



Report Cover Sheet

Report to:	Board of Directors	
Date of the Meeting:	25 September 2019	
Agenda Item:	P1/182/19	
Title:	Interpreting services and service quality for D/deaf* patients	
Report prepared by:	Jackie Rooney, Head of Safeguarding	
Executive Lead:	Sheila Lloyd, Director of Nursing and Quality	
Status of the Report:	Public	Private
	√	

Paper previously considered by:	N/A
Date & Decision:	

Purpose of the Paper/Key Points for Discussion:	<p>In June 2019 Jan Leward Chief Officer NHS Liverpool CCG wrote to all Trusts requesting specific updates on progress follow a stakeholder event with the D/deaf* community in May 2018 (Appendix 1)</p> <p>A timely response from CCC was provided (Appendix 2) outlining our progress to date, use of interpreting services and service provision for D/deaf patients.</p> <p>The collated responses from all Trusts will be presented by Jan Leward in the public section of NHS Liverpool CCG Governing Body meeting in September 19.</p> <p>Delivery of our refreshed improvement plan will be led by the Trusts Equality and Diversity lead.</p> <p>Oversight and monitoring of our improvement plan will be undertaken by the Patient Experience and Inclusion Group.</p> <p>Progress against our improvement plan will also form part of our quality contract monitoring meetings with NHS England Specialised Commissioning and Liverpool CCG</p> <p>Assurance on delivery of the improvement plan will be provided to the Board of Directors via Trusts Quality and Integrated Governance Committees</p> <p><i>*Many deaf people whose first or preferred language is British Sign language (BSL) consider themselves part of the deaf community. They may describe themselves as deaf with a capital D to emphasise their deaf identity</i></p>
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Action Required:	Discuss	
	Approve	
	For Information/Noting	√

Next steps required	<p>That the Board of Directors:</p> <ul style="list-style-type: none"> • Note CCCs response to NHS Liverpool CCG • Are sighted on the response provided by CCC prior to the public section of NHS Liverpool CCG Governing Body meeting in September 19 • Assured that delivery of the improvement plan will be provided to the Board of Directors via Trusts Quality and Integrated Governance Committees
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The paper links to the following strategic priorities (please tick)

Deliver outstanding care locally	✓	Collaborative system leadership to deliver better patient care	✓
Retain and develop outstanding staff		Be enterprising	✓
Invest in research & innovation to deliver excellent patient care in the future		Maintain excellent quality, operational and financial performance	✓

The paper relates to the following Board Assurance Framework (BAF) Risks

BAF Risk	Please Tick
1. If we do not optimise quality outcomes we will not be able to provide outstanding care	✓
2. If we do not prioritise the costs of the delivering the Transforming Cancer Care Programme we will not be able to maintain our long-term financial strength and make appropriate strategic investments.	
3. If we do not have the right infrastructure (estate, communication & engagement, information and technology) we will be unable to deliver care close to home.	
4. If we do not have the right innovative workforce solutions including education and development, we will not have the right skills, in the right place, at the right time to deliver the outstanding care.	
5. If we do not have an organisational culture that promotes positive staff engagement and excellent health and well-being we will not be able to retain and attract the right workforce.	
6. If we fail to implement and optimise digital technology we will not deliver optimal patient outcomes and operational effectiveness.	
7. If we fail to position the organisation as a credible research partner we will limit patient access to clinical trials and affect our reputation as a specialist centre delivering excellent patient care in the future.	
8. If we do not retain system-side leadership, for example, SRO for Cancer Alliance and influence the National Cancer Policy, we will not have the right influence on the strategic direction to deliver outstanding cancer services for the population of Cheshire & Merseyside.	
9. If we do not support and invest in entrepreneurial ideas and adapt to changes in national priorities and market conditions we will stifle innovative cancer services for the future.	
10. If we do not continually support, lead and prioritise improved quality, operational and financial performance, we will not provide safe, efficient and effective cancer services.	✓

Equality & Diversity Impact Assessment

Are there concerns that the policy/service could have an adverse impact on:	YES	NO
Age		X
Disability		X
Gender		X
Race		X
Sexual Orientation		X
Gender Reassignment		X
Religion/Belief		X
Pregnancy and Maternity		X

If YES to one or more of the above please add further detail and identify if a full impact assessment is required.



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26th June 2019

To: NHS Trusts Chief Executives

Dear colleague

Re: Interpreting services and service quality for deaf patients

I wrote to you all in July 2018 attaching a report agreed with the deaf community. Given over 6 months has elapsed since I reviewed the current action plan, I would be grateful to receive an update on progress.

Please note these reports are presented in the public section of the CCGs Governing Body, therefore please ensure your Boards are sighted on this content and responses ahead of the CCGs Governing Body. I anticipate my report going to the CCG Governing Body in September 2019.

I am aware that Trusts have been collaborating with each other and NHS Liverpool CCG around action plans and some progress has been made. I am pleased to support a collaborative approach to procuring an interpretation service for the system and that most Trusts have now indicated their support for this approach. Similarly I think there is progress on the training issue and again looking at some consistency across the Provider Alliance partners. I look forward to your co-operation in taking these two key pieces of the action plan forward and would welcome specific updates on those issues.

If you wish to discuss any of the above further, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Ledward'.

Jan Ledward
Chief Officer
NHS Liverpool CCG



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Our Ref: SL/023/sdh

7th August 2019

Sent via E-Mail

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Dear Jan

RE: INTERPRETING SERVICES AND SERVICE QUALITY FOR DEAF PATIENTS

Thank you for your recent correspondence regarding Interpreting Services and Service Quality for Deaf Patients.

As a Trust, we can confirm that we currently utilise Action on Hearing Loss (AOHL) who provide us with British Sign Language (BSL) Interpreters for D/deaf people who attend for treatment.

In addition the MacMillan Cancer Information Centre utilise 'ITV Signpost' for BSL DVDs of CCC books or Macmillan chemotherapy / combination, chemotherapy / drug treatments as requested and hearing loops are available across all Trust sites, wards and departments .

Training has previously taken place for staff on the booking and use of interpreter/British Sign Language interpreter services and we have members of staff across the Trust who are BSL Level 1 trained.

However no recent deaf awareness training has taken place across the Trust and Clatterbridge Cancer Centre would be keen to join the Provider Alliance via NHS Liverpool CCG in supporting the procurement and delivery of D/deaf awareness training.

Our improvement plan has been refreshed and delivery will be led by the Trust Equality and Diversity lead.

The Trust has recently established a Patient Experience and Inclusion Group. Chaired by the Deputy Director of Nursing, with a Trust Governor and patient as members, this group will have oversight and monitor delivery of the improvement plan.

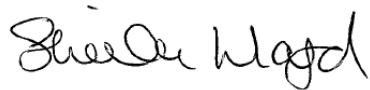
Assurance on delivery of the improvement plan will be provided through committee structure to the Board of Directors.

Progress against our improvement plan will also form part of our quality contract monitoring meetings with NHS England Specialised Commissioners and NHS Liverpool CCG.

I hope this update provides the assurance of the arrangements we have in place to ensure the implementation of interpreting services and service quality for D/deaf patients.

As a Trust we look forward to working closely with you in the procurement and delivery of D/deaf awareness training.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sheila Lloyd'.

SHEILA LLOYD

Executive Director of Nursing and Quality