

Freedom of Information Request**Ref: UHB 17-375**

Date 6 July 2017



Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 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)?**

Please be advised that 999 call outs are the responsibility of a separate ambulance Trust (primarily South Western Ambulance Service NHS Foundation Trust in the Bristol area – see www.swast.nhs.uk), and so we are not able to comment on British Sign Language (BSL) provision in respect of the initial response to / attendance at a 999 call.

If people arrive at our Trust as an emergency admission, following a 999 call, they are likely to be admitted to one of our two, Type 1 Emergency Departments. These Departments are located in the Bristol Royal Infirmary and Bristol Royal Hospital for Children. Our staff in these departments have access to BSL interpreters through our organisation's contract with Sign Solutions Ltd. We do not know the exact number of interpreters currently available via Sign Solutions, but we do monitor the percentage of bookings that Sign Solutions fulfil for our organisation to ensure that they are meeting our requirements.

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

Our contract with Sign Solutions Ltd commenced in February 2016, therefore the figures we have for 2016 are from February to December. The cost to our organisation for BSL interpreting via Sign Solutions over this period was £38,966.

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?

Sign Solutions Ltd offer interpreting solutions 24 hours a day, 365 days of the year. If for some reason they cannot meet our requirements, our Translating and Interpreting Policy states that relatives and carers can be used to interpret in emergency situations.

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

- Bristol Eye Hospital
- Bristol Dental Hospital
- Bristol Haematology and Oncology Centre
- Bristol Heart Institute
- Bristol Royal Hospital for Children
- Bristol Royal Infirmary
- South Bristol Community Hospital
- St Michael's Hospital

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

