Mid and South Essex Community Collaborative
Adult Speech and Language Therapy FAQs

1. Service Integration and its impact

- What is the Mid and South Essex Community Collaborative?

  The Mid and South Essex Community Collaborative (MSE CC) is a collective agreement between Essex Partnership University Foundation Trust (EPUT), North East London Foundation Trust (NELFT) and Provide Community Interest Company to work in partnership and collectively improve community services across mid and south Essex. The shared vision is to provide "a consistent and outstanding community health care service."

- What is a service integration?

  A service integration is when independently managed services align under one management structure, to unite resource and experience, with the aim of putting people and communities at the centre of the care provided across a geographical area regardless of the organisations involved.

- Why are the adult community speech and language therapy services integrating?

  Adult community speech and language therapy services are integrating to reduce wait times and increase service user choice in their care. It also enables the service to create a single point of access across Mid and South Essex for adult community speech and language therapy improving communication between patients and therapists.

- Will the service integration improve my care?

  The service integration will improve access to your care; creating a wider range of choice for where your appointment could be, a single waiting list across mid and south Essex that is monitored consistently and a single dedicated phone line and email address that removes communication barriers with the service.

- How will the integration of services affect my treatment?

  If you are currently receiving treatment from a community speech and language therapist there will be no disruption to your current course of treatment.

  For future patients accessing the service, this integration will allow adult community speech and language therapists to review the needs of the population and make improvements to the service offer.

- Will the service integration change how I book/change my appointments?

This service integration will result in the creation of a single point of access, with a new phone number and email address.

The new number is: 01702 578613 and the new email address is provide.mseadultspeechtherapy@nhs.net

The contact details will change, however the process of booking or changing an appointment will remain the same.

- Will any existing appointments I have with my current service be cancelled or rescheduled because of the service integration?

  There are no plans to reschedule or cancel any existing appointments because of the service integration.

  If for any reason an appointment needs to be rescheduled during the process of the service integration, contact will be made to reschedule the appointment following the current process.

- Does this mean I have to restart my treatment programme/be re-assessed?

  If you are currently receiving treatment from a community speech and language therapist there will be no disruption to your current course of treatment.

- I have been on the waiting list for a long time; will this extend my wait time?

  We apologise that you have been waiting for an appointment for longer than expected. An aim of this service integration is to reduce wait times for those referred to adult community speech and language therapy.

  Clinical activity will continue during the service integration process, and the intention is to cause minimal clinical disruption, however we do acknowledge that during the establishment of the integrated service response times could increase. We will be monitoring this closely.

  If while waiting for an appointment you notice a difference in your condition, please call 01702 578613 to make the service aware of the change. If you feel you need urgent emergency treatment, please call 999 or go to your nearest A&E department.

- Will there be a disruption to service during the integration period?

  Clinical activity will continue during the service integration process, and the intention is to cause minimal clinical disruption, however we do acknowledge that during the establishment of the integrated service response times for those on the waiting list could increase. We will be monitoring this closely.

  For those currently receiving therapy there should be no disruption.

If while waiting for an appointment you notice a difference in your condition, please call 01702 578613 to make the service aware of the change. If you feel you need urgent emergency treatment, please call 999 or go to your nearest A&E department.

- When can I expect the integration to occur?

  The service integration 'go live' date for Provide/EPUT is planned for 24 February 2026 and for NELFT the service integration date is 3 March 2026, changes to the current services will occur before this date to prepare for the agreed 'go live' date.

  Once 'go live' has occurred there will no longer be three separate adult community speech and language therapy services, but instead one integrated service with one single point of access.

  There will be a three-month review period following go-live to gather feedback and monitor service performance.

2. Communication and Access to Services

- How will I get in touch with / book appointments with my adult community speech and language therapy team?

  This service integration will result in the creation of a single point of access, with a new phone number and email address.

  The new number is 01702 578613 and the new email address is provide.mseadultspeechtherapy@nhs.net

  The service contact details will change, however the process for contacting the service will not change. The new number will also remove the need to access the service through a contact centre, instead the service will have a dedicated phone number to ease access for those with communication difficulties.

- How will I communicate with my service/therapist change?

  There will be no change in how you communicate with your current therapist.

  The service will have a new phone number 01702 578613 and email address provide.mseadultspeechtherapy@nhs.net

- Will I be able to continue attending my group work?

  If you are currently attending group therapy this will not be interrupted by the service integration.

- How will the service integration impact onward referrals and communication with my GP?

The service integration will have no negative impact on the communication between adult community speech and language therapy services and other services you may access, including GPs.

Creating a single point of access will make it easier for other services to contact community adult speech and language therapy services as they will have only one service to communicate with and not three (like they do currently).

- Who do I contact when I have a question?

  If you have any questions about the service integration, or about your adult community speech and language therapy care please call 01702 578613 or email provide.mseadultspeechtherapy@nhs.net and a member of the team will answer your question as soon as possible.

- How will I be notified if there are any changes specific to my care?

  There is a planned change to how your data will be stored as part of the integration. You will not receive an individual letter about this change. Information about how your data is used and protected is available here.

  If there are any long-term changes being made to your care you will be contacted directly with a letter (sent either digitally or in the post) to explain the changes and how they will impact you. If a short-term change is occurring e.g. an appointment being rescheduled you will receive a phone call from the service.

- How will I be kept updated regarding the service integration and any changes being made to my care?

  If you are currently receiving care with adult community speech and language therapy services your therapist will keep you up to date with service changes that will impact you.

  Information about the integration will be available on the websites of the partner organisations within the Mid and South Essex Community Collaborative.

- Is there a person I can speak to, to discuss my concerns?

  If you have any questions about the service integration, please call 01702 578613 or email provide.mseadultspeechtherapy@nhs.net and a member of the team will try and answer your question as soon as possible.

  If the appropriate member of staff is not available to discuss your concerns, it may be that a follow-up call is rescheduled with yourself so your concerns can be discussed at an appropriate time.

If you are currently receiving therapy with an adult community speech and language therapy service you can also discuss any concerns you have with your therapist.

- Has my GP been told about this change?

  The Mid and South Essex Community Collaborative is working with the ICB and Local Medical Committee to share information about this change with GP practices across Mid and South Essex.

3. Personal Data and Security

- What is happening to my personal data?

  Your personal data including health care information is currently securely stored on an electronic patient record system monitored by the organisation your care is currently registered with. Once the service integration has occurred your data will be moved to a new electronic patient record system that can be accessed by the three organisations that are a part of the MSE Community Collaborative.

  Your data is being moved to allow service integration, so all adult community speech and language therapists across mid and south Essex can work together to provide the best service possible to the population of mid and south Essex. Without a shared record system this integration would not be possible.

  The Mid and South Essex Community Collaborative Privacy Notice will explain how your personal data will be collected, stored and used.

- Will my personal data be secure during the service integration?

  All possible measures are being put in place to ensure that your data is safe during the transfer. This will include the manual checking of each record when moved.

  Unless consent is given the data will not be shared outside of the three organisations that make up the MSE Community Collaborative and will continue to be utilised by the integrated speech and language therapy team to ensure you receive the best care possible.

4. Therapist/Staff Changes

- Is my therapist/therapy assistant changing?

  If you are currently receiving therapeutic care from a consistent therapist or therapy assistant this will not change.

5. Care Delivery and Location

- Will this impact how I am discharged from hospital?

  If you (or your loved one) is currently in hospital, this service integration will not disrupt or delay discharge. It will also not delay access to community adult speech and language therapy services if required on discharge.

- I currently have my appointments at home, will that change?

  If you are currently receiving a course of therapy at home this will continue for your current course of therapeutic intervention.

  The service integration does mean that all clinical policies have been reviewed and unified across mid and south Essex, this includes what therapeutic interventions would be most appropriate in a home and clinic setting.

  A virtual treatment policy has also been formalised, which will give patients the opportunity to choose to have their appointments virtually, if clinically appropriate.

- Will I be expected to travel around Essex to access my care?

  One benefit of the service integration is that the service will now cover a wider geographical area, with more clinic locations available to all.

  When initially booking your appointment, you will be told when the next appointment is available at your nearest clinic, but also when the next appointment is across mid and south Essex. As a patient you will have a choice of which clinic appointment you book.

  Which location you travel to for your first appointment, unless there is a clinical change, is where you will be expected to continue to travel for the remainder of your therapeutic appointments.

6. Patient Rights and Options

- Can I opt out of the service integration or choose a different service provider?

  If it is deemed you have the capacity to do so, you are within your rights to refuse treatment from a service. After the service integration ‘go live’ dates of the 24 February 2026 and the 3 March 2026 there will be no other NHS adult community speech and language therapy service offer in mid and south Essex.

  We would hope that you will choose to continue treatment with the service if required, however you are within your rights to seek treatment from another provider if you choose to do so.

- What are my rights if I am unhappy with the integration process or changes?

If you are unhappy with the integration process or changes you can raise a complaint with your current health care provider, following their complaints procedure.

For a full understanding of your right to feedback or complain about a change in service offer please see the NHSE website attached.