

January 2018

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 that you were really happy with all the work that our team does for your daughter. You also said that the Physiotherapist is really good at organizing and getting things done.

We shared this with our team and the Physiotherapist so that they know you were really pleased with their work.

Southampton Community Team

You said that you were worried about the care your sister was getting from other services and that no meetings had been

held to sort this out. You then found out that we were working with your sister and you asked us if we were going to have a meeting that you could come to so you could talk about your sister's care.

We invited you to a CPA meeting that we were having where everyone working with your sister will be at. We explained that at this meeting we would all talk about your sister's care and that you could also have your say. You let us know that you and your brother will be coming to the meeting and that you were pleased we were going to have it.

East Hampshire Community Team

Last month 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 said we would get back to you so we talked to our Psychology team and they said that from now on they will always make sure an appointment letter is sent out and this will explain the visit and what they will be doing.

North Hampshire Community Team

You said that when your son has his CPA meetings and they are run by our team, you are really happy because you know what he needs will be sorted out for him.

We shared this with the team.

Southampton Community Team