

Healthwatch Rotherham is the independent champion for people who use health and social care services in your local area. We listen to your needs, experiences and concerns, and speak out on your behalf to improve services for everyone.

## April 2021

- COVID-19 update
- Client stories
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### COVID-19 update

The Government announcement on the 22nd February 2021 set out a roadmap for easing lockdown restrictions in England. The next step on the roadmap is Monday 29th March 2021 where we will be able to

- Meet outdoors either in a group of 6 (from any number of households), or in a group of any size from up to 2 households (each household can include existing support bubbles, if eligible)
- Take part in formally organised outdoor sports with any number of people (outdoor sports venues and facilities will be able to reopen)
- Childcare and supervised activities will be allowed outdoors for all children
- Formally organised parent and child groups will be able to take place outdoors for up to 15 attendees. Children under 5 will not be counted in this number.

From Thursday 1st April 2021 residents who were identified as CEV (Clinically Extremely Vulnerable) are no longer required to shield. They should however continue to take extra precautions to protect themselves by limiting the number of social contacts and practising social distancing.

The latest figures (15th-21st March) show a slight increase in the number of cases in Rotherham and is a reminder that we need to continue to :-

- ◇ Stay at home and continue to work from home where possible
- ◇ Adhere to social distancing rules
- ◇ Wash our hands regularly
- ◇ Wear a face covering in indoor public settings or where social distancing maybe difficult

Remember the message of **HANDS—FACE—SPACE**



### Case study 1

We continue to support our deaf community where we can as they are heavily reliant on using lip reading as their main way of communicating and this is of course hampered by the need for everyone to wear face coverings in most situations. Many services believe that information can be communicated by writing down messages but people who are profoundly deaf from birth and use BSL as their first language struggle to understand English in the written form. We have recently helped a gentleman secure an NHS eye test with a BSL interpreter. This involved a member of our staff making several telephone calls to local opticians to try and arrange this, we have also been in contact with NHS England and highlighted the need for clearer information on how to book appointments with dentist and opticians when a BSL interpreter is required and are now supporting the working group set up to look at this.

A report into public opinion surrounding the Covid-19 vaccine in Rotherham - is now available to download from our website. <https://healthwatchrotherham.org.uk/report/2021-03-03/report-public-opinion-surrounding-covid-19-vaccine-rotherham>

### Case study 2

We received an email from a local resident who had collected an elderly neighbour from Rotherham Hospital after a 10 day stay. The lady was very upset over an incident which had taken place the previous evening which had involved some agency staff on the ward and had left "June" feeling upset, ashamed and embarrassed. She had contacted us to make us aware of the situation and to ensure that this did not happen to anyone else. We were able to contact the resident and obtain more details which we were able to pass onto the Patient Experience Team at the Hospital. We heard from the resident the very next day to say "June" was thrilled to have been contacted by the hospital. She received an apology and was able to give more information about the event and the difficulties she had experienced. We received a message from the resident on behalf of "June" thanking us for our prompt response and for taking the time to pass on her concerns to the hospital, she was satisfied with the outcome and grateful for our help and that she had been listened to



## Healthwatch... Let's Talk.....Covid Vaccines, 24th March 2021

Our March session saw 17 people joining in the Zoom conversation about the myths surrounding the Covid-19 vaccination. We talked about the different vaccines being used in the UK, what ingredients they contained, how they were tested and common myths surrounding them which have been fuelled by social media and anti-vaxxers. We will be uploading full details from the session on our website in the next few days. We would like to extend a special thank you to Osman Chohan (TRFT) also to Helen Wyatt and Gordon Laidlaw (RCCG) for their support and expert knowledge—thank you to all who attended.

## Healthwatch... Let's Talk.....Stress and Blood Pressure 28th April 2021

When you are faced with a stressful situation your body produces a surge of hormones including adrenaline the "fight or flight" hormone which temporarily increases your blood pressure, causing your heart to beat faster and your blood vessels to narrow. This is a natural reaction to help your body cope with the situation. Join us to find out more and what we can do to prevent ourselves suffering from high blood pressure long term.

### Joining details

<https://zoom.us/j/93655169580>  
[pwd=RzAvSG04VWZmMU9aMCR9pMUVvb2s2dz09](https://zoom.us/j/93655169580?pwd=RzAvSG04VWZmMU9aMCR9pMUVvb2s2dz09)  
Meeting ID: 936 5516 9580  
Passcode: 918885

Healthwatch Rotherham would like to wish everyone a

Happy & Peaceful Easter.

Stay Safe!

Healthwatch Rotherham is here to listen to your experiences of health and social care services in Rotherham to make sure providers get it right for everyone. If you've had an experience—good or bad—please get in touch

<https://healthwatchrotherham.org.uk/share-your-views>