

Transforming Accessibility at Scale: University Hospitals Birmingham and Word360's Digital Inclusion Partnership

A partnership delivering equitable, digital-first communication for all patients.



Challenges

- Diverse population: high numbers of LEP (Limited English Proficiency) and D/deaf patients
- 1 in 5 patients at UHB face language or communication barriers
- Complaints, DNAs, and staff frustration common
- Reliance on face-to-face interpreters: delays, inefficiencies, poor patient experience



The Vision

- **GOAL:** No patient left behind due to communication barriers
- **Aligns with:** NHS Long Term Plan, Core20PLUS5 and digital inclusion initiatives

The Shift

Interpreting as a transactional service



To an **integrated** enabler of care

The Solution: Wordskii-on-Wheels

Word360

A portable device that gives staff instant access to live video and telephone interpreting at the point of need. Makes communication possible anywhere, any time, without complex setup.

Key features:

- On-demand video interpreting (100+ languages, BSL)
- Portable, easy-to-use, scalable Co-designed with staff and D/deaf patients

Interpreter at the bedside in seconds, not hours – 24 hours a day.



Impact and Results

£63,000+

savings in
year one

45,548

bookings
(2024–25)

121

languages
supported

203%

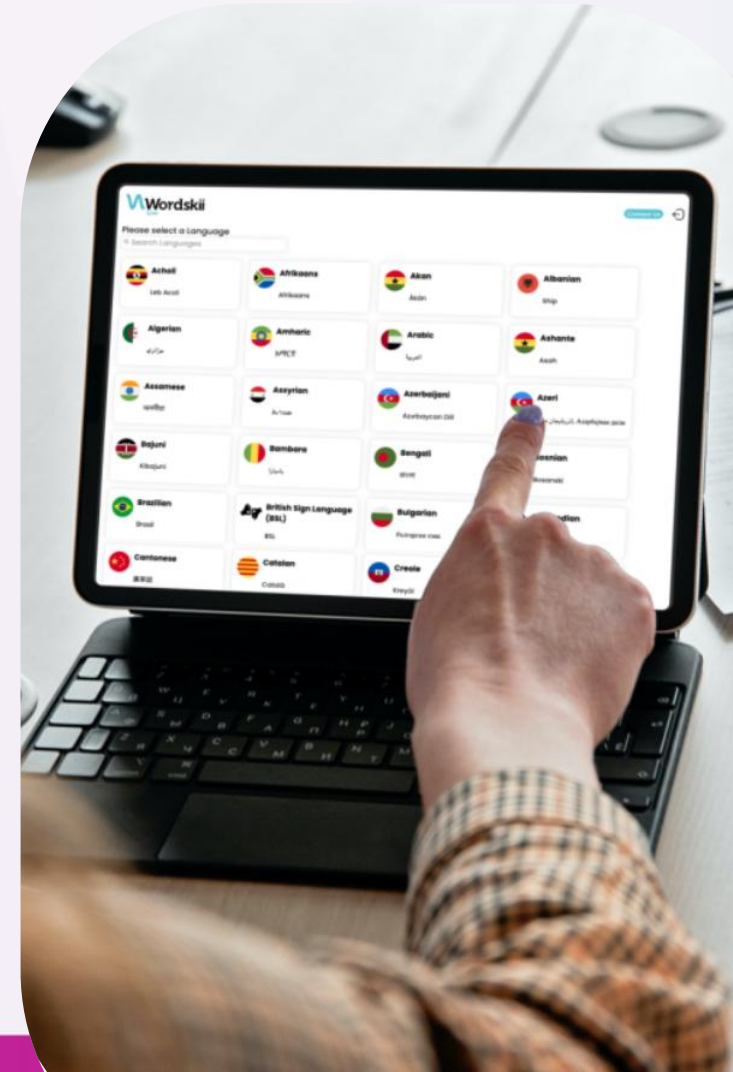
increase in video
interpreting

0.4%

DNA rate

0

complaints from
D/deaf patients



Digital Inclusion at Scale

Triage: Portable WoW devices have accelerated triage and care planning.

Prevention: Timely interpreting has helped avoid unnecessary admissions.

Inclusion: National video interpreter pools provide access for rarer languages, including Pashto, Tigrigna, and Cantonese.



Patient & Staff Voices

“So kind and excellent - thank you.” –
Patient, Sexual Health Services

“Excellent interpreter - very pleased.” –
Patient, Hearing Centre

*“It’s transformed how we communicate -
why didn’t we have this before?” –*
Nurse, Outpatients



The Future of Care

**Real
Innovation**



Portable, scalable,
co-designed digital
inclusion

**Real
Difference**



Faster, safer, fairer
patient care

**Real NHS
Value**



Proven, sustainable
made for all
healthcare settings

Digital inclusion is not about technology — it's about equity.

When every patient can be heard and understood, care becomes safer, fairer, and truly human.
That is the future we are building.

