

You said, we did

August 2026

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

**"I would like information on men's domestic abuse help
As there is not a lot of information on the help available locally"**

"I have diabetes and my GP is not understanding the factor of stress has on my diabetes."

"the food at rotherham hospital isn't very nice"

"When I had a social worker helping me to support my son, she was good. Then she went on sick leave and it felt like we had to start all over again."

"Why do we have to wait so long for surgery to answer? Why can't a lady pensioner with a walking difficulty get a home visit when requested? You are made to feel a complete burden!!"

"I didn't know about Healthwatch, but now I do I'm going to contact Doncaster branch to see if they can help me navigate the system with DRI"

"Client wishes to know the process of how to change GP"

This month:

50

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

42

People received our **HWR Leaflet**

897

People reached through **social media**

8

52

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

92

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:

Healthwatch Rotherham



"I have been trying to get an appointment booked, but the GP states that I am not a patient there. Both myself and my support worker have tried to get the issue resolved. It has been going on for 2 weeks"



"I need a free NHS Complaints Advocate, I have had a severe medical issue since I was 18 that my GP surgery refuses to look at, and it is causing severe bone pain.



"I really need a dentist for an ongoing issues"



We did:

Healthwatch Rotherham

HWR called the clients GP, and spoke to the practice manager, the Spine had linked his account up to a old surname. Advised client to attend GP with his ID, gave him his NHS number and an appointment was booked.

Emailed client with details of Cloverleaf Advocacy Services and their self refer form

Referred client to the Oral Health Team and made the client aware that he can call NHS 111 for any Urgent Dental enquiries.

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:**

"My Dad had an operation yesterday. I went to work as usual because they said it was routine. While at work, I received a call telling me to get to the hospital asap. So I left work and raced there to be told my Dad is fine and they had called the wrong patients family."



"The staff were very friendly on day surgery when I had surgery to my shoulder. However I was discharged without seeing the consultant so did not know what operation they had actually performed and did not see a physio just given a discharge letter stat stated mobilise as per physio instructions."



"My wife tried to call the GP today and needs Urdu and can't speak English, Ai Emma won't change language and says only available in English & Couldn't get through to a receptionist. I tried it myself and it says I know English is difficult and you speak Urdu, but I can currently only speak in English. If you don't speak English how are you supposed to get through to speak to anyone!"

