



**Burton Street
Foundation**

Community Insights

healthwatch
Sheffield

Jan 2026

About us

Healthwatch Sheffield

[Healthwatch Sheffield](#) gathers people's views on health and social care in Sheffield and shares them with decision-makers to inform improvements. Each month we visit a range of local community groups and health services to ask people about their experiences and find out what's important to them.

What we did

On 21 January 2026, we went to [Burton Street Foundation](#), a vibrant community hub and registered charity that supports adults and children with disabilities.

At our visit, we met with 11 people and spoke with them about their experiences with health and social care services in Sheffield. We also provided people with information and advice on dental access in Sheffield, as well as other support services

Burton Street Foundation staff were very helpful during the session, providing support to some participants in completing our surveys.

What we learnt

What works well?

- Positive experiences with some GP surgeries, dentists and pharmacies, describing them as good and reliable services.
- Knowledgeable, reassuring and responsive hospital staff, particularly during injury treatment, and well-organised follow-up care.
- Excellent person-centred care, including reasonable adjustments and adapted treatment for disabled patients. Doctors and nurses, particularly those supporting women's health, were often described as excellent.
- Some carers, social workers and support workers were praised for their practical help, consistency and role in preventing problems, such as medication errors and transport difficulties.

What could be better?

- Difficulties getting GP appointments, long waiting times on the phone, complex automated systems and limited appointment availability. Some felt disabled people should receive greater priority when booking appointments.
- Long waiting times across a range of services, including GP and outpatient appointments, physiotherapy assessments, and scan results.
- Poor communication, with some patients not receiving results, follow-up information or clear explanations about next steps in their care.
- Problems at GP practices, including failures to check patient notes, which led to potential safety concerns.
- The increasing use of online appointment systems seen as confusing and inaccessible for those without reliable access to digital technology.
- Inconsistent pharmacy services, difficulties accessing NHS dental care, and the high cost of dental and optician services.
- Transport barriers, limited parking, language difficulties with some carers, and a lack of additional support during some GP appointments, causing a negative impact on mental wellbeing.

Burton Street Foundation

- One long-term attendee shared how much Burton Street Foundation means to them saying:

“I love coming to Burton Street Foundation. I speak to the staff and managers if I have any issues and they always help me – they are all very nice to me”

This highlights the open and supportive relationships between staff and attendees, and the trust that has been built over time.

- Another attendee mentioned that they look forward to seeing and spending time with their friends when they attend. Having been part of Burton Street for a long time, they have developed many meaningful friendships, which

has improved their sense of belonging. For this person, Burton Street Foundation is more than just a place to attend activities – it is a community where they feel supported, valued and connected

- Another said that attending Burton Street gives them something meaningful to do and helps them get out of the house, which reduces isolation. The atmosphere is friendly and warm, where ‘everyone knows each other.’
- Another person compared Burton Street Foundation with other centres that they had previously attended saying that Burton Street offered far more opportunities for engagement and social connection with a wide range of activities available, including acting, singing, baking, massage and relaxation sessions, which helped to build their confidence and social skills.

Next steps

Information sharing

We will share this write-up with relevant service providers and community groups. This may include, but not be limited to, any named GP practices, mental health commissioners and service providers.

Thank you

We would like to thank [Burton Street Foundation](#), for having us and to all those who attended for sharing their feedback and experiences.

Contact us

If you need information and advice about accessing health or social care services in Sheffield, or want to share feedback about your experiences of using them, please contact us using the details below.

Call: 0114 253 6688 between the hours of 09:00 – 16:30 Monday to Friday

Text: 0741 524 9657

Email: info@healthwatchsheffield.co.uk

Post: Healthwatch Sheffield, The Circle, 33 Rockingham Lane, Sheffield, S1 4FW

Links and resources

Sheffield Mental Health Guide

[Sheffield Mental Health Guide](#) is a free online directory of all the local mental health related service and support groups in Sheffield. It provides descriptions of the services and links to websites.