

Information for patients and visitors

Your Paediatric Speech and Language Therapy Appointments

**Paediatric Speech & Language Therapy Department
Community & Therapy Services
Diana Princess of Wales Hospital**

**This leaflet has been designed to
give you important information
about the Paediatric Speech and
Language Therapy clinics and your
appointments.**



Information for patients and visitors

Your First Appointment

We know that parents often wonder what will happen during their visit. This information booklet is designed to help understand the process.

The Department provides a specialist service for children with communication problems.

Clinics are held at Immingham Children's Centre, Child Development Centre and the Speech & Language Department both located at Diana Princess of Wales Hospital.

On arrival, please go to the appropriate reception where the receptionist will inform the Speech and Language Therapist that you have arrived for your appointment.

Your appointment will last approximately 45 minutes.

During your session:

- You will be given the chance to discuss your child's problem with the Speech and Language Therapist
- Your child's speech and language will be assessed through play activities or by more formal test materials. However, the tasks given are always enjoyable
- The therapist may suggest a referral to another department (for example, a hearing test), if this is necessary

Remember that:

- We want you to tell us how you feel about your child's problem
- We listen to you and can help you to help your child
- We rely on you to follow the advice which you are given
- We encourage you to ask questions if things are not clear

If regular visits to the clinic are necessary, you, your child and the Speech and Language Therapist will work as a team.

We make your visits as enjoyable as possible and we hope that you will find the sessions informative and helpful.

Assessment

Your child will be assessed by a State Registered Speech and Language Therapist within 4 weeks of your child being referred to our service.

We will:

- Assess your child's attention / Listening skills
- Assess your child's level of understanding language



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- Assess your child's level of expressive language (sentences)
- Assess your child's speech sounds
- We will provide general advice
- Assess your child's Stammer (where appropriate)

What Next?

You and your child may attend for:

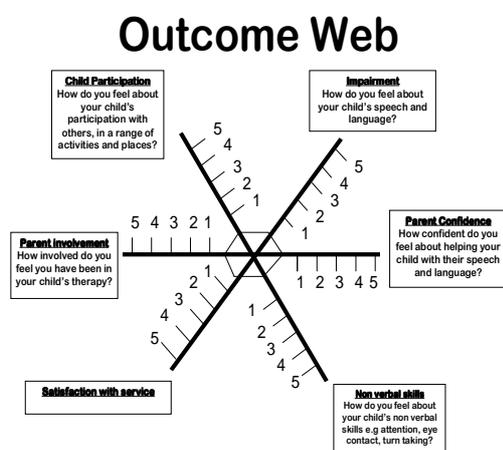
- One to one therapy
- Sound skills groups/ Language Groups
- Further assessment or monitoring of your child's speech and language skills

These may be with a Speech and Language Therapist or an Assistant Speech and Language Therapist and will involve:

- Demonstration of therapy techniques by the Therapist / Assistant to you in the clinic which you will then practice at home

Outcomes

Before therapy starts you and your therapist will complete an Outcome Web, where you will look jointly at:



- 1) Severity of your child's speech and language
- 2) How this affects their participation with others
- 3) How confident you feel to support them



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- 4) How you rate your child's non-verbal skills e.g. listening / turn taking
- 5) How involved you feel in your child's speech and language therapy
- 6) How satisfied you are with the service you have received

From this we will jointly identify priority areas to work on together and set aims / a plan for the next few months. This plan will be monitored together to check that progress is being made.

What do I have to do?

- You must attend all sessions; if you do not attend your child may be discharged
- You must notify us on receipt of your appointment if you are unable to attend any of the sessions. If you are unable to attend 3 or more of the appointments then further therapy will be deferred or you may be discharged
- You will be asked to complete a short 10-20 minute daily home practice activity and keep a diary of how you get on. If you do not complete the practice, this may result in your therapy being discontinued
- Each session will last 30-40 minutes and the therapist will show you 1 or 2 techniques to use with your child while you play or practice at home

Community Clinics

Immingham Children's Centre, Eastfield School, Margaret Street, Immingham

Clinics are also held at the Diana Princess of Wales Hospital in the Speech and Language Therapy Department and the Child Development Centre.

If you would like further information please contact the Speech and Language Therapy Department on Telephone: 03033 303758

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service offers confidential advice, support and information on any health related matters.

If you have a comment, concern, complaint or compliment about the care or service you have received from the Trust you can contact the PALS team as follows:

Telephone: 03033 306518

Email: nlq-tr.PALS@nhs.net

There are also offices at both the Diana Princess of Wales Hospital (near the main entrance) and Scunthorpe General Hospital (on the C Floor, near the outpatient department), should you wish to visit.

Please note: PALS should not be contacted for clinical advice relating to the content of this leaflet. The service should be contacted directly in the first instance.



Information for patients and visitors

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.



Information for patients and visitors

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scartho Road
Grimsby
DN33 2BA

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX

03033 306999

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