Dietetic & Speech Therapy Service

Service Information Leaflet

Our friendly team can offer you expert help and advice with your diet and nutritional needs or concerns you may have with any swallowing, language or communication difficulties.

Department hours are:
Monday - Friday 8.30 am - 4.30 pm
You can contact us:
Main Hospital Switchboard - 01895 238 282 ext. 3416
Telephone (direct line) 01895 279 416 (Voicemail)
Fax - 01895 279 486
Dietetic & Speech Therapy Service
Hillingdon Hospital
Pield Heath Road
Uxbridge, UB8 3NN
www.thh.nhs.uk

Who are we?
We are a team of Registered Dietitians and Speech & Language Therapists supported by a Therapy Assistant and Administrators. We are based at The Hillingdon Hospital, where dietetic and speech & language therapy support is provided to ward patients at Hillingdon Hospital and care of the elderly and rehabilitation wards at Mount Vernon Hospital. In addition we provide dietetic outpatient clinics at both sites and several GP practices across the borough. There are other community services available to you, please ask your GP for details.

Our Role as a Dietitian
Dietitians are state registered with Health Care Professions Councils (HCPC) and either have a BSc and/or an MSc in Nutrition & Dietetics. We are the only qualified health professionals that can assess, diagnose and treat diet and nutrition related conditions. We provide education and support to patients/carers as well as other health care professionals on disease specific nutritional advice. We work across a range of specialities including Gastroenterology, Care of the Elderly, Respiratory, Critical Care, Diabetes, Oncology, Neurological Rehabilitation, Paediatrics and Neonatology. We provide services to adults and children of any age.
How to access our Dietetic Outpatient Clinics:
Your GP or hospital Doctor can refer electronically, by letter or via the GP Choose and Book system. You will be advised by letter, either informing you of where and when your appointment will be, or requesting that you call the hospital to book a convenient appointment. Please let us know if you require an interpreter or any other assistance to ensure that your appointment runs smoothly.

How to access our Dietetic Inpatient Service:
Your ward Doctor or Nurse can refer you via our hospital electronic referral system. The Dietitian will come and see you at the bedside within 48 hours of referral or sooner.

What you can expect from us?
Dietitian will assess your dietary intake and agree with you on any changes that may benefit your health and wellbeing. It is useful to bring along a 3 day food and drink diary to your clinic consultation as this enables us to take into account your present diet, cultural and religious customs. When you arrive for your appointment the receptionist will give you a pre-clinic questionnaire, please take the time whilst waiting to complete this as we will discuss your answers in your consultation.

How long will my appointment be?
Depending on which part of our services you will be requiring the consultation generally lasts for half an hour for a new appointment or fifteen minutes for a review appointment. Please take into account that parking is very limited at the hospital so give yourself plenty of time. It may well be worth your while using public transport to get here. Your Dietitian will advise on whether a follow up appointment is required.

Who can I bring/visiting times and relatives present at my inpatient consultation?
You are more than welcome to bring along another family member or a friend to your consultation for additional support, but please bear in mind that some of our clinic rooms have a limited amount of space and if you are an inpatient please check the individual ward times and let the ward sister know that a member of your family/friend will be present on the ward for your consultation.
Our Role as a Speech & Language Therapist (SLT):
Speech & Language Therapists (SLT) are state registered with Health Care Professions Councils (HCPC) and either have a BSc and/or an MSc in Speech Sciences. We are the only qualified health professionals who are trained to assess, diagnose and treat swallow and communication difficulties. We have specialist training in conducting modified barium swallows (videofluoroscopy) and work closely with Doctors in hospital to provide a comprehensive assessment of swallow and communication disorders. We work across a range of medical specialities including Care of the Elderly, Respiratory, Critical Care, Endocrine, Oncology and Neurological Rehabilitation following stroke or traumatic brain injury. We currently provide an inpatient only service to adults of all ages (18+) at Hillingdon Hospital and the Daniels Rehabilitation Unit at Mount Vernon Hospital.

How to access our Speech & Language Therapy Inpatient Service:
Your ward Doctor or Nurse can refer you via our hospital electronic referral system. Referrals for swallow assessment need to be approved by the medical team. Referrals for communication disorders could be made by any member of the multi-disciplinary team and can be requested by the patient directly. The SLT will come and see you at the bedside within 48 hours of referral or sooner.

There is a specialist outpatient voice therapist based in the Hospital, referrals to whom can be made via your GP or ENT Consultant.

What you can expect from us?
Speech and Language Therapists will assess swallow and communication difficulties, and offer advice and/or therapy to treat these difficulties. Your appoint will generally last fifteen to thirty minutes and your SLT will advise on whether follow up therapy is required. We will make onward referrals to other health professionals, including Speech & Language Therapists in the community, should this be necessary.

What are swallowing difficulties?
Swallowing difficulties, also known as dysphagia, may occur as a result of changes to the nerves and/or muscles of the face and throat. This could lead to food and drink going down the wrong way which in turn could cause chest infections and weight loss. Please inform your doctor if you are experiencing difficulty swallowing.
What are communication difficulties?
Communication difficulties usually result from damage to the brain and include:

- **Aphasia** - difficulty understanding and using written and/or spoken language
- **Dysarthria** - slurred speech caused by facial weakness
- **Dyspraxia** - difficulty sequencing words
- **Cognitive-communication impairment** - thinking skills which impact overall communication
- **Dysphonia** - voice problems, usually caused by damage to the voice box

Please inform your doctor if you are experiencing difficulty communicating.

Tell us what you think:
We are always looking for new ideas on ways to improve our service so please feel free to let us know of any suggestions that you may have by writing to:

Sarah Jordan
Dietetic & Speech Therapy Service Manager
Dietetic & Speech Therapy Service
The Hillingdon Hospital NHS Foundation Trust
Pield Heath Road
Uxbridge
Middlesex
UB8 3NN

Or alternatively you can @HillingdonNHSFT

Complaints & Concerns
Should you have any concerns or problems with the service that we offer, please contact the service manager (details above) or The Patient Advice and Liaison Service (PALS) on 01895 279 973. PALS are available from 9:00am to 5:00pm Monday to Friday.

Is there anything else we can help you with?
Should you have any further questions or suggestions regarding our service or wish to cancel or reschedule an appointment please contact us on 01895 279 416 between 9am-4pm Monday to Friday (24hr answer phone).
Languages/ Alternative Formats

Please ask if you require this information in other languages, large print or audio format. Please contact: 01895 279 973

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Jeżeli chcielibyś uzyskać te informacje w innym języku, w dużej czcionce lub w formacie audio, poprosź pracownika oddziału o kontakt z biurem informacji pacjenta (patient information) pod numerem telefonu: 01895 279973.