



**Scottish
Ambulance
Service**

University National NHS Board



Freedom of Information Request

8th August 2024

Question

I would appreciate any information you may have with reference to: 1.What provision do you currently have in place for Deaf patients requiring assistance via 999? 2.What provision do you have in place for front line medics to access support / BSL interpreters when offering aid to Deaf patients in the community? 3.Do you currently have in place or have any future plans for deaf awareness training for front line medics, this may include but not exclusively pictorial aids?

Answer

1.What provision do you currently have in place for Deaf patients requiring assistance via 999? For Speech / Hearing impaired callers – tools such as Text Relay, E-SMS are available for such callers to enable clear communication. Funded by BT and run by the Royal Institute for the Deaf in Liverpool. Callers may be able to hear but not speak or speak but not hear so with the use of a Text Relay Assistant they will be able to make a call. Call-takers will re-assure the caller ASAP that help is being arranged by asking the Text Relay assistant to text back once enough information has been gained. Further information of this service can be found on our website - [Phoning 999 \(scottishambulance.com\)](https://www.scottishambulance.com)

2.What provision do you have in place for front line medics to access support / BSL interpreters when offering aid to Deaf patients in the community? The Scottish Ambulance Service advertise both the Deaf Action BSL alphabet to staff - [Learn the BSL alphabet - Deaf Action](#) and the RNID advice on communication with someone who is deaf or hard of hearing – see [How to communicate with someone who is deaf or has hearing loss - RNID](#)

3.Do you currently have in place or have any future plans for deaf awareness training for front line medics, this may include but not exclusively pictorial aids?

There are pictorial aids in front-line vehicles for use. There is currently not any plans for deaf awareness training.