

Video Consultation with Speech and Language Therapy

What is it?

You have been given a video consultation appointment with the Speech and Language Therapy Department because your referral and information provided has been reviewed and this is felt the appropriate method of appointment for you at this time. This information sheet provides you with information about the appointment.

Why have I been referred for video consultation with Speech and Language Therapy?

Speech and Language Therapists are trained to assess and treat communication, voice and swallowing problems. This consultation will help us understand any difficulties you may be having and provide you with advice and possibly exercises to help you to manage your difficulties.

What is a video consultation and what will happen during my appointment?

Using software called AccuRx on a device like a smart phone, tablet or computer you will have a video call with a Speech and Language Therapist.

You will be provided with support if you are unable to make contact via video at your appointment time.

The content of the consultation will vary depending upon the reason for your referral. You may have had a request to complete a questionnaire or provide some information before your appointment. This is to save time in your consultation and your therapist can focus on your specific concerns in the consultation.

The consultation normally takes about 45 minutes.

Do I need to have anything at hand during the consultation?

If your consultation is for a swallowing assessment, your appointment letter will specify some foods and drinks to have available and accessible so that the therapist can observe you eating and drinking. Please also have handy any special cups or feeding utensils that you may use to help you with your eating and drinking. Remember to wear your dentures if you normally have these in when you eat and drink.

When will I know the outcome of the consultation?

The therapist will discuss the outcome of the consultation and any goals for therapy, strategies or exercises with you at the end of your consultation. They will provide a demonstration of any specific strategies or exercises so that you understand what you need to do.

Where the therapist writes a report after your consultation, they will send a copy to you and your GP / Consultant. If there are any terms or language you don't understand, please ask your Speech & Language Therapist to explain.

Is video consultation safe?

Video calls are secure, and your privacy is protected. Your information is confidential and AccuRx is a safe a secure platform used by many trusts and medical staff to conduct confidential discussions. Only authorised clinicians can enter the private video room you will wait in. None of the information you enter is stored.

How much data will it use?

You don't use any data while waiting for a clinician to join you. The actual appointment will use a similar amount of data to Skype or FaceTime. If you can, connect to a home or work wi-fi network to avoid using your mobile data allowance.

How much will the video call cost?

The video call is free (except for your internet usage).

What happens afterwards?

Any recommendations, strategies or exercises will also be sent to you, so you don't have to take notes during your call. These will be sent via email or post; if you have a preference, please let your therapist know. The therapist will agree the next steps with you, this may include a scheduled further video consultation, referral on to domiciliary or clinic services or the option for you to contact the service if you continue to need support after an agreed period of time.

What if I have any questions or concerns?

If you have any questions about the video consultation, call the Speech and Language Therapy Department on the numbers below.

Sources of information

<https://www.esht.nhs.uk/service/speech-and-language-therapy/>

Speech and Language Therapy contact numbers:

Hospitals:

Eastbourne DGH – 0300 131 4671

Conquest – 0300 131 5017

Community Services:

Eastbourne, Seaford and Hailsham 0300 131 4541

Bexhill and Hastings 0300 131 4541

Important information

The information in this leaflet is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the patient experience team on 0300 131 4784 or esh-tr.patientexperience@nhs.net

Hand hygiene

We are committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering

Other formats

If you require any of our leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department on 0300 131 4434 or esh-tr.AccessibleInformation@nhs.net

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

Reference

The following clinicians have been consulted and agreed this patient information:

Karen Davidson, Team Lead SLT

Rachel Tomlin, Clinical Lead/MacMillan SLT-Advanced Practitioner ENT/Oncology

The directorate group that have agreed this patient information leaflet:

Community Health and Integrated Care - Speech and Language Therapy Department

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