

September 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 do not know how to contact the team.

We talked about this in our staff meeting and reminded all our staff that when they first meet people and hand out our information pack, they must make sure they show the team leaflet that tells you how to contact us.

West Hampshire Community Team

2. You said that you wanted the professional to listen a bit more to what you were saying. You felt they were good but that they spoke over you at times and twisted things.

We have talked with you about this and listened to your feedback and we have apologised and said sorry. You are happy for us to feed this back to the professional involved.

North Hampshire Community Team

3. You said that some of our staff do not always wear their name badge.

We reminded all our staff they should wear and show their name badges.

West Hampshire Community Team