

Video Relay Service (VRS) through SignLive

VRS through Signlive, is free for d/Deaf people to use. Using a smart device, they can download the App, search for their GP practice in the community directory and be connected to a British Sign Language (BSL) interpreter before the call is connected to the practice. If the patient requires a telephone appointment or a call back, the practice can follow the instructions below to call them.

When you receive a phone call:

- The interpreter will explain that the d/Deaf patient is calling using Signlive.
- Greet the d/Deaf or Hard-of-Hearing person just as you would any person on the phone.
- Introduce yourself, including your job role
- Remember that **everything** you say will be signed to the caller until the call is over.

During the call:

- Speak directly to the caller through the interpreter. Do not ask the interpreter to "tell him" or "let her know."
- **If the caller would like to book a telephone appointment or a call back please take their 4 digit Signlive extension number.**
- Everything you are saying is being communicated down to the details of your tone, speed, and background noise.
- Speak to the Deaf or Hard-of-Hearing person in a natural way.
- Ignore the presence of the interpreter. While you are on the call, try to pretend that you are not communicating through an interpreter if that helps.
- The interpreter will stop you if they missed something you said, need spelling, or clarification. If that happens, the interpreter will say "This is the interpreter speaking" and ask you for what they need. This is normal and important to ensure accurate interpretation.
- Remember that interpreters are bound to confidentiality. Nothing you share will be shared with others.

Ending the call:

- Say your normal: thank you, good bye, see you soon, etc. to the caller.
- The interpreter will tell you when the caller has hung up, or will tell the caller that you hung up if you end the call first.
- Thank the interpreter for processing your phone call. They will have worked very hard to make sure you had fluid conversation.

When making a call to a d/Deaf person using Signlive

- Your deaf customer will give you their 4 digit SignLive extension number
- Dial Freephone 0800 802 1125
- Enter your customer's 4/6 digit extension number then press #
- Enter your organisation's unique account number **234577434#**
- The call will connect you to a SignLive interpreter, who will make the outgoing call to your deaf customer
- Minutes used will be billed to the CCG account



Extra Tips:

- Be patient.
- Expect extra pause for interpretation time.
- Speak clearly.
- Spell out names, places and companies.
- Speak directly to the person you are calling.
- Don't ask the interpreter questions not meant for the signer during the call as they are there solely to process the call.
- **Some Deaf callers over the phone through the voice of the interpreter may appear to be blunt to you. Their direct approach is a cultural norm and should not be taken personally.**
- Don't worry about the interpreter's opinions or feelings. They are just there to interpret.

Be aware:

- Interpreters will interpret *everything* they hear. If you are eating crisps, communicating with someone else at your desk or there is a loud person behind you. Be mindful!
- Interpreters remain neutral at all times. They will not be siding with you or the caller during any conflict.