

## Equality and Diversity Toolbox Talk

### ED005/2025: Online Video BSL Interpreter (CONVO NOW UK)



A Deaf BSL user is a person who is Deaf\* and uses British Sign Language (BSL) as their primary or preferred language for communication. Some Deaf people may have a preferred local BSL interpreter and opt to have an in-person interpreter at their healthcare appointment.

NHS Grampian has an agreement with Convo Now (previously SignLive) to provide online video BSL interpreter. Staff can use Convo Now to access BSL interpreter via an iPad or laptop/desktop with camera, mic and speaker.

To set up an account for your service or department, please email [gram.equalitydiversity@nhs.scot](mailto:gram.equalitydiversity@nhs.scot) with the following information:

1. Location/operational area
2. Department/Service
3. Generic email address
4. Budget code
5. Budget holder name
6. Budget holder email

Convo Now gives you instant access to a BSL interpreter anytime and anywhere in NHSG premises. No booking required. <https://www.convo.io/uk/convo-now>

### NHSG iPad users

Download the App “Convo Now UK (SignLive)” via the Company Portal.

1. Tap on the Company Portal icon on your iPad
2. In the search field, type “Convo” and press the enter key
3. Convo Now will appear and tap on it
4. Tap on the Install button

### NHSG Laptop or Desktop Users

Go to

<https://uk.convo.io/UserWebApp/login>

If you cannot use the nhsg-staff wi-fi, please use nhsg guest

Once an account is set up for your service, we will send instructions on how to access an online video BSL interpreter.

The charge for using the service is per minute of use. Please use the service efficiently by:

- Preparing what you need to say or ask the patient
- Looking at the patient and speaking to them directly (not to the interpreter)
- Ensure the patient can see the screen (interpreter) and the interpreter can see the upper body, hands and face of the patient (signing space)

Any issues on using Convo Now, please email [gram.equalitydiversity@nhs.scot](mailto:gram.equalitydiversity@nhs.scot)

### Additional information

- Convo Now does not replace face-to-face BSL interpreter
- It is important to understand the Deaf person's preference for communication support:
  - Deaf people may prefer an in-person interpreter.
  - Deaf people may decline the use on an online BSL interpreter

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