Working with our speech and language therapy students

Supporting Service Users and Carers in Education
Department of Human Communication Sciences
2017 - 18

Handbook
You might have **questions**

You can **contact**:

**Dr Emma Gregory** - Service Users in Education Lead  
email: [emma.gregory@sheffield.ac.uk](mailto:emma.gregory@sheffield.ac.uk)  
📞 0114 22 22417

**Rebecca Hewitt** - Clinic Coordinator  
email: [r.hewitt@sheffield.ac.uk](mailto:r.hewitt@sheffield.ac.uk)  
📞 0114 22 22441

**Dr Judy Clegg** - Director of Professional Development  
email: [j.clegg@sheffield.ac.uk](mailto:j.clegg@sheffield.ac.uk)  
📞 0114 22 22450

Service users’ **webpage address**:

[https://www.sheffield.ac.uk/hcs/workingwithstudents](https://www.sheffield.ac.uk/hcs/workingwithstudents)

**Click** on the **left** hand column:

**Information for Service Users and Carers.**

You might need a **password**:  
Username: **slt**  
Password: **speech**
A service user uses health or social services

A service user can be called a patient

A service user can be called a client

A carer supports the service user

Service users can teach students

Service users can teach students in lectures

Service users can teach students in workshops
Service users can **work** with students in **clinic**.

Service users can **help students develop**:

- communication skills
- confidence
- a professional attitude
- knowledge
- understanding
Service users might help with other activities:

- developing teaching materials
- designing new teaching modules
- recruit new students
- attending departmental meetings

Staff will give you information

Staff can help with training

Staff will ask you for feedback about teaching

Staff will ask you for feedback about clinics

We will ask about your experiences

We will ask you to fill in a feedback form
Service users will meet once a year.

Staff will:
- say thank you
- ask you what went well
- ask what was difficult
- ask what we can do better

Thank you!

Service users can make complaints

Complaints will be taken seriously

Staff will not treat you negatively

The diagrams below show you how to complain
IF YOU HAVE A COMPLAINT ABOUT TEACHING

Talk to the module coordinator.
You can talk in person.
You can talk on the phone.
You can send an email or email.

The module coordinator will talk to you about your concerns.
The module coordinator will try to solve the problem.
The module coordinator might write a report.

If you are still unhappy you can contact Dr Emma Gregory.
Emma Gregory is the Service Users in Education lead.
You can contact Emma by email - emma.gregory@sheffield.ac.uk
You can contact Emma by telephone - 0114 222 2417.
Emma will try to find a solution.

If you are still unhappy you can contact Professor Patricia Cowell.
Patricia Cowell is the Head of Department.
You can contact Patricia by email - p.e.cowell@sheffield.ac.uk.
Patricia will try to find a solution.
IF YOU HAVE A **COMPLAINT ABOUT CLINIC**

Talk to the person leading the clinic.  
You can talk in private.  
Clinic rooms are available.

The staff member will talk to you about your concerns.  
The staff member will try to solve the problem.  
The staff member might write a report.

If you are still unhappy you can contact Dr. Judy Clegg.  
Judy Clegg is overall clinic lead.  
You can contact Judy Clegg by email - j.clegg@sheffield.ac.uk  
You can contact Judy Clegg by telephone - 0114 222 2417.  
Judy will try to find a solution.

If you are still unhappy you can contact Professor Patricia Cowell.  
Patricia Cowell is the Head of Department.  
You can contact Patricia by email - p.e.cowell@sheffield.ac.uk.  
Patricia will try to find a solution.
Note:

This handbook has been designed using Accessible Information Guidelines:

For further information see:
