**Speech and Language Therapy Service**

**Patient Experience Quarterly results**

* October to December 2017 inclusive
* 41 responses to Meridian and/or Community Friends and Family Tests
* 1 patient story interview completed

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| **You Said…….** | **We Did…..** |
| *“SLT team work cohesively to provide the best support in the community”* | We understand that many of our clients see a number of health professionals. We aim to coordinate our input alongside other professions to avoid the need for duplication of information. |
| *“put my son at ease”*  *“relaxed and comfortable atmosphere”* | We understand that hospital appointments can be very stressful for people. We aim to make all of our clients comfortable to help them engage fully in the process of therapy and achieve the best possible outcomes. |
| *“fast service”*  *“on time”* | We try to work efficiently to prioritise referrals and offer timely appointments across the caseload. It is pleasing to see that clients notice this. |
| *“I had very good information. A lot of leaflets and sheets”*  *“a toolkit for the future”* | We appreciate how valuable our advice is to our clients. It is a vital part of our therapy. We continue to strive to make sure that all our clients have information about their condition and therapy which also helps with future self management. |
| *“I tell people to do their exercises because they really do help”* | These comments help us to educate future clients, sharing experience helps lots of people to better understand their condition and treatment. |
| *“voice improved without need for surgery”*  *“I did my exercises and didn’t need to use the PEG”* | Minimising the risk of complications and reducing need for additional treatment is an important part of our role which is recognised here. |