

Information sharing

We will discuss with you what we plan to do. We may also need to discuss your child with colleagues such as your health visitor, GP, preschool/school, and any other health or education colleagues who need to be involved.

At your first visit we will discuss with you what information is shared and with whom. We will send you a copy of specific reports that we write, and we will also send a copy to any relevant professional who is involved in working with your child.

Professionals working within Integrated Community Paediatric Services have a duty of care to share information to safeguard children.

Policy for missed appointments

We understand that occasions arise where attending appointments is not possible. We ask that you contact the service as early as possible to cancel or rearrange appointments.

If you do not attend a planned session (group or individual) and you have not notified us that you need to cancel it, your child will be at risk of being discharged back to the referrer.

Contact information

Main Offices:

| | |
|---------------------|-------------------|
| Child Health Centre | St Helen's House |
| Hospital Road | 571 Foxhall Road |
| Bury St Edmunds | Ipswich |
| IP33 3ND | IP3 8LX |
| Tel: 01284 775081 | Tel: 01473 321225 |

Feedback

We aim to offer a good service to you and your child. We welcome your comments and suggestions. If you have any queries or concerns with any aspect of your child's speech and language therapy care that cannot be resolved with your speech and language therapist please contact **Peta Cook (Team Leader)** on the main office numbers.

Complaints /Compliments

You can send/email a complaint (or a comment or compliment) to our Complaints Officer or phone the Complaints Officer weekdays between 09.00 and 17.00
Tel: 01268 407817
 complaints.department@sept.nhs.uk

PALS (Patient Advice & Liaison Service)
 3rd Floor Rushbrook House,
 Paper Mill Lane, Bramford, IP8 4DE
Tel: 0800 389 6819, pals@suffolk.nhs.uk

This leaflet can be produced in large print, audio cassette, Braille and other languages on request.



Children's Speech and Language Therapy

Integrated Community Paediatric Services

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 approved June 2015
 April 2014

A service delivered on behalf of the NHS by SERCO,
 South Essex Partnership Foundation Trust SEPT
 and Community Dental Services CIC.

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Caring for children, young people
 and families in the community

Why do children see a Speech & Language Therapist?

Children who have a variety of difficulties with their speech, their language, and / or communication or feeding. For example, children who have:

- unclear speech because sounds are muddled or missed out;
- slow or unusual development of spoken language;
- little or no spoken language;
- difficulties with chewing or eating and drinking;
- difficulties in understanding what people say to them;
- stammered (or stuttered) speech;
- voice problems.

Who will see you?

We are a team of qualified, registered speech and language therapists (SLTs) and assistants employed by the NHS to work with children and families.

Where will you be seen?

Your child may be asked to come to see an SLT at a community clinic, health centre or hospital, or an SLT may visit your child at home, school, or nursery, depending on what his or her needs are.

What will happen at your appointment?

At the first appointment, we will need to collect general information about your child, as well as observing his or her speech, language and communication skills.

We may want to watch you play with your child to allow us to hear a sample of natural language and speech, to see how your child interacts, and look at his or her play skills. We will be looking out for a number of things, including:

- how your child uses individual sounds that make up words;
- the types of words your child uses (nouns, verbs, etc.);
- how your child puts words together to make sentences;
- how easy or difficult it is to understand your child's speech;
- how your child communicates socially;
- how much language your child understands.

Other information

- An adult with parental responsibility is expected to attend the first appointment with their child.
- Informed consent will be sought for assessment and treatment at all stages of the child/young person's involvement with the service.
- Students may be working in the department, fully supervised by senior staff. Your consent will always be sought in advance if a student will be involved in your child's care.
- Information will be recorded in electronic and paper records, and used/stored in accordance with the Data Protection Act

Things to bring with you:

- Your appointment card/letter
- Your child's personal child health record (red book) if they are pre school age
- Any useful medical or educational information, including a list of any medicine your child takes

You and your child are free to express any concerns or worries, say no, or ask for more information at any stage of an appointment within Integrated Community Paediatric Services.