



August 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 the Occupational Therapist was very nice and that you looked forward to their visits. You said that the meeting and assessments were well planned with good feedback.

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

You said that you met with one of our staff and did lots of different things and games but you also asked that you are told in advance before each meeting.

We are sorry that you did not know and will look into what happened as we always let people know we are coming.

West Hampshire Community Team

You said that since being part of the service user group, you have grown in confidence and you really like being able to speak up on behalf of other people when you come to our bigger patient experience groups.

We are really happy that you enjoy coming to our groups and helping us make our service better for everyone. We are also really pleased that it has helped you with your confidence.

East Hampshire Community Team

You said that you wanted to thank one of our nurses for the CPA review meeting as you thought it was really helpful and very productive.

We have shared with the nurse what you said and we will make sure that your loved one stays on CPA all the time they are open to our service and when they are closed to us we will recommend that this style of CPA meeting continues.

Southampton 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 felt that you were closely looked after and had lots of help and advice but you also said that you thought the waiting list was too long.

We are pleased that you felt well looked after and we have shared this with our staff. We are really sorry that people have to be on waiting lists and we do everything we can to make sure people are taken off the waiting list as quickly as possible.

West Hampshire Community Team

You said that you did not feel anything was achieved and it was pointless. You said that Mental Health has no support in this country.

We feel that Mental Health issues are very important and it is something we are working hard to get right. Your comments will be fed into our service re-design meeting, thank you.

East Hampshire Community Team

You said that Sian has been coming for over a year making lots of suggestions and helping with your loved ones speech. You said that there has been a big improvement with this and before Sian's help your loved one got very frustrated but now he is much happier and you said that you would recommend our service to anyone.

We have shared this with Sian and the rest of our team and we will share this within our Trust as a Good News Story, thank you for telling us.

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