

**DOCUMENTS PROVIDED ON REQUEST FROM BCUHB**

FTE	Headcount
1.00	1
0.80	1
0.60	1
1.00	1
1.00	1
1.00	1
1.00	1
1.00	2
1.00	1
1.00	1
0.60	1
0.41	1
0.68	1
0.40	1
0.59	1
<b>12.08</b>	<b>16</b>
0.21	1
0.50	1
0.48	1
0.60	1
0.60	1
1.00	1
0.80	1
1.00	1
0.40	1
1.00	1
0.80	1
1.00	1
1.00	1
1.00	1
1.00	1
1.00	1
0.60	1
1.00	1
1.00	1
<b>13.99</b>	<b>18</b>
1.00	1
0.80	1
1.00	1
1.00	1
0.80	1
1.00	1
0.50	1
1.00	1
1.00	1
1.00	1
0.60	1
1.00	1
1.00	1
0.77	1
1.00	1
1.00	1
1.00	1
1.00	1
<b>16.47</b>	<b>18</b>
<b>42.53</b>	<b>52</b>

**West complaints received relating to Speech & Language Therapy  
- Jan 2014 to Dec 2016**

F = Formal    OTS = On the Spot    Others are up or downgraded as indicated

Ref	Type	Opened	Description (Policies)	Closed
██████████	F	02/01/14	Management of child's need's in relation to Speech and Language Therapy. Lack of continuity and level of input.	21/03/14
██████████	OTS	08/01/14	SaLT appointment was for 9.40 however due to parking problems patient and ██████████ did not arrive until 9.50 - they asked at outpatients where to go and when they arrived there was a notice that said sit and wait. They waited until 10am and assuming there was someone in the room with the therapist and at 10am the therapist came out and said they had missed the appointment - ██████████ did not have time to see them as ██████████ had someone else. ██████████ unhappy as no one else was there and ██████████ pointed this out to ██████████ offered to make another appointment for ██████████ but the ██████████ was rather distressed. ██████████ rang from front desk and so I suggested it might be worth ██████████ going back now and make the appointment but ██████████ was not happy to do this due to how ██████████ felt by ██████████ experience. It now means ██████████ has to have more time off school.	23/01/14
██████████	F	27/01/14	Concerns with regard to the level of support, continuity and communications from SaLT. Parent requests continuity of care, agreed treatment goals and a realistic opinion of what ██████████ child can achieve, receipt of a communication aid. Parent declined offer to meet with Head of Service.	21/03/14
██████████	OTS	24/04/14	Patient's ██████████ unhappy that speech therapy appointment keeps being re scheduled.	24/04/14
	OTS	08/05/14	Patient was not told their outpatient appointment had been cancelled, so they turned up unnecessarily.	08/05/14
	OTS	23/05/14	Unhappy that ██████████ had been switched from one therapist to another when started in main stream school.	23/05/14
	OTS	10/06/14	Concern regarding delay between child's appointments. Have phoned previously but still has no appointment.	10/06/14
	F	26/06/14	Concerns raised regarding the speech and language service	01/08/14
	OTS	22/08/14	Patient received appointment letter for another patient and turned up for the appointment.	22/08/14
	OTS> F	13/10/14	The level of progress experienced working with different therapists. The delays experienced and their affect. Why has no-one liaised with the school?	14/01/15
	OTS	17/10/14	This ██████████ phoned as ██████████ has been receiving speech therapy and was supposed to start having it in school due to a change in procedure but ██████████ hasn't yet, and the last time ██████████ saw someone was around ██████████ keeps chasing but has not heard anything back yet. Would it be possible to look into this and to give ██████████ a ring?	20/10/14
██████████	OTS	20/10/14	██████████ is not able to get to bottom of who should be providing her ██████████ SaLT - ██████████ was seen by community therapist until ██████████ when ██████████ having assured ██████████ would be picked up at school - school wont pick it up as ██████████ ██████████ has spoken to Manager at ██████████ S & L and ██████████ has not got back to ██████████	22/10/14
██████████	OTS	10/11/14	Concern regarding the fact that patient was discharged when didn't contact department, when had not received reminder letter.	10/11/14

Ref	Type	Opened	Description (Policies)	Closed
	F	17/11/14	Concern regarding delayed appointments for children with SLT, they require regular, coordinated input. Lack of clear communication between SLT/school. Requires clear care plan and regular review.	02/02/15
	F	27/11/14	Unhappy with Therapy services in relation to SALT assessments and provision of service needs for patient.	14/01/15
	F	04/12/14	Concerns raised by family regarding the level of Speech and Language service offered to children in the local area.	28/01/15
	F	05/12/14	concerns raised re continued provision of SALT services for a child. has been informed that the present SALT is leaving and the post would not be replaced due to cuts.	17/02/15
	OTS	12/12/14	Issues relating to continuing therapy for. is concerned that speech and language issues will not improve as soon.	12/12/14
	OTS	18/12/14	Concern regarding the fact that patient was not being given new speech exercises due to cancellation of appointment, and. Please see attached OTS form for further details.	18/12/14
	F	19/12/14	Headmaster unhappy that several children at the school have not been followed up following initial contact.	27/01/15
	F	22/01/15	Concern about the level of SaLT received, when assessed/reviewed and training element of assistant. Clarity of SLCN diagnosis requested.	06/02/15
	OTS	22/01/15	Concern that OPD appointment was sent out with too short notice, then no further appointment was arranged.	22/01/15
	F>OTS	23/01/15	Concerns re poor communication when seeking support for. (Upgraded to formal).	25/02/15
	F>OTS	26/01/15	Feels that SaLT service has deteriorated since child has started in Senior School and has not been fully supported over recent years and now speech has deteriorated.	13/02/15
	OTS	28/01/15	OTS concern received from Councillor re SALT service. See attached	29/01/15
	OTS>F	09/02/15	Parent concerned about delay with regard to appointment as had expected it much sooner (although knew that. Anticipated school chasing the appointment.	13/02/15
	F>OTS	19/02/15	Unhappy with lack of provision of SaLT services for child.	25/02/15
	OTS	14/04/15	SENCO called to raise concern. Patient has not been seen by speech therapist since 2013.	14/04/15
	F	29/04/15	Dissatisfied with length of waiting time for appointment.	18/05/15
	OTS	18/05/15	Parent has been trying to contact department in order to make an appointment for.	14/09/15
	OTS	04/06/15	Concernant states that phoned department to cancel appt planned for and that phoned twice after that to chase up a new appointment for the patient. Not happy that patient is now discharged and would like to speak to manager.	04/06/15
	OTS	13/10/15	Unhappy as took child to 2pm appt for Speech Therapy; sat and waited and then found that it had been cancelled. They were the only ones in the waiting area and are adamant that they had not been informed.	09/11/15
	F	27/10/15	Reduction in speech and language therapy service to child. Effects on child.	08/12/15

Ref	Type	Opened	Description (Policies)	Closed
	OTS	26/01/16	Lack of communication/concern regarding lack of SALT input for [REDACTED]. [REDACTED] has been seen by therapist in November and was told [REDACTED] would require block therapy but this would not be available until the new year. [REDACTED] has telephoned the department requesting to speak to therapist with view to agreeing an appointment but nobody has returned [REDACTED] call.	26/01/16
	OTS	09/02/16	[REDACTED] worried as no SLT allocation for [REDACTED] at [REDACTED] new school.	01/02/16
	F	15/04/16	Parents unhappy with availability of SALT care for their [REDACTED].	09/06/16
	OTS	24/05/16	[REDACTED] unhappy and worried about lack of SALT support for [REDACTED] at [REDACTED] school. Concern about assessment undertaken (content and style). Meeting requested and held but unsatisfactory and inconclusive. Request to meet with Head of Dept.	10/06/16
	OTS	10/08/16	Lack of communication with family from SALT Service after transfer from a SALT team	10/08/16
	OTS	02/09/16	[REDACTED] upset regarding communication between [REDACTED] and SALT regarding [REDACTED]	02/09/16
	OTS	04/10/16	Patient was seen in [REDACTED] with the promise to [REDACTED] that the child would be seen again for further assessment during the summer holidays. No appointment letter nor contact was received and [REDACTED] is very worried. Teacher phoned the SaLT helpline on [REDACTED] (record in the child's file that this was done and that the SaLT who took the call sent a TM task asking [REDACTED] to contact child's teacher. No contact was made. Child's teacher believes that [REDACTED] failed to arrange an appointment over the summer or to contact [REDACTED] regarding an appointment at another time. [REDACTED] also believes that [REDACTED] failed to contact [REDACTED] back when the initial enquiry was made on [REDACTED]	04/10/16

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