



March 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 wanted to thank Clare Roberts for her amazing work and determination in highlighting to your team and to the GPs about an infection that often gets missed in adults with a learning disability. Because of her work on this, 5 people with learning disabilities have now received the correct treatment. You have been so impressed with Clare's work that you have put her in for an award.

We want to thank you for sharing this and we told Clare what you said and that you have put her in for an award.

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".

East Hampshire Community Team

You said that with our teams support you really liked working on your own Wellness Recovery Action Plan, which we call a 'WRAP'. You said that you like the pictures in your WRAP as you can understand what it means and because of this you are able to use it and you think it is really good.

We told our staff what you have said and they were really happy to hear this.

North Hampshire Community Team

You said that you felt supported and that you could express your thoughts and you liked being able to do this.

We shared this at our team meeting with all our staff.

East Hampshire Community Team

You said that the work you did on healthy eating and planning support, with our Occupational therapist was brilliant and really helpful.

We shared this with Izzy and her line manager and it will also be shared at the team's governance meeting.

Southampton Community Team

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You said that you thought Hannah was very friendly when she worked with you.

We told Hannah and she was really pleased what you said.

East Hampshire Community Team

You said that as the lead Nurse for NHS England, you wanted to thank our Strategic Health Facilitators for the work that they have been leading on about the 'Screening tool Read Code Guide'. You said that it has been considered to be the best around and it is going to be shared nationally.

We want to thank you for such great feedback and we have shared what you said with all our Strategic Health Facilitators, their teams.

Health Facilitators

You said that as a Dr you have worked in over 12 different learning disability teams and that you know how to spot a good team. You said well done to the East team as they are a very good team, they are very welcoming, efficient and really caring. You said that they are dedicated to high quality patient care and that developing team working is a real credit to them and is hard to come by in the health system that we find ourselves in these days. Well done everyone.

We want to thank you for this great feedback and we have shared this at our team meetings day.

East Hampshire Community Team

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You said that you wanted to thank Kerry Smith for coming in and supporting you, you found her extremely helpful and knowledgeable.

We are sharing what you have said with Kerry and we will put this poster up on the wall of our new office for everyone to see.

West Hampshire Community Team

You said that you are extremely likely to tell your friends and family to use our service if they ever need it. You said the feedback from the team was very helpful and positive.

We will share this with our team.

East Hampshire Community Team

You said that the Community Nurses were fantastic and easy to talk with, they were really lovely and spoke honestly with no medical terms. You said they kept checking that you understood what they were saying and that as a carer you were made to feel like an equal. You said that they sorted things out really quickly but took time to explain and listen to the person you care for, treating him with respect. You said that it was a very positive experience and that you were not rushed and you felt you were given plenty of time.

We told the Community Nurses that you were really pleased with their support and input.

North Hampshire Community Team

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You said that the work our team did with you was good and you liked the questions they asked you. You said that they gave you the information that you needed and you were very happy.

We shared what you said with the staff who worked with you and we will share it with the rest of our team.

West Hampshire Community Team

You said that you were very very grateful for all the help and support that Karen Cooper, your brother's Nurse had given him over the past few years. You went on to say that the CPA meeting that she organized had been incredibly beneficial.

We told Karen what you had said and we also shared it with her team and her line manager.

Southampton Community Team

You said that you found the support from our team very practical and helpful and that they took your views as a carer into account. You also said that the Occupational therapist was very helpful and set up a team meeting to look at care ideas.

We will share your feedback with our team at our team meeting day.

East Hampshire Community Team

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