



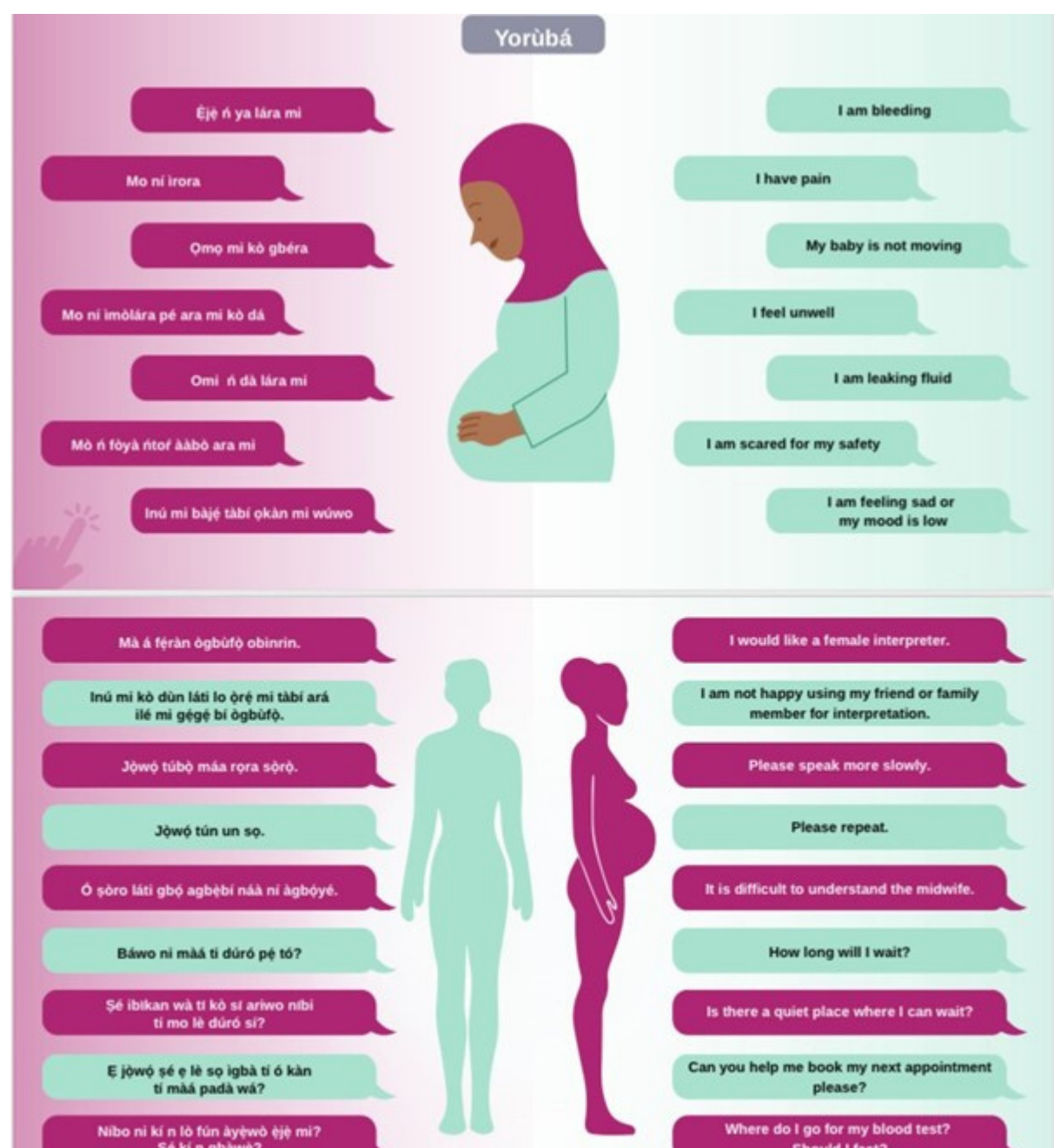
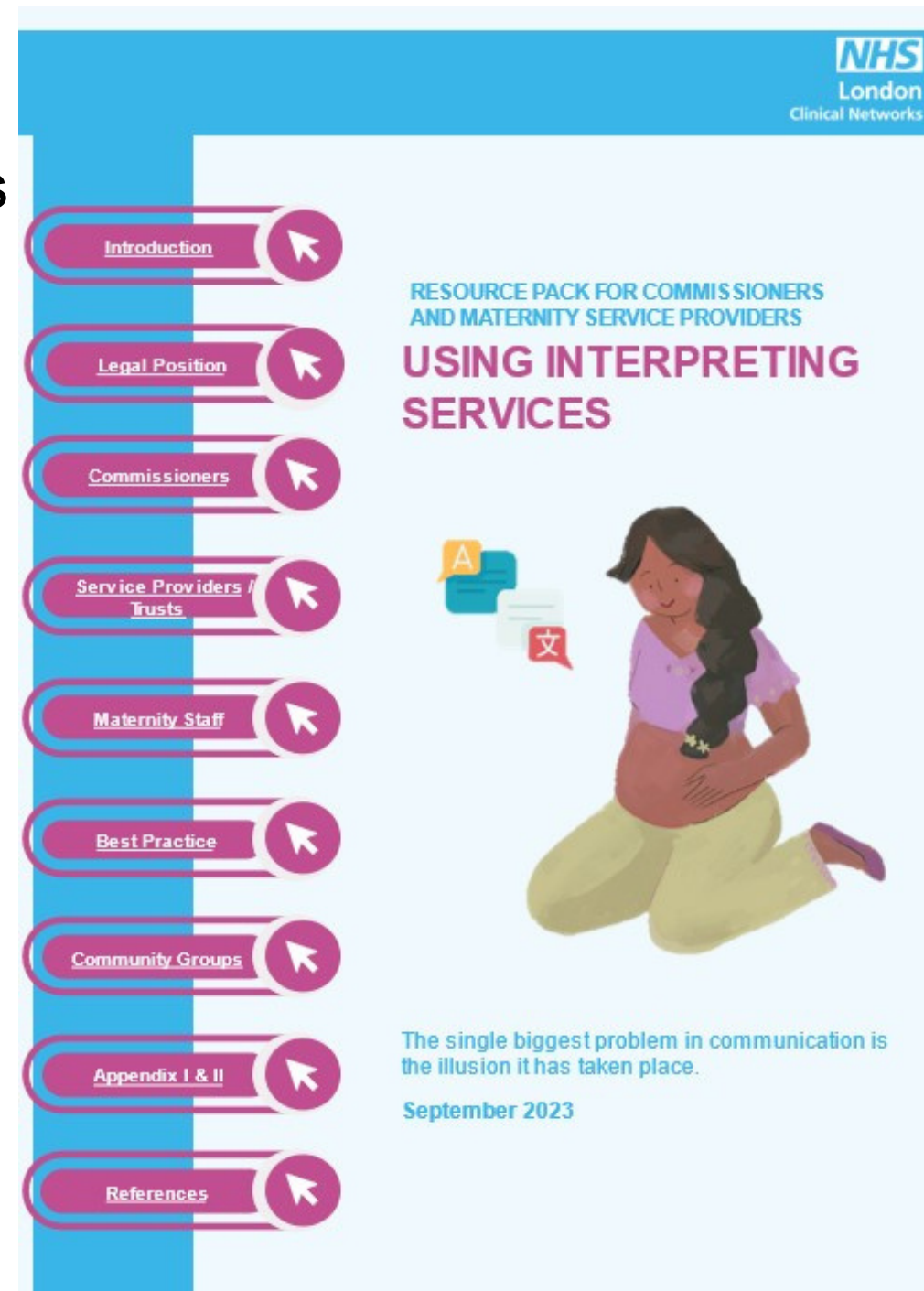
# Supporting Effective Interpretation Within Maternity Across London

Effective interpretation and translation provide a service for service users and clinicians to help them understand each other when they do not speak the same language. Not being able to communicate well with health professionals can impact on health outcomes, increase the frequency of missed appointments, the effectiveness of consultations and patient experience.

The London Regional Maternity Team are passionate about reducing inequalities within maternity and neonatal services across London, and have developed two resources to support maternity services improve both the quality and access to its interpretation and translation services.

The 'Using Interpretation Services' resource is a digital toolkit for commissioners and maternity and neonatal providers. This toolkit has been designed to inform and facilitate effective interpretation and translation services. It contains a range of evidence-based resources and principles of best practice.

The document aims to support commissioners and providers identify gaps in their services, as well as provide useful tips and guidance for clinical staff. This can be downloaded here...



The Communication cards have been designed and developed to support women in emergency situations to escalate in a timely manner their concerns to maternity staff or healthcare professionals whilst waiting for an interpreter. If a woman is experiencing something that requires urgent attention such as pain or bleeding, she can articulate this with the communication card so that she is assessed in a timely manner. These cards are not designed to replace the use of interpreters but to identify those women who need to be assessed as a priority.

These are currently available in 25 different languages here...

