



## What we heard – October 2024:

In October, we spoke to **73** people regarding their experiences with health and social care services in Rotherham. This information was gathered from in-person engagement, events and telephone/email enquiries. We spoke to people from a variety of backgrounds and ages. You can view our most spoken about topics and services below (including Rotherham Hospital, GP and pharmacy services). All feedback is fed back to services at various opportunities throughout the month to highlight any areas that need to be improved to help the patient experience.

### **About us:**

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that people's worries and concerns about current services are addressed and work to get services right for the future.

### **Hospital feedback:**

We spoke to **19** people in October regarding their hospital care in Rotherham. We heard some lovely praise about the Ear, Nose and Throat department, but concerns were raised again about parking as well as the length of waiting times and being listened to.



### **General Positive comments:**

- "I had a scan booked by my GP and I didn't wait more than 2 mins at the outpatients, near the eye clinic before being called in. The nurse was kind and patient explaining the process of the two scans needed and what she could see or couldn't see. Told me my report would be sent back to my GP. But I would need more tests"
- "I've used Rotherham Hospital many times for both outpatient appointments and as an inpatient and it's always been a great experience. I do think you need a positive outlook on life to give yourself the best chance with your health"
- "I'm under ENT and they are absolutely amazing!! A-MA-ZING! The staff are so thorough and so kind, you really feel like they care for you so much. I'm so pleased with the treatment from this department. Thank you to them all"

## General Negative Comments:

- “The parking at this hospital is absolutely atrocious, talk about causing stress that you definitely don't need. I've driven around for half an hour and it's just a good job I gave myself plenty of time!”
- “The signage to the entrance to the hospital isn't great at all. Very confusing”
- “I wish they'd sort out the issue with parking at the hospital, it's terrible”
- “Although the NHS is a fabulous service...I have been passed to 4 different consultants who have had differing opinions on what treatment I should have, which is a little frustrating”
- “I have to challenge/fight for my care & take family or friends to appointments to feel heard”
- “I had to share a ward with an elderly patient with dementia who shouted all night, also an alarm went off for hours during the night. I got no sleep and the staff were unhelpful. I asked to go home but the nurse informed me I wouldn't be allowed back on the ward in the morning. I ended up talking to the dementia patient for some time to calm them down”
- “Dreadful. Was told to be there for 4.30pm by NHS 111. When we arrived, they told us they had no record and that '111 shouldn't do that'. When finally seen, misdiagnosed and sent to the wrong department. Appalling. 12 [hours] in A and E, 4 and a half before even seen”
- “UECC is a dangerous place for someone [with my conditions]”
- “Not happy with waiting times – GP referred to pain clinic, appointment isn't until June 2025, 34 week wait for Ophthalmology”
- “I am having hip pain following my hip replacement and [I have found out] that on my notes the surgeon entered "cause for concern". So why did he write this and why don't I know anything about why he put this. When [we] asked him why he'd written that, he said it wasn't him that had written that on my records”
- “Care of people with dementia in Rotherham Hospital is terrible”

## **GP Services:**

We spoke to **19** people about GP services in Rotherham this month and heard from registered patients from several practices. We have heard of some really positive experiences, with GP's keeping patients up to date and fully involved in their care.



## General Positive Comments:

- “I have had a good experience under my doctor. She has been kind and patient to explain the next steps for my treatment”
- “My doctor's is a good doctors surgery, I am happy going there”
- “My surgery is a good doctors, I've never had to wait long to get an appointment and the staff are helpful and professional”
- “My doctor is really lovely at my medical centre and also another doctor who works there too. I always try and get an appointment with either of them”

- “[My] hospital passport is updated monthly by myself, my GP and any other health professionals I have seen in that month. He is good and sees me approximately every six weeks. His practice manager is helpful too. She is always willing to speak to me on the telephone”
- “I recently had a scan and the GP called me the same day to say she had the report and needed further fast-tracked interventions at Rotherham hospital. The next day I was called with an appointment for the next working day”

## General Negative Comments:

- “I was unwell and booked an appointment with a doctor. He refused to discuss the issue and told me to ring 111. The service seems completely pointless. Mays well use 111 instead of Rotherham Connect to Healthcare extended hours service”
- “I have concerns about my GP practice and the issues have not been addressed by them”
- “I’m worried about my memory and I also don’t sleep well. They don’t listen to me at the GP’s, it’s a waste of time me going. I went recently about my sleep and the doctor just said “well we don’t prescribe sleeping tablets unless it’s absolutely necessary”. They just don’t seem to care”
- “My relative had a fall and was in pain & I wanted to quickly get it checked out. The GP referred us to A&E. Waited in A&E from 2pm until 5pm, appointment took 5 minutes. Why couldn’t this have been done at his GP? Disappointing as would have saved time and been efficient”
- “GP has been fine in the past however I have an issue at present...[and my] GP hasn’t helped”

## Pharmacies:

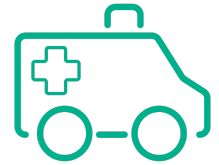
We heard from **4** people about pharmacy services in Rotherham during October. The feedback was varied this month, with no common theme.



- “Everything was very slick and quick”
- “[I have] coeliac disease and receive bread on a prescription which is collected each month from my local pharmacy. The pharmacy has been freezing my bread even though I have requested that they don’t. Also the last time I collected it, the bread was out of date”
- “I’ve been on HRT since Jan 2020. When I had to change my GP my repeat prescriptions were removed, so I had a gp appointment to see what’s going on, and basically my request has been passed onto the pharmacist team, but the last 2 times I have phoned the GP it says nothing has happened yet. They know it’s not a new request and just a continuation of my medical care, they know that I have now basically ran out but because I can’t talk to the pharmacist team directly I don’t know what’s going on”
- “The pharmacist was not very helpful when dealing with paramedics who were trying to sort some medication for my relative”

## Ambulance and paramedics:

We heard from **3** people about ambulance, paramedic and transport services in Rotherham during October. All the feedback we received was very positive and the care provided was excellent.



- “Excellent service, call handler stayed on line until the crew arrived, checking we were coping and supporting. Crew lovely patient trying to keep my relative out of hospital Excellent care, reassurance organised medication for me to collect, accessing my relative’s medical records”
- “I’ve just booked hospital transport with a wheelchair for the first time. I never tried when it was via a GP but it is so easy now. A few questions and it is booked to take me in for my next operation”
- “The ambulance arrived on a blue light within 15 mins. Very professional and caring. Took on board what I told them. Received gas and air. They took me to A&E arranged for me to have a cubicle which then set in motion a clear pathway and for treatment for my condition”

## General comments about other local services:

We also heard feedback about some other local services this month, including some concerns around wait times and access to information in regards to autism assessments and support.



- “I think my child is autistic and maybe dyslexic too. I’m not sure what to do about support for them or how to go about getting a diagnosis of anything”
- “My child has been waiting ages for an assessment for autism. I know they’re autistic, they shows so many traits and are extremely different to my other children”
- “My child has been let down by services. They’re autistic and have PDA and have developed agoraphobia. They’ve missed out on their education and their life is passing them by. They’re 18 now and will be moving to adult services so I’m not sure what will be offered to them if anything”
- “My relative is at Cherry Trees Care home and I’m very happy with the care they receive there. It’s a really good care home. The staff are very upbeat and they have a good CQC rating too”
- “We were referred to Healthwave and it seems like a decent service, however the classes really aren’t for us. We’re older and none were really suitable”
- “I think groups like ours should be funded by social care or the NHS as they are so important. People at our age can get very lonely especially if they’ve lost their partner. I think there could be more deaths if we didn’t have groups like ours”
- “I had a routine appointment with my dentist who was great, friendly, and pleasant”
- “Why does primary care think cutting the funding for the admiral nurses is the best way forward? I wish those making the choices would come and spend just 1 day with me as I care for my relative who has dementia and they would see what having an admiral nurse means”

- “My care has been very good in Rotherham, I'm expecting my 4th child in December”
- “My relative filled in a questionnaire for mental health support about a month ago and we haven't heard anything yet”
- “We have received a bill for care provided after discharge from hospital. The care hadn't been planned well at all and there was little information given about what care exactly the carers would provide and no mention of any costs involved”

**Want to share your own experiences with us? Get in touch:**

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