



E - Newsletter

- April to June 2024

From Penistone to Goldthorpe and everywhere in between.
Together, we are making health and social care better!



How we are working to make care better for you

The methods used to gather views and experiences from patients and the public

Events/Survey/ Focus Group	Website	Social Media	Email	Telephone
643	5	119	35	20

Making people's views known

- We ran a survey and asked people to have their say on our **priorities for 2024/25**.
The top 3 were
 - Mental health including Dementia
 - Adult Social Care including Carers
 - GP Practices and how they work
- We ran a **focus group** and asked people how accessible they thought the South West Yorkshire Partnership Foundation Trust website (SWYPFT) was to get information from



How we engage with you

Some of the places we have been

- Athersley Community Shop
- Barnsley Hospital Outpatients
- Barnsley Hospice Drop In
- Cold Weather Collaborative
- Cancer Prevention and Early Detection
- Barnsley College Wellbeing Event
- Family Hub Mental Health
- Hope Church Womens Group
- My Barnsley Too
- Carers Roadshow
- Refugee Council
- Penistone Town Hall Drop in
- and many more

**Got an event or
group you want us
to attend?**

**Get in touch with
us today**





What people have said to us

"My appointment went fantastic, staff couldn't do enough and they made me feel at ease. The hospital is too warm."

**Feedback on Barnsley Hospital
Knee injections**

"Have to call for appointment. I have no credit to call because of the cost of living crisis, so I can't be seen because of this. I've spoken with my GP about it but nothing can be done, unless I phone. I feel that the unit is letting me down and I am being penalised because of it. No other department does this.."

**Feedback on Community
musculoskeletal service**

Topics covered

- In general, positive comments were around the quality of care received and/or prompt medical attention. Negative comments were the opposite, as a lack of appointments and poor care were frequently mentioned, as was sometimes the poor attitude of clinical staff and reception staff.

Type of Service	Positive Comment	Negative Comment
GP Services	1	9
Dental Services	0	7
Secondary Care	26	26
Mental Health	0	0



How to connect with us

If you would like to talk to us about our engagement work, volunteering or sharing your own feedback on services, we would love to hear from you.

You could become a volunteer and join our local advisory group to help us drive change in the health and social care systems for the people of Barnsley. Or become a volunteer to help with our enter and view project. More information can be found on our website.

Contact us

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