



November 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 member of staff who came to see you was a wonderful person and that they did a lot for you. You said they were helpful and that you felt better.

We are really pleased to hear that you felt better and we told the team 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 everyone you saw was really helpful, especially the Nurse who carried out the assessment. You said that you saw the Dr and that you really liked Tina. You went on to say that everyone was excellent.

We are pleased to hear that our staff really helped you and we have told them that you were pleased with their input.

West Hampshire Community Team

You said that the nurse you saw was amazing and that they were probably life changing for you.

We have told the nurse and the rest of the team how amazing you thought their work was. Thank you very much for telling us this.

Autism Assessment Service

You said that when you saw the Nurse you did not feel listened to and you felt that they thought that they were better than you. You also said that you are unlikely to share this service to anyone.

We are really sorry that you felt like this and we are grateful for your feedback. We would like to talk with you about this but we are not able to as we do not have your name. If you would like to talk to us please get in contact. We have shared what you said with our team so that everyone can learn from what you said as we do not want people to feel like this.

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West Hampshire Community Team

You said that the community Nurse that you saw was brilliant and really good because she made you feel like you were doing the right thing. You also thought she had a really nice demeanour and was friendly, helpful, professional and very informative and was happy to help you.

We have shared what you have said to our team and to your Nurse.

North Hampshire Community Team

You said that you wanted to thank the Nurse and Psychologist who worked with your brother and that their input has helped him to get to the point where he is now able to make changes to his own health. You also wanted to tell them that the CPA meeting was a really positive meeting and that they had excellently facilitated it.

We have shared this email with our team and our team manager; it is great to hear that your brother is doing so well.

Southampton Community Team

You said that you felt that the Occupational Therapist was very efficient and that they followed up on things.

We told the Occupational Therapist and our team that you were pleased with this support and input.

North Hampshire Community Team

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You said that the Physio team were kind, caring and helpful and you would like them to work with you more.

We have told the Physio team that you thought they were kind, caring and helpful. They are really pleased to hear your feedback.

West Hampshire Community Team

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