

***What happens if English is not our first language?***

All staff are aware of the issues involved in bilingualism and communication disorders, and will seek advice and support from a bilingual family member or interpreter as necessary.

***What is a Speech and Language Therapy Assistant?***

She/he is someone employed in the department who is not a qualified Speech and Language Therapist. They carry out a range of duties including some work with patients. This work is always directed and monitored by a qualified member of staff.

***What if I have any concerns or worries?***

Please feel free to ring either your named therapist or phone/write to –  
Mrs. Mary Turnbull,  
Head of Speech & Language Therapy,  
Stirling Royal Infirmary,  
Livilands,  
STIRLING FK8 2AU  
% (01786) 434078

***What if I am dissatisfied with the service?***

If you have a complaint about the service, you should contact the Head of Service, Mrs. Mary Turnbull (address and tel. no. above) who will discuss the matter with you. If you remain unhappy about the service provided, you can make a formal written complaint to:

Mr. Tom Horne,  
Complaints Officer,  
Forth Valley Primary Care NHS Trust,  
Old Denny Road,  
LARBERT FK5 4SD  
% (01324) 404121      FAX 01324 562367

***.... and finally*** - we look forward to meeting you in the clinic. We aim to provide you with an effective, efficient service and are open to your suggestions or comments relating to the service you have received.

**NHS FORTH VALLEY PRIMARY CARE  
OPERATING DIVISION**

**SPEECH & LANGUAGE  
THERAPY DEPARTMENT**

YOUR THERAPIST IS: .....

CONTACT NUMBER: 01786 - 434078

***This leaflet contains important information which will assist you in getting the most benefit from your contact with this department.***

### ***Who attends Speech and Language Therapy?***

The department provides a service to people of all ages.

### ***Why do they attend?***

There is a wide range of reasons for referral to this department. This can range from relatively minor difficulties of speech, to those who have no verbal communication at all. There may also be problems of eating and swallowing.

### ***Where will I be seen?***

Speech and Language Therapists visit hospital and community clinics, schools and other centres in your local community. Your appointment card indicates where you will be seen. If for any reason you are unhappy with that clinic site, please raise the matter with your named therapist.

### ***How long will the appointment last?***

The first visit will last anything from 20 minutes to 1 hour, depending on your child's problem. All appointments are scheduled and you will rarely be kept waiting more than a few minutes.

### ***How often will I have to attend?***

The first appointment will be for assessment and advice only. This may be simply to give advice then discharge as Speech & Language Therapy is not required or recommend an appointment to monitor your Child's progress in 3 – 6 months' time or your child's name may be added to a further waiting list for regular therapy. Some times we may recommend referral to another department e.g. for hearing test. The outcome of the assessment will be discussed with you.

### ***What does assessment involve?***

We listen to and observe how an individual communicates through informal chat and the use of more formal assessments designed to look at specific aspects of speech and language. We ask how the individual/carer sees the problem and discuss relevant medical and family background. problem.

Assessment of young children is carried out through play type activities.

### ***Does anyone else need to be involved?***

Communication is part of every aspect of our lives, therefore it may well be advisable to discuss the treatment programme with others, e.g. doctors, teachers, other therapy staff, to get best results from therapy. However, if this gives rise to any concern, please raise this matter with your named therapist. Reports of assessment are routinely given to the person who made the referral.

### ***How can I help?***

To make the most rapid and effective progress in therapy, regular attendance and carrying out of advice, e.g. at home, is essential. Communication takes place all the time – not half an hour per week in a clinic. Speech and language therapy should be an active partnership between the individual concerned, his/her family and carers and the Speech and Language Therapist.

### ***What if I need to cancel an appointment?***

Ring your therapist on the number given on the front of this leaflet, or leave a message with the secretary. If someone fails to attend their first appointment without letting us know, they will be discharged. If a person who is receiving regular therapy fails to attend two appointments in a row without letting us know, they also will be discharged. Appointments cancelled in good time can be offered to another person and help to reduce waiting lists. If someone fails to attend a monitoring appointment they will be contacted to ascertain if they still require access to our Service.

### ***When will I be discharged?***

We regularly review and discuss progress and this will include recommend referral when we both feel ready for discharge.

### ***What happens if my child is seen in school?***

The Therapist concerned will have a regular visiting day. She will notify you which day that is. You are invited to the first appointment, thereafter you are welcome to visit the school to see the therapist on any subsequent visits. Your child may be given a notebook with games and exercises. This book can be used also by you to send return messages.