## ACCESSIBLE INFORMATION – TRANSLATION POLICY

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### CONSULTATION AND DISTRIBUTION RECORD

| Contributing Author / Authors          | • Richard Edwards – Programme Manager for Person-Centred Care  
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| Consultation Process / Stakeholders: | • Calvin Brown – Director of Communications  
|                                       | • Acute – Hospital Directors  
|                                       | • Community – General Managers  
|                                       | • Andrew Craig – Team Leader Medical Illustration  
| Distribution:                         | •  
|                                       | •  

### CHANGE RECORD

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| March 2016 | Richard Edwards| Minor amendments  
|            |                | Section 4.1 – staff provision – 3” bullet  
|            |                | Section 4.3 – Accessibility – 1” bullet  
|            |                | Section 4.4 – alternative formats statement                                                  | V2          |
| March 2019 | Richard Edwards| Minor amendments  
|            |                | Section 1.5 – reworded  
|            |                | Section 1.6 – added  
|            |                | Section 2 – additional text (medical records)  
|            |                | Section 4.4 – additional test (recording healthcare interactions)  
|            |                | Appendix 2 – Staff guide – medical records                                                  | V3          |
Accessible Information – Translation Policy

1. **INTRODUCTION**

Communication exerts a major influence on the safety of patients, their satisfaction with the service they receive and the quality of the staff/patient relationship. NHS Lanarkshire is committed to ensuring that all patients, service users, carers or their representatives are communicated with effectively, thus improving their overall experience with the service they receive.

1.1 **Translation**

Translation is defined as the *written* transmission of meaning from one language to another, which is easily understood by the reader. This includes the conversion of written information into different languages and alternative formats such as audio, video, Braille and easy read.

1.2 NHS Lanarkshire is committed to the elimination of discrimination when providing Services. This policy supports the principle that we actively address any issues in regard to discrimination. This is reflected in the NHS Lanarkshire Single Equality Scheme taking into account the Equalities Act 2010.

1.3 Many people may face difficulties accessing information, or in communicating with the NHS. This may be due to number of factors, with some being interlinked and not always visible, such as language, literacy or disability barriers. NHS Lanarkshire is committed to removing these barriers; it is vitally important that we can communicate with members of the community in a way that is clear, concise and easy for them to understand.

1.4 NHS Lanarkshire produces a wide range of information. To ensure that our information is readily accessible, priority will be given to translating high volume patient information and information that is frequently accessed or requested.

1.5 This policy is aimed at managers of staff involved in, or who have responsibility for the provision of written information to ensure healthcare is delivered safely and that people have appropriate information to be involved in decisions about their care and to support self-management and reablement. This includes information provided in leaflet, booklet or poster style, or in audio-visual or:

- electronic form
- letters and e-mails
- appointment cards and letters
- prescription instructions for taking medicines.
- web based information
- minutes of meetings
- reports

1.6 Medical records for people who have received treatment overseas may also need to be translated to ensure safe and effective treatment can be provided.
Accessible Information – Translation Policy

2. AIM, PURPOSE AND OUTCOMES

This policy aims to ensure there is a consistent, accurate and clear approach to the provision of accessible written information to patients and members of the public as well as translation of patient medical records for staff use. We will achieve this by introducing a standardised and coordinated approach to the development of translated materials throughout NHS Lanarkshire.

3. SCOPE

This policy provides standards and outlines process guidelines for the development of accessible written information in alternative formats (written, audio, visual) and languages other than English. It is applicable to all staff employed by NHS Lanarkshire and should be used in conjunction with NHS Lanarkshire Written Information Leaflets Policy https://www.nhslanarkshire.scot.nhs.uk/download/written-information-leaflets-policy/ and the Good Guide to Communication.

NHS Lanarkshire takes care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot.nhs.uk or ask a member of staff for a copy of our Data Protection Notice.

4. PRINCIPAL CONTENT

4.1 Accessible Information and its importance in healthcare

- Effective information and communication are vital for the provision of high-quality services and care. Some people who access services have difficulty understanding the information provided. This may be for many reasons, including but not prescriptive to:
  - Visual or hearing impairment, or both
  - Learning disability
  - English is not their first language
  - Literacy problems meaning that they may need support in terms of reading or writing, or have a condition which limits their ability to communicate (following a brain injury or a stroke), or a child or young person who has specific communication requirements

It is important, therefore, that information is presented in an accessible way, in a range of languages and formats that are easily used and understood by the intended audience. This does not mean watering down the content or creating a summary. It does mean ensuring that any information you give an individual is provided in a way that is clear and easy to understand, avoiding medical jargon and excessive use of words.

Making information accessible:
- ensures patients, service users, carers or their representatives are treated fairly and are able to communicate their needs fully.
- facilitates informed choices about care
- improves access to and understanding of services
- decreases any stress or fear
- promotes person-centred care
Accessible Information – Translation Policy

For staff, the provision of accessible information will;
• aid or improve communication with service users
• help in the process of obtaining informed consent
• enable the provision of safe, effective, person-centred care
• promote the effective and efficient use of resources

4.2 Legal Requirements
NHS Lanarkshire will meet its legal requirements by providing accurate information to ensure that the rights of patients, service users, carers or their representatives are met in accordance with equalities legislation.

Providing translated information supports the promotion of equality and challenges discrimination. It protects NHS Lanarkshire against indirectly discriminating against someone who does not speak English or who requires communication support.

Whilst not always clearly articulated in legislation, the legal frameworks that advocate for equality of access to health services are:

• The Patient Rights Act (Scotland) Act 2011
• Equality Act 2010
• Human Rights Act (1998)
• European Convention for the Protection of Human Rights and Fundamental Freedoms (1950)

4.3 Accessibility

The provision of accessible information and services is central to the day-to-day work of NHS Lanarkshire. Accessible information should be provided without delay and at a level that meets individual communication needs. Priority should be given to translating information that:

• is essential to the delivery of safe, effective, person-centred care, such as patient letters and health records
• relates to standard information used across the entire organisation or large parts of it
• is targeted information where certain groups, conditions or activities are seen by the organisation as a priority for specific reasons

4.4 Formats and languages
At each review, key information such as inpatient and day surgery booklets, generic outpatient information sheets and Healthcare Acquired Infection information should be translated into the three main community languages as identified by North & South Lanarkshire Councils.

Other languages and formats such as BSL, Braille, audio and Easy Read should be considered when developing information for the public based on the needs of the service users.

All requests from patients or carers for information in an accessible language or format will be considered. Approved requests should be met within a reasonable time, usually 10 working days. If information is required more urgently in an accessible format, consideration should be given to using an interpreter to assist the individual to make an audio or visual recording, or written notes of key elements of the interaction to refer to later.

Written information material should include the following statement wherever practicable:
“If you need this information in another language or format, please contact the NHS Lanarkshire General Enquiry Line on 0300 30 30 243 or e-mail info@lanarkshire.scot.nhs.uk”
5. **ROLES AND RESPONSIBILITIES**

5.1 **All NHS Lanarkshire staff** - Appendix 1 “How to get information in accessible formats – Staff guide” details the actions required if the need for a translation or an alternative format is identified or requested and Appendix 2 details how to get medical records translated.

5.2 **Departmental Managers** are responsible for funding requests for accessible information to ensure the needs of their service users are met.

5.3 **The Quality Improvement Team** is responsible for:
   - Providing advice and support on developing accessible information
   - Obtaining quotes and commissioning translation
   - Ensuring all translated material is proofread by a second translator as a quality measure
   - Maintaining a database of translation requests and translated material.
   - Liaising with North & South Lanarkshire Councils to determine community languages.
   - Ensuring that all translated written information is produced in line with NHS Lanarkshire Written Information Leaflets Policy
   - Registering information on the intranet for staff and the NHS Lanarkshire website for public access as appropriate

5.4 **Medical Illustration Department** is responsible for:
   - Design and formatting to NHS Lanarkshire standards.
   - Providing advice and support to staff developing / reviewing information.
   - Producing printed copy on request or referring to Printers where appropriate.

6. **RESOURCE IMPLICATIONS**

The cost of translating information so that it is provided in an accessible format lies with NHS Lanarkshire and **must not** be passed on to any member of the public. The service area requiring information, or producing information is responsible for meeting any associated costs. Departments must budget for arranging accessible formats beyond translation costs, whether produced internally (Medical Illustration) or externally.

7. **COMMUNICATION PLAN**

The policy will be communicated as follows:
   - The interpreting and translating page on Firstport
   - Regular reminders in the staff briefing
   - All Senior managers will be briefed on the policy and procedure
   - Ongoing promotion of the services to local communities who require the service

8. **QUALITY IMPROVEMENT – Monitoring and Review**

This policy will be reviewed every three years or before if there are significant changes to laws or practice.

9. **EQUALITY AND DIVERSITY IMPACT ASSESSMENT**

This policy meets NHS Lanarkshire’s EDIA
10. **Summary or Frequently Asked Questions (FAQs)**

   See Appendices 1 and 2.

11. **REFERENCES**


Appendix 1 Guide for Staff – Patient Information

How to get information in accessible formats via the Quality Improvement Team (QIT)

Accessible Information need identified by public / staff. Is there a leaflet / format available nationally or locally?

Yes. Can you access it?

Yes. Provide copy.

No. Contact QIT

Not sure. Contact QIT

No. Submit translation request to QIT Translation.services@lanarkshire.scot.nhs.uk

Budget Holder

Authorised

Quality Improvement Team
Commission translation

Budget Holder

Not Authorised

Quality Improvement Team
Record reason on database

Quality Improvement Team
Development work begins or quote obtained for translation and returned to Budget Holder.

Quality Improvement Team
Arrange formatting with Medical Illustration

Quality Improvement Team
Return to Department and register on IT systems
Appendix 2  Guide for Staff – Medical Records

How to get medical records translated via the Quality Improvement Team (QIT).

1. Medical records identified for translation

2. **Requesting Department**
   - Redact any patient identifiable information
   - Forward to QIT @Translation.services@lanarkire.scot.nhs.uk

3. **Quality Improvement Team**
   - Obtain estimate and return to Requesting Department

4. **Requesting Department**
   - Confirm financial authorisation

5. **Quality Improvement Team**
   - Instruct work

6. **Requesting Department**
   - Submit completed Non Stock Form to Procurement Department
   - Forward local purchase order number to QIT

7. **Quality Improvement Team**
   - Translation received – register receipt
   - Medical record returned to requesting department

8. **Requesting Department**
   - Notify Procurement department that goods received