

May 2017

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 are not happy with *your* walking aids.

We are going to work with you to find out why you are not happy with your walking aids and what needs to be changed and then we will change it so you will be happy.

Willow Ward

2. **In November you said** that when you came for your session the room was very cold and you felt uncomfortable.

We talked to the people who own the building and they said they were sorry and they are working to make it better. They have tried to do this by putting extra heaters into the room.

But you said you were still cold and it felt like an igloo and you wanted to make a complaint.

We are really sorry this has not worked; we are getting one of the building managers to come to your meeting to see how cold it is and to talk with the group about the heating and see how we can make it warmer. We have also sent your complaint to the customer services people who will work on your complaint.

North Hampshire Community Team

3. **You said** you found the carer survey confusing.

We shared this with our Carer lead and she is taking it to an engagement meeting to see how we can change the carer survey and get you involved in making it better.

Southampton Community Team