



September 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 your loved one really enjoyed the hydrotherapy sessions that they received from us but you said that it was a shame that they are now discharged from our team.

We are really pleased to hear that your loved one had enjoyed the hydrotherapy sessions and we have given you some contact details for our team, so that in the future if you think their health needs have changed they can be referred back to Physiotherapy.

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 our staff listened to you and when you got thirsty they offered you a drink, which you found very helpful.

We told the staff what you said and they were very pleased with your feedback.

West Hampshire Community Team

You said that your service user group wanted to do some fundraising activity for Learning Disability Week.

We worked together to see what you wanted to do and your group agreed to hold a car washing session and a cake sale outside the learning disability team. Together we raised £300 for a local special needs school and the headmaster came to the service user group where you presented him with a cheque. Because of your idea we now have a great link with the school and local business that bought cakes and had their cars cleaned and they want to know when we do something like this again so that they can support it. Well done everyone for such a great job and excellent team work.

East Hampshire Community Team

You said that you worked with your Psychologist, Emma, on your 'Wellness Recovery Action Plan'. You said that you could not ask for any better than that and that you wanted to say 'Thank You' to Emma for all her work with you.

We have shared this with Emma who was really pleased to have such good feedback.

Southampton Community Team

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You said that it was satisfactory communication with therapists but nothing in assessment or recommendations that is not already known or already being carried out.

We shared this with our therapists so that they can see what you said and act on it.

West Hampshire Community Team

You said that the Community nurse was very well organised. Her input was invaluable and it has been a success story. You felt that the nurse was very good, professional, approachable and nice to work with.

We told the Community Nurse about your feedback and that you were pleased with their support and input.

North Hampshire Community Team

You said that as a mother of someone that uses our service you found the CPA meeting for your daughter was really helpful and felt that it will be very productive.

We have shared this with the member of staff who is your daughters Carer Co-ordinator. We know that CPA meetings can be big meetings but we feel that they are really worth it as they get everyone involved and improve communication. Thank you for this feedback.

Southampton Community Team

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