

|                        |                  |
|------------------------|------------------|
| <b>File reference</b>  | W17FOI345        |
| <b>Key words</b>       | BSL interpreters |
| <b>Date of release</b> | 25/08/2017       |
| <b>Attachments</b>     | No               |

## Freedom of Information Act Disclosure log - Reply Extract

### You asked

- 1. How many BSL interpreters are available at each of your hospitals to attend 999 callouts involving deaf people, and to translate for patients inside hospital (please state the number of interpreters and the name of each hospital, if possible)?**

Plymouth Hospitals NHS Trust books BSL interpreters through an external company, Language Empire. We would provide interpreters for inpatient and outpatient episodes of care but not for 999 callouts as this does not come under our remit.

Main hospital is Derriford Hospital, others include Child Development Centre and Plymouth Dialysis Renal Unit, as well as services being provided at Tavistock Hospital, Liskeard Hospital and Mount Gould Hospital.

- 2. If BSL interpreters are available, how much did these cost last year (January to December)?**

Costs for the period April 2016 to March 2017 - £47,969

- 3. If BSL interpreters are not available, what policies or procedures do your hospitals have regarding dealing with emergencies and treatment concerning deaf BSL users?**

Staff are able to use flash cards, easy read communication booklets and recently video interpreting through Signlive.

- 4. The list of hospitals in which you operate as an organisation.**

The Trust website describes who we care for it is located here:

<https://www.plymouthhospitals.nhs.uk/about-us>