



You said, we did



June 2025

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

"Waterside Grange care home seems really good so far, my wife has recently moved there. The staff seem very caring"

"I waited 7 hours in A&E with a fractured elbow! However once in the fracture clinic, the staff and care was amazing!"

"Another care agency is refusing to push my wheelchair - it's the 3rd I've heard of this year - it feels discriminatory!"

"I've suddenly been refused hospital transport, I've used it for 10 years! Apparently the criteria has changed but we weren't told about this"

"Being referred to Slimming World by my GP was one of the worst experiences of my life. My mental health was a mess!"

"Health passports don't seem to be valued by Healthcare professionals and they're a really important and useful document"

"Highthorne Road surgery (Kilnhurst) is a great practice, no issues getting appts and the staff are friendly"

This month:

45

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

61

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

178

People seen through outreach engagements and events at:

Making Space Dementia
Cafe

Rawmarsh Library

Rotherham Sight and Sound

Bramley Chatty Cafe

Deaf Futures Group

Rotherham Hospital

Shiloh

Willows School

Action Housing

60

People have attended one of our Let's Talk events

122

People received our newsletter

9237

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:

We did:

"I can't find an NHS dentist"



We helped 8 clients find an NHS dentist this month

"I have been refused Patient Transport because the criteria has change this year! I've been using the service for 10 years and now can't get to my hospital appointments without it due to several health and mobility conditions"



We contacted the Yorkshire Ambulance Patient Transport Service and the patient was able to book the transport they needed for their upcoming appointments.

"My GP dismisses my illness and is very unhelpful. I would like help raising a complaint"



We provided the client with information and support on how to raise a complaint regarding the care they received at their GP surgery.

You said:

"My friend is in her 90's and needs help at home"



We gave the client information on how to get a home care assessment and Rotherham Age UK for further support.

"I was admitted to Sheffield Hallamshire after having a stroke, but I don't think the Rotherham Cardiology team have been informed"



We liaised with the Patient Experience team at Rotherham Hospital and the Cardiology team contacted the client and arranged follow up appointments.

"I'm not registered with a GP"



This month we've helped 3 clients register with a GP surgery.

"I've been waiting for an MRI scan at the Hallamshire Hospital for over a year"



We contacted the Sheffield Teaching Hospital Patient Advice and Liaison Service who spoke to the client about appointments.

You said:

"I need someone to listen who understands the daily challenges of having Fibromyalgia"



We signposted the client to a number of local and national Fibromyalgia support groups.

"I don't have an email address and I'm not confident with technology."



We signposted the client to community digital projects including Citizens Advice

"I have several symptoms but none of my test results are showing the cause"



We contacted their GP and were able to reassure the patient of the GP's ongoing investigations and care.

"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’ve had a traumatic experience within the Gynecology department of Rotherham Hospital – I may choose to take this matter further”

“My husband was recently in Rotherham Hospital for 17 days. He was discharged with no explanation as to his condition or why he’d ended up in there. Just more medication supplied”

“I called up to Rotherham Hospital for some blood tests results as the department I needed weren’t answering the phones. I was told that someone would call me that afternoon and nobody did – I’m still waiting”

GP services



“The staff at Wickersley Health Centre are rude, and wouldn’t offer me a mental health appointment”

“I had a chest infection and my GP referred me for an xray and gave me antibiotics and was told to come back if no better. I rang for another appointment as I was no better but was refused and told to wait for my xray – I was in a lot of pain!” – *Market Surgery, Wath*

“No appointments for the foreseeable future!” – *Kiveton Park Surgery*

“I waited 45 mins over my appointment time and lost earnings at work” – *St Anne’s Medical Centre*

“My Anima request was just sat pending for weeks, no contact was made from anyone until I made a face to face appointment about something else to which they acknowledged it hadn’t been picked up”



Other local services



“ I have a very painful ingrown toenail but the wait to be seen is at least 9 weeks, I’ll have to go private”

“I asked for my health information to be sent to me in Easy-read format - this hasn’t happened”

“I’ve had really poor communication from social care, from being promised visits regarding my autistic son and phone calls, it’s taken months for anyone to contact me and this was only when I said I wanted to raise a complaint!”