



# **You said, we did**



December 2025

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

***I felt included at MESMAC's awareness event and that they embrace differences.***

***I extremely disappointed with the lack of care and respect shown by Broom Lane Medical Centre!***

***I rang NHS 111 as needed antibiotics ASAP but 3 hours later no one had called me back!***

***Broom lane surgery actually listened and referred for further investigation!***

***I didn't get the full instructions for using an ECG patch recorder and couldn't get through to the team or leave a message!***

***My Pharmacy is making me feel second class to other patients!***

***NHS 111, takes 15- 20 minutes to answer and asked the same questions 15 ways!***

## This month:

16

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

51

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

5

People seen through outreach engagements and events at:

Migrant Drop-in

Shiloh

Action Housing

Healthwatch Rotherham did not have a Let's Talk event during the month of December

147

People received our newsletter

579

5

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'm in pain with my tooth and I don't have a dentist"**



**We advised them to call NHS 111. they got an appointment with a dentist for the following day!**

**"How long does it take to register with a new GP?"**



**We informed them that registering with a new GP normally takes a few days to a couple of weeks**

**"Our letter of complaint has had no response or acknowledgement from our GP practice"**



**"We gave contact details for the Cloverleaf Advocacy Service that can support people making NHS complaints"**

**"I can't find an optician who can provide an interpreter"**



**We contact the SY ICB to clarify the situation.**

## You said:

**"Can I pursue my doctors Practice for negligence?"**



**We gave details on how to raise a complaint and the local services that can help support.**

**"I tried to register with a GP but still haven't heard anything, what do I do next?"**



**We contacted the GP surgery to access what had happened and how to proceed.**

**I have a tooth that needs attention but have tried for years to get registered with a local dentist with no luck.**



**We helped them register with an NHS Dentist and they now have an appointment.**

**"I think I have been removed from my GP practice list"**



**We emailed details of The Gate Surgery and the LINKs and process for registering with them.**

**"I have dental issues but aren't registered with an NHS dentist"**



**We contacted services to help find a dentist.**

## We did:

**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**



**“ Picked up an ECG patch recorder and followed instructions to apply and the advice given by staff when we went to pick up. Neither told us to press the button on the recorder to activate it! No answer or voicemail option when we called.”**

**“Rotherham General Hospital inpatient  
Positive: Staff were very friendly and approachable. Made the stay easier.**

**Negative: A dementia patient in our bay was not watched closely enough meaning 3 of us had to watch her when we should have been sleeping, resting or whatever.”**

## **GP services**



**“Requesting prescriptions through her GP face to face, as they struggle on the phone and using the online form”**

**“Client reached put to follow up a GP referral was sent in October, chased up with my reference number – GP could not find my online application. Was told to submit a second form.”**

**“Our letter of complaint has had no acknowledgment or response from my GP”**

# Mental health services



**“Attended Andy’s Mans Club group sessions and found the attendees were not inclusive”**

## Other local services



**“Does not have a dentist, needs a dental referral as they are in a lot of pain”**

**“Called regarding access to an advocate for her appointments”**

**“ I have been trying for years to get registered with a local dentist with no luck.**

**I have a tooth that needs attention and I have rung local dentist practices and they are all not taking Hc2 certificate NHS patients.”**