

THE DEAF HEALTH CHARITY SIGNHEALTH

The Accessible Information Standard (SCCI 1605) places a legal duty on NHS and adult social care services in England. This form tells you my communication preferences.

Name _____

Address _____

NHS number (if you know it) _____

1) I communicate using:

- British Sign Language (BSL)
- Sign Supported English (SSE)
- deafblind manual
- cued-speech
- lip-reading
- written English
- other

2) When I see someone face-to-face, a communication professional is needed:

- BSL/English interpreter
- speech-to-text-reporter
- cued-speech transliterator
- lipspeaker
- manual notetaker
- hands-on interpreter
- other

3) The best way for me to contact the service is:

- video relay interpreter
- SMS
- e-mail
- textrelay (minicom)
- fax
- in writing
- other

4) If you need to contact me the best way is:

- video relay interpreter
- SMS
- e-mail
- textrelay (minicom)
- fax
- in writing
- other

5) I need information in:

- British Sign Language (BSL)
- Sign Supported English (SSE)
- deafblind manual
- cued-speech
- BSL on DVD
- Easyread English
- other

For advice and support in implementing the Standard please contact SignHealth's Access Advice service
access@signhealth.org.uk
SMS 07500 760990

For more information on the Standard see www.signhealth.org.uk/ais
or www.england.nhs.uk/ourwork/patientsaccessibleinfo-2/

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Advice on booking a BSL/English interpreter

You should be aware that:

- interpreters usually have to be booked well in advance in most parts of the country;
- interpreters must be fully qualified and registered with the NRCPPD; and
- interpreters are not 'for' the Deaf person – staff need an interpreter to be able to convey and receive information from the Deaf person.

You might already have an agency or organization that provides BSL/English interpreters. If not, you can find the details of freelance interpreters on the NRCPPD register at www.nrcppd.org.uk/

Online remote interpreters

On some occasions a Deaf person might prefer an online interpreter. Online interpreting operates in two different ways.

Deaf person and clinician in the same place

Using a webcam and an internet connection, the interpreter is 'present' on a computer screen. They can hear the clinician and see the Deaf person. They can then interpret just as they would if they were in the room.

Deaf person and clinician in separate places

The clinician can use the telephone to speak to an online interpreter. The interpreter can then connect to the Deaf person and sign to them (the Deaf person can see them on their computer/tablet/smartphone). The Deaf person can respond in sign language and the interpreter can relay the response to the clinician over the telephone.

The same process can work with the Deaf person initiating the 'call', e.g. to book an appointment, to make an enquiry, etc.

Such a service can be particularly valuable when an interpreter is needed at short notice or a face-to-face interpreter is not available.

InterpreterNow provides both kinds of online interpreting and already has contracts with NHS England and various health providers. You can find out more at www.interpreternow.co.uk

Advice and support on implementing the Accessible Information Standard

SignHealth's Access Advice Service is here to help. If you have any questions about the Standard, or want advice on what options are available, then get in touch. We are committed to working with health providers to make the Standard a success.

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www.signhealth.org.uk/access