

### **What if I have any concerns?**

We aim to provide an effective and efficient service and will always value any feedback. Any concerns regarding the service you receive can be discussed with your therapist. Alternatively, you may contact:

Anne-Marie Irving  
Speech & Language Therapy Coordinator - Adults  
Forth Valley Royal Hospital  
Stirling Road  
Larbert  
FK5 4WR

01324 566591



### **What if I am not satisfied with the service?**

If you remain unhappy with the service provided, you can make a formal written complaint to:

NHS Forth Valley Patient Relations and Complaints  
Service,  
Forth Valley Royal Hospital,  
Stirling Road,  
Larbert FK5 4WR  
Tel: (01324) 566660  
E-mail: [fv-uhb.complaints@nhs.net](mailto:fv-uhb.complaints@nhs.net)

**And finally** - We look forward to meeting you.



**Your therapist is:**

**Contact number: 01324 566591**

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

The department provides a service to people of all ages.

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

People attend for a wide variety of reasons, from minor speech difficulties to those with no speech at all. We also support those who have problems with eating or drinking safely.



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

Your appointment letter will indicate where you will be seen. This may be in a hospital or community clinic, or at home. You can discuss the best location for appointments with your therapist. Please tell us if you have special requirements e.g. wheelchair access.

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

Your first appointment may last up to one hour. The duration of future appointments will be discussed with you. You can expect to be seen at the time offered and will rarely be kept waiting more than a few minutes.

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

Assessment involves looking at aspects of speech, language and/or swallowing. We will also ask about any relevant medical history. We want to know how you and those closest to you, see the problem.

Following assessment, a report will be sent to the person who referred you to the department. We may recommend referral to another department e.g. to the Ear Nose and Throat clinic or for a hearing test.

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

This will be discussed with you and will depend on the outcome of assessment. We may simply offer a single appointment and provide advice. Alternatively, we may recommend weekly or other forms of therapy.

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

We may work with those closest to you to help them develop skills to support you. We may also wish to discuss your treatment with other professionals involved in your care, e.g. your GP. This will only be done with your consent.

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

It is important that you attend your appointments and make a commitment to follow any advice offered. Practising the strategies or skills taught is essential.

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

Our assistants work directly with patients and fulfil an important role, supporting us to provide your therapy. They are trained by us and always work under the supervision of qualified staff.

### **What happens if English is not my first language?**

It is important to us that everyone can access our service, regardless of their cultural or language differences. Where necessary, we will seek support from family members and/or interpreters to help us provide the best possible care.

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

Please contact the Department using the number on the front of this leaflet if you are unable to attend and an alternative appointment can be arranged. Appointments cancelled in good time can be offered to another person and therefore reduce waiting lists.



### **What if I fail to keep an appointment?**

Anyone failing to attend an agreed appointment, without notifying the Department, may be discharged. This is in line with the NHS Forth Valley Access Policy.

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

Planning towards discharge begins with your initial appointment. We will regularly review and discuss progress with you. This will include discussion around the timing of discharge.