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Mr. Franck David
 Assistant Clerk to the Public Petitions Committee
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Date 2nd February 2011
 Your Ref Petition PE1384
 Our Ref RC\FEB
 Enquiries to Miss Florence Blackburn
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Dear Mr Franck,

Public Petitions Committee PE 1384

I refer to your letter of 26th January regarding the above petition and the undernoted questions:

- What is your response to the points made in the petition?
- How do you ensure that quality speech and language services are protected when planning local services and setting budgets? How is this evidenced?

NHS Greater Glasgow and Clyde recognises the key role that Speech and Language Therapists play in delivering health care to a range of client groups. Our Speech and Language Therapists work closely with Local Authority partners who contribute to the funding of Speech and Language Therapy services.

All service planning is undertaken in accordance with the NHS Board's agreed planning and policy frameworks; these underline the need for multidisciplinary person centred care. Any plans for service efficiency are considered for their impact on equalities issues which include communication needs. NHS GG&C has now an agreed service specification for community paediatric SLT services, and this provides a minimum service statement when establishing agreements with Local Authority partners. This service specification also includes a standard set of key performance indicators for the service.

NHS GG&C does envisage a change in the skill mix of its community paediatric SLT workforce over time; this is in a response to both service demand and demography. All workforce changes are agreed in partnership with staff, and their staff side organisations. NHSGGC's workforce plan is also considered by the National Scrutiny Group.

I have detailed below some of work underway within NHSGGC in which Speech and Language Therapy services have been particularly involved.

- In partnership with staff and staff representatives, NHSGG&C has undertaken a comprehensive review of community paediatric Speech and Language Therapy services. That work has led to a clear workforce plan and service specification being established.
- A consistent service framework.
- Continuing professional development of staff is supported through personal development plans aligned to the Knowledge and Skills Framework (KSF).
- Key Performance Indicators (KPIs) have been defined for the Speech and Language Therapy services. These are specific to waiting times, shifting the balance of care, skill mix and staff development.

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Following admission to the Speech and Language Therapy service, clinical care is provided within the Care Aims Framework. This framework operates consistently across the service. The framework defines a duty of care based upon impact, or future impact, of a presenting problem and a Speech and Language Therapy clinician's ability to address this impact through their intervention.

The Board's impact assessment of SIGN 119 (Management of Patients with Stroke: Identification and Management of Dysphasia) was undertaken by a Stroke Nurse Specialist and the Speech and Language Therapist Team Lead. This evidenced that the key recommendations are being met with verification for this shown in the weekly Clinical Quality Indicators for Food Fluid and Nutrition. This is further supported by a checklist for swallowing difficulties, referral to Speech and Language Therapy and a flowchart for a water swallow test. The Allied Health Professional consultant for Stroke is currently considering an Oral Hygiene Protocol which was identified as a gap.

NHSGGC is also currently integrating a number of community services for adults and older people. This will include Speech and Language Therapy in newly formed rehabilitation and enablement services for adults and older people.

As part of its Equality scheme, NHSGGC has a Communication Support and Language plan, with an associated action plan. This is supported by a Speech and Language Therapy expert reference group. This is available on the Boards website.

I would reassure the committee that NHSGGC values the role of Speech and Language Therapy services and has active programmes of work addressing the issues identified in the petition.

Yours sincerely,

Robert Calderwood
Chief Executive