



You said, we did



March 2026

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

"Rotherham hospital is cleaner and a lot nicer than Hallamshire!"

"Cherry Trees Care Home has good staff levels and clear care plans!"

"In A&E I begged for pain relief. I never felt so unimportant and devalued in my life!"

"My GP at Parkgate treats me with so much kindness, patience and respect!"

"The pharmacy could not source my medication. I've been without for a week!"

"The car park at Rotherham Hospital is always full and in need of repair, which is difficult when you have mobility issues."

"I had a good experience at my GP appointment!"

This month:

78

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

18

People received our **newsletter**

1583

People reached through **social media**

3

5

194

People seen through **outreach engagements** and events at:

Migrant Drop-in
Pen & Purpose
Social Supermarket
Shiloh
S62
Rotherham Hospital
Tesco's – Town Centre
Action Housing

120

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

Cloverleaf
Rotherham Hospital
PALS
Oral Health Team
Talking Therapies
Shiloh
Age UK
CitizenS Advice

As an information and signposting service, we are here to listen, 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 need to find an NHS dentist"



We helped 13 patients find an NHS dentist.

"I'm worried about my fathers dementia and the effect on our family!"



We emailed guidance on how dementia can affect behaviour and shared local support services.

"I was told my operation is urgent, but I haven't heard anything and it's causing me anxiety!"



We emailed the Patient Experience Team at Rotherham Hospital to get clarification on the timeline.

This month we've been contacted by 12 people who are struggling with their mental health.



We directed them to mental health support services

including Talking Therapies, Mental Health Matters, S62 Community Together, RDaSH, and others listed in the Healthwatch Rotherham Mental Health directory.

You said:

"I'm looking to move GP surgeries and would like to know how I go about this."



We emailed them information explaining the process for changing GP surgeries.

"I'm struggling to feel myself again after cancer treatment!"



We discussed support services for cancer patients

including Cancer Advocacy, Rotherham Cancer Care Centre, Aurora Wellbeing Centre, and Macmillan Cancer Support

"I have an infection in my jaw and urgently need to see an emergency dentist!"



We recommended they contact NHS 111 to request an emergency dental appointment.

"My mental Health is very bad I feel I needs help!"



We discussed local mental health support in Rotherham, including regular drop-in sessions with Mental Health Matters.

Not everyone expects action from us; some simply want to share **feedback. We pass this on to the relevant services. Here's what we've heard this month:**

"I would like to give positive feedback on my GP service Parkgate and Thorogate Rawmarsh, Rotherham. Every member of staff from the receptionist, nursing staff and the GPs treat me with so much kindness, patience and respect. Once again today I had a good experience for my appointment."



"I was not given any outpatient/discharge information once released from hospital"



"Rotherham hospital team that was looking after my husband with dementia did not make me aware of important updates in his health including serious issues"

