

Board of Directors' Meeting: 9 May 2024

Agenda item	059/24		
Report Title	Patient Story – I Actually Just Gave Up and Went Home		
Executive Lead	Hayley Flavell, Director of Nursing		
Report Author	Ruth Smith, Lead for Patient Experience		
CQC Domain:	Link to Strategic Goal:		Link to BAF / risk:
Safe	√	Our patients and community	BAF1, BAF2
Effective	√	Our people	
Caring	√	Our service delivery	Trust Risk Register id:
Responsive	√	Our governance	
Well Led	√	Our partners	
Consultation Communication	<p>Heads of Education Meeting 25th March 2024 Shared with the Emergency Department Team 11th April 2024 EDI Champions Meeting 29th April 2024 Nursing, Midwifery, AHP and Facilities Meeting 1st May 2024 Emergency Department Clinical Governance Meeting 14th May 2024 Education Group Meeting 22nd May 2024</p>		
Executive summary:	<ol style="list-style-type: none"> 1. The Board's attention is drawn to listening to the storyteller outline their experience through the digital story. 2. The risks are: <ul style="list-style-type: none"> - Patients leaving the Trust following an unscheduled or emergency appointment due to difficulty in accessing interpreter support. - Inequality in access to services if an interpreter is not arranged. 3. We are currently taking actions to raise awareness amongst staff as outlined in section 3.0. 		
Recommendations for the Board:	<p>The Board of Directors is asked to note the report, particularly with regard to the actions being taken to increase awareness of barriers encountered by the deaf community, and actions that can be taken to support communication.</p>		
Appendices:	Appendix 1: I Actually Just Gave Up and Went Home		

1.0 Introduction

- 1.1 Under the Equality Act (2010), the Trust has a responsibility to provide equal access to services for people who are Deaf or have a hearing loss. Compliance with the Accessible Information Standards is a legal requirement for providers of NHS and adult social care, under section 250 of the Health and Social Care Act (2012), requiring reasonable adjustments to be made to support people in accessing services.

2.0 Background

- 2.1 The person sharing their story attended the Emergency Department (ED) at 3am one morning. The storyteller communicates using British Sign Language (BSL), and on arrival made the ED Reception Team aware that they would need an interpreter. They shared a card which explains that the person is profoundly deaf, requires a sign language interpreter, and how to book an interpreter through the Trust preferred interpreter for BSL.
- 2.2 Basic details were collected by a member of staff, however, without an interpreter being present communication was difficult and the storyteller was left feeling vulnerable.
- 2.3 The storyteller did not have confidence that the staff had awareness of communicating with deaf people or had booked an interpreter. They waited for an update on when an interpreter would arrive, with no update being shared by 6am they decided to give up and go home.

3.0 Actions

- 3.1 Following the digital story being captured, the subsequent actions have been taken:
 - The patient story has been shared with the departmental team to highlight the patient's experience of accessing the service.
 - Guidance on how to book an interpreter for BSL and other languages has been reinforced with the department teams.
 - The Trust preferred provider for BSL interpreting (VISS) have agreed to incorporate that the service is available 24 hours a day 7 days a week, when the VISS cards are reprinted.
 - When a VISS interpreter is booked at short notice they will confirm with the patient and give them an estimated time of arrival.
 - During Deaf Awareness Week (6 to 12 May 2024) the digital story is being shared in a range of forums across the Trust, in addition to distributing Deaf Awareness posters and BSL fingerspelling templates.
 - Deaf Awareness eLearning training has been purchased and is available for all staff to access via the Learning Management System (LMS) database and gain awareness of:
 - Barriers encountered by the deaf community.
 - Exploring communication methods and technology.
 - Useful BSL signs and fingerspelling.
 - A basic introduction to BSL course has been arranged to support staff in developing additional basic understanding.

- Information available on the Trust intranet to support staff in familiarising themselves with potential barriers and methods of communicating with people who are deaf or hard of hearing has been reinforced.
- The digital story will continue to be shared in a range of forums to increase staff awareness.

Ruth Smith
Lead for Patient Experience
April 2024