



# You said, we did



July 2026

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

**"My GP keeps cancelling appointments regarding my mental health!"**

**"The AI receptionist system at my GP means my elderly mother is excluded as she doesn't know how to use it!"**

**"Broom Lane Medical Centre are great! They're so easy to get hold of and i often get seen the same day!"**

**"Adult Social Care services in Rotherham take very long to get back to families meaning we are often chasing them for weeks!"**

**"My operation was cancelled three times before i finally had it but the care i got was not great!"**

**"I think there is a lack of bereavement support in Rotherham for young adults who have lost a spouse!"**

**"I'm struggling with my mental health, where can i go for help?"**

**healthwatch**  
Rotherham

## This month:

**95**

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

**9**

People referred to a **Dentist**

**6108**

People reached through **social media**

**147**

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

**75**

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:**

**"I would like some information on social prescribing in Rotherham!"**



## **We did:**

**We signposted to Wild at Heart, Pen and Purpose and Rotherham Social Prescribing Service.**

**"My husband's hip replacement was cancelled, pushing it back a year. I need some information on why it was cancelled and when it will now take place!"**



**We signposted to Healthwatch Doncaster as this was in their area.**

**"I am struggling with my mental health and i would like some information on what help is available!"**



**We signposted to RDaSH Talking Therapies.**

**"I think my child is neurodivergent but i am not sure how to go about getting them diagnosed!"**



**We provided information on the RDaSH referral criteria and how to gain a referral in Rotherham.**

## You said:

**"I need access to dental care!"**



**This month we completed 8 Oral Health referrals**

**"We do not feel listened to by a hospital consultant or RDaSH mental health services. We would like some information on what next steps we can take!"**



**We provided information on how to make a complaint through RDaSH PALS, Rotherham Hospital PALS and the Social Care Ombudsman.**

**'My children have complex medical needs and my house needs essential building work completing but i don't know how i will balance both!'**



**We provided information on how to get a care assessment through Adult Social Care and completed a referral to Citizens Advice Rotherham to explore grants for the building work.**

**'I would like to begin volunteering in Rotherham to help my mental health. Where can i apply?'**



**We signposted to Voluntary Action Rotherham and provided information about how to make an enquiry about signing up.**

**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:**

**"Finding it hard to access women's support in rotherham regarding her health needs, as her GP does not offer a lot and you have to book in at the Hospital. Client has PTSD and MH issues and struggles leaving the flat."**



**"Client reported that the different services treating him at rotherham hospital, knee, blood and cancer are not linked up well at all and he feels his care is treated very separately not holistically which often makes things difficult to keep track of or deal with simultaneously"**



**"Client attended Pre-op at rotherham Hospital, was late for his appointment due to lack of parking. Client has mobility issues and had to walk, due to cars being parked he had to walk on the road and stumbled and fell trying to step up a curb. Client has already sent an email to PALS"**



**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:**

**"Lack of bereavement support in Rotherham for young adults who have lost a partner/ Wife"**



**"Client has reported that whilst organising respite care, getting care assessments and social workers adult social care have consistently exceeded the waiting times she has been given meaning she is often left chasing them up for basic updates"**



**"The Gate GP is very difficult to get doctors appointments, I often have to ring from 8am for a few days in a row to get through to someone"**

