

# Children and Young People's Therapies Service

"Thank you so much for this feedback and plan. It is a huge help to me and means I can make progress with my son in between the weekly calls. The work you're putting in with my son is tremendous and really exceeds the expectations I had. He has shown a much larger improvement more quickly than I had considered possible. I am sure this is down to how personalised the work/sessions have been and also without-doubt by the way in which you run them. I'm so impressed by how quickly you're able to change approach and keep my son engaged and learning. The sessions are extremely valuable to our family and the improvement in his speech is significant already - which is wonderful to see. Thanks so much again for this help, it's fantastic." (Speech and Language Therapy)

"Thank you for our physio appointment today we really enjoyed it and we felt like we got a lot out of it!!! We have lots to be getting on with."

"You are proactive and seem as though you really care about my child" (Occupational Therapy)

**You said, we did. Because we listen.**

**YOU SAID** you would prefer to be referred to all of the therapy services at the same time when it is clear that your child will have multiple needs

**WE DID:** We now have an integrated referral form so referrals to OT/PT/SLT can all happen at once if needed

**YOU SAID** the wait for initial assessments is taking too long (the list built up during Covid when staff were redeployed to services in the NHS)

**WE DID:** We have employed additional temporary staff to help us work through the backlog

**YOU SAID** some children and young people are worried by the sight of therapists wearing PPE

**WE DID:** We have produced a [social story](#) to help prepare children for their visits

