

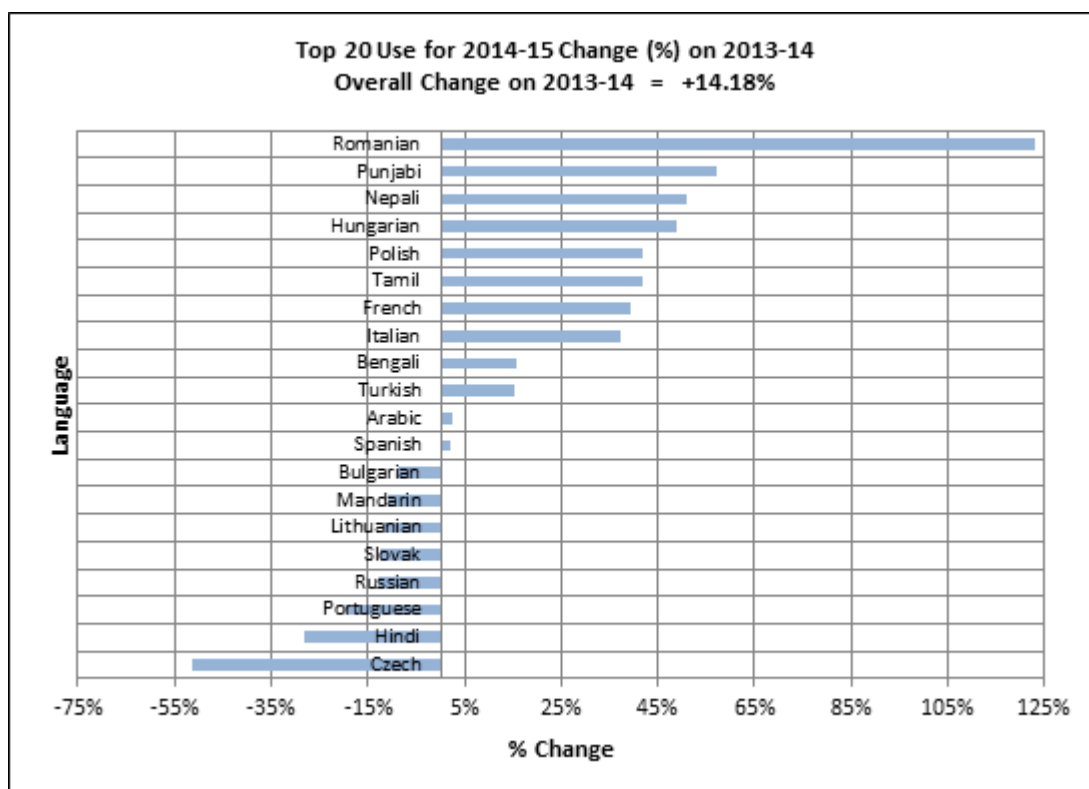


When a member of the public makes a 999 call, and there is a language difficulty due to English not being the patient's first language the Emergency Medical Advisor (EMA) has access to the Language Line interpretation service.

Language Line assists in ensuring all relevant details are taken and appropriate help is obtained by the caller. Operational staff experiencing face to face language barriers can also access the language line system via conference call into the Emergency Operations Centre (EOC) to assist with patient assessment.

The data available showed an increasing use in language line of 14.18% to 1942 recorded uses, which is 0.02% of total call volume last year.

The chart below shows the change in language distribution between the year 2013-14 and 2014-15 by percentage change for each language. Romanian shows the highest growth in percentage terms, 124%, with Czech showing negative growth of 54%

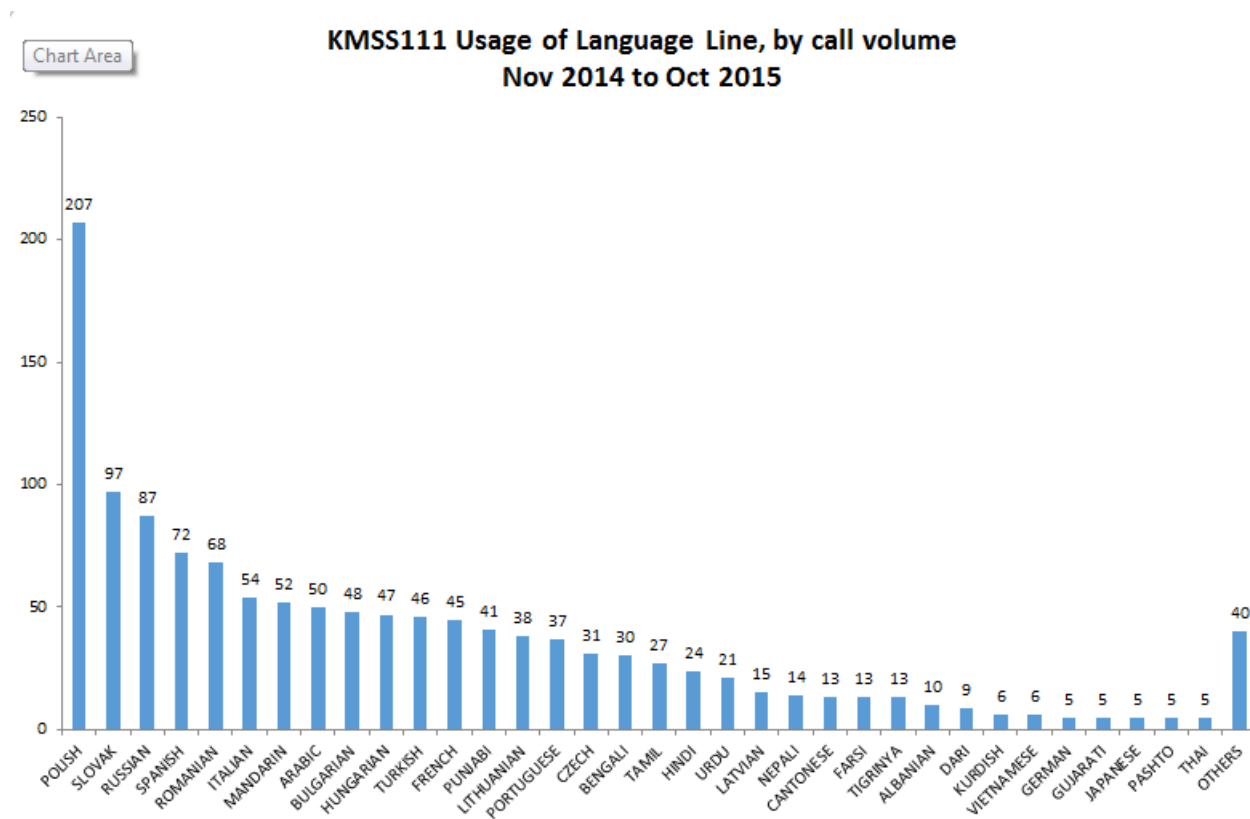


Language line does not collect data by reason for non-availability of language, but given their call centre type environment, it will either be due to lack of suitable trained agent at the time of our call or that they are already busy.



The following link gives us details of all languages covered by language line, some of which may not appear on the above charts <http://www.language-line.co.uk/files/2013/11/Supported-Languages.pdf>  
Language line data cannot be geographically captured and provides a regional picture if the use by callers in the 999 environment.

Language Line is also available to the staff in NHS 111, the chart and data below show the range of languages accessed and how many calls language line's translation services have been required for. As we can see from the chart below, the most accessed language was Polish.



Please note "other" contains very small numbers of the following languages: Amharic, German, Dari, Dutch, Gujarati, Korean, Kurdish, Vietnamese, Haitian Creole, Serbian, Sinhalese, Somali, Thai, Hausa, Indonesian, Malay, Sylheti, Tagalog, Ukrainian, Yoruba.