

Dora – Electronic Interpreter

Language support for our patients & families

Birmingham Women's and Children's NHS
Foundation Trust and Forward Thinking Birmingham

Patient Experience: Interpreting Services



By your side

Dora - the explorer

- Available across our hospital and clinic sites
- Easy to use with on-screen instructions
- Works anywhere with sufficient wi-fi
- Able to respond within seconds
- Portable between appointments
- 240 languages in total – some audio only
- 36 languages via video call – like skype or facetime
- Language availability times can depend on where interpreter is located – this is a worldwide service.



Our Interpreting Services



Birmingham Women's
and Children's
NHS Foundation Trust

- Dora – ideal for emergencies and short appointments
- Our agency – for 24/7 callouts, multiple interpreters, hard-to-find languages and dialects, off-site work
- Our in-house interpreters and linkworkers – work with families on long term care, difficult and sensitive situations, maternity care
- Our Bank interpreters – cover our most popular languages building a rapport with patients, families and services.



Dora - evaluation

Although not formally evaluated we have received great feedback:

- Used in a life-saving emergency to allow families to understand our interventions
- Praise from doctors for the ability to use swiftly to gain consent
- Young people find it easy to use this technology and are familiar with the i-pad style
- Cost savings from avoiding a one-hour charge for short ten minute appointments
- BSL signers are UK based and on-demand.



Our Interpreting Services – Contact us



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and Children's
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Bwc.patientexperience@nhs.net Patient Experience

Bwc.interpreterdepartment@nhs.net Interpreting Services

www.bwc.nhs.uk Our website

www.languageline.com Language Line

