

# Your first speech and language therapy (SLT) outpatient appointment

The ear, nose and throat (ENT) surgeon has referred you to the speech and language therapy department for assessment and treatment. This does not necessarily mean that you have anything wrong with your speech or language, but may be to do with a problem with your voice, a persistent discomfort in your throat or difficulty with swallowing. These are also areas that the speech and language therapist can help with.

## Speech and language therapy (SLT) outpatient appointment

When you arrive for your first appointment you may be asked to complete some questionnaires. Please arrive five minutes early to complete these. Feel free to bring someone along with you to help you fill them out, or let the receptionist know if you need any help.

Your first appointment may last up to one hour and you will be seen by a speech and language therapist. You may be seen on your own or in a small group of patients with the same condition. We will inform you if you are to be seen in a small group. The appointment **will not involve endoscopy** but in the case of voice problems, may involve a short recording of your voice and some therapeutic massage around the neck area if appropriate.

**Please let us know if you do not want to be seen with other patients present.**

## What to expect

The speech therapist will ask you some questions to find out more about your condition. He or she will also give you a thorough explanation of how your throat, voice and/or swallowing works using models and diagrams. Please ask any questions you may have and the therapist will explain anything that is not clear to you.

Depending on your symptoms, you may be offered:

- advice on how to care for your voice and another appointment to come back for a period of therapy to learn more about your voice and how it works
- an appointment with the speech therapist a few weeks after to see how well you get on with the suggestions and exercises given on how to manage your condition
- a review in the combined specialist voice clinic, held every week at Guy's Hospital.

**If the offered appointment date and time is not convenient, please do not hesitate to contact us using the number at the top right hand corner of your appointment letter.**

## **Contact us**

If you have any questions or concerns please contact the **Speech and Language Therapy** department at **Guy's** on **020 7188 6233** or **St. Thomas'** on **020 7188 6246**  
Monday – Friday, 9am–5pm

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

## **Pharmacy Medicines Helpline**

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748 9am to 5pm, Monday to Friday

## **Your comments and concerns**

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS) **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints) **e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

## **Language and Accessible Support Services**

If you need an interpreter or information about your care in a different language or format, please get in touch:

**t:** 020 7188 8815 **e:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

## **NHS 111**

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111

## **NHS Choices**

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

**w:** [www.nhs.uk](http://www.nhs.uk)

## **Get involved and have your say: become a member of the Trust**

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

**t:** 0800 731 0319 **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk) **w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

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