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Language and British Sign Language Interpreter protocol

In accordance with the Equality Act 2010, Accessible information Standard and GDC standards for the dental team, we will make any reasonable adjustments to the service we provide in order to provide support to those in need of language or BSL interpreter. This ensures that our patients can make informed decisions about their care and treatment options and enables us to communicate effectively with our patients.

We will identify if a patient has any communication needs and take information on their needs, this ensures we can communicate with our team and let others know what the patient requires in order to communicate effectively with our team. We will do this by creating a ‘flag’ on the patient records (with patients’ consent to do so). When the patient contacts for appointments we can organise communication following this protocol.

We advise that friends and family do not interpret for a patient as we cannot be sure that they will communicating effectively and meet their needs, this is also not ideal in a medical emergency situation, however, if the patient requests this, we will consider if it is safe/effective to do so. Patients will not be asked to pay for interpretation.

If a patient required or requested an information leaflet then we would consider the necessity and arrange this by contacting Language Line on 0845 310 9900.

When a new patient registers at this practice we will identify their needs and contact Language Line. This will be done when a patient contacts us to register their details and before their registration appointment, by our receptionist. **Sarah Bamber** will be informed of this. Appropriate time will be left in-between registering of details and initial appointment for interpreter to be arranged. A special notes flag will be placed on the patient records, this allows us to identify that this patient requires interpreters for future appointments.

**Translation services in Cheshire and Merseyside are provided by Language Line on;**

* **0845 310 9900**
* **ID Code 28821 (Merseyside)**
* **ID Code 293881 (Cheshire)**

Date: February 2020

This protocol will be reviewed in February 2021 – or sooner if there have been changes to details.

Signed by the practice owner, Sarah Bamber…………………………………….