



May 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 it was good to talk to the community nurse and that she was brilliant. You said she spoke in a way that you could understand and with compassion. You said that she seemed to really care.

**We** are really pleased to hear this and we have told the community nurse what you had said.

**North 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 know that you can ring us at any time and you know that you will get a call back.

**We** told our team this and they were very pleased to hear this.

### **North Hampshire Community Team**

**You said** that as a carer you saw that our team are very inclusive with staff and people with support needs. You also noticed how language and communications are well adapted by us depending on who we are working with. You said that you could see that the team will use different ways to help people with learning disabilities to understand what is being said and what is happening.

**We** have shared this with our team and put it on our Boast Board. Our Boast Board is a special notice board where we put all the good things that people say about us. We put it up on the wall so the whole team can see it and people visiting us can also see it.

### **Southampton Community Team**

**You said** that before our team started working with you, you had nothing but now you are seen by everyone. You said you did not know about our service but now you are really pleased with our support and you wanted to thank the whole team but also wanted to say a special thank you to speech and language therapy.

**We** shared with our team what you said. We have new team leaflets telling people about our service and because of what carers have said we are going to make sure that our new leaflets will be in Doctors surgeries so people can find out about us.

### **North Hampshire Community Team**

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**You said** that you find some things difficult from other services that are not part of our Trust.

**We** are going to talk to the other services and tell them what you have said so that they can get back to you.

**North Hampshire Community Team**



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