

Your opinion matters

Please complete our patient experience survey by scanning the QR code.



Compliments and complaints

We strive to offer a high standard of care, respecting and involving people who use our service. We hope you'll be satisfied with the care you receive.

If you do wish to raise a complaint, please contact the Complaints Office*:

Call: **01344 415 662**

Email: BHCT.complaints@berkshire.nhs.uk

*9am-5pm, Monday to Friday (excluding bank or public holidays).

Contact us



Tilehurst Clinic,
Corwen Road,
Reading,
Berkshire,
RG30 4SH



0118 904 3629



 berkshirehealthcare.nhs.uk



Berkshire Healthcare
NHS Foundation Trust

Speech and Language therapy for adults



Information for patients and carers

Our service

We are the Speech and Language Therapy Team

Our team works with adults who have acquired difficulties in:

- Speech (including acquired dysfluency secondary to a neurological event)
- Language
- Swallowing

We do not specialise in voice conditions (except Parkinson's Disease). Please ask your GP to refer to the local voice service at either Royal Berkshire Hospital or Wexham Park Hospital.

Our service works to standards and guidelines which are monitored regularly.

Assessment and treatment will be carried out or supervised by a qualified speech and language therapist. Goals will be discussed and agreed with you following initial assessment and a report will be sent to you, your GP and any other relevant clinicians involved in your care following our input.

Your confidentiality will be respected at all times.

You'll usually be contacted by post to acknowledge that we have received your referral. You will then be contacted again when an appointment becomes available.



What to expect

Your first appointment will either be by telephone, video consultation, or a face to face session. Please allow up to 60 minutes for this appointment.

We may use email to make contact with you and to send links to access video consultations. Therefore please ensure you have provided us with an up-to-date email address.

The speech and language therapist will:

- Take a complete history of your concerns
- Assess your speech, language, or swallowing difficulty

Following this, further treatment will be discussed with you. It may include telephone consultation, video consultation or face-to-face contact.

Most sessions are one-to-one, but group therapy may also be offered. We do not provide intensive daily therapy.

It is important to note that we are not an acute service and in case of emergency, please contact NHS 111 or 999.

We're committed to training students, so they'll often be present in sessions.

If you don't want students to take part in your sessions, please let the speech and language therapist know as soon as possible.