



April 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 you would like details of how to get to our service and if we have any parking.

**We** told you how to get to our service by car or walking and the times and numbers of buses. We also told you where our carpark is and what to do if it is full. We thought your question was so good that we have put this information on our webpage.

**East 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 were very happy with the service that our Speech Therapist and nurses gave to your family member. You said that they took the time she needed to understand and that they were very caring.

**We** told the Speech Therapist and Nurse what you said and we also shared it with the rest of our team.

### **West Hampshire Community Team**

**You said** that the assessor was very understanding, well informed and she worked well with you and your partner in getting to the bottom of the issues.

**We** have shared this with the member of staff and our team.

### **Autism Assessment Service**

**You said** that everyone in the team was very welcoming and they helped to make the person you support feel comfortable.

**We** will share this with our team and share it in our governance meeting.

### **Southampton Community Team**

**You said** that our input has really helped with skill building for your family member. You also said that because of our work you now have a better understanding and awareness of his needs and that you have learnt a lot.

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**We** are really pleased to hear this and we have shared this with everyone who has been working with your family member.

### **Autism Assessment Service**

**You said** it was excellent help and advice from the whole team especially Paula, whose empathy and support has been invaluable.

**We** told Paula and the team what you said.

### **Intensive Support Team**



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