

February 2018 – issue 2
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 that as a carer you really enjoyed being able to help us make our services better by taking part in a peer review and that you would like to do more peer reviews.

We thanked you for your help and we will make sure you are involved in more peer reviews.

North Hampshire Community Team

You said that you were disappointed that your son could not have a psychologist immediately after he was referred for one.

We talked with you and said that we are really sorry that we have a waiting list but we explained that your son **would** see a psychologist. We also explained that we make regular contact with anyone on our waiting lists so we can keep up to date with how they are feeling and that if they become more unwell we can see them sooner.

East Hampshire Community Team

You said that you were really pleased with the physiotherapists and the work they have been doing with your daughter at Hydrotherapy. You said that you were anxious when she first started her sessions but the physiotherapist was really good and that you trusted her with your daughter and you were really relieved and happy.

We will share this with the member of staff and also share it with the rest of our team at our governance meeting. In our main meeting room we have a big board where we put all our compliments up so that people visiting us can see it. We call it our boast board and we are going to put your feedback on to this.

North Hampshire Community Team

You said that you really liked being involved in the core meetings for our Always Event, because you felt you were helping others, making a difference and you also said it was really fun to do. You said that you would like to join in other projects in the future.

We thanked you for all your help and hard work and we will involve you in future projects.

Southampton Community Team

You said that as a Shared Lives carer, you thought that you should have been sent the minutes of a meeting that took place 10 days ago.

We asked our team manager to contact you as the Care Co-ordinator who arranged the meeting was not available. The team manager said that they were sorry about this and that the minutes were not quite ready but as soon as they were ready he would send you a copy, which he did. The manager rang you back to make sure that you got the minutes, and you said that you did and you thanked him for following this up.

East Hampshire Community Team