

A SIMPLE TOOL TO EVALUATE THE QUALITY OF AN INDEPENDENT SPEECH AND LANGUAGE THERAPY SERVICE

1 AIMS OF THE PROJECT:



1. To develop a simple electronic questionnaire, with high validity, requiring less than five minutes to complete



2. To make changes to our service based on feedback from clients



3. To gain client views on the quality of service provided by our associate SLTs



4. To generate testimonials and a Net Promoter Score (NPS) for marketing purposes

2 WE DESIGNED A QUESTIONNAIRE: Simplicity was key, however, validity could not be compromised

Free online surveys were reviewed and Google Forms were chosen.

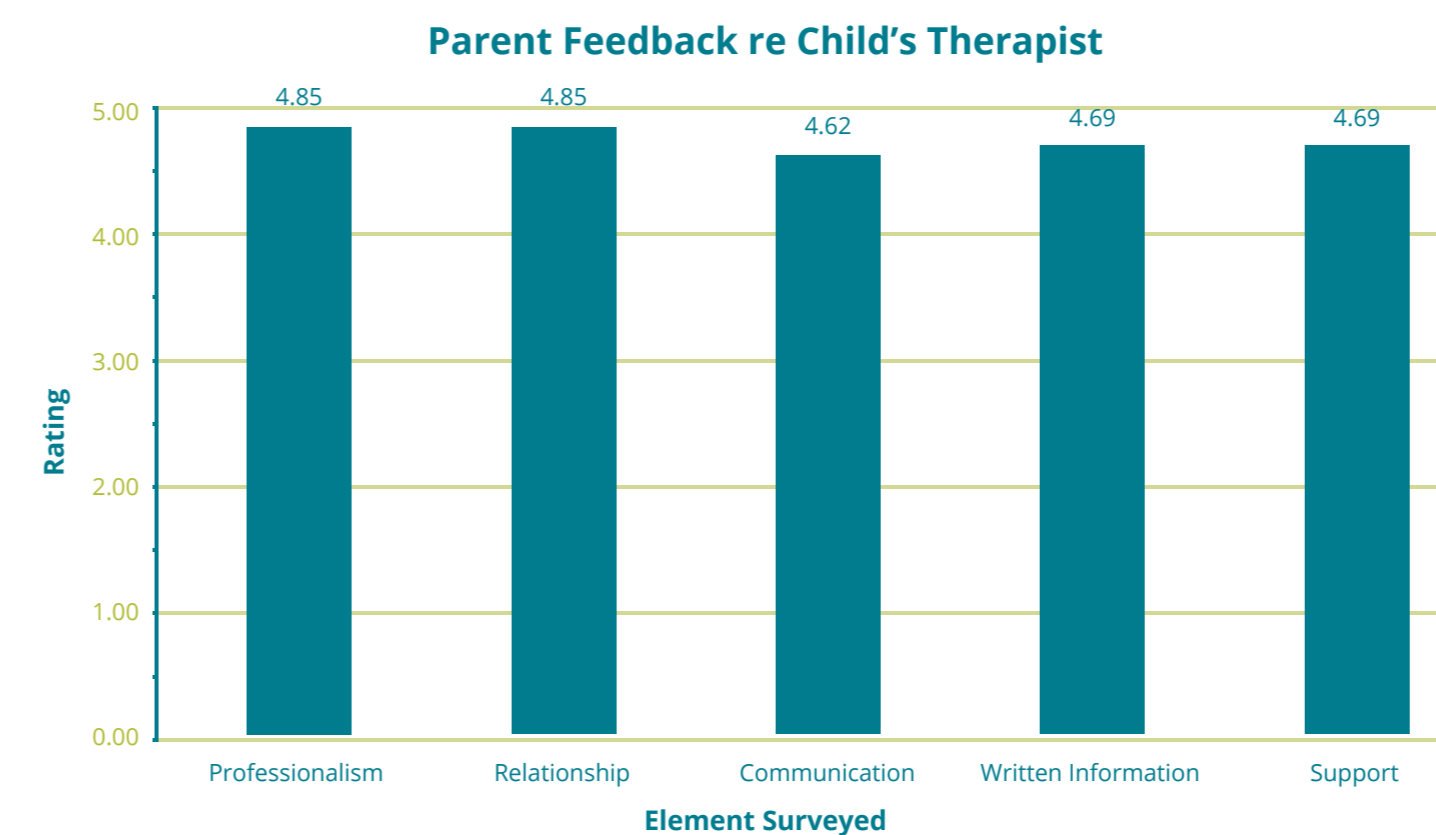
Early drafts of the questionnaire were piloted on family and friends, then on clients in test mode, with requests for improvement.

The final questionnaire was sent to 54 clients.

THE QUESTIONS COVERED:

- Professionalism
- Relationship with child
- Support for parents
- Communication; verbal and written
- Convenience
- Value for money

3 QUESTIONNAIRE FEEDBACK HAS HELPED IMPROVE THE QUALITY OF OUR SERVICE



Parents told us they would prefer:

“the cost of therapy sessions [to] include written information”

So we now provide a free summary report following assessment.

Feedback re new associate SLTs helps ensure they are a good fit in a high quality service and informs CPD/supervision requirements.

4 TESTIMONIALS HAVE BEEN PROVIDED Which we put on our website

“ From that first call Jan has offered calming, practical support. She has taught me how to support my son’s language development in a way that is fun for him. The work she has done with him has had an amazing impact.

The difference in 3 months is amazing. His language comprehension increased exponentially and he is blossoming into a confident sociable little boy.”

WHAT NEXT?

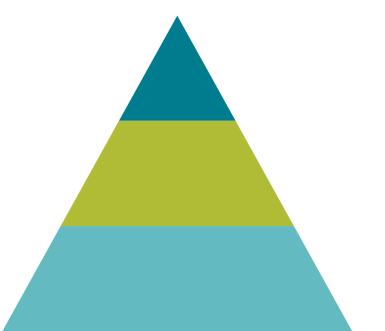
We have designed a questionnaire for school staff to gain views on improving our school-based SLT service.

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Talking Outcomes

SPEECH & LANGUAGE CONSULTANCY



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References on request