



## 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.

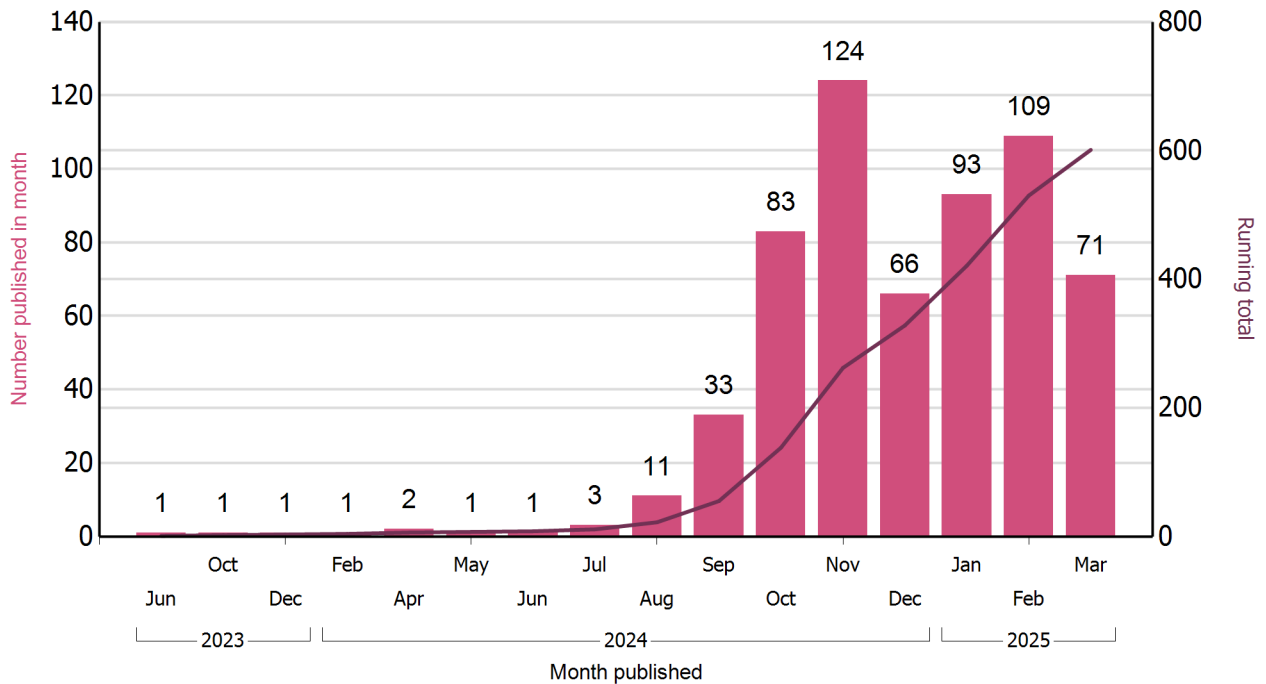
However that first day when rang the team because I was stressed Lisa rang me back, I had my back up about speaking to anyone anyway, but then when I was told I would get a phone call back I was like "Whatever" and to be honest when Lisa answered the phone I was...

### District Nurse visit was potentially life saving - 209 views

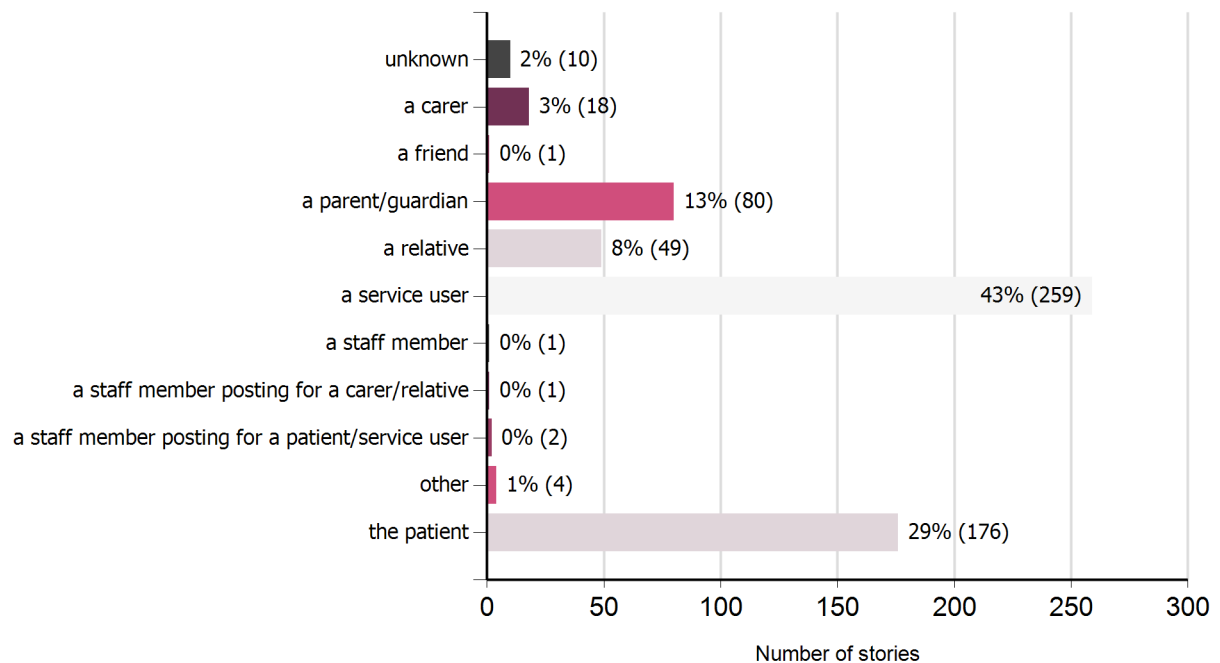
Posted by **TimmyB** as a carer 8 months ago

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.

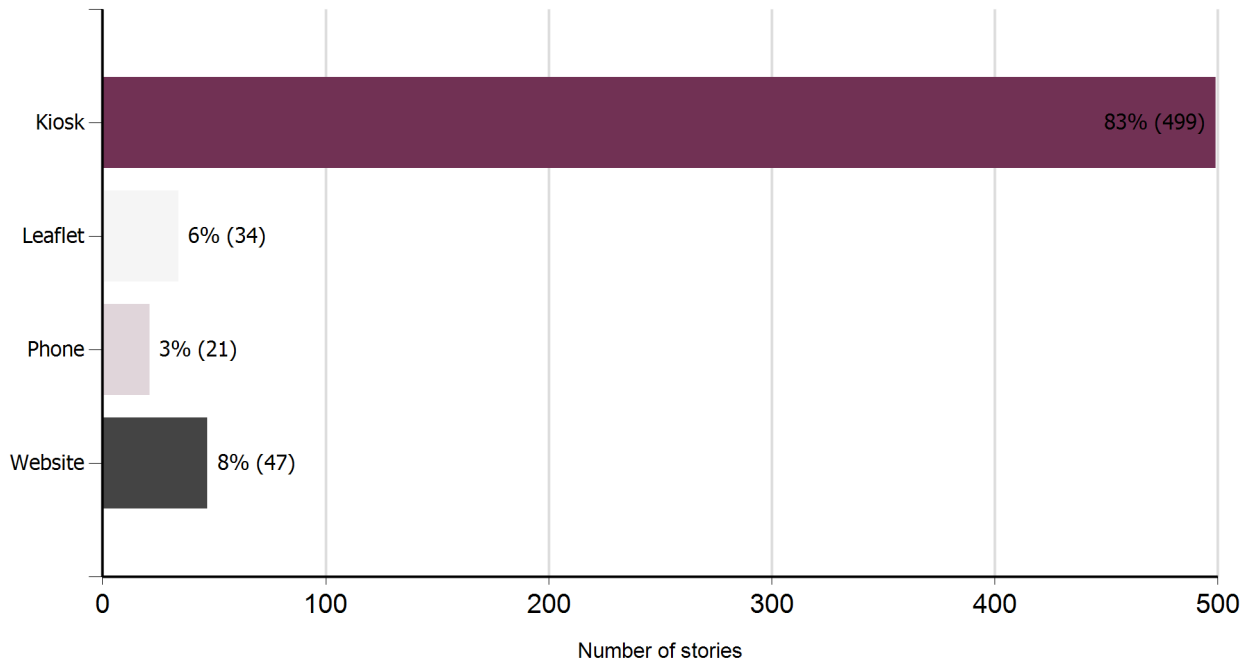
### When these stories were told



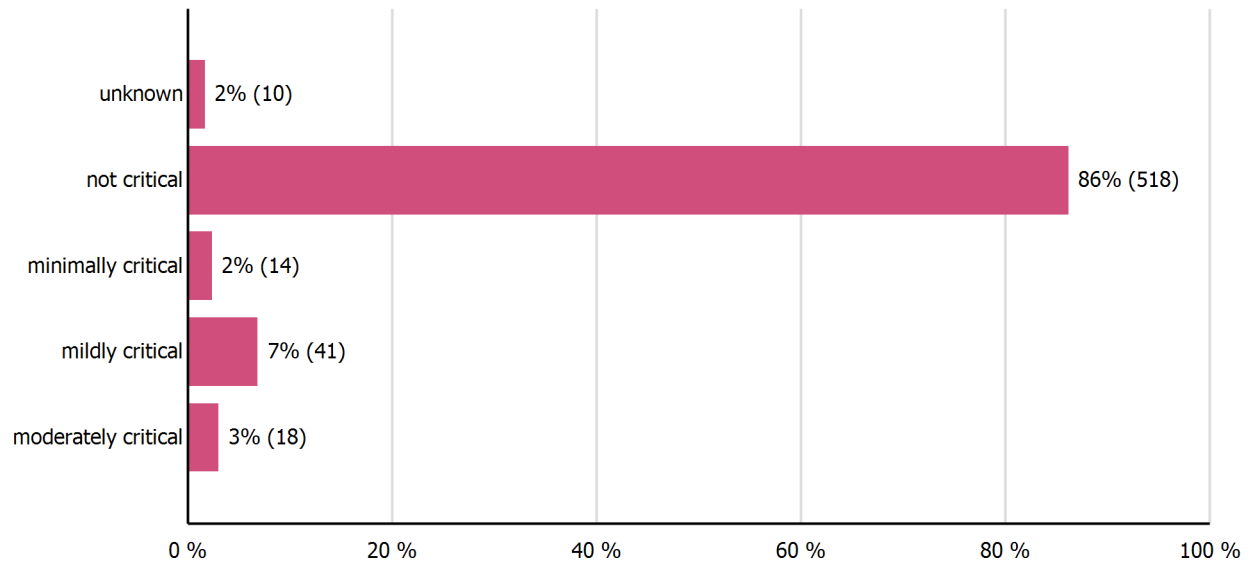
### How the authors of these stories identify themselves



### 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

NHS Doncaster CCG	370	<div></div>
NHS North Lincolnshire CCG	84	<div></div>
NHS Rotherham CCG	81	<div></div>
<b>Unknown</b>	38	<div></div>
NHS Bassetlaw CCG	11	<div></div>
NHS Sheffield CCG	4	<div></div>
NHS Lincolnshire West CCG	3	<div></div>
NHS Barnsley CCG	2	<div></div>
NHS Vale of York CCG	2	<div></div>
NHS East Riding of Yorkshire CCG	2	<div></div>
NHS South West Lincolnshire CCG	1	<div></div>
NHS Southern Derbyshire CCG	1	<div></div>
NHS Wakefield CCG	1	<div></div>
NHS North East Lincolnshire CCG	1	<div></div>

### Most common tags added by authors to these stories

#### What's good?

staff	236
helpful	120
support	95
advice	65
service	58
supportive	52
understanding	51
communication	47
caring	44
professional	44

#### What could be improved?

communication	27
follow up	8
information	6
lack of support	6
appointments	4
service	4
staff attitude	4
waiting time	4
cancellations	3
phone system	3
wait time	3

#### Feelings

supported	120
Thankful	108
listened to	56
grateful	50
comfortable	43
thank you	33
at ease	26
happy	25
cared for	21
safe	19