

Freedom of Information Request	FOI 21-212	10 th June 2021
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We are looking at improving communication with patients on the ward and in clinic with those who suffer from hearing difficulties.

As a starting point I wondered what services are already provided by the health board. How easy is it to access BSL interpreters? Are there any other communication tools already approved and in use by the health board such as picture charts or using computer programs?

All wards/departments have access to a dedicated Interpreting & Translation Services resource page on the Health Board intranet pages. The page contains information on how to access interpreting and translation services such as telephone interpretation information/access codes and pictorial information relating to issues such as food and drink, basic needs, pain and symptoms etc., along with picture charts for BSL patients. Many wards and departments have downloaded these packs for ward use. Staff also have access to 'good practice guides' in relation to working with Interpreters (copy attached).