



Date:

Email:

Trust Headquarters
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Dear ,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 240732 in which you requested the following information. Please accept my sincere apologies for the delay you have experienced regarding this request. In this instance, the Trust has not responded to your request within the required 20 days, and for this I apologise.

1. What provision do you currently have in place for Deaf patients requiring assistance via 999?

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.

2. What provision do you have in place for frontline medics to access support / BSL interpreters when offering aid to Deaf patients in the community?

Nil

3. Do you currently have in place or have any future plans for deaf awareness training for frontline medics, this may include but not exclusively pictorial aids?

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.

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**