



E - Newsletter

- October to December 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
411	25	205	30	20

Making people's views known

- We provided feedback to Barnsley Hospital on their Ophthalmology Department. Hopefully this will be the first outpatients department to move into the Alhambra as part of the Health and the High Street initiative.
- Our first Enter and View visit has been completed at Barnsley Community Diagnostics Centre. We spoke to **30 people** (patients, carers and staff) about the venue. The report is now with Barnsley Hospital NHS Foundation Trust for comments and will be published early February.
- Our work with the deaf communities continues and it has now become an Equality Delivery System (EDS2) priority for NHS South Yorkshire.

How we engage with you

We have regular presence at:

- Barnsley Hospital Outpatients
- Barnsley Library@ Lightbox
- Roundhouse Library in Athersley

We have also visited events at:

- Health & wellbeing event in Mapplewell
- Hate crime event at Hope House
- Diabetes event at Priory Campus
- Safeguarding awareness events in the market, Goldthorpe, Athersley and Hoyland
- Winter Warmer events at Athersley, Worsborough, Birdwell and Jump

Got an event or group
you want us to attend?

Get in touch with us
today!





What people have said to us

“The nursing staff are always so pleasant and kind whenever I visit. I don’t feel like just another number. They answer my questions and are very attentive to my needs. Special thanks to Claire, Jodie and Whitney.”

Feedback on Wombwell Medical Centre

“My recent appointment was planned by the surgery and adjusted to meet my needs. However, from personal experience when the chips are down this practice are excellent. Every member of staff has been friendly and professional and more importantly knowledgeable and efficient. I have multiple issues and they manage my care perfectly.”

Feedback on Garland House

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. Parking at Barnsley Hospital seemed to be an issue for many people in this quarter.

Type of Service	Positive Comment	Negative Comment
GP Services	13	32
Dental Services	1	3
Secondary Care	16	21
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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