

December 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 happy with the help and equipment that you got from your Occupational Therapist. You said that you got the equipment very quickly and you are now able to do things that you could not do.

We shared what you said with our team and we also told the Occupational therapist that you were really pleased with their support and work.

North Hampshire Community Team

You said that our member of staff worked really well with your son so that he felt relaxed and was not distressed. She helped him find ways to cope when he felt unwell and that you are using these ways as part of your daily lives to help your son. You are both extremely grateful for the help you have been given from Southern Health.

We are really pleased that you are happy with the service that your son has been given and we have shared this with our team and with the staff that supported your Son.

West Hampshire Community Team

You said you felt that maybe Psychology could have explained and shown you what they were doing so that you could have supported the person better and help them to understand.

We will share this with our Psychology team and we will let you know what they say. We will also share it in our big team meeting so that we can all learn how to do things better.

North Hampshire Community Team

You said that the Speech Therapist worked around the person's timetable so that it worked for them. You said that they were very friendly which really helped the person feel relaxed and comfortable

We shared this with our team and we told the Speech Therapist what you had said.

Southampton Community Team