

Freedom of Information request 303-17

Request

1. How many BSL interpreters are available at each of your hospitals to attend 999 callouts involving deaf people, and to translate for patients inside hospital (please state the number of interpreters and the name of each hospital, if possible)?
2. If BSL interpreters are available, how much did these cost last year (January to December)?
3. If BSL interpreters are not available, what policies or procedures do your hospitals have regarding dealing with emergencies and treatment concerning deaf BSL users?
4. The list of hospitals in which you operate as an organisation.

Response

1. There are no BSL interpreters based in hospitals within NHS Borders for 999 callouts.
2. Not applicable.
3. Please find attached below the NHS Borders Interpretation and Translation Guidelines:



Interpretation and
Translation Guidelines

4. The hospitals operating within NHS Borders are:

Borders General Hospital
Hawick Community Hospital
Haylodge Hospital, Peebles
Knoll Hospital, Duns
Kelso Community Hospital

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **303-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal

review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.