



January 2019

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 Senior Behavioural Support Practitioner was an angel as they supported you through all your appointments

We told our Member of staff what you said and they were really pleased with your feedback.

North Hampshire Community Team

You said that our staff showed you how to use your new equipment and they helped you when you saw your consultant, you said that they were very kind.

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".

We shared this with the person you saw and they were very happy to hear what you had said.

West Hampshire Community Team

You said that our Physiotherapy team, really encouraged you with your exercise programme and you know that it is doing you the world of good.

We are pleased that your work with our Physiotherapy team went really well and we shared your feedback with them and our team manager.

Southampton Community Team

You said that you did not know what was said to your son as he could not explain it to you.

We are sorry that things were not explained to you. We have shared what you said in our governance meeting and we have reminded all our staff how important it is that they communicate and support family's to understand the outcome from interventions and assessments. Thank you for this feedback.

West Hampshire Community Team

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You said that as a carer you felt that the Community Nurse was excellent, friendly, knowledgeable and welcoming and that your loved one received an excellent service.

We have shared what you told us with our Community Nurse and the rest of the team, they were really pleased to get such good feedback.

North Hampshire Community Team

You said that you would like our staff to be on time.

We are really sorry that our staff member was late for their appointment with you. We will remind our staff to get to their appointments on time. Sadly sometimes things happen that make our staff late which they are not in control of. When this happens where possible our staff should ring you to let you know. Thank you for telling us this.

West Hampshire Community Team

You said that the service review workshop was really interesting and that as a carer you loved working with some of our service users

We are pleased that you enjoyed it and we are really grateful for all your time and input.

North Hampshire Community Team

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You said that you really enjoyed taking part in our Learning Disability Service Review helping us make our service better. You said that sometimes you worry as people with learning disabilities can get left out or may not understand as there is lots of paperwork and people often all talk at the same time.

We all got together and started to work on a new way forward including your suggestions. We are still working on this and at the end of February we will share all that we have learnt and how we are going to change things to make our service better.

Southampton Community Team

You said that Peter was very friendly and helped you a lot.

We told Peter what you said and he was very happy.

West Hampshire Community Team

You said that you liked your booklet and report.

We are pleased that you liked them and found them helpful.

West Hampshire Community Team

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