



Stories in summary

About this report

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

It was created on **22 September 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 with criticality equal to 2 (mildly critical) published on or after 01/01/2025

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 **85** stories

To date, the stories in this report have been viewed on Care Opinion **13,083** 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

Appointment text messages - 7645 views

Posted by **diamondshine** as a service user 3 weeks ago

On more than one occasion now, I have received a "confirmation text" for a new appointment with RDaSH Central Team. These texts are useful when used as confirmation of appointments which have already been made, that are known about. However, to receive a message which simply says "you have an appointment on X date at X time", for a new appointment, with no information as to what the appointment is for, whom it is with, where it is (particularly...

Overwhelmed by the speed and amount of content - 149 views

Posted by **rhinojk43** as a service user 5 months ago

I have been attending DBT since before Christmas and I am in general finding the course beneficial in terms of content and support from the group facilitators. However, I feel that 20 weeks is absolutely not long enough to cover the whole of the dbt course literature. We have to rapidly cover content in one session that absolutely needs more time and there isn't time to recap over things after trying to put it into practice over the week...

Rubbish beds and rubbish food - 129 views

Posted by **Triumph63** as a service user 6 months ago

Given a cold room with a flat blow up bed, hurt my back, was moved after 3 days when I said I wanted to go home. New bed not much better.

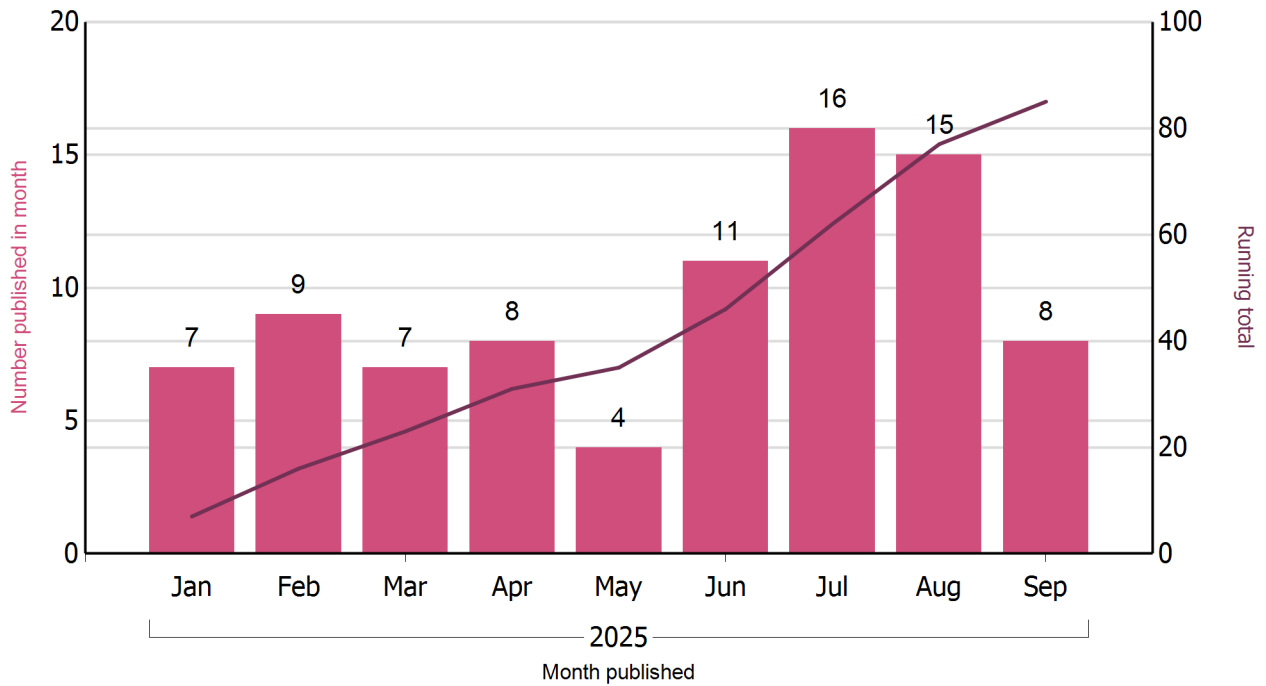
Slept in chair and bed, ended up with bad back pain.

Pushed to go home early as in so much pain.

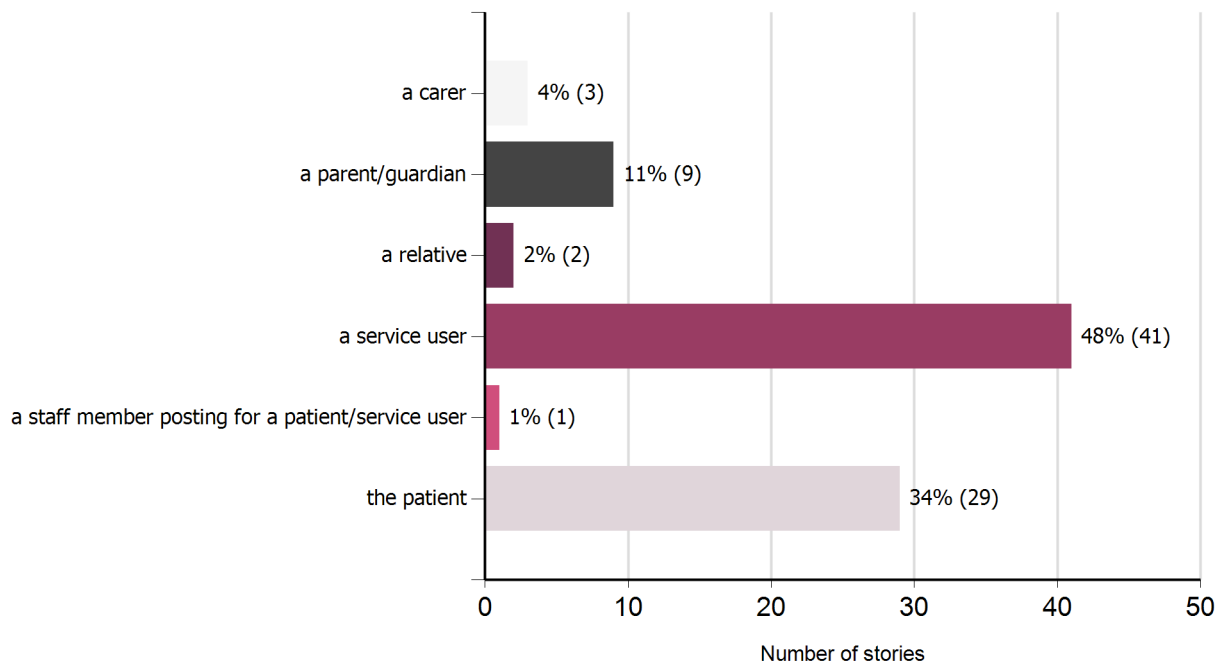
Food inedible, cold when you got it, not much imagination gone into presentation.

Food cold rubbery and not nice.

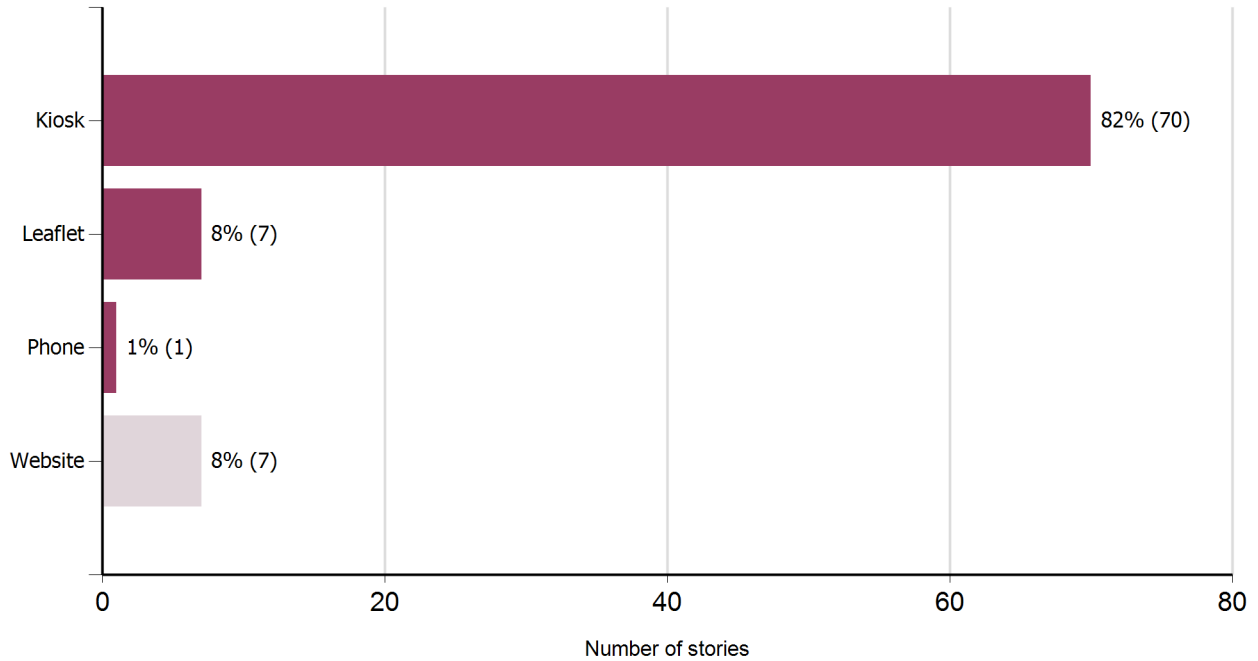
When these stories were told



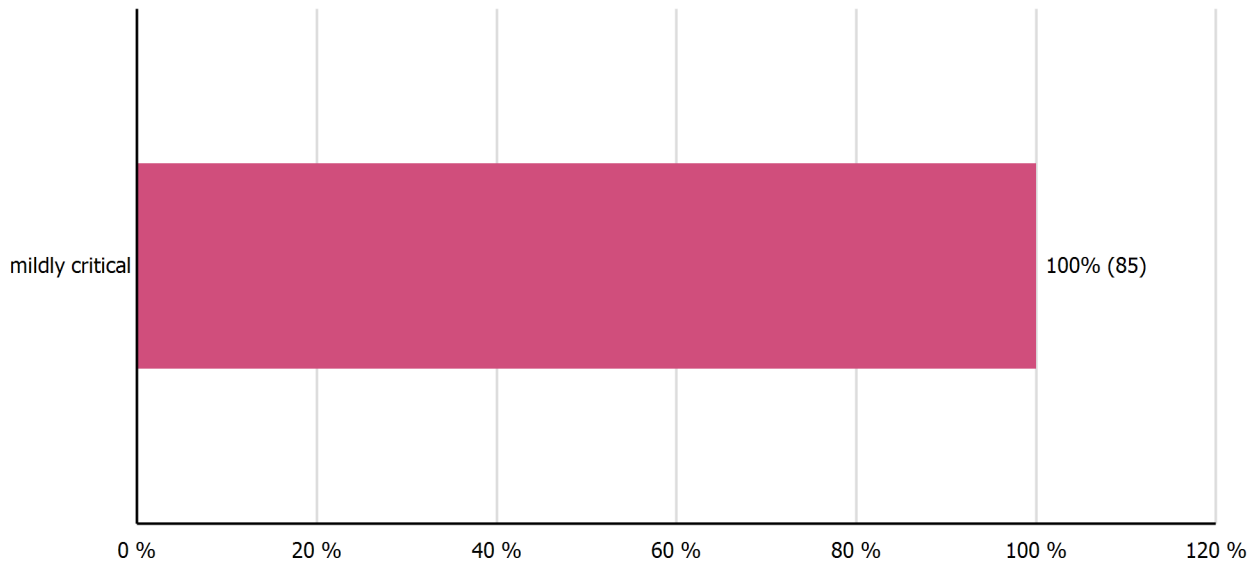
How the authors of these stories identify themselves



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	48	<div></div>
NHS Rotherham CCG	18	<div></div>
NHS North Lincolnshire CCG	12	<div></div>
Unknown	6	<div></div>
NHS Sheffield CCG	1	<div></div>

Most common tags added by authors to these stories

What's good?

helpful	6
staff	6
understanding	5
assessment	3
support	3
group	2
lovely staff	2
quick results	2
service	2
some staff	2
thank you	2
thorough	2

What could be improved?

communication	27
follow up	6
information	6
access to service	5
appointments	5
lack of support	5
staff attitude	4
advice	3
help	3
listening	3
wait time	3
waiting time	3

Feelings

frustrated	5
let down	5
anxious	4
disappointed	3
uncomfortable	3
angry	2
appreciative	2
confused	2
not listened to	2
sad	2
stressed	2
supported	2
thank you	2
Thankful	2
upset	2