

# Interpreting Services for GP Practices in Lambeth, Lewisham, and Southwark

## New On-demand interpreting service for British Sign Language

A new on-demand video platform (starleaf) for British Sign Language (BSL) is scheduled to be launched across GP practices in Lambeth, Lewisham, and Southwark in January 2022.

The aim of the service is to improve access and offer choice to patients requiring BSL interpreting when accessing their GP practice.

Access to a BSL interpreter is instant and does not require you to prebook an interpreter in advance.

The platform also offers patients a video relay service that will allow patients to contact their practice to book appointments or receive test results via a BSL interpreter.

## Practice requirements

In preparation for the new on-demand video platform (starleaf) for British Sign Language (BSL) practices are required to undertake the following actions.

### Practice Requirements

1. Register your practice to the starleaf app
2. Review and update deaf patients EMIS records
3. Review NHSE Guidance

**Key dates - 31<sup>st</sup> December 2021** (Practices to complete required actions)

Primary care commissioners will be in contact with all practices to ensure that all actions are undertaken and provide any support needs if required.

### Patient communications

We will be asking all GP practices to send a batch text to all patients on their registered lists that are deaf and/or require BSL interpreting. Undertaking the actions above will assist in ensuring patients are informed about the service. Further guidance communications will be circulated in due course.

Communication and engagement managers across Lambeth, Lewisham and Southwark will be informing local community groups and agencies for deaf people of the launch of the new service.

If you have any queries, please contact your primary care commissioning lead

- Lambeth - Tracy Everard ([teverard@nhs.net](mailto:teverard@nhs.net))
- Lewisham - Yvonne Davies ([ydavies@nhs.net](mailto:ydavies@nhs.net))
- Southwark - Sarah Evans ([S.Evans17@nhs.net](mailto:S.Evans17@nhs.net))

## 1. Registration to the new StarLeaf platform

To access the platform, practices will need to read the [guidance](#) and download the StarLeaf [application](#) or access the [StarLeaf webpage](#).

Please note the following main requirements for using this service.

- You need access to a laptop/PC with camera or Android/ mobile phone.
- You must register to use the StarLeaf platform
- Patients ***MUST*** have the StarLeaf app downloaded to use this service
- You do not need to pre-book an interpreter to use this service
- Guidance is available on the [GP intranet pages](#).

## 2. Deaf patients EMIS records

Most deaf patients are known to the practice and each practice will have their own records of these patients and their needs.

We are asking all practices to review the records of their deaf patients that use BSL to ensure that their BSL needs are coded correctly.

The following tables are suggested SNOMED codes for practices to use for both BSL needs and also deaf patients.

### SNOMED codes for BSL

Pref method communication: BSL	13o6.
Uses BSL interpreter	13o85
Uses sign language	13o8M
Using British sign language	13ZM.
Using Makaton sign language	13ZP.
Sign Suppt English interp need	9NnQ.
Hands-on sign interprt needed	9NnS.
Intrprt need British Sign Lang	9NUw.
Interprt need Makaton Sign Lang	9NUx.
Req defblind blk alpbt intprtr	9Nfb.

### SNOMED codes for deafness

O/E - deaf	2BL..
O/E - slightly deaf	2BL2.
O/E - significantly deaf	2BL3.
O/E - very deaf	2BL4.
O/E - completely deaf	2BL5.
O/E -tune fork=conductive deaf	2BM2.
O/E tune fork=perceptive deaf	2BM3.

Ensuring a patients EMIS records are up to date will assist us in;

- informing patients about this service and future communications via batch texting
- provide an accurate record on the number of deaf patients to assist us in developing and commissioning services.

### 3. NHS England Guidance

[NHS England Guidance](#) outlines some principles for primary care providers with regards to their patients and their interpreting needs.

The following provides a brief overview of these requirements to ensure that you meet the interpreting needs of your deaf patients;

- Patients with interpreting support needs should be offered a double appointment.
- Practices are required to record a patient's interpreting needs on their EMIS records. SEL CCG has summarised some suggested SNOMED codes for deaf patients requiring BSL.
- Patients have a right to outline any preferences they may have and for these to be recorded on their notes and actioned when making a booking for a BSL interpreter. This may include;
  - Preferred gender of interpreter
  - Preferred named interpreter
  - Preferred interpreting type e.g., face to face, on demand video etc.
  - Preference over Registered Sign Language Interpreter (RSLI) and Trainee Sign Language Interpreter (TSLI).
- Practices should ensure that all bookings made are completed in full and outlines any specific requirements a patient may have

#### Service support

If you are experiencing any difficulties in registering or using the platform, please contact [oana.lazar@dalanguages.co.uk](mailto:oana.lazar@dalanguages.co.uk)

If you have any generic questions relating to interpreting services, please contact your borough lead.

Lambeth:	Tracy Everard	<a href="mailto:teverard@nhs.net">teverard@nhs.net</a>
Lewisham:	Yvonne Davies	<a href="mailto:ydavies@nhs.net">ydavies@nhs.net</a>
Southwark:	Sarah Evans	<a href="mailto:s.evans17@nhs.net">s.evans17@nhs.net</a>