

Review of Speech, Language and Communication Needs Services for children and young people in Nottingham and Nottinghamshire.

NHS
Nottingham and Nottinghamshire

Ran engagement from 22 November until 19 December 2023.

235

Families and professionals engaged with.



Online survey



Telephone interviews



Community group visits



Online focus groups

You Said

- ✓ Enhance communication between Speech and Language Therapy services and schools and make services more accessible to children.
- ✓ Families were not clear that they could request further support from the Speech and Language Therapy team (opt in) after receiving the discharge letter.
- ✓ Increase the number of appointments overall and increase the number of face to face appointments.
- ✓ Professionals were concerned that staff shortages could be impacting the quality of Speech and Language Therapy services.
- ✓ Provide services to the child or young person when needed, to prevent the condition worsening and address the waiting times.



We Did

- ✓ Recruited to a new training post to help and upskill SENCOs and specialist teachers to identify communication needs and understand the right support.
- ✓ The follow up process and how to request more support is explained at appointments and included in discharge letters.
- ✓ Drop-in sessions have been introduced to provide early intervention to children with lower level needs, and to allow for face to face contact.
- ✓ 4 fulltime posts have been filled for the next 12 months to allow for a more flexible workforce.
- ✓ An advice line and local drop in session, can be accessed whilst families wait for interventions.

Families on a long waiting list, now receive a telephone call from a therapist, to help and support whilst waiting for their appointment.