

A large, stylized graphic of many birds in flight, arranged in a circular pattern. The birds are in various colors including blue, green, and purple, and are scattered across the left side of the slide.

# Accessible Information Standards and the Wordskii on Wheels (WoW)

Krystle Pardon, Head of Patient  
Engagement and Involvement.

Lauren Hunter, Patient Engagement  
and Involvement Manager.

Kindness, Respect, Teamwork  
Everyone, Every day

22/10/2025

# Accessible Information Standards

## Current work

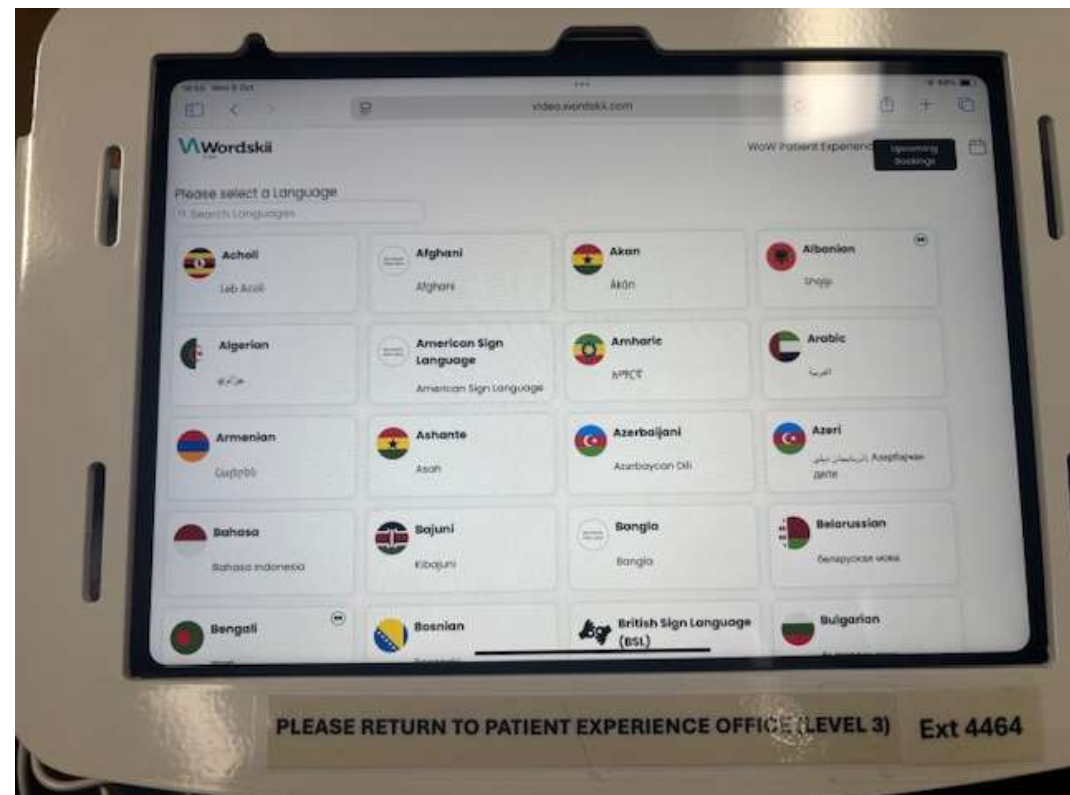
- Working in collaboration with service user experts – collaborating with the Royal National Institute of Blind People (RNIB) and Deafinite Matters CIC.
- Improving accessibility working group meet bi-monthly – attended by RNIB and Deafinite Matters CIC alongside health care professionals from the learning disabilities team, the digital team and service managers working in the call centre who produce patient letters.
- Self assessment framework – to ensure we meet the AIS standard.
- New Trust AIS policy – written with the experts.

# Accessible Information Standards

## Future work

- Internal Project Management Support to ensure the Trust meets the AIS standard.
- Implementation of the new Electronic Health Record – to ensure this meets the AIS standard and accessibility needs for all patients.

# Wordskii on Wheels (WoW)



# Wordskii on Wheels (WoW)

- Initial trial of the Wordskii on Wheels from September 2024 – December 2024. This was trialled in 5 departments to measure colleague and service user experience.
- Trial saved the trust £19,000. A face to face interpreter would cost approximately £28.50 per hour with a minimum 2 hour booking charge alongside travel and milage which on average is £35.88 per booking. The video interpreting via the Wordskii on Wheels costs £0.55 per minute with no minimum booking time.
- Implemented an additional 21 devices – 26 in total. With a potential cost saving of £76,000 however, the project is not driven by cost saving – we must work with service users to find the most appropriate translation option.

# Wordskii on Wheels (WoW)

Top 7 languages requested during the trial

| Language         | Video |
|------------------|-------|
| Romanian         | 30    |
| Japanese         | 19    |
| French           | 16    |
| Lithuanian       | 11    |
| Ukrainian        | 9     |
| Bengali          | 9     |
| Kurdish - Sorani | 9     |

- During the trial, 4 requests were made for British Sign Language and 1 for a Deaf relay interpreter.

# Feedback

- **93.8%** of staff found using the device makes their job easier.
- **98%** of staff found the device gave them quick access to an interpreter when they needed it.

“ It’s solved a long-term ongoing problem with translation services for patients”

“It seems very easy to use – user friendly”

“We love the device, its very user friendly and we have always been able to access a translator very quickly and easily, even at short notice ”

# Questions