

Reference Number: FOI202223/659
From: Commercial
Date: 28 March 2023
Subject: British Sign Language Interpreting & Translation Services

Q1 Who within your Trust is responsible for the procurement of any British Sign Language (BSL) services? Do you have their email address?

A1 Valerie Shannon, Patient Experience Quality Lead, Valerie.Shannon@alderhey.nhs.uk

Q2 Who within your Trust is responsible for your external communications, such as website and social media content? Do you have their email address?

A2 Communications Team – Communications@alderhey.nhs.uk

Q3 Are your external comms/content currently provided in BSL for the Deaf community?
i. If yes, do you outsource these BSL translations to an agency?
ii. If no, do you have any plans to provide your comms/content in BSL?

A3 No
i. Not applicable
ii. No plans currently

Q4 Who within your Trust is responsible for Staff training? Do you have their email address?

A4 Learning and Development Team – Training Records TrainingRecords@alderhey.nhs.uk

Q5 Are you currently providing Deaf awareness training to your Staff?

A5 Training has been provided but is not mandatory. Online resources are available for all staff via Signalise (our BSL provider)

Q6 Does your Trust have an on-demand BSL VRI service in place for patients?
i. If yes, who is the provider you are using?
ii. If no, who is the best contact in your Trust to speak to about implementing this so patients will have access to this service?

A6 Yes
i. Signalise
ii. Not applicable