



You said, we did



February 2026

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

"The staff on ward B10 at Rotherham Hospital were absolutely amazing!"

"I had bad postnatal depression, but I was put under perinatal mental health team in Rotherham, who were brilliant!"

"Adequate care for people with ASD who have mental health difficulties doesn't exist!"

"Told I needed surgery quite urgently, but my operation was then cancelled due to a bed shortages!"

"The dermatology team treating my skin cancer at Rotherham hospital were great!"

"GP diagnosed me but left me in the dark about where I go next!"

"I go to Andy Man's Club regularly to deal with my grief and its helped me so much!"

This month:

53

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

41

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

74

People seen through outreach engagements and events at:

Migrant Drop-in
Action Housing
Shiloh

RANSS support group
S62

Rotherham Hospital
Tesco's - Town Centre
Pen and Purpose

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

147

People received our newsletter

2383

8

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'm not registered with a GP"



We helped 3 people register with a GP.

"My dentures went missing when I was in Hospital! I need a replacement!"



We contacted the Patient Experience Team who looked into the matter and directed the patient to NHS 111 to arrange an urgent dental appointment.

"I don't have an NHS dentist and I'm in pain and need urgent dental care!"



We assisted them to contact NHS 111 for an urgent dental appointment.

"I'm struggling to register with a GP. When I asked at reception they mentioned forms and I think this will be a headache!"



We explained that registering with a GP normally requires a few basic details e.g. name, DOB, address. You can register online or ask the GP receptionist for paper forms.

You said:

"My child's care company has changed and their needs aren't now been met!"



We discussed the options available to help support the family with their concerns.

"I'm in financial hardship because I can't do my job until I've had an operation!"



We signposted the client to Citizen Advice Rotherham for support.

"I've got dental pain but I haven't got an NHS dentist!"



We advised them to call NHS 111, who can arrange an urgent dental appointment to deal with the immediate issue.

"I'm trying to get my child a ADHD private assessment!"



We directed the family to services that can help.

You said:

"I'm having issues with my mental health and am unsure where to go!"



We gave details of mental health support services.

"I want to raise a complaint about an nhs dentist and the follow on treatment I received from the paramedics and Rotherham Hospital!"



We sent a referral to Absolute Advocacy Cloverleaf who can help support the patient with multiple NHS service concerns.

"I can't find an NHS dentist"



We helped 11 People find an NHS dentist this month.

"My son health condition means he's in constant pain, we're waiting for a referral, but getting nowhere. No one is listening!"



A referral was made to Absolute Advocacy, Cloverleaf, emphasising the patients current health situation.

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

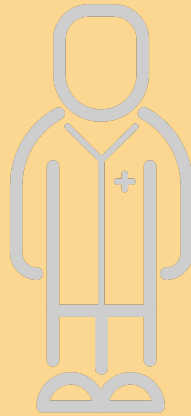


“ The Rotherham maternity services were fantastic. Great communication, always willing to answer questions and help with concerns.

Sometimes we had long wait times after triage assessments but we were always kept informed and the reasons were unavoidable. The midwives and ultrasound technicians were all amazing and so friendly I felt so comfortable and safe with every single one of them. Rotherham maternity services including dinnington community midwives, greenoaks and Rotherham hospital.

Very good”

GP services



“ Has reached out as he is struggling to get registered with a GP client has recently move back into the area”

“I dont feel listened to, my communication needs are ignored”

“If it comes to the GP services, it truthfully depends. My wife has a great GP practice and her health concerns are always looked into. In my GP practice, it really depends – some of the symptoms I experience are difficult to obtain advice on and some are investigated’

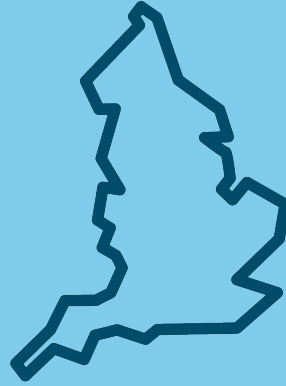
Mental health services



“My experience with my child was positive . I had bad post natal depression with my first child and I was quickly put under the perinatal mental health team in Rotherham who were brilliant and kept me well during and after my pregnancy.”

“Mental health support is actually in crumbles: it is easier to access medications from the GP than from mental health services.”

Other local services



“Needs root canal treatment but their Dentist doesn't offer this treatment and they can't afford to pay privately”

“The client has hearing aids and one has broken. The client contacted the hearing service, requesting a home visit but has still not heard anything from them.”

“Client doesn't know how to get a dentist, and isn't good on the computer, under learning disability unit”

“Struggling to find a dentist”