



## Welcome to the Healthwatch Rotherham Newsletter

November/December 2013



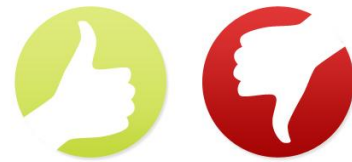
Last month saw the official launch of Healthwatch Rotherham.

The Mayor and Mayoress of Rotherham, Councillor John and Mrs. Foden, officially announced Healthwatch open. Those attending had a slice of the Healthwatch Rotherham cake and left with a clear message of how Healthwatch will benefit Rotherham.



### Falls

We were going to do a project on falls, but as we started to do more research into this, it has become clear that other organisations are already doing work on this area and we did not want to duplicate any work currently taking place. Please still let us have your views/stories on falls and any other health and social care issues and we will pass them on for you.



If you have any comments about health and social care services in Rotherham, please let us know.

What do you:  
want?  
like?  
dislike?

It is important that we use evidence based information and reliable data to demonstrate the needs of the community and to identify trends.

It is therefore important that we have as many people's views so we can build up a picture of what is actually happening in Rotherham.

A big part of our role is to make contact with residents, users of local health and social care services, faith groups, patient groups and community and voluntary organisations.

If you want to link up with us contact Steve or Sharon on [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk) or call 01709 717130



01709 71 71 30



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



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### Board Appointments

Each director has a responsibility which matches the 6 key priority areas from the Rotherham Health and Wellbeing Board.

Naveen Judah: Chairman

Sue Barrett: Prevention and early intervention

Susan Shepherd: Expectations and aspirations

Brian Daniels: Healthy lifestyles

Gary Kent: Long-term Conditions

Chris Smith: Poverty

To be Appointed: Dependence to independence

Aaron Wildeman

A list of all staff profiles and Board (coming soon) of those involved in Healthwatch Rotherham can be found on our website.

### Reporting YOUR concerns:

We have passed on your concerns, to commissioners and inspectors at:

RMBC: 2

Rotherham CCG: 1

CQC: 2

As a result action has been taken to make sure the service providers improve

### Last month's successes

Healthwatch Rotherham success will be measured by our stakeholders and the public seeing change. Last month successes:

✓ Met with a health provider and we raised the issue regarding the time it takes for complainants to receive a detailed response. The provider concerned is currently revising the complaints processes and is including the Healthwatch Rotherham leaflet in its first response to complaints.

✓ Concerns and compliments. Healthwatch Rotherham have received about a Health service have been shared with the provider.

✓ GP flu jab letter contained phrase such as chronic illness when people receiving the letter felt that they do not have a chronic illness. GP practice reviewing the letters sent.

✓ A statutory body is giving mixed message regarding personalisation and are now going to increase training to staff on this subject following our feedback to them.

✓ Comments on falls sent to Living Streets

✓ We have also updated our website to highlight our advocacy service - this was done on the back of feedback we have received.

✓ A Health provider is refining its standard operating procedures and further work on the discharge policy following feedback.

**healthwatch**  
Rotherham

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