



February 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 you have seen a great improvement in the person you care for, with her ability to engage due to the work and support from our team and how your staff are now much more confident working with her and have a better understanding of her sensory needs. You have all found the information really useful.

**We** thanked you and we also shared what you said at our team meeting.

**East 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](http://www.nhs.uk)) and type Southern Health NHS Foundation Trust into the search box and click "Leave review".

**You said** that the service that you received from us was all fine.

**We** shared this in our team meeting and with your Speech Therapist.

### **North Hampshire Community Team**

**You said** that when you are in contact with our learning disability team about the person you support your concerns and thoughts as a carer are always taken into consideration and you feel that carers always get a fair hearing from us.

**We** shared this with our staff at our team meeting day

### **East Hampshire Community Team**

**You said** that the Nurse working with your son played a really important role in making sure that his move from Children's services to Adult services was a good and positive move. You also said that because of the Nurses good facilitation at your sons CPA meeting, this has resulted in your son being given the correct and appropriate care.

**We** shared this with the Nurse who also shared it with her manager, like you asked her to do. We will also share what you said at the Transition Workshop

### **Southampton Community Team**

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**You said** that you wanted to thank our staff for the great feedback that they gave to you and that appreciate all the hard work that they do.

**We** shared this with all the staff involved.

### **East Hampshire Community Team**

**You said** that your Community Nurse was excellent, friendly, knowledgeable and welcoming.

**We** have shared this with the Nurse and at the team meeting.

### **North Hampshire Community Team**

**You said** that the lady you saw was kind, helpful and very happy. You said that you felt comfortable around her and that you understood the questions you were asked.

**We** are sharing what you have said to the member of staff that you saw and with the rest of our team.

### **West Hampshire Community Team**

**You said** that you felt agitated and anxious during a visit.

**We** are sorry that you felt like this but so pleased that you have told us how you felt. We will share this with our team and we will talk together about how we can make it easier for people. We will also give service users the choice to end a session if they feel too anxious.

### **East Hampshire Community Team**

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**You said** that your Speech Therapist was very friendly and polite.

**We** told the Speech Therapist what you had said and we also told her managers.

### **Southampton Community Team**

**You said** that the waiting time could have been better.

**We** are sorry that people have to wait and we understand it can be frustrating. We are looking at waiting times across our service as part of our service review to see if we can improve the waiting times.

### **West Hampshire Community Team**

**You said** that without the help of Zoe and Naomi, the person you care for would not have managed as well and for as long as he did. You said that once he moved out of our area, things were not as good and went downhill. You wanted us to know how much you all appreciate the great support and friendship our staff gave him

**We** shared what you said with Zoe and Naomi and with the rest of our staff.

### **East Hampshire Community Team**

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