



Trust Headquarters
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West Sussex
RH10 9BG

Date:

Email:

Tel: 0300 123 0999
www.secamb.nhs.uk

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240608.

You requested the following information,

Please provide a breakdown of the above for the years 2020, 2021, 2022, 2023 and Jan – May 2024.

1) BSL/SSE

- a) How many requests have been made to the Trust for BSL/SSE to English interpreters?
- b) How many of these requests were confirmed/fulfilled?
- c) How many were fulfilled by staff and how many by agency staff?
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Unfortunately we do not hold data for the questions you have asked

2) Deaf Blind

- a) How many requests have been made to the Trust for deaf blind interpreters?
- b) How many of these requests were confirmed/fulfilled?
- c) How many were fulfilled by staff and how many by agency staff?
- d) What were the main reasons for an interpreter being unavailable to attend any unfulfilled requests?

Unfortunately we do not hold data for the questions you have asked

3) Does the Trust employ any BSL/SSE/deaf blind interpreters within the Trust, on a full time staff basis?

No, however we are in the early stages of developing a new Patient and Public Engagement Strategy. This will involve a focus on increasing patient involvement from seldom heard groups, including engagement with BBS/SSE/deaf blind interpreters to develop our service with their feedback.

4) Does the Trust have a contract with a video relay service?

999 calls from BSL / SSE

Present to our 999 service like any other call, when connected the BSL / SSE interpreter explains that they are calling from **BT Relay UK** and they will be interpreting for us via a video call that they are having with the patient. We will then gather all the information required as per any normal 999 call taking into account that the interpreter from BT Relay UK needs to sign to the patient via video and await a response.

111 calls from BSL / SEE

Present to our 111 service like any other call, when connected the BSL / SSE interpreter explains that they are calling from the NHS111 **Signvideo** service and they will be interpreting for us via a video call that they are having with the patient. We will then gather all the information required as per any normal 111 call, taking into account that the interpreter from Signvideo needs to sign to the patient via video and await a response.

We do not collect data on the use of this service, both of which are commissioned and provided nationally.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

