



June 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 really pleased with our staff from our learning disability community team. You said that the nurse gave a great service and that the Occupational therapist was easy to talk to and really good with the person you support. You said that you thought that the service was good and that the Speech Therapist was lovely and friendly. You also said that if you had any problems you would just ring the staff.

We shared this with all our community staff that you were really pleased with our service and their input and support.

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) and type Southern Health NHS Foundation Trust into the search box and click "Leave review".

You said that you did not like some of the questions that CQC asked you

We have talked to our CQC lead and told her what you said. She has spoken to the CQC team leader who said that you should not have been asked these questions but she will talk to the person who asked you the questions to find out what happened and we will get back to you. We are really sorry that you got asked these questions which upset you and we want to thank you for telling us what was said to you so we can make sure it will never happen again. Thank You.

East Hampshire Community Team

You said that you wanted to go to a new activity in the community but it was at the same time you were seeing your new GP. You asked us if we could change the starting time of your GP appointment so that you could go to your new activity.

We were able to change your appointment with no problems and this meant that you did not miss out on your new activity.

Southampton Community Team

You said that our staff did not wear their name badges and that you were not happy with the time of your appointment.

We are really sorry about this and we have reminded staff to wear their name badges. We have looked into what may have happened about your appointment time as we always try to offer different times for when it best suits you. The only times this may not happen is when we send out first appointments.

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We really want to get things right but as we do not have your name we cannot contact you directly. If you want to talk to us more about this then please contact us.

West Hampshire Community Team

You said that your staff and the parents from Dove House School were incredibly impressed by our service user group 'Speakout', who came and gave a presentation to your school during Learning Disability awareness Week.

You said that they presented with enthusiasm and confidence and you were both delighted and surprised to learn about the amount of support available to young people as they head into adult life. You went on to say that the quality and manner of the information presented was important and it allowed your own students to ask questions about their own lives.

Because of the presentation by the service user Speakout group your staff will now be able to add this information into your own transition packs that will help your students as they move on and become more independent. You said you will keep in touch with our Trust and hope that the Speakout group will come and present again.

We feedback all the comments we have received to the Speakout group members and we have thanked them for all their great work

North Hampshire Community Team

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You said that you had a bad experience with a doctor at your GP practice and you said that you did not want to go to your next appointment.

We asked you that if we were able to get you an appointment with a different doctor would you go and you agreed and we were able to change this for you.

Southampton Community Team

You said that you liked the fact that Robbie listened to you and was very helpful suggesting things that helped you feel better.

We shared this with Robbie and our team.

West Hampshire Community Team



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