

November 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



You said you were very grateful that we have this Learning Disability service and you know your son really loves his hydrotherapy session and gets a lot from it'. You also said that you would like more opportunities to be able to share any concerns that you may have

We spoke to the physiotherapy team, and told them what you said and they were very pleased that your son loves his hydrotherapy. They also said that they will keep talking to parents to get feedback during the sessions, and if you have any concerns please ring them if you are able to. They send updated programmes every 3 months.

North Hampshire Community Team

You said that you found the new signing in sheet had too many boxes which made it confusing for you to fill in.

We have put the old signing in sheet back in the folder in reception so that service users/staff can choose which sheet they want to use.

East Hampshire Community Team

You said that how to complain was not explained to you.

We always give carers a leaflet telling you how to make a complaint or how to make a compliment. But we know that when we first meet you we do give you a lot of information so you may not have seen it. We will remind our staff to point this leaflet out to people.

West Hampshire Community Team

You said you felt that the Speech Therapist was very methodical and went above and beyond you were 'pleased with the service' as it was a very good and quick service.

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

North Hampshire Community Team

You said the level of support you got as a carer was great. You said you felt like you were always being listened to and the visits and phone call were always made in a timely manner. You wanted to say Thank you for all the information and support that you were given.

We shared this with all our team.

West Hampshire Community Team

You said a carer in a peer review thought follow ups after discharge would be helpful.

We listened to what she said and we will now give the carers newsletter to a carer on discharge and we will ask them if they want to be on the mailing list we will also ask this for all new referrals.

East Hampshire Community Team