

## What happens if my child's needs change?

The therapist will reassess your child and review the advice to meet their needs. If your child has been discharged and you are concerned please contact the clinic to discuss this with the therapist.

### Community Clinics

You will be given an appointment at one of the following clinics:

Beckenham Beacon  
Mottingham Clinic  
Phoenix Children's Resource Centre  
Eldred Drive Clinic  
St Paul's Cray Clinic

**All clinics are wheelchair accessible**

Preschool children will be seen at the clinic nearest their home, and school-aged children seen at the clinic that is linked to their school.

Children's Speech and Language Therapy  
Phoenix Children's Resource Centre  
40 Masons Hill  
Bromley BR2 9JG

Telephone—020 8315 4706

### Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Global House, 10 Station Approach  
Hayes, Kent, BR2 7EH  
Tel: 020 8315 8880  
contact@bromleyhealthcare-cic.nhs.uk  
www.bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd.  
Company no: 06815987 Registered in England  
Registered Office: Global House, Station Approach, Hayes, Kent, BR2 7EH

**Bromley  
Healthcare**  
better together

# Your child's first appointment

Information for parents and carers

Children's  
speech and  
language  
therapy



Your child has been referred for Speech and Language Therapy and will be seen at a community clinic near your home or your child's school. We aim to see children for their first appointment within 18 weeks.

We will confirm appointment details in writing and tell you the name of the Speech and Language Therapist who will see your child.

**Please cancel any appointment you cannot attend so we can offer it to another child.**

During the session, we will be talking with you about your child's development and the results of our findings.

If you do not wish your child to be in the room during part of the session, please bring a responsible adult with you who can wait with them in the waiting room.

If you receive Income Support you may be eligible for help with travelling expenses. Please contact the clinic administrator at the clinic for details.

## What to expect

The clinic waiting areas are welcoming to children with books and toys available. The aim of this visit, which usually lasts 30 to 40 minutes, is to find out more about your child's speech and language development and current skills.

We will discuss your child's development and current communication skills with you. We may need to see you for a second appointment to complete the assessment and to discuss advice that will help you to support your child.

We will talk about the results of any assessment with you the next steps.

Student speech and language therapists may be present or may see your child under the supervision of the qualified therapist. If you do not wish to have a student or observer present, please make this known to the therapist.

A speech and language therapy assistant may be present to assist during the appointment.

## What happens next?

Following the initial appointment, if further speech and language therapy involvement is needed, together we will decide what to do next. This will depend on your child's age and the best way to help them.

You'll be given advice to carry out at home with your child, and may be asked to come again after an agreed time to check progress.

With your consent, our advice will be discussed with your child's pre-school or school as they are always involved in helping to develop his/her speech and language skills.

You may also be offered a series of group or individual therapy sessions with a therapist, trained speech and language therapy assistant or supervised therapist in training and be asked to follow up activities with your child at home.

A summary report about your child's needs will be sent to you, your GP, Health Visitor and/or your child's school.

Some children will be discharged with advice after their first appointment. This includes children:

- Whose communication is within the normal range for their age or in line with the rest of their development
- With mild difficulties which will get better on their own
- With conditions that are unlikely to show significant progress or deteriorate
- Whose needs are educational only, i.e. where their needs can be met through adaptation of teaching at school or preschool setting.