



March 2017

Learning Disabilities

If it matters you, it matters to us

At Southern Health we listen to you and your carer's ideas so we can make our service better. It is important for us to hear what you have to say so we can become the best service for people with learning disabilities.

Please see below what other people have said about our service and what our service is doing to become better.

You said

We did

1. You said that you would like to go bowling, play pool and go to the cinema more often.

We talked with your key worker and they are going to put it into your weekly planner so that you can do more of these things.

Willow Ward

2. You said you would like to be kept up to date about the future of Evenlode.

We had a meeting every Friday to keep everyone up-dated about the future of Evenlode but we do not get news every week, so we talked about it and we all agreed that we will arrange times to feedback when we have news.

Evenlode

3. You said you were not happy with the service that your son got from us.

We talked with you about this and we agreed that our Customer Experience Team are the best people to help you with your concerns and you are happy with this plan.

North Hampshire Community Team

4. You said you said people are not eating much salad in communal areas at lunchtimes, and that salad is difficult to eat without cutlery at lunchtimes.

We all talked about it and agreed that lunches will now be in the kitchen with cutlery.

Evenlode

In addition to local patient experience feedback you are also able to provide national feedback on our services. To do this please open the NHS Choices website (www.nhs.uk) and type Southern Health NHS Foundation Trust into the search box and click "Leave review".