



October 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 lady came to your house and watched you make your breakfast and that she wrote down what you did and you said that she did really well with you

We are really pleased to hear that our member of staff did well with you and we have told her what you have 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) and type Southern Health NHS Foundation Trust into the search box and click "Leave review".

You said that the team did a good job but you did not get any verbal feedback until the end of our work and only in a written report but you would have liked some verbal feedback during our work as well.

We are really sorry about this and we are very grateful for your feedback. We talked to you about this and we explained that we are learning from this as we want to involve our carers all the way through our working process where possible. You said you were very happy with this.

North Hampshire Community Team

You said that you really liked your Psychologist and you would like her to come back and visit you again. Your carer went on to say that the Psychologist was really friendly, very patient and understanding with you and that you really enjoyed your sessions with her and found them very helpful.

We have shared this with the Psychologist team in our team meeting.

Southampton Community Team

You said that as a carer you felt the member of staff was nice but not helpful and you felt that you did not get anywhere. You said that it was time wasted and you felt you needed a different professional. You said that they did not recommend any concrete/practical help and you said there was no report or recommendations when the work was complete. You went on to say it was a very negative experience

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We are very sorry to hear that you had a negative experience from our team. We have started to look into what happened and we have talked with you about what we have found so far. We know that a report was written but it was only sent to the collage where your loved one attends and not to you but we have now sorted this out so that you also got the report. We made sure that you know how to contact the team and explained that you can talk with someone even if you are not happy with our service so that we can help right away and make sure you have a better experience. We have talked to the staff involved so that they can reflect on your feedback and also learn from it. As a service we are seeing how else we can learn from this experience and share with all our staff. You said you are pleased with our response and you would be happy for your loved one to receive a service from us in the future if they need it. Thank you so much for your feedback as it is helping us to become better at what we do.

North Hampshire Community Team

You said that your Psychologist was very knowledgeable

We told your Psychologist what you told us.

North Hampshire Community Team

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