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 did not know how to contact the team or other services that you may need. You did not know who to contact out of hours or who to talk to about having a review.

   We talked about this in our staff meeting, we agreed to make sure that service users and their carers know how to get in contact with the health team and that they know who to contact if they need out of hours services or who to contact if they need a review or more support.

   Southampton Community Team

2. **You said** that an MP asked his assistant to find out what care we were giving to a patient because the patient's family were concerned.

   We asked the team manager to find out about this and he did. He then told the MPs assistant the type of care that the patient was getting from our health team. This included Psychology and psychiatry; this had all been agreed with the patient and their family.

   The team manger also found out that the main concerns that the family had was not with our service but a different service so our manager asked the MPs assistant if he could talk with the other service so they could sort the concerns out which they are doing.

   The MPs assistant said to our team manager that it was really good talking to him and he thanked him for sorting things out so quickly.

   East Hampshire Community Team

3. **You said** that the activity that you really liked doing, you no longer want to do but you would like to do other things.

   We talked with your key worker and he has now changed your activities so you no longer have to do it but if you change your mind again that is ok and we can sort it out.

   Willow Ward