

I use British Sign Language (BSL)



How to use your BSL interpreting card

Why is BSL important at your appointment?



IMPORTANT

Helps you to communicate and clearly understand

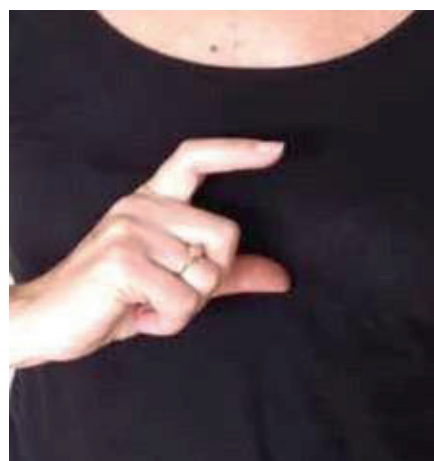
- advice
- information
- medication



CLEAR

About your

- health
- body
- life
- choices



CONFIDENT

It will give you confidence to

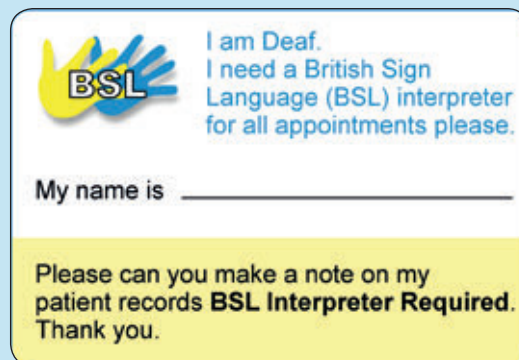
- ask questions
- feel in control
- make decisions
- trust and be involved
- be respected

How do I use my interpreting card?

When your appointment is booked, show them your BSL interpreter card.

Make sure you always have your card on you for every appointment – just in case you meet someone new.

Ask for your patient records to be marked ‘**BSL interpreter required**’ so a note is made on your file.



Who will book an interpreter for me?

Your healthcare professional will book a BSL interpreter who will meet you at your appointment. Staff only book interpreters who are qualified. They must follow strict rules.

What will the interpreter do?

- They will help you communicate with your healthcare professional in both BSL and English.
- They will help you understand any information and advice given to you.
- They will not answer your questions on behalf of the healthcare professional. They do not make decisions for you about your healthcare.

HOW DO I GET MY CARD?

You can get your BSL interpreting card from our Patient Advice and Liaison Service at Torbay Hospital.

Text PALS on 01803 65 4742

or email pals.sdhc@nhs.net

Please remember – it is your responsibility to make sure healthcare staff know you need an interpreter for your appointments. You can check this by contacting the service using the contact details on your appointment letter.