

Revolutionising patient care: Innovative kit for instant translation in 240 languages

26 July 2024  Louise Barton

[Innovative kit which translates 240 languages at the touch of a button now available at UHDB | Latest news | University Hospitals of Derby and Burton NHS Foundation Trust.](#)

University Hospitals of Derby and Burton NHS Foundation Trust has introduced new technology that allows for immediate translation using real-life interpreters in 240 languages. The technology, provided by LanguageLine, offers enhanced patient care and experience for patients using hospital services 24 hours a day.

Despite translation tools already being in place at the hospital sites, unavoidable delays for both patients and translators saw an increased number of appointment cancellations. The new technology offers a timely and efficient option for colleagues to use when seeing patients who do not speak English as their first language.

Here are some key takeaways from the implementation of this innovative technology:

- The rollout began with a trial in the emergency, antenatal, and endoscopy departments and the response was reported to be phenomenal, leading to more than 20 more machines being ordered for use across the Trust.
- The technology offers audio and video calls with a live translator, takes 60 seconds to connect the call, and is available at any time of day or night.
- Even very early results are showing that the number of cancelled appointments has reduced.
- The implementation of the technology allows for equity and equality for all patients who come through the doors of our hospitals.

LanguageLine, is already used as a provider of in-person interpreters at the Trust, alongside British Sign Language providers 'Communication Unlimited' and 'Staffordshire Assist' which offers support at the community hospitals. Patients and visitors who require sign language support can also access 'Sign Live' which offers British sign language interpreting on demand, in our emergency departments.

At Browne Jacobson, we strongly believe in promoting equity, equality, and diversity in all aspects of our work, and we strive to create an inclusive environment that values and respects the differences of our employees, clients, and communities. Our specialist maternity team aims to support the NHS and NHS Resolution's commitments to safer maternity care by identifying themes and trends within its regional areas as well as delivering training.

Browne Jacobson endorses every improvement made to NHS maternity services in the UK. We have significant experience conducting sensitive investigations to help resolve concerns and disputes fairly. If you would like further information regarding our services, please visit our [Maternity Services Resources Hub](#).

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