

## Freedom of Information request 522-23

---

### Request

1. What provision currently is there for a BSL translation of written correspondence?
2. Do you have any plan to increase provision by 2024?
3. What are your aspirations for improving accessibility for BSL users in your correspondence at the next release of your BSL plans?

### Response

1. NHS Borders do not routinely provide a BSL translation of written correspondence, however, we do offer a translation service for BSL which may be able to include interpretation of written correspondence if a patient made this request.
2. BSL translation for NHS Borders services is carried out through Scottish Borders Interpretation Agency who work with external BSL companies to provide a service to our BSL patients. Requests made through the service are largely for interpreters to assist a patient with a medical appointment. There is currently no plan to increase provision.
3. This request is invalid. The Freedom of information (Scotland) Act 2002 provides a right of access to the information we hold. It does not require the public authority to express opinions, make suppositions or draw conclusions.

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](mailto: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 **522-23** 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.