



July 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 thought the Occupational Therapist puts lots of effort and time into their patients. You said the Community Nurse was brilliant and they had regular contact which was all positive. You felt that Psychiatry was very nice and absolutely amazing. You said that you did not feel rushed and you felt that they were good at listening and offered you advice. You are very happy with the service we gave you.

**We** told everyone that worked with you and the rest of our team that you were really pleased with their support and input.

### 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 were unhappy with your son living in hotels and that he was not looking after himself.

**We** talked with you and explained what the health team were doing to help your son. We also explained to you that we were working with Adult Services and Housing who were trying to get a placement that your son would like.

### **East Hampshire Community Team**

**You said** that when you went to Hydrotherapy your Physiotherapist and Physio Technician were very helpful and polite. You also said the showers were not working right.

**We** have shared what you said to our Physiotherapy Team, they are really pleased what you said about them. They are going to talk with the staff at Hydrotherapy so that the problem with the showers can be sorted out. Thank you for telling us.

### **Southampton Community Team**

**You said** that you could talk and our staff listened to you and you would like more support over your issue

**We** shared this with our staff and they will be getting back to you so that you get all the support you need.

### **West Hampshire Community Team**

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**You said** to your Psychiatrist that because of the work you have done with your nurse Hazel, you did not need to have more medication.

**We** are really pleased to hear this and your Psychiatrist told your nurse and the team manager about it.

**East Hampshire Community Team**

**You said** that as a carer you were really happy with the Physiotherapy team and that they are always polite, kind and give you all the information that you need.

**We** told our Physiotherapy team what you had said about them.

**Southampton Community Team**

**You said** that it was good to see the lady who was friendly and kind but you felt a bit uncomfortable when she watched you eat but when she explained she needed to watch you eat so she could assess you, you understood.

**We** shared what you have said with our Speech Therapist who was the lady you met.

**West Hampshire Community Team**

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**You said** that you didn't feel that anything was achieved and it was pointless. You said that Mental Health has no support in this country.

**We** are so sorry that you were left feeling like this, it is not what we wanted to happen at all. Mental Health issues are something we are really working hard to get right and they are very important to us. We would like to be able to talk with you more about this. Because you did not put your name or contact details on your form we have not been able to talk with you. Please do get in contact with the Community Learning Disability Team so we can all talk about this and try to find a way of making things better. We will also be trying to find you and make contact with you.

**North Hampshire Community Team**

**You said** that as an Adult Mental Health Doctor you urgently needed to find a room to see a service user but you could not find one and you were very thankful that we had a room that you could use at the time you were going to see your service user. You also said that our Admin Co-ordinator was incredibly helpful with this.

**We** shared this with our team and with our Admin Co-ordinator.

**East Hampshire Community Team**

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**You said** that the working relationship with our team was very positive and that you have worked with Carly for a number of months. You said you never have a problem with us and once a referral is made we make contact with you very quickly. You did ask us why we had to close a person when their work was finished and instead could we keep them open for a year. You said that sometimes more health issues pop up and the person needs to be re-opened. You said the paper work can take a long time but by keeping them open for a while this would save on the paperwork and it might mean they would see the same staff that already knows them.

**We** want to thank you for sharing this it is really important that we hear what service users and their family think about our service and we will look into what you have suggested.

### **West Hampshire Community Team**

**You said** that you wanted to thank our team for talking with you so that you could understand what was going on.

**We** shared this with our team and said it is really important to communicate clearly so service users are not confused and are clear about how we can help.

### **East Hampshire Community Team**



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