



# E - Newsletter

- July to September 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
<b>417</b>	<b>22</b>	<b>205</b>	<b>20</b>	<b>25</b>

### Making people's views known

- We have provided feedback to Barnsley Hospital on their Ophthalmology Department which will help with their review.
- We have provided case studies to the Barnsley Adult Safeguarding Board with feedback on services including Adult Social Care and Berneslai Homes .
- Our work regarding inequalities within the deaf community continues with System Leaders at the Integrated Care Board. Following a meeting in July, a draft action plan has now been drawn up and is waiting approval.
- We have been working on our first priority of Adult Social Care. Once we have analysed the data we will produce a report and share with commissioners and service providers.



## How we engage with you

### We have regular stands at

- Barnsley Hospital Outpatients
- Barnsley Library@ Lightbox

### We regular visit

- Barnsley Hospice Drop In
- Roundhouse Coffee Mornings
- Pantry at Worsborough
- Stroke Group
- Beacon Carers Groups

### We have also visited one off events at

- Cancer Prevention & Support Roadshow
- Darfield Gala
- Warm Homes Event in Barnsley Market
- Fresher Events with Barnsley College

Got an event or group  
you want us to attend?

Get in touch with us  
today!





# What people have said to us

**"Mrs Aisha is one of the best doctors I know from Kakoty practice. She makes me comfortable and I feel like I can express myself with out feeling judged, forever grateful to have her as a doctor. Rating 10/10."**  
**Feedback on The Kakoty Practice**

**"My last visit was to the GP and I needed an emergency appointment but I couldn't get one to see the GP but a nurse practitioner was available. She was brilliant and really helpful. The GP's I have seen at Walderslade are brilliant the last few I have had made me feel seen in terms of my ask/issues."**  
**Feedback on Walderslade Surgery, General Practice**

## 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	36	74
Dental Services	11	8
Secondary Care	55	22
Mental Health	2	8

Secondary care is when you have been referred onto care like the hospital by your GP



## 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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