

October 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 a cushion that you were given as it did not work.

**We** are following this up to see what happened and we will get back to you.

**North Hampshire Community Team**

2. **You said** the referral form did not work on your apple computer.

**We** filled out a telephone referral with our new electronic referral form and you said that you found this very useful.

### **East Hampshire Community Team**

3. **You said** you thought that the Psychiatrist was open to your concerns they were very good and answered your questions explaining everything.

**We** told the member of staff what you said and that you were really pleased with their input and support.

### **North Hampshire Community Team**