



## Working with our speech and language therapy students



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

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**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)

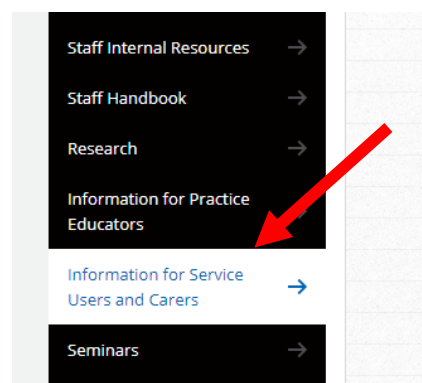
☎ 0114 22 22450

Service users' **webpage address:**

<https://www.sheffield.ac.uk/hcs/workingwithstudents>

**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](mailto: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](mailto: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](mailto: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](mailto: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:

Herbert, R., Haw, C., Brown, C., Gregory, E., Brumfitt, S. (2012). Accessible Information Guidelines. Stroke Association, May 2012. ISBN 978-0-901548-66-5.

[https://www.stroke.org.uk/sites/default/files/accessible\\_information\\_guidelines.pdf](https://www.stroke.org.uk/sites/default/files/accessible_information_guidelines.pdf)