

WIN Request for Information – What provisions are provided for BSL and Dual Sensory Loss service users within the three acute hospitals in Wiltshire

Salisbury Hospital
Request
<p>Dear Maggie</p> <p>The Wiltshire Involvement Network (WIN) would like to know what provisions are provided throughout Salisbury Hospital for BSL and Dual Sensory Loss service users if they have to use a service provided by the Trust whether it be as an emergency or as a planned patient.</p> <p>Do you have a bank of interpreters available on request? If so, do they require notice? What happens in the case of a BSL or Dual Sensory Loss service user being admitted as an emergency patient?</p> <p>Look forward to receiving this information.</p>
Response
<p>Dear Lucie</p> <p>Thank you for your e-mail that was passed to me by Maggie Cherry.</p> <p>In response to your questions we use Sonus for British Sign Language, Sense for dual sensory loss and Prestige for face to face interpreting. It is obviously much easier to book interpreters for planned patients; however we do have telephone interpreting in an emergency, if suitable for the situation. We also have a list of staff that can provide interpreting in emergency situations.</p> <p>Kind regards</p> <p>Hazel</p>

Great Western Hospital
Request
<p>Dear Kevin,</p> <p>The Wiltshire Involvement Network (WIN) would like to know what provisions are provided throughout the Great Western Hospital Trust for BSL and Dual Sensory Loss service users if they have to use a service provided by the Trust whether it be as an emergency or as a planned patient?</p>

Do you have a bank of interpreters available on request? If so, do they require notice? What happens in the case of a BSL or Dual Sensory Loss service user being admitted as an emergency patient?

Look forward to receiving this information.

Response

Hi Lucie,

Thanks for the email. I thought it would be useful to give you some background on this issue given it's an important topic.

To gain patient feedback on issues relating to hearing and vision, we have established a Hearing and Vision Group which meets three times a year. The group is chaired by Libbie Sheppard from the charity Action for Hearing Loss so clearly has a strong focus on the sorts of issues WIN members will be interested in. Also involved in the group are a range of service users, GWH staff, Wiltshire Blind Services, the PCT and Wiltshire Council. Our lead Matron for the work, Janie Bond is the main Trust link for the group having recently taken on this responsibility and since the start of the year there have been a range of improvements in the way we care for people who have hearing difficulties which I was keen to share with you to show what we are doing, not just on BSL interpreting, but for other people with hearing difficulties.

The issue raised by users	What we've done as a result
<p>Loop Systems: We had a number of concerns raised to us by people who use hearing aids complaining that they were missing appointments due to not being able to hear their names being called in the waiting areas.</p>	<p>The PALS team recruited a volunteer who is a hearing aid user to help establish where all the loops systems are within the hospital.</p> <p>Through this work we found that the majority of hearing aid loops were in fact not working. Work has taken place to get around 20 of these loops back up to working order.</p> <p>Recognising that as the hospital is almost 10 years old, the hearing loop system needs replacing therefore work will soon begin on replacing this</p>

	<p>equipment and relocating some hearing loops into more appropriate locations. Service users should then notice a big improvement in this area.</p>
<p>Hearing Aid Battery Service: It was identified that hearing aid users were finding the method for replacement of hearing batteries difficult with batteries being sent out in the post. We had feedback from a number of service users requesting a central point where they could come to the hospital and collect batteries and have small repair work done.</p>	<p>A service is now being provided within the hospital which is run by volunteers (hearing aid users themselves) who have been trained by the Audiology Department and based in the WRVS transport lounge. The team are able to issue new batteries and make small minor repairs.</p> <p>This service is available Monday – Friday and has been a great success. As part of this project, it has been identified that we do not have a loop system in this area and we aim to put this in place when the hearing loop replacement work begins.</p>
<p>Interpreting and Translation Services – British Sign Language: We have received feedback from patients (and staff) about the variable quality of translation and interpreting and difficulties experienced by deaf people (particularly in the Emergency Department).</p>	<p>Since the beginning of February this year we have changed our translation and interpreting provider and as part of that tendering process we included a requirement that British Sign Language (BSL) interpreters must have a quicker response time for the Emergency Department (ED) – this is in effect a bank of interpreters which we will rely on. We also included a requirement that the level of signing used when signing to children should be at a child’s level. This service is now in place and is being well used.</p> <p>We are also planning to introduce a new service within the Emergency Department using a charity that provides</p>

	<p>an On-Line Sign Language Interpreting Service that enables Health Workers to make video calls to a fully qualified BSL interpreter using a standard webcam. Our aim is that the on line service will now allow us 24hr access for our patients with significant hearing loss.</p>
<p>Ward Signs:__A service user identified that if a patient is on the ward with hearing or visual impairment it is not always obvious to ward and medical staff when caring for the patient.</p>	<p>Bed signs have been provided which are magnetic and will clip onto the bed making it clear that this patient has a visual or hearing impairment (this is only used with consent from the patient). These signs were trialled on Saturn and a sample of each sign was included in the sensory ward packs given out on the sensory day we held earlier this year to raise awareness of these issues amongst staff.</p>
<p>Thanks Kevin</p>	

<p>Royal United Hospital</p>
<p>Request</p>
<p>Dear Helen</p> <p>The Wiltshire Involvement Network (WIN) would like to know what provisions are provided throughout the Royal United Hospital Trust for BSL and Dual Sensory Loss service users if they have to use a service provided by the Trust whether it be as an emergency or as a planned patient.</p> <p>Do you have a bank of interpreters available on request? If so, do they require notice? What happens in the case of a BSL or Dual Sensory Loss service user being admitted as an emergency patient?</p> <p>Look forward to receiving this information.</p>
<p>Response</p>
<p>Dear Lucie</p>

Patients requiring interpreters will have one provided if they let us know that one is required ahead of attending their appointment. This is usually done via the Appointments centre or occasionally their GP will add it as a flag to a referral letter. The interpreter is supplied at nil cost to the patient.

If they are admitted as an emergency patient we have a system called Sign Translate which allows staff to access an online interpreter or translator via a computer on wheels we keep in the ED.

I hope this helps