



You said, we did



April 2026

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

"Adult social care is a nightmare! Better understanding of the person's condition and how it impacts day-to-day living is needed!"

"I feel better administration and record sharing needs practicing throughout the NHS to ensure care and treatment are properly linked."

"A receptionist at Parkgate Medical Centre was very rude, which triggered a panic attack!"

"Crown Street surgery in Swinton didn't contact me for my annual diabetes check; I had to chase it up after 18 months!"

"There's a lack of consistency and clarity between services!"

"I'm confused as I was told I'd had a seizure and couldn't drive, then told I hadn't; however, the DVLA are reviewing my licence."

"Advocacy is supporting him, but we are still getting nowhere and his health is getting worse."

This month:

49

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

203

People received our **newsletter**

4640

People reached through **social media**

135

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

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

79

The number of **service 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 16 patients find an NHS dentist and directed 3 patients to NHS 111 for urgent dental appointments.

"I've raised a concern with Rotherham Hospital but have experienced a lack of communication, impacting my quality of life!"



We contacted the Hospital Patient Experience Team and Advocacy Support Service to request confirmation, while also providing details of available mental health resources.

"I want information on mental health support available in the local area!"



We signposted the client to the Healthwatch Rotherham mental health directory.

"I'm looking for information on social care and carer support groups for a child with disabilities and learning needs!"



We emailed carer support information and resources, including details of local groups and services.

You said:

"I need information on healthy eating, diet and exercise support!"



We signposted to Healthwave for healthy eating, diet, and exercise information and support.

"I'm still waiting for an urgent referral to a movement disorder clinic; it's been nearly 3 months!"



We emailed Sheffield Teaching Hospitals PALS to confirm receipt of the referral and requested an update.

"Where do I get a referral for a food bank?"



We signposted them to Rotherham Citizens Advice and provided the hardship support contact number.

"My child needs specialist dental treatment under sedation, but has been repeatedly passed between services without a clear care pathway or treatment!"



We provided information on how to escalate the matter to the ICB and NHS dental commissioners. Plus, shared details of Cloverleaf Advocacy Service for complaints support.

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:**

"Patient finding it hard to access his Gp without his mum, due to the staff not being accomodating of his disability. Client has Autism, ADHD and a Learning Disablility. He is independant and has a job, but medical professionals don't take him seriously."



"Sleep clinic - Gap in service, very hard to get a referral and access to the service".



"The receptionist could of been kinder. The receptionist was so rude she set off a panic attack, my child who has already had a insident like this before at this surgery. Another receptionist kindly had to take my crying panicking daughter home"

