

From: SWDENTAL, England (NHS ENGLAND & NHS IMPROVEMENT - X24)

Sent: 30 August 2019 15:13

Subject: Dental Special Bulletin SW31a - Contract award for Translation and Interpretation services in BNSSG, Somerset, Devon, Cornwall and IoS

For attention of all NHS dental practices/providers in Bristol, North Somerset, South Gloucestershire, Somerset, Devon, Cornwall and Isles of Scilly. Please cascade to relevant staff.

Special Bulletin



NHS England and NHS Improvement - South West

Dear contractor

Contract award for Translation and Interpretation services in BNSSG, Somerset, Devon, Cornwall and IoS

Following a robust procurement process, NHS England & NHS Improvement and CCGs wish to announce that Language Empire will be providing translation and interpretation services for general practices, pharmacists, optometrists and dentists in BNSSG, Somerset, Devon, Cornwall and Isles of Scilly (DCIOS).

The service will start from 1 October 2019 and will replace previous contracts which had been commissioned prior to delegated commissioning of medical services.

The new provider will undertake the following services:

- interpretation - spoken word NOT including British Sign Language (BSL);
- translation - written word or braille transcription.

NHSEI and CCGs will be working with the new provider to ensure the smooth mobilisation of the service. The new provider will be in touch with primary care colleagues shortly to introduce themselves and confirm working arrangements.

We have removed British Sign Language (BSL) from the new contract as we did not secure sufficient assurance on the quality of this element of the service. This decision also reflected feedback from engagement with patients and stakeholders ahead of the assessment of bids.

We intend to procure this service separately from the current process.

We have contacted current BSL providers with the intention to continue their service for another year whilst we procure this service separately, excluding Devon where the CCG have made other arrangements for medical services. Pharmacy, optometry and dental practices in Devon will continue to be commissioned by NHSEI until the second procurement is completed.

Further information on how to access the new services will be communicated prior to 1st October.

Kind regards,

Dental Commissioning Team (South West)

NHS England and NHS Improvement