



This guidance is for **British Sign Language (BSL) on demand Video Remote Interpreting**.

This service allows instant access to a BSL interpreter without the need to pre-book.

Please note the following requirements.

- 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
- Copies of practice and patient guidance is available on the [SEL CCG webpage](#)

How to download and access the Star leaf platform

Step 1

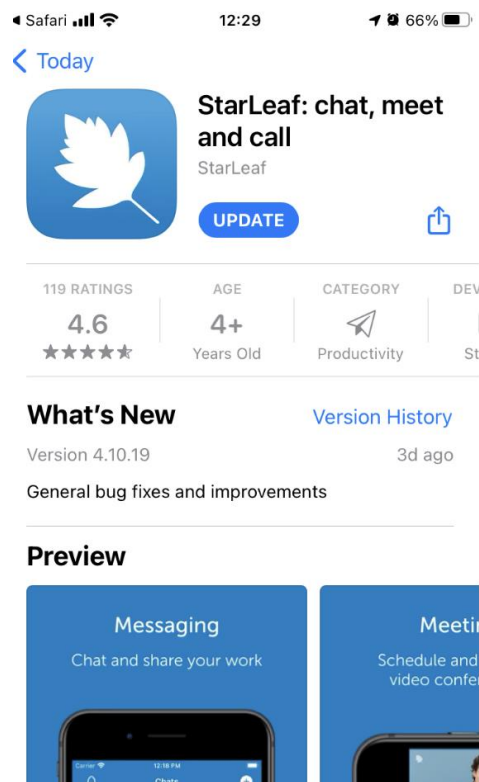
- Download the StarLeaf app on your phone, tablet, or desktop
- Either scan the QR code or search for the StarLeaf app on your device.
- This is available on Apple, Android or Windows.



Scan the QR code with your mobile device

StarLeaf QR Code

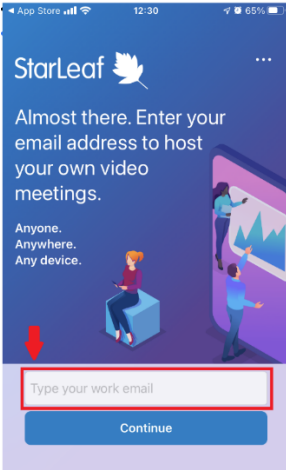
Search for the StarLeaf app and download on to your device



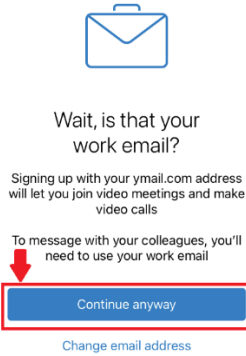
Step 2

- Register with your email address
- StarLeaf will send you an email containing a 6-digit one-time code
- Every time you login to the app, you will be asked for a new code

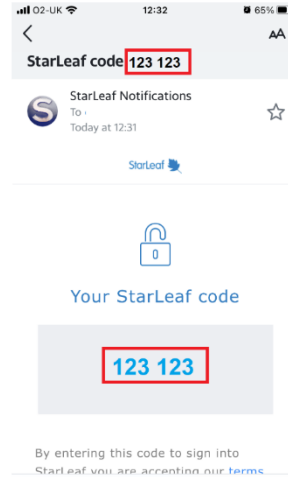
Type your email address



Confirm you want to proceed with your personal email address



Check your emails for the one-time confirmation code



Type the six digit confirmation code into the dedicated section



Step 3

- Add your full name into the first box
- Add your trust name, borough and your Practice name to the 'Last name' box e.g. LSLCCG/Southwark/Forest Hill Road Group Practice
- Next, add you (work) mobile number for registration purposes.

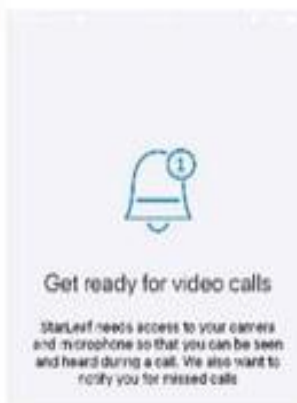
Type your full name and Trust, Borough Practice



Add your work mobile number



Select 'Continue'



Select 'Got It' and you are ready to go!



How to make a 3-way call with an interpreter and a patient

NOTE: THE PATIENT MUST HAVE THE APP ALREADY DOWNLOADED TO RECEIVE A CALL

Step 1

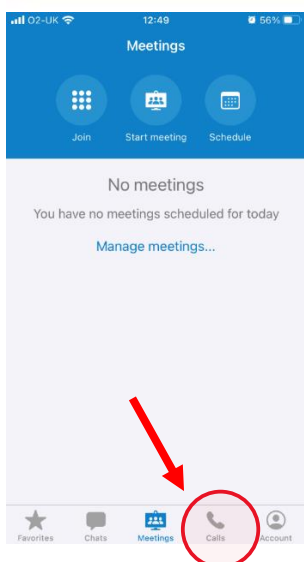
- Click on the phone icon
- At the top of the page, you must dial DALanguages@interpreterslive.call.sl
- Click start a video call
- You will then be connected to an interpreter

Step 2

- Give the patients email*address to the interpreter (you will need to give the interpreter the same email address that the patient used when they registered on the StarLeaf app)
- The interpreter will call the patient.
- Once the patient has answered you will see yourself in the top-right of the screen, the patient will appear in the bottom right and the interpreter in the bottom left.

Select 'Call' and dial DALanguages@interpreterslive.call.sl, then start a video call

Once connected you will see yourself in the top-right of the screen, the patient at the bottom right and interpreter bottom left



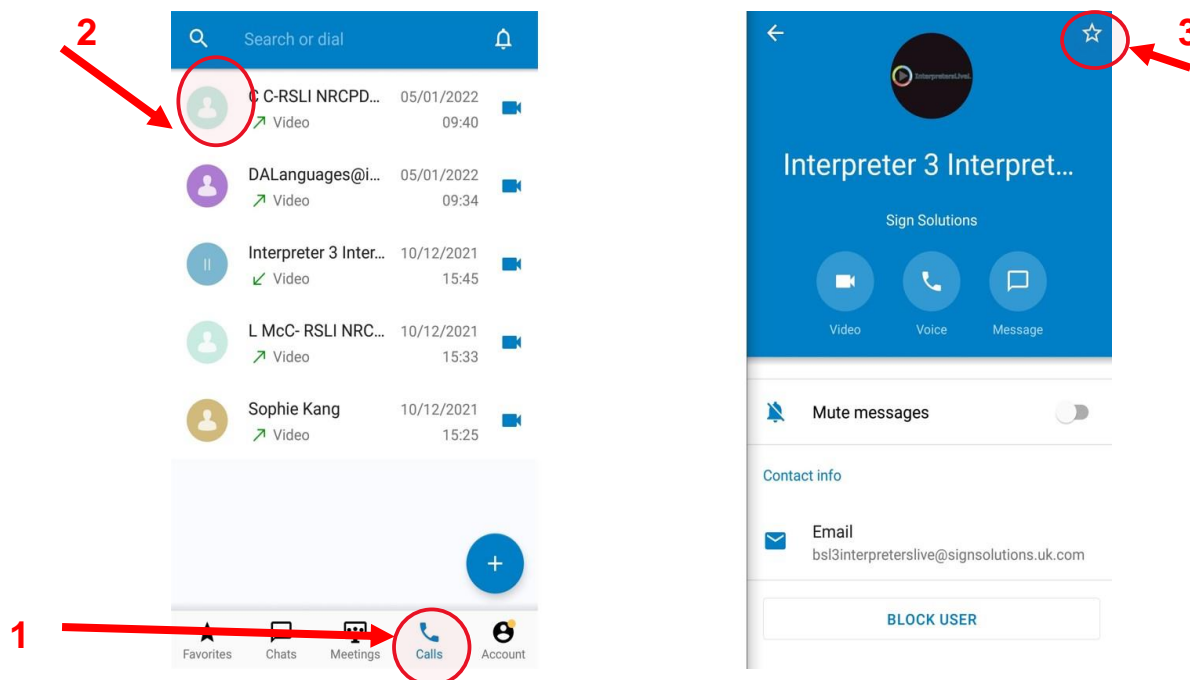
***Important:**

- Patients when signing up to use the app, have been informed that by using the app they are consenting to the sharing of their information between the GP and the interpreter to enable a 3-way call to take place.
- Where possible please remind the patient prior to their appointment that by using the app they are consenting to their email details to be shared.
- Please note that all interpreters working for DA Languages have signed and agreed to adhere to necessary confidentiality requirements.
- No patient data is retained and stored by the interpreters or DA Languages

How to add contacts

Step 1

- Once you have made a call, click on the 'calls list'
- The information button next to the address will take you to their call details
- Click on the star, to add this address to your favorites list for ease of dialing /sharing the patient email address for future calls.



Help and Support

- Any issue or questions, please contact the video interpreting team on dalvriappointments@dalanguages.co.uk or call 0161 928 2533
- For any technical assistance, please follow these steps directly on the App:

In the App, select Account in the bottom right corner, then 'Support Centre' for technical support

In 'Support Centre' scroll through the library available or select 'Talk to StarLeaf' to receive assistance

- Information on all interpreting services available can be found on the SEL CCG Primary Care webpage https://selondonccg.nhs.uk/covid_19/interpreting-services-primary-care/