



March 2018

Learning Disabilities

## 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 are very happy with the support from the Speech Therapists and Nurses who were looking after your family member's health. You said 'Thank you for taking the time and care with her'.

**We** thanked you for your feedback and shared it with the Speech Therapists and the Nurses; we also shared it with the rest of our team.

**West Hampshire Community Team**

In addition to local patient experience feedback you are also able to provide national feedback on our services. To do this please open the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)) and type Southern Health NHS Foundation Trust into the search box and click "Leave review".

**You said** that you wanted to raise money for charity in Learning Disability awareness week. You wanted to do it on June 22nd and that you all wanted some support to be able to do this.

**We** talked with you all to see what you wanted to do and you said you wanted to bake some cakes and wash some cars. Together we designed a poster to tell people about what you want to do and when you are doing it and we agreed to share the poster and tell people about it. We cannot wait to see how much you get for St Francis School.

### **East Hampshire Community Team**

**You said** that when accusations have been made about a person, we should not take their word but contact the person to see if it is true and get their side of the story.

**We** contacted you and raised the concerns with you the family about information that the service user shared and we are following this up.

### **West Hampshire Community Team**



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