

Comments, compliments and complaints

We are interested to hear your views about the service you receive from our department. Your feedback will help us understand what we are doing well and what areas we need to improve.

If you have any comments regarding your treatment please contact:

Ciara Tilley,
Therapy Lead for Dietetics and Speech and Language Therapy

St Peter's Hospital
Guildford Road,
Chertsey, Surrey,
KT16 0PZ

Direct Line: **01932 723935**

Voice Therapy Team Direct Line: **01932 722868**

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: Speech and Language Therapy Dept. Department: SLT Dept.

Revised: April 2019 Review: April 2021



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the text relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.
ने चलाऊ उतनमे सी लैज वै डां खिचपा बवरे हिस निसव उे डेन बवे: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

SPEECH AND LANGUAGE THERAPY (ENT)

General Information for Voice Therapy



The role of the Speech and Language Therapist (ENT)

Your ENT consultant has referred you to the Speech and Language Therapy Department. We treat people who are having problems with their voice.

Waiting List

You are on our waiting list for an assessment appointment. If you would like to know approximately how long you may have to wait for this appointment please contact us at the above address.

Where to find us

Follow the signs to outpatients. From the main entrance

- take the lift or escalator to **Level 3**
- from the lift turn left, from the escalator turn right
- walk to the end of the corridor to **Area 5**

Your First Appointment

This will usually last between 60 and 90 minutes.

Your therapist will ask you about the problems you are experiencing.

We encourage you to ask questions.

Your therapist will carry out a comprehensive

assessment of your voice difficulties and will offer advice and possible exercises to continue at home.

If you need further appointments, these will be arranged for you.

Information you give will be treated confidentially.

Things to bring with you

- the name of any medication you are currently taking
- details of any other professionals involved in your care.

What happens if you cannot or fail to attend your appointment?

To help us keep our waiting list to a minimum our department's attendance policy is as follows: -

You will be discharged from the department if:

- You fail to attend an appointment without cancellation.
- You cancel or re-arrange more than 2 appointments.

SLT is a Specialist Service, in accordance with Ashford and St Peter's NHS Foundation Trust policy, patients who fail to attend booked appointments will be discharged.

Please aim to be on time for your appointment

If you are late it will reduce your time with the therapist and we may not be able to see you.

To cancel an appointment please contact the department on 01932 723987 stating your name, contact telephone number and date and time of the appointment to be cancelled.

Appointment times

We make every effort to ensure we see you on time, however if there is an unavoidable delay your appointment length will not be reduced.

Your appointment time is exact and if you are late you may not be seen or your appointment may need to be shorter.

After your assessment

Your therapist will discuss your treatment plan with you and arrange further appointments if required.

A report based on your assessment will be sent to your consultant, G.P. and a copy sent to you.

Students

We may ask you if a student can observe or take part in your treatment. It will not affect your care if you choose to refuse. All students are under strict supervision of a qualified speech and language therapist.