

Information for Deaf/BSL User

This is an information on how a Deaf/BSL user can communicate with NHS Grampian health services.

How can you contact NHS Grampian services?

There are different ways you can contact NHS Grampian services. For example:

By email	Some services may offer you to contact them via email when you need to book an appointment.
Use contactScotlandbsl (Video Relay Service)	If you have the bslcontactScotland app, you can get an online BSL interpreter and they can make the call for you https://contactscotland-bsl.org/ You need to register. Free to use this service
Use UK Relay	If you have the Relay UK app, you can send a message and a relay operator can make the call for you. https://www.relayuk.bt.com/ You need to register. Free to use this service
Come in person	Example: GP Practice
SMS/Text	Not all services can offer this.

Do you require a BSL interpreter for your appointment?

BSL interpreters can be booked for your healthcare appointment. There are many ways on how NHS Grampian can provide this service to Deaf/BSL users.

Option 1. Contact the BSL interpreter

You can text or email BSL interpreters to attend NHS health appointments.

The BSL interpreter will contact the department or GP before they can attend the appointment. You have to provide information about the appointment (date, time, location of appointment, telephone of GP/department).

Sometimes, the BSL interpreter may be able to assist booking the appointment.

BSL Interpreters that has Service Level Agreement with NHS Grampian

	Mobile	Email
Sally Fraser-Hay	07746 348365	fraser.hay96@gmail.com
Elaine Campbell	07856 907789	ec40@icloud.com
Colin Eagleson	07528 633607	colineaglebsl@outlook.com

You can also contact NESS (North East Sensory Services) for assistance:

07593 102004 / info@nesensoryservices.org

Option 2.

You can inform NHS Grampian staff that you need an interpreter. The staff will arrange a BSL interpreter.

- a. If you have a hospital letter, this may include the email address of the department. You can email the department and inform them that you need a BSL interpreter.
- b. You can use ContactScotland BSL video relay service <https://contactscotland-bsl.org/> This service is free and provides instant BSL video interpreting 24 hours a day, 7 days a week.
- c. If you have an appointment in any of these NHS Grampian hospitals: Aberdeen Royal Infirmary, Royal Aberdeen Children's Hospital, Aberdeen Maternity or Woodend Hospital, you can email gram.interpreterbooking@nhs.scot Please provide you name, CHI or date of birth, date and time of appointment, location of appointment and preferred BSL interpreter (if any).

Types of Appointments

1. In-person appointment

With BSL interpreter:

Most clinical appointments of patients with clinicians are **in-person or face-to-face**. The BSL interpreter must be booked in advance.

With Convo Now online BSL interpreter:

Some departments or GPs have Convo Now. Convo Now gives instant access to online video BSL interpreter (no pre-booking required) for in-person appointments with a clinician.

Convo Now is available in Emergency Department (A&E), hospital departments and some GP Practices.

The online video BSL interpreter provides quick access to a BSL interpreter.

2. Video Consultation (via Near Me)

Some appointments are can be offered via video consultation (Near Me). A BSL interpreter can be booked in advance to join the video consultation. Near Me is a video consulting service that enables people attend appointments from home or other convenient locations. <https://www.nearme.scot/>

For more information,

Please email: gram.equalitydiversity@nhs.scot