



Category: Setting the Stage/Measuring Reporting and Acting

<p>Award Reference Number: 1010</p> <p>Region: South West</p> <p>Disease: Speech and Language</p> <p>Organisation Type: In/out/community</p> <p>Intervention: Staff and patient engagement/ culture change</p> <p>Key words: World Café, questionnaires, Southampton</p>
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Speech and Language Therapy Engagement project with service users

Solent Community Healthcare

Setting: The adult speech and language therapy (SLT) department covering Southampton and areas of Hampshire (Part of Solent Healthcare) consists of approximately 16 whole time equivalent staff. We provide speech and language therapy services to hospital inpatients (on acute, community and rehabilitation wards), to outpatients and to clients in their own homes. We are engaged in healthcare for people with speech and swallowing difficulties who present with acquired and progressive neurological conditions, respiratory conditions, voice problems, head and neck cancer as well as other client groups as required.

Introduction: It has never been more important within the NHS to seek the opinions of the people who access the services we provide. Our initiative aimed to engage with our service users, to gain quantitative and qualitative data on the services we provide, to look at the opportunities for improving the quality of our service and reduce the inequalities in service provision. This is in line with the Government White Paper: Liberating the NHS, which advocates for putting the patient at the heart of their care; it is also key to the trusts 10 point plan which states we should "develop an increased focus on the views and needs of service users, carers and the wider population in the delivery and development of services.

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