



You said, we did



September 2025

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

"Yorkshire ambulance service were slow, staff inconsiderate and unfriendly"

"I cannot get any dental treatment on the NHS!"

"I've been back-and-forth to GP, with many of my concerns remaining unresolved. I feel as though my concerns are being over-looked"

"I was diagnosed with Heart failure in 2021 and haven't been offered any follow-up appointments"

"Staff are lovely at Greenoaks"

"My Dentist were excellent - I received really good care there"

"Patient transport is an excellent service, very quick and efficient"

healthwatch
Rotherham

This month:

96

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.

181

People seen through outreach engagements and events at:

Migrant Drop-in
Shiloh
Rotherham Hospital
Tesco's – Town Centre
Action Housing
Lighthouse Homes
Rawmarsh Library
Riverside Coffee morning
Rotherham Show
Healthwatch "Health in our Community" event

40

People have attended our Let's Talk events

123

People received our newsletter

13611

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 8 people find an NHS dentist this month

"How do I raise a complaint about my dentist? My appointments keep getting cancelled and now they're saying I've got to change to a different Dentist. "



We passed on the complaints processes and details for SY ICB

"When I call the GP only emergency appointments are available"



We rang the clients GP who contacted them and arranged an appointment.

"My procedure wasn't done straight away, so things have got worse and its impacting on everyday life"



We put the client in contact with the Patient Experience Team at Rotherham Hospital (PALS)

You said:

"I've raised a complaint, but I'm confused about what's happening."



We contacted the advocacy service supporting this client. They now have an action plan in place, so the client doesn't feel overwhelmed.

"I'm having to pay for Private Dental Care, which I can't afford. I had to pay upfront, but didn't realise there was a time limit. They now want me to pay for another assessment before treating me."



We used our contacts to try and find the client an NHS dentist and gave details of how to raise a concern with a private dental issue.

"I left the GP's feeling terrible, belittled and hopeless."



We referred the client to Cloverleaf Absolute Advocacy to raise a formal complaint.

"I've been diagnosed with diabetes and I'm struggling to manage my sugar levels"



We rang the diabetes center at Rotherham hospital and asked them to contact the client. We also gave them details of services and courses that could help.

You said:

"I'm struggling to get to Breathing Space because there are no direct busses. "



We passed on details of the Door 2 Door service.

" I was told I need a scan, but now they won't do it. I don't feel supported with my health conditions."



We signposted the client to the South Yorkshire Integrated Care Board (SY ICB) so they could raise their concerns.

"My partner has been diagnosed with cancer I'm worried about finances and treatment issues."



We signposted the client to the Rotherham Cancer Advocacy Service and Citizens Advice for support.

"I'm not registered with a GP"



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

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



"Andrology appointment at Rotherham Hospital – My appointment has been cancelled again, not happy!"

"The meals at Rotherham Hospital cater for none of my needs. Due to my Crohn's I am unable to have any plant based type of alternatives such as plant based butter or milks I.e almond milk. The meals are all packaged together therefore you cannot pick/change anything from any of the meals that are provided. My partner is having to bring in lactose free milk"

"Weston park cancer hospital – I had to wait 6 hours for hospital transport to go home after being discharged"

"I had elective surgery for a total knee replacement. From start to finish I was treated with the best care possible. I spent 2 nights in Hospital and everyone was extremely helpful, nothing too much trouble."

"My husband had skin cancer and has had treatment recently at Weston Park. He had fantastic care there, staff were amazing and he even got transport there and home to each of his treatment sessions. Our experiences of NHS services are and have always been wonderful."

GP services



“York Road Surgery – My Experience has always been a good one. Quick appointments and good with my prescriptions”

“Brinsworth Medical Centre – They have changed to an online appointments system rather than being able to call to book an appointment. Never any available. Unhelpful for my son who is SEN and can't use online booking services.”

“St Ann's GP – Dr Froggatt is wonderful! She looks after me so well, especially when I lost my husband”

“Stag medical Centre and Rose Court Surgery are brilliant practices. Friendly, caring staff and never waiting long for appointments”

“I've been with St Anne's for a while now, they're really good with me. I called recently and they immediately offered me a double appointment”

Mental health services



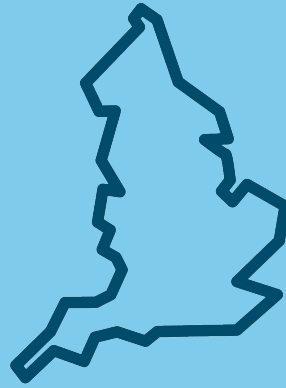
“Diagnosed with ASD at 61, but no post-diagnostic support. Widowed at 64 and all mental health interventions cease, very poor”

“My son is autistic but also has terrible mental health issues. He never leaves the house and his anxiety at times is through the roof. He also has a personality disorder and in the past has had support from Ferham Clinic and Swallownest Court. The support has been awful. When he’s been visited at home, he turns so anxious it’s incredible, the health professionals leave me with him in this state which just puts huge strain on me!”

“Waiting times with CAMHS are far too long!”

“I do think that mental health support is quite good in Rotherham. I have recently come off my medication that I’ve been on for a long time and it’s being monitored closely. I feel supported well.”

Other local services



Dentists:

We heard about issues with NHS dentists cancelling appointments and then telling their patients they are no longer doing NHS work.

We also heard that Brinsworth dental practice is excellent.

Pharmacies:

We heard that Wickersley Health Centre pharmacy is really good. It's easy to get an appointment for a flu jab and there are regular emails to state that prescriptions are ready for collection.

Dinnington pharmacy – people have reported getting incorrect prescriptions.

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

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

