



Stories in summary

About this report

This report shows summary information about a selection of stories published on Care Opinion.

It was created on **18 March 2025**.

Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes all stories.

The report is also filtered to show only all stories about Rotherham Doncaster and South Humber NHS Foundation Trust submitted on or after 01/06/2023

Frequently asked questions

How is story criticality rated?

Story criticality is rated by our moderations at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support our filtered email alerting system for staff, and is not intended for publication.

What do the story counts mean?

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

What does "most popular" mean?

The most popular stories are those which have been read most often per day, since publication. This measure does produce a small bias towards more recent stories, but at least it is simple to understand.

Why might unexpected services appear in my report?

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit the source.

Material submitted via NHS Choices is licenced under [Crown Copyright](#).

About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

For more information, contact us via: <https://www.careopinion.org.uk>

This report summarises **601** stories

To date, the stories in this report have been viewed on Care Opinion **28,606** times in all

These are the three most popular stories, out of all the stories included in this report

You can click the story title to see the story online

Excellent care, support and person centred life skills - 292 views

Posted by **geminijh67** as a service user 5 months ago

I was first referred by my GP, due to self harm and suicidal thoughts. I was suffering with lack of sleep, negative outlook, fear of leaving my property, daily anxiety and depression.

After being assessed by a psychiatrist, I was diagnosed with PTSD, severe panic disorder, severe depression disorder, agoraphobia.

All following me managing homeless hostels during the COVID pandemic, breakdown of my marriage, quitting my job as a result,...

At the end of the phone call I was calm and happy - 252 views

Posted by **Kiwithefruit** as the patient 6 months ago

Before I met Lisa I had very little faith in the mental health team, as a whole, I've worked with young adults and adults with mental health struggles, and I saw the help they got.

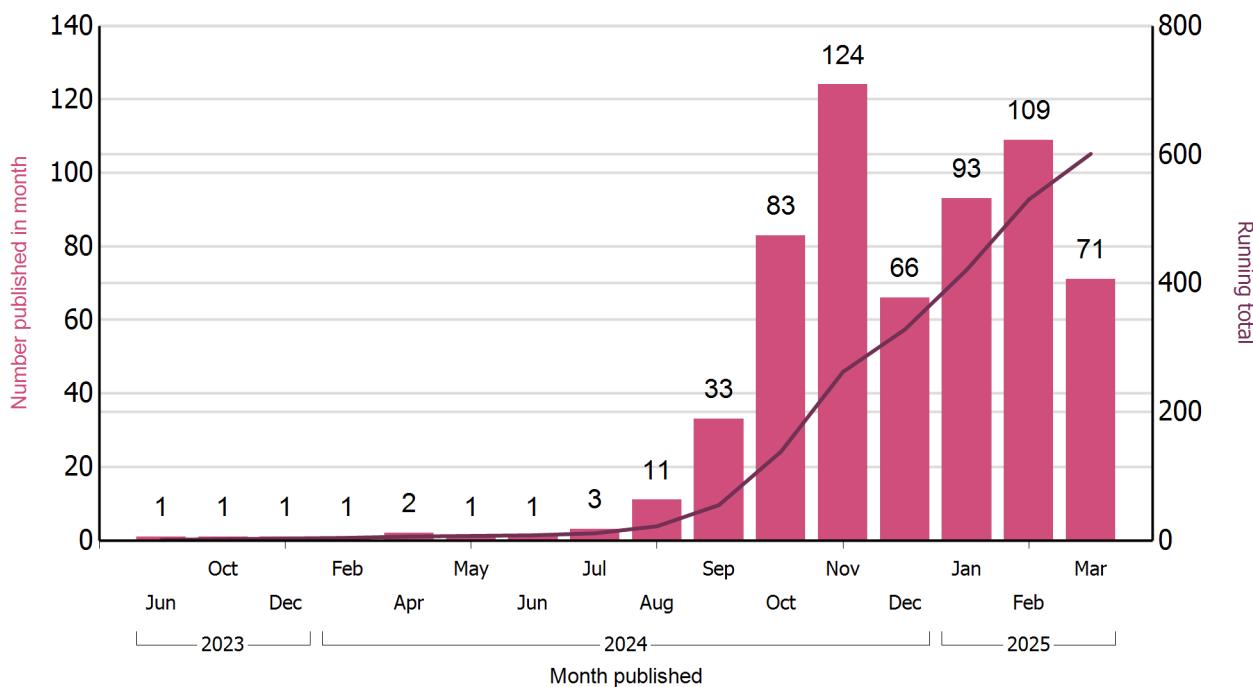
However that first day when rang the team because I was stressed Lisa rang me back, I had my back up about speaking to anyone anyway, but then when I was told I would get a phone call back I was like "Whatever" and to be honest when Lisa answered the phone I was...

District Nurse visit was potentially life saving - 209 views

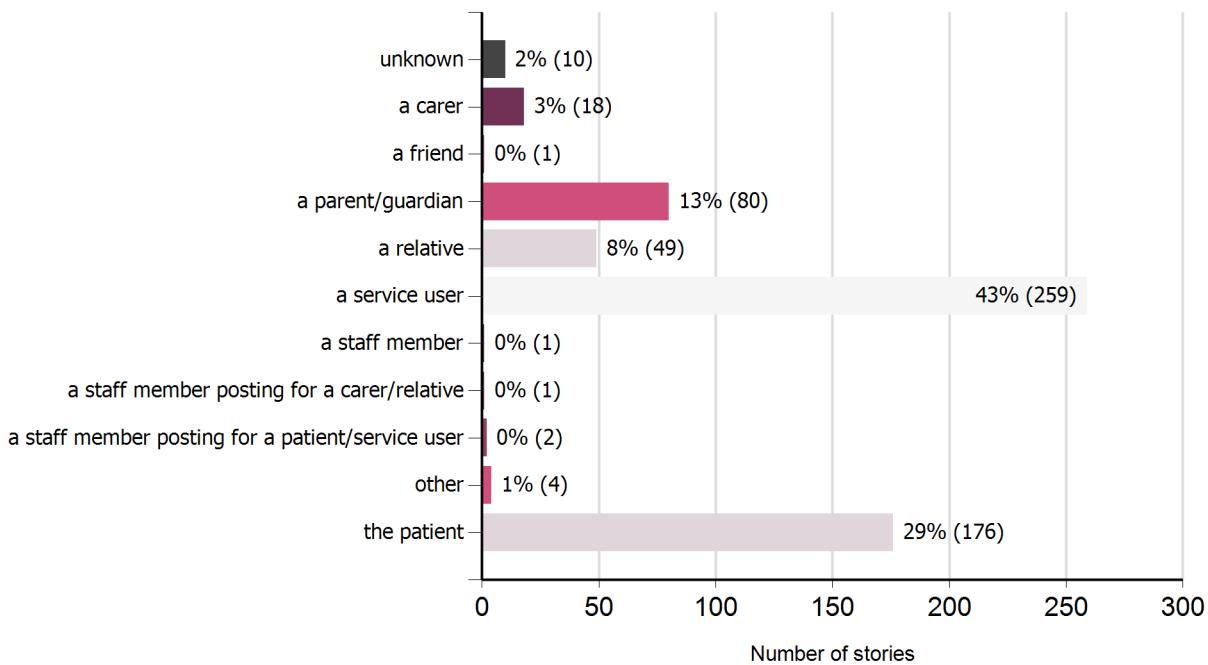
Posted by **TimmyB** as a carer 8 months ago

Thank you to District Nurse Kim, sorry I didn't get her surname, who visited my wife on Monday. As a result of her visit an ambulance was called and my wife admitted to hospital for urgent treatment. Potentially a life saving intervention.

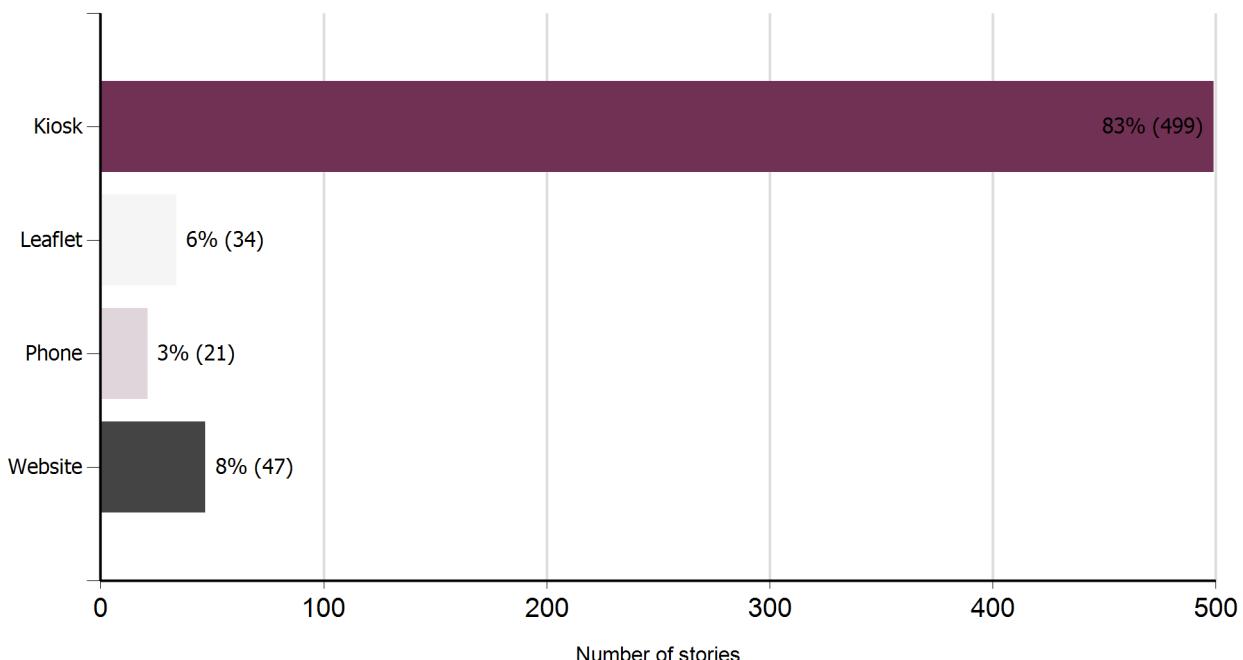
When these stories were told



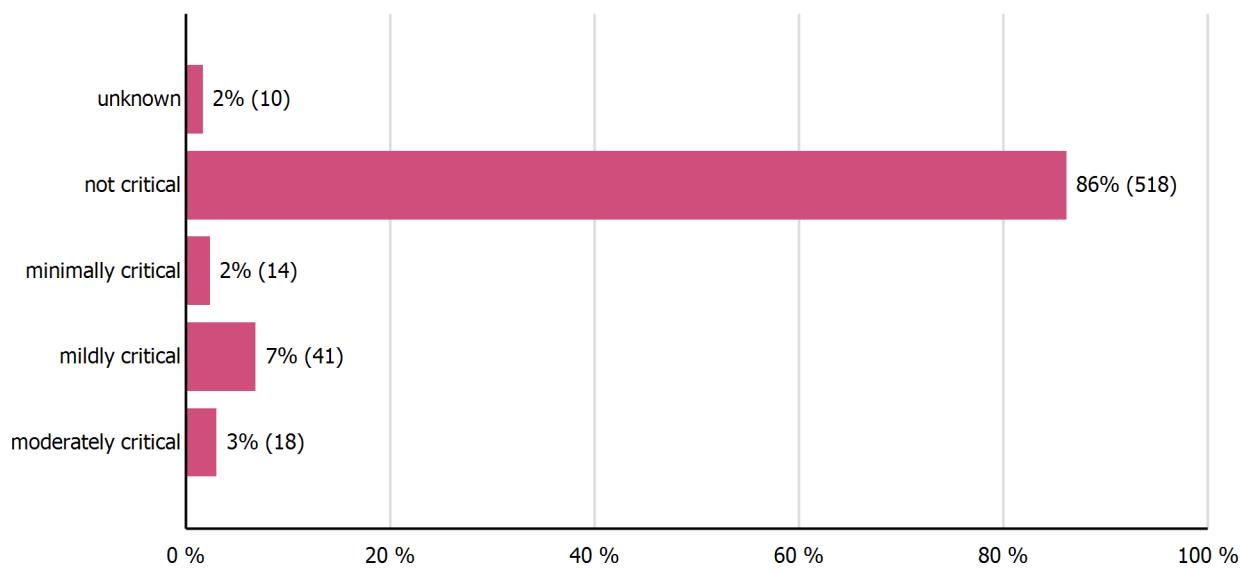
How the authors of these stories identify themselves



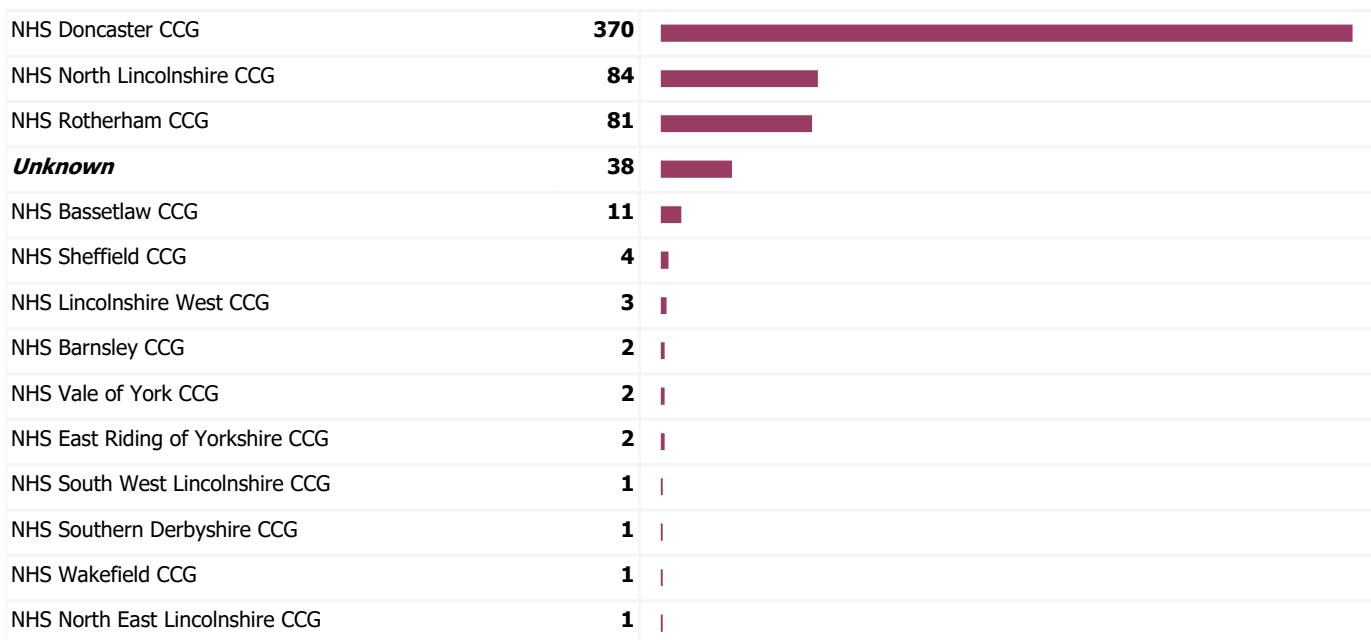
How these stories were submitted



How moderators have rated the criticality of these stories



NB: criticality scores are assigned by moderators (not the public) to stories to support our alerting service. They are assigned *per story* not *per service*, so may reflect criticism of services other than your own. We provide them here purely for information, with these caveats in mind.

Where these stories have come from

Most common tags added by authors to these stories

What's good?		What could be improved?		Feelings	
staff	236	communication	27	supported	120
helpful	120	follow up	8	Thankful	108
support	95	information	6	listened to	56
advice	65	lack of support	6	grateful	50
service	58	appointments	4	comfortable	43
supportive	52	service	4	thank you	33
understanding	51	staff attitude	4	at ease	26
communication	47	waiting time	4	happy	25
caring	44	cancellations	3	cared for	21
professional	44	phone system	3	safe	19
		wait time	3		