

Equality and Diversity Toolbox Talk
ED007/2025: Difference between Convo Now and Contact Scotland BSL



Convo Now and Contact Scotland BSL both provide online BSL interpreters to support communication with Deaf/BSL users. The differences between the two services are summarised below:

	CONVO NOW	CONTACT SCOTLAND BSL
	https://www.convo.io/uk/convo-now	https://contactscotland-bsl.org/
Service	Online video BSL (Interpreter is on screen)	Video Relay Service (VRS) (making a call)
When to use the service?	In a healthcare appointment If in-person BSL interpreter is not available If patient is happy to go ahead with an online BSL interpreter or requests an online interpreter for the appointment	When a Deaf person needs to make a call to NHS or other services When a staff needs to make a call to a Deaf person who is registered with Contact Scotland BSL
Cost	Charged per minute of use from department/service	Free, funded by the Scottish Government
Equipment	iPad with Convo Now app Desktop or laptop (via web browser) Access to camera, mic and speaker	Telephone
Wi-Fi	Yes	Not required
Login and password	Yes	Not required However, to call a Deaf patient you must know their email or mobile number
Account required?	Yes. To request an account, please email gram.equalitydiversity@nhs.scot	