

Core brief

Wednesday, 20 March 2019

Introduction

This issue brings you news about changes to the interpreting service and details a Mental Health project wins award for breaking down communication barriers for deaf community.

Changes to interpreting services

From 1st April the way we access some of our interpreting services is changing.

Telephone interpreting is now available via a mobile app as well as by telephone. There is no operator to go through, making it quicker and easier to use the service. Call **0800 004 2000** or download the **Capita LiveLINK Client App** free from your app store.

You will need your six digit department code for telephone interpreting and a password for the mobile app. If you do not yet know your code and password, go to [HR Connect/interpreting](#) to find all the information you need.

Please note that telephone interpreting should now be used for all appointments under 40 minutes. This applies to all short appointments unless the patient has additional vulnerabilities or is a child over two years old.

Spoken language and British Sign Language face to face interpreters are available through the [NHSGGC Interpreting Service](#). To arrange a face-to-face interpreter, tel: **0141 347 8811**. All out of hours interpreters can also be reached at this number.

All interpreting support is paid for centrally not by individual departments or services.

Updated wall charts, desk cards and language identification materials are currently being distributed throughout NHSGGC. For further information or resources, please go to [HR Connect/Interpreting](#) or email CITadminteam@ggc.scot.nhs.uk

Mental Health project wins award for breaking down communication barriers for deaf community

A Mental Health project helping deaf people access mental health services was a winner at an awards ceremony dedicated to breaking down communication barriers across Scotland.

The project was celebrated in the outstanding approach to partnership working across all services category at the Scottish Sensory and Equality Awards.

Health improvement practitioner Paul Hull, who leads the Mental Health project, said: "It was an absolute pleasure to accept the award as we're dedicated to making healthcare services inclusive to all and this is a very welcome recognition of our work. [Click here to read more.](#)

Are your contact details up-to-date? [Click here](#) to check