

# Core brief

Thursday, 28 June 2018

## Introduction

This issue brings you information on interpreting services our Speak up! Pharmacy campaign and have you entered the Cullen Prize yet?

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## Interpreting Services

Further to recent communications we would like to take this opportunity to thank all of our colleagues and services for supporting the increased usage of the telephone interpreting service. Following a review of the Interpreting Service this is one of the aspects that we agreed to enhance, with any appointments up to and including 30 minutes accessing telephone interpreting.

We appreciate that this is not always suitable and therefore we would assure colleagues that alternative solutions are available and this should be outlined through the booking process.

As part of the review we are delighted to advise that we have now appointed 12 in-house interpreters for our highest used languages and will be piloting an in-house Arabic telephone service.

In addition our British Sign Language (BSL) Online interpreting means that Deaf patients are able to communicate with staff. The online service means that in an emergency staff can quickly link up to an interpreter at any time – 24 hours a day, 7 days a week - and communicate with their patient. It can also be used during hospital stays, when an interpreter is not always present. Access to chromebooks are available across our Acute sites as outlined on StaffNet.

If you would like assistance or training on the use of any of these solutions please contact Nuzhat Mirza on [Nuzhat.mirza@ggc.scot.nhs.uk](mailto:Nuzhat.mirza@ggc.scot.nhs.uk)

We would like to take this opportunity to thank services for their assistance and co-operation in supporting our service model going forwards.

**Speak up! It's our money. Our service.**



My mum seems to have lots of unused medication in her cabinet.

Maybe she doesn't need everything on her repeat prescription anymore?

If you don't think you need it, please speak to your Pharmacist or GP practice. If you have any concerns or questions, they can help. **Speak up! It's our money. Our service.** For further information, visit: [www.nhsggc.org.uk/speakup](http://www.nhsggc.org.uk/speakup)

## **William Cullen Prize**

NHSGGC staff are you a medic who has made a positive difference to your patients, staff or specialty you work in? If so, then share your good work by entering the prestigious William Cullen Prize.

[To enter the William Cullen Prize click here.](#)

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