



# Our statutory duties

- 1. Promoting and supporting the involvement of local people** in the commissioning, provision and scrutiny of local care services.
- 2. Enabling local people to monitor the standard of provision of local care services** and whether and how local care services could and ought to be improved.
- 3. Obtaining the views of local people** regarding their needs for, and experiences of, local care services and importantly to make these views known.
- 4. Making reports and recommendations about how local care services could or ought to be improved.** These should be directed to commissioners and providers of care services, and people responsible for managing or scrutinising local care services, and shared with Healthwatch England.
- 5. Providing advice and information** about access to local care services so choices can be made about local care services.
- 6. Formulating views on the standard of provision** and whether and how the local care services could and ought to be improved, and to share these views with Healthwatch England.
- 7. Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews** or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- 8. Providing Healthwatch England with intelligence** and insight to enable it to perform effectively.

## Our vision



We want everyone in Rotherham to live a healthy life and be able to access the health and social care services they need for this to happen.

## Our mission



To make sure people's experiences help make health and social care better.

## Our values



- **Equity:** Embracing inclusivity and compassion, establishing profound connections with the communities we serve, and empowering them.
- **Collaboration:** Nurturing both internal and external relationships, fostering transparent communication, and partnering to amplify our impact.
- **Independence:** Championing the public's agenda, serving as purposeful and critical allies to decision-makers.
- **Truth:** Operating with unyielding integrity and honesty, fearlessly advocating truth to those in power.
- **Impact:** Pursuing ambitious endeavours to effect meaningful change for individuals and communities while remaining accountable and holding others accountable.

# Hosted service model

In Rotherham, the Healthwatch contract is held by **Citizens Advice Rotherham & District** (CARD).

This helps us connect us to the local residents, ensuring their voices are heard. We visit community groups and organisations; we work alongside these groups to listen to, understand, and share the views of even more people.

Healthwatch Rotherham has a Strategic Advisory Group which shapes the work we do – this is a group of volunteers who help us make decisions about what to focus on, and keep track of our progress against the priorities we set. To maintain our independence, our decision-making process is separate from decision making in CARD.

We are a small staff team supported by volunteers. We also work closely with our community partners and local strategic partners to ensure we make the biggest possible impact for local people

## **It's important to note**

We are a standalone organisation with extra services to refer to which benefit all Rotherham people.

# Functions of Healthwatch

- We can organise health awareness and information sessions such as, Let's Talk.
- We provide general health information and signposting e.g.. Kooth and Qwell for Mental Health support.
- We can liaise on your behalf with services, e.g. If you've not heard from PALS regarding your concern/complaint or by prompting services to respond about your healthcare experience.
- Involved in RSAB, Place Board, Prevention & Health inequalities group and MHLDDA
- Enter & View visits to any service highlighted within our enquiries (GP, Dentist, Hospital wards etc.)
- We can offer a holistic service with our host organisation, Citizens Advice Rotherham & District.
- We have a drop-in every Thursday morning 9:30 am to 12:30 pm at our office in Citizens Advice Rotherham.

# What is Enter and View?

The Health and Social Care Act 2012 legislation allows Enter and View activity to be undertaken on premises where health and social care is publicly funded, such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

## Aims:

- To gather the views of health and social care service users, families and carers.
- To report what we see and hear to providers, regulators, Local Authority and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners to improve the quality of health and social care services.
- To develop insights and recommendations across multiple visits to inform strategic decision-making at local and national levels.

# Purpose of the visit

- To collect the views from patients, families, volunteers and staff on services.
- To observe how the facility operates and provides its services.
- To identify 'Best Practice' and highlight any areas of concern.

## **It's important to note**

The report we generate will only be relative to this specific visit to this service and it is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.



# What have people told us



# Our reach

We are part of a nationwide network.

## Our people



**4**

3 Full-time staff and 1 part time member of staff deliver the Healthwatch service to communities across Rotherham.

**8**

Volunteers kindly give up their time to understand local people's views, provide advice and help improve services.

## Our community



**2,941**

People used our service for clear information and advice

**865**

People shared their experiences of care

# Our impact in Rotherham 2023-24



We've spoken with 2941 people directly last year to gather feedback and signpost and refer to other local organisations.



As a result of our work on the "Start with People" strategy, Rotherham voices will impact the work planned across South Yorkshire.



Through our work with the Deaf community, a new steering group is being set up to ensure that there are no barriers to accessing healthcare services



The BBC published our 2023 commissioned report on Crisis mental health service on the 21st February this year.  
We have since revisited this work to see if our recommendations have been made  
And RDaSH have created an action plan to implement them to improve their service

## Our priority topics 2024-2025

The health and social care experiences of people with **learning disabilities** and/or **autism**



Healthcare views of **young people**



The health and social care experiences of **asylum seekers** or **refugee communities**



**Homeless people's** experiences of health and social care




All of our work has Rotherham at its heart, whilst shining a light on people in communities facing health inequalities.





All Rotherham people deserve great health outcomes.

## What else is in our work plan?

Providing a high-quality information and signposting service - including developing information resources 

 Use the opinions and feedback provided by Rotherham people to look into themes - highlighting issues coming through our enquiries

Working with our community partners to amplify more people's views and experiences 

 Developing and strengthening our partnerships in the health and care system in South Yorkshire and Rotherham - including collaborative work with other South Yorkshire Healthwatch



## Emerging themes in 2024/25

- **Mental health services – Communication between RDaSH & Patients + access to general mental health support**
- **Transport to Healthcare appointments**
- **Difficulties obtaining a GP appointment**
- **Pharmacies – errors with prescriptions & wait times for medication due to shortages**
- **Access to dental care**
- **Access to BSL interpreters/interpreters at Healthcare appointments**

# What can members do to support Healthwatch Rotherham?

- Follow us on social media or by signing up to our newsletter by visiting our website <https://healthwatchrotherham.org.uk> - [Sign-up to our mailing list](#) Or contact us on [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)
- Refer your constituents to Healthwatch Rotherham to get support with their health or social care concerns, or to let us know about their health & Social care experiences
  - <https://healthwatchrotherham.org.uk>
  - [Info@healthwatchrotherham.org.uk](mailto:Info@healthwatchrotherham.org.uk) Or
  - Call us on 01709 717130
  - Visit our Thursday drop-in sessions 9:30 am until 12:30 pm



## For more information

Healthwatch Rotherham  
2 Upper Millgate  
Rotherham  
South Yorkshire  
S60 1PF

telephone: 01709 717130

email: [Info@healthwatchrotherham.org.uk](mailto:Info@healthwatchrotherham.org.uk)

Website: [healthwatchrotherham.org.uk](http://healthwatchrotherham.org.uk)

### Let's stay connected:



[www.facebook.com/healthwatchrotherham](http://www.facebook.com/healthwatchrotherham)



[@HWRotherham](https://twitter.com/HWRotherham)