

Patient Experience Network National Awards 2017

Communicating Effectively with Patients and Families using SignLive

Presented by:

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Plymouth Hospitals NHS Trust

Large acute hospital in the south west peninsula with around 900 beds.

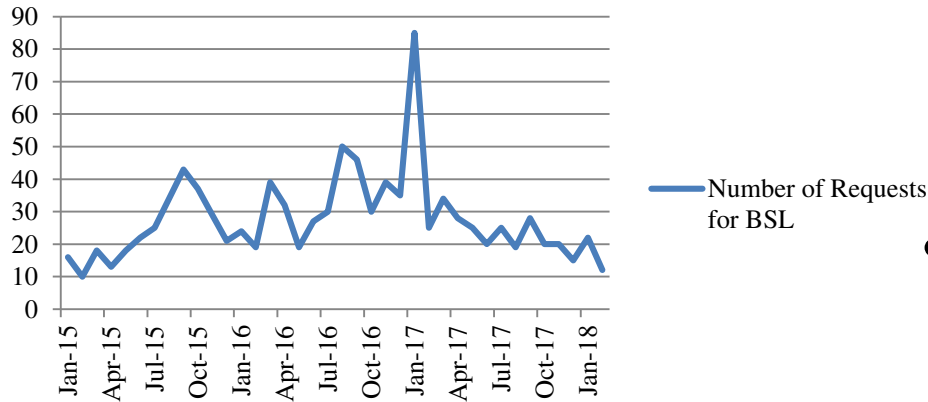
We provide secondary and tertiary healthcare and offer a full range of general hospital services to around 450,000 people in Plymouth, North and East Cornwall and South and West Devon.

These include emergency and trauma services, maternity services, paediatrics and a full range of diagnostic, medical and surgical sub-specialties.



The Issues

- An average of 27 British Sign Language (BSL) Bookings per month



- Increasing number of BSL bookings were not fulfilled by our booking agency



- Along with rising costs



What was wrong?

- Cancelled appointments for our patients
- Waits for an interpreter in an emergency, can add delay to treatment

CANCELLED



Introducing SignLive



Planning and Delivery

1. Meeting arranged with SignLive
2. Three month trial period commenced July 2017
3. Application to the Charitable Funds Committee to purchase additional iPads
4. Facilitated training sessions throughout the Trust
5. Attended external stakeholder events
6. Patient Engagement



Impact and Results

- Quick and immediate access to a BSL interpreter
- Feedback from patients and staff
- Cost savings



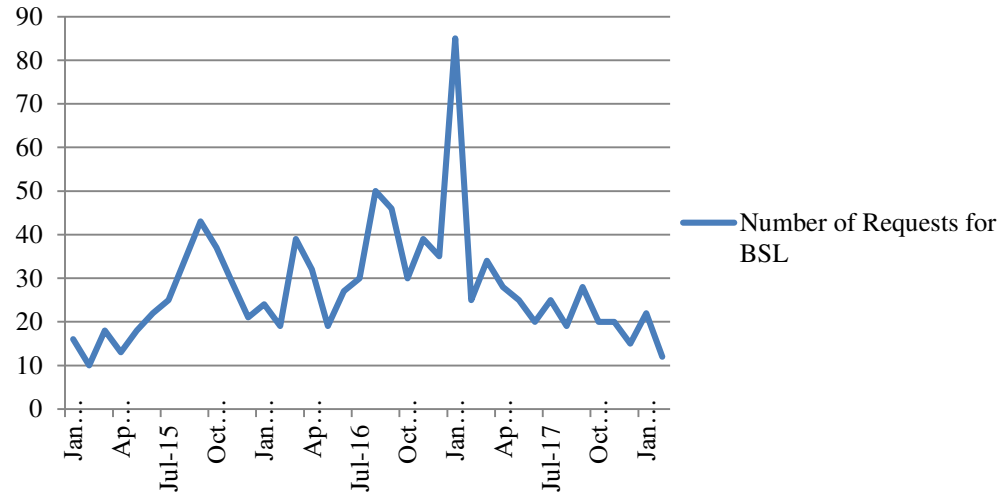
Our Successes

- Considerable increase in use of SignLive
- SignLive extended opening hours
- Improved patient engagement with the deaf community
- Deaf awareness training for staff
- Development and growth of team
 - Amanda Holland



Our Successes

- A reduction in the number of face to face interpreter bookings since the introduction of SignLive



Questions

