

# HAVE YOUR SAY

*about*

## Children and Young People Speech and Language Services

*in North East Lincolnshire*

In North East Lincolnshire we are committed to improving access to good quality Speech and Language Services for children and young people. To help us do this we are keen to hear the view of families, children and young people using the service. What is your experience? What is working well? What can be improved?

Currently, support is available from various teams dependent on individual age and need such as; Family Hub staff, School staff and Hospital Therapists. We also realise that the Coronavirus restrictions have changed the way support is received. We are keen to understand your experience from before, during and after the coronavirus pandemic.

Many organisations are involved in speech and language services in North East Lincolnshire and they have agreed to come together to discuss and agree a shared vision to improve what children and young people speech and language services should look like. An important element of this is understanding the views of those using the service.

Sharing your views can be done in a number of ways, completing a survey via a weblink, QR code, post or over the telephone. The survey has 17 questions and should take about 10 minutes to complete. Responses are anonymous and the closing date is Wednesday, 21<sup>st</sup> April 2021. You can also call and discuss your experience or become a member of a Service User Focus Group. Please see below for further details:

**Survey Digital web link** <https://nelslt.questionpro.eu> OR **Survey QR Code**



**Survey by Freepost** (no stamp required) please clearly label the return envelope with only:  
**Freepost**  
**NHS NORTH EAST LINCOLNSHIRE CCG**

**Survey by Telephone** If you would like to complete the survey over the phone, please contact the CCG's engagement team on 0300 3000 567 (calls are charged at a local rate). A convenient time will be arranged for Donna Redhead, Service Manager, NELCCG to call you back.

**Other ways to share your views** We know that completing surveys is not everyone's favourite way to share their views so if you would prefer to tell us about your experiences over the phone or join a **Service User Focus Group** please contact the CCG's engagement team on 0300 3000 567 (calls are charged at a local rate) or you can email at: A convenient time will be arranged for Donna Redhead, Service Manager, NELCCG to call you back.