supported by them. I don’t tell them anything as I don’t trust them”