

# Your Language Matters

## A Quality Improvement Journey

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Reference - NHS Scotland Interpreting, Communication Support and Translation National Policy (2020)

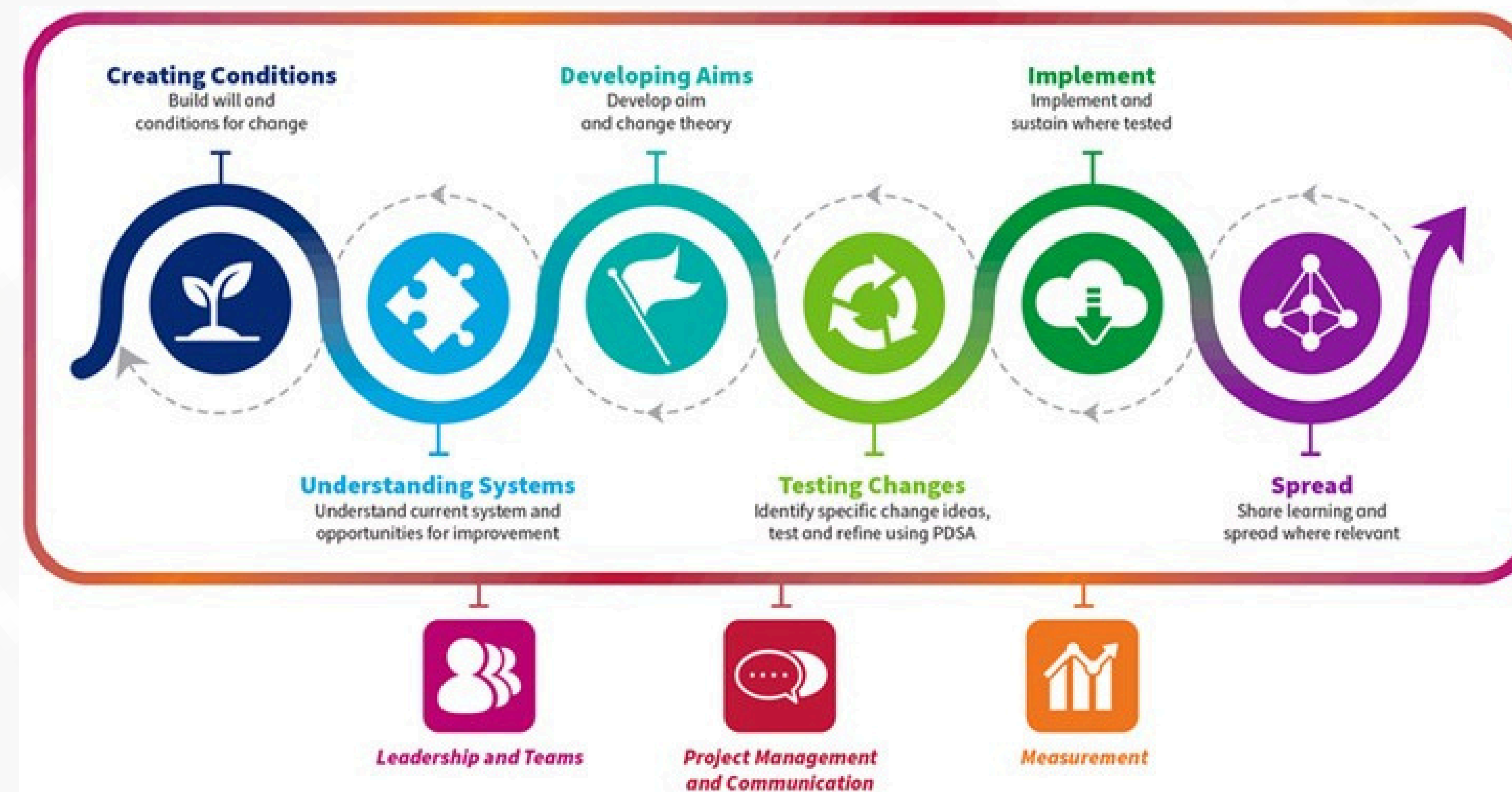
“Confident to use I&T software following the training and presentation”

### Introduction

Effective and accessible communication is vital for the provision of high-quality services and care. Good communication; both verbal and written, lies at the centre of successful, person centred healthcare. It enables service users to fully participate in their care, express their needs, feel understood and make informed decisions, improving the service users overall healthcare experience. It enables staff to discharge their duty of care equitably by using interpreting and communication support for patients they cannot communicate with. It also contributes to effective prevention and health improvement activity to support the patient to improve their own health.

### Aims / Objectives

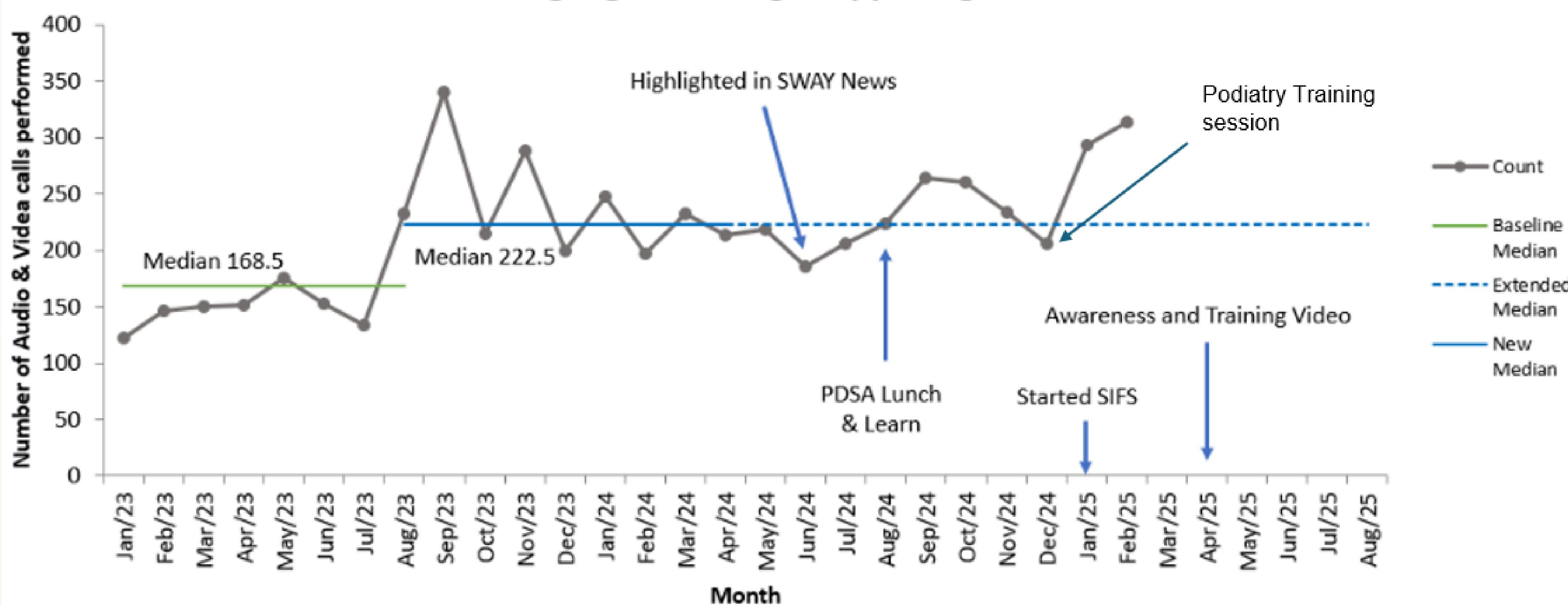
To increase the use of Language Line Insight Application to ensure patients are receiving information in their first language as set out by NHS Scotland Interpreting, Communication Support & Translation National Policy and to ensure patients are informed and we adhere to patient safety standards.



### The Data

In September 2023, we experienced a significant increase in the use of Insight. This was due to the Home Office having contracted the Mercure Hotel for the temporary accommodation of asylum seekers. You will see that there are no trends from then on, as we do not have five or more consecutive data points all increasing or decreasing. There are 11 runs, and you can see that since the beginning of the SIFS project in January, the use of interpretation services continues to grow as we work towards our aim.

LanguageLine Insight App Usage



### Next Steps

1. **Monitor Usage Trends** – Continue tracking Insight app data to identify areas for improvement or targeted training.
2. **Launch the Video** – Release the awareness and demo video in collaboration with the Communications Team to reach a broader staff audience.
3. **Strengthen Training** – Expand one-on-one and group training sessions, incorporating real case examples where possible.
4. **Knowledge Sharing** – Work with colleagues to share best practices around interpretation and translation, embedding this as standard practice.
5. **Evaluate Impact** – Consider gathering qualitative feedback from staff and patients to complement the usage data and measure the broader impact of your work.

### Conclusion

Overall, my project evolved from a broad awareness campaign into a practical, impactful initiative focused on equipping staff to utilise available tools for patient language support. The increasing use of the Insight app, especially during high-demand periods, demonstrates enhanced access to translated information for non-English-speaking patients. This growth, although influenced by external factors, correlates with my efforts to embed language support into routine care. This project signifies substantial progress, with more to build upon.

“The Insight App is quick and easy to use”



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