



Background

Global Voices has emerged as a beacon of linguistic excellence, playing a vital role in ensuring seamless communication within the National Health Service (NHS), specifically in the Forth Valley Area. Our tailored language support services have been instrumental in facilitating clear and accurate communication across a spectrum of healthcare scenarios, ranging from routine appointments to critical medical interventions. Global Voices addressed the challenges with a comprehensive suite of language support services which include:

Consecutive Interpreters On-Site

- Deploying highly skilled consecutive interpreters for in-person support during a wide range of medical scenarios.
- Ensuring accurate and culturally sensitive communication between healthcare professionals and patients, fostering trust and understanding.

Over-the-Phone Interpreters

- Providing on-demand telephone interpretation services for situations where immediate language support was required.
- Facilitating quick and efficient communication between healthcare providers and patients, overcoming language barriers remotely.

Out-of-Hours Service

Establishing a dedicated out-of-hours service to cater to the unpredictable nature of healthcare emergencies.

Enabling the NHS to receive language support at any time, with a particular focus on labour appointments and urgent injuries, ensuring that language barriers never hinder critical medical care.





Language Services Provided to



Service: Interpretation

Challenge

The need for precise language interpretation during medical appointments, surgeries, dentists' visits, and crucial moments such as labour and midwife appointments was evident. Additionally, there was a growing demand for out-of-hours language support, particularly for urgent cases like labour appointments or unexpected injuries.



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Outcomes

Improved Patient Care

Enhanced the overall quality of patient care by providing accurate and clear communication in various healthcare settings. Contributed to a more inclusive and patient-centric healthcare experience, irrespective of linguistic backgrounds.

Efficient Emergency Response

The out-of-hours service proved to be invaluable for handling urgent cases promptly, especially during labour appointments and unexpected injuries. Ensured that language barriers did not compromise the speed and efficiency of emergency medical interventions.

Strengthened Community Relations

Built stronger connections between healthcare professionals and the diverse communities they serve by fostering effective communication.