



*The independent champion for people who  
use health and social care services*

**healthwatch**  
Rotherham



# About Healthwatch Rotherham

# About Healthwatch

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

We focus on ensuring that people's worries and concerns about current services are addressed.

We work to get services right for the future.

We are here to listen to what you like about services and what you think could be improved. No matter how big or small the issue, we want to hear about it.



**Animation:**

**<https://vimeo.com/764101346>**



**Overview of what people  
have been saying over the  
past three months**

# Enquiries:

Month	Number of enquiries	Most common themes
<b>September</b>	<b>21</b>	<p><b><u>Rotherham Hospital (7):</u></b>            General - 4            A&amp;E - 2            Podiatry - 1  <b>Rotherham Council (2)</b>  <b>GP Surgery complaints (5)</b>  <b><u>Other:</u></b>            General signposting to services</p>
<b>October</b>	<b>34</b>	<p><b><u>Rotherham Hospital (11):</u></b>            A&amp;E - 4            Stroke Unit - 1            Antenatal - 1            Acute Surgical Unit - 1            General - 4  <b>Dentists (3)</b>  <b>GP Surgeries (8)</b>  <b>CAMHS (1)</b>  <b><u>Other:</u></b>  <b>General signposting to other services</b> - care homes, Citizens Advice, Barnsley Healthwatch</p>
<b>November</b>	<b>17 (update closer to time)</b>	<p><b>GP Surgeries (5)</b>  <b>Rotherham Hospital (3)</b> - General (2) Oncology (1)  <b>Dentist (3)</b>  <b>CAMHS (1)</b>  <b>Adult Social Care (1)</b></p>

# Insights from local community groups

What have we been hearing where from THEMES ?

- Regular cancellations of appointments from Rotherham hospital for surgeries
- Waiting times in A&E
- Waiting times to get through to make an appointment at GP practice
- Waiting times for GP appointments (having to wait weeks to see a doctor)
- Dental practices not taking on new NHS patients





November 2022 Report:  
How Rotherham residents  
access Health and Social  
Care Information

# Report Findings:

**Report Title:** How Rotherham residents access health and social care information

**Date of publication:** Thursday 1st December

**Summary:** We decided to undertake this report to examine how Rotherham residents currently access health and social care information, what areas were missing and how services can improve accessibility to future communications.

We generated **91 responses** to our survey, using a combination of in-person and online engagement, to ensure we were not digitally excluding those without internet access.

## Findings:

- Just over 2% of respondents had no access to the internet in any format
- 15% of respondents have a disability, impairment or sensory loss that can make accessing information challenging
- Less than 50% of respondents completely agree that the communications they receive from the NHS about their care/treatment are accessible
- 30% of people believe that the way they currently access health and social care information is not right for them, with 58% of these preferring face to face information. Just 14% of these respondents opted for internet options.
- The main types of information people access are symptom checkers/diagnosis/treatments and self-help
- Respondents felt the must-haves for health/social care documents are: Up to date contact numbers, physical copies available, accessible formats, less text and more images
- Respondents found Rotherham Council's website hard to navigate, as well as difficulties in accessing contact details for various departments

# Report Recommendations:

## **Recommendations to all services:**

- Have all information in one area of the website, allowing it to be found easier by residents
- Contact numbers included on documents, reviewing these regularly to ensure they are correct and in working order
- Create physical copies of any documents produced, ensuring those without internet can access them just as readily as those with digital access
- Accessible formats provided upon request for those with disabilities, impairments or sensory loss
- Less text and more images on documents, using plain English. If medical/technical terms are required, create a glossary to allow people to understand these terms easier.
- Include details of other charities and organisations related to the subject matter of the information, allowing patients to access support from other areas rather than relying solely on the NHS

## **Rotherham Council:**

- Rotherham Metropolitan Borough Council to review their website, ensuring it is user-friendly and accessible.
- Review the search function on the website and adapt this so it reflects what the user is actually searching for, only providing relevant pages and information.
- Review how contact numbers are displayed on the website, examining how easy they are to find, the relevance of them and if significant areas of the website are missing contact numbers.



# Health Select Commission – work plan

# Healthwatch- what we can do to support

Healthwatch Rotherham have identified where we can support in engagement with the public inline with The Health select commissions work plan over the coming months.

## **9th March Workplan - Maternity Services**

Healthwatch to access tots groups to gain feedback from mums on maternity services/ if they are aware of maternity services available in Rotherham

## **20th April 2023 work plan - Adult Social care**

Healthwatch to complete enter and view (to be confirmed when covid rates go down)

## **20th April 2023 work plan - Health inequalities**

Healthwatch to access BAME groups to gain feedback about health and social care services/any barriers people have faced



# Recruitment

## Vacancies:

### Healthwatch Rotherham Service Manager:

This is an exciting opportunity for someone to lead Healthwatch Rotherham and to help make a lasting difference to Rotherham's health & social care services.

The successful candidate will manage a small, dedicated team to shape the strategic direction of Healthwatch and ensure Rotherham residents' health and social care comments are heard by the right people, at the right time, in the right way.

**Closing Date:** Monday 5th December 2022 at 9am

For more information and to apply, **visit our website:**

<https://healthwatchrotherham.org.uk/work-us>

### Strategic Advisory Board member – Volunteer:

As a Strategic Advisory Board member you will play a role in setting the strategic direction of Healthwatch Rotherham, ensuring that the Healthwatch Rotherham vision, aims and values are upheld. You will help to deliver an effective Healthwatch service in line with current legislation. – Minimum one hour per month—remote working

For more information about this and other volunteering roles, please contact us on:

[info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

01709 717130

**Contact information:**

**Call: 01709 717130 between the hours of 09:00 – 17:00 Monday to Friday.**

**Website: <https://healthwatchrotherham.org.uk/>**

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