



You said, we did



January 2026

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

"I feel there needs to be a clearer pathways to getting the support needed for older adults who can be left isolated due to lack of internet/ smartphone access."

"My appointment with the GP at Dinnington group practice was very good!"

"Lack of communication is causing me undue distress!"

"We struggled to get antibiotics for our disabled child who requires 24/7 care!"

"My private ADHD diagnosis isn't recognised by the NHS!"

"3 years of my health records are missing!"

"Women's health is not taken seriously by GPs!"

This month:

185

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

58

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

138

People seen through outreach engagements and events at:

Migrant Drop-in
RNID - Maltby drop-in
Hopian
Shiloh
RANSS support group
S62
Rotherham Hospital
Tesco's - Town Centre
Action Housing

People have attended one of our Let's Talk events - We did not have a lets talk event during January

149

People received our newsletter

5612

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 need to find an NHS dentist"



We helped 7 patients find an NHS dentist this month

"I tried to book a screening appointment, but the person I spoke to on the call line was dismissive and curt!"



We identified the service provider and passed the complaint procedure and contact details on to the patient.

"My GP isn't taking my health issues seriously!"



We discussed how to raise a complaint and who to contact.

"I'm in pain with a dental issue that my dentist can't help with!"



We passed on the NHS 111 service contact details who can assess and where required arrange an urgent dental appointment.

You said:

"I need help to make a complaint!"



We signposted them to Absolute Advocacy Cloverleaf for further support.

"I'm a carer for my husband but now I have health issues so need further help. I've contact RMBC but haven't heard anything back!"



We spoke to the relevant RMBC service and established that a short term care plan was now in place.

"An ongoing issue is causing me severe anxiety and depression!"



We provided details of mental health support in the Rotherham Area and as well as national services.

"My surgery has told me they can't get the dressing I need!"



We contacted the GP surgery and clarified the patients requirements.

You said:

"I've tried to access my medical records but have only been provided with a small amount of my medical notes!"



We explained the complaint process and who to escalate this issue to.

"I have to regularly attend my GP surgery, but have mobility issues. There are no direct buses and I can't fund alternative travel!"



We put the patient in contact with the Door 2 Door Service who provide personalised transport for people who have difficulty using mainstream public transport.
(a small fare applies)

"I need advice about discrimination with in the nhs mental Health system!"



We listened and discussed how they can raise their issues with the relevant services.

"I can't attend my Diabetes Prevention course because I have a hospital appointment!"



We contacted the service on the patient's behalf and rearranged the course date.

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



“ I was informed that 3 years of my health records are missing, most importantly 2 occasions of medical neglect that resulted in me needing life saving treatment.”

“We got the antibiotics we needed for our disabled child in the end. Given that they is 24/7 care dependent and have enough case notes to fill a shopping trolley. I was surprised that we had to speak to 3 different levels (2 nurses and then a dr) to get what we already knew we needed.”

“Spoke with the client regarding ongoing issues with wound dressings. (foot) At that time, Tissue Viability had recently become involved. The client reported that compression stockings were being ordered and that previously the incorrect dressing had been used at the GP. The client expressed dissatisfaction with the practice nurse at the GP surgery and the lack of communication between the Hospital and GP Surgery”

GP services



“GP services – My appointment with the GP was very good quick & pleasing”

“Severe Mobility issues due to open wounds/ulcers Unable to walk 10 meters, has constant pain. Relying on people to take them, no local bus stop near them that he is able to walk to ”

“Tried to access their medical records and has only been provided with a small amount of their medical notes. Wants to access their full medical history dating back to march 2000.”

“insight given regarding digital exclusion in GP surgery's. Client wrote that she feels there needs to be 'clearer pathways to getting the support needed for older adults who can be left isolated due to lack of internet/ smartphone access'.

Mental health services



**“Registered at GP – Talking therapies
Mental health issue, wanting to go back onto his medication
due to him noticing his mental health has declined.”**

Other local services



“Home care failed to attend their tea call yesterday and they need this for personal hygiene and support to eat etc. CC'd into a complaint made to the CQC Client gave permission to do so”

“Dental referral and GP change ”

“Healthwatch Doncaster requesting communication cards”

“It has come to my attention that the referral forms that have gone from my old GP to Rotherham District General Hospital, district service have the wrong allergies listed.”