

## Communication Support Services available to our Patients from July 2018

### Overseas Language Face-to-Face Interpretation Service



#### Sussex Interpreting Services

*First line for: Arabic, Bengali, Cantonese, Farsi, Hungarian, Italian, Lithuanian, Mandarin, Polish, Portuguese, Russian or Spanish*

Non-Emergency: 01273 702005

Emergency: 07811 459315

Online booking form (elective procedures):

<http://www.sussexinterpreting.org.uk>



#### Vandu Language Services

*First line for: For all other overseas languages (not listed above)*

Non-Emergency: 01273 473986

Emergency: 0800 008 7650

Online booking form (elective procedures): <http://www.vslanguages.com>

- 1) If the patient has an established link with either SIS or Vandu, please treat that service as first line.
- 2) If the service you have contacted is unable to fulfil your request, please contact the other overseas language face-to-face interpretation service.

### Overseas Language Telephone Interpretation Service



#### Language Line (24 hours a day)

Telephone: 0845 310 9900

You will need to provide an access code to use this service. Please see the attached sheet or contact the Equality, Diversity and Inclusion Team if you do not know which code to use.

### Communication Support Services (BSL, Lip Speaking, Dual Sensory Loss)



#### Action Deafness

Non-Emergency: 0844 593 8443

Emergency: 07947 714040

Online booking form (elective procedures): <http://www.actiondeafness.org.uk/>

#### Translation Requests

For translation requests in any language (e.g. overseas language or Braille) please contact the Equality, Diversity and Inclusion team by emailing [equality@bsuh.nhs.uk](mailto:equality@bsuh.nhs.uk) or by telephone.

### **Patients with Learning Disabilities**

The Learning Disabilities Liaison Team can provide support and advice for both Trust staff and Patients with Learning Disabilities. The team are available Monday to Friday between 08:30-16:30.

You can contact the team by:

Telephone: 01273 664975 (RSCH) or 07833 436677 (PRH)

Email: [LDLT@sussexpartnership.nhs.uk](mailto:LDLT@sussexpartnership.nhs.uk)

### **Patients with Speech and Language Impairments**

The SLT can assess, support and provide therapy for patients with an acquired language or communication difficulty, which may have/are: post stroke, a progressive neurological impairment or a head injury or other acquired brain injury. SLT can also perform swallowing assessments and assess mental capacity for such patients.

You can contact the team by:

Telephone: extension 4891 (RSCH) or 8057 (PRH)

If you need more copies of this card or further information, please contact [Equality@bsuh.nhs.uk](mailto:Equality@bsuh.nhs.uk)

### **To contact the Equality, Diversity and Inclusion team:**

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