

Head & Neck Oncology Service

Speech & Language Therapy Community & Therapy Services

This leaflet has been designed to give you important information about this service, and to answer some common queries that you may have.



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Information for patients and visitors

Why have I been referred to speech and language therapy?

You have been referred to the speech and language therapy service because:

- You have a problem with your speech or voice
- You have a problem with your swallowing
- The treatment that you are going to have may cause problems or changes to your speech, voice or swallowing

What will happen?

We will send you an appointment for an assessment of your communication or swallowing. This may be in your home or at a clinic. If we come to visit you at home, we would be grateful if you could shut away pets. Please turn off the television and radio and not smoke. This will allow us to concentrate fully on talking to you.

You are welcome to have a friend or family member with you during your assessment. Please allow about an hour for this appointment.

What happens at the first appointment?

During your first appointment the therapist will:

- Ask you questions about your speech, voice, eating and drinking
- Look at how well the muscles are moving in your mouth. This will be by asking you to do things like sticking out your tongue

If you have **difficulty eating or drinking** the therapist will:

- Watch you eating and drinking something to see what happens when you swallow
- Give you advice about what types of food and drink are safe to swallow or how to swallow them safely. Sometimes holding your head in a certain way can make your drinking or eating easier

If you have **difficulties with your speech or voice** we may want to record you speaking. Your permission will be asked before doing this.

If you are having treatment that may affect your speech, voice or swallowing you will be told about the changes this may cause. You may also be given exercises to attempt to prevent you from developing swallowing problems. There will be plenty of time to ask questions.

What happens next?

The Speech and Language Therapist will send a written report to the person who referred you, explaining the findings of the assessment. This may be sent to other professionals involved in your care, such as your GP. Your permission will always be asked before doing this and your decision will be respected if you do not wish for information to be passed on.

Sometimes we may think that exercises would help your swallowing, speech or voice so we may give you a therapy programme to follow. If needed, you will be seen regularly for therapy.

If necessary the Speech and Language Therapist will arrange to see you again to check how you are getting on.

If things change with your swallowing, speech or voice and you feel that you need



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to be seen sooner than arranged, you can contact your Speech and Language Therapist to discuss this (Tel. 01472 875405).

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:
nlg-tr.PALS@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

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 whom 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,



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please speak to a member of staff in the ward or department you are visiting.

**Northern Lincolnshire and Goole NHS
Foundation Trust**

**Diana Princess of Wales Hospital
Scartho Road
Grimsby
01472 874111**

**Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282**

**Goole & District Hospital
Woodland Avenue
Goole
01405 720720**

www.nlg.nhs.uk

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