



CASE STUDY

Client: Royal Berkshire NHS Foundation Trust

Sector: Public Sector

Project: On-going interpreting support for the NHS Trust

Languages: A large range of global languages

The Challenge

The Royal Berkshire NHS Foundation Trust based in Reading is one of the largest general hospitals in the country; they provide services to around half a million people every year in the local communities.

In 2010 a survey stated that 150 different languages were spoken by the residents in the Reading area.

The Trust has been required to make a provision for the steadily increasing interpreting and translation requirements for over 10 years.

Appointments and

emergency situations often need interpreters and accurate translation of medical documentation is vital to patients and medical staff.

Prestige Network had worked with the Trust as one of several language service suppliers providing a high level of service and we had an excellent working relationship with the Trust.

However, in 2010 the Trust decided to change to an alternate low cost provider in an attempt to reduce costs.

This change proved to be a false economy with service levels seriously declining.

In early 2013 the Trust decided to re-establish their working relationship with Prestige Network.

Solution

We were delighted that the Trust approached us keen to re-establish working arrangements.

Our Operations Team quickly and efficiently assembled a new team of medical specialists.



By April 2013 we resumed the vital role of providing 24 hour / 7 days a week interpreting and translation services to the entire Trust.

The introduction of our Web Portal allowed hospital personnel to make bookings 24 hours a day and the Trust had the ability to track the bookings through the reporting function.

Outcome

Our Face-to-Face medically experienced Interpreters and Telephone Interpreters now provide the Royal Berkshire with the vital communications between patients with limited English and healthcare professionals.

We also provide the translation of documentation essential in the provision of the correct treatment and procedures.

We are delighted to have resumed the provision of our quality service, saving the hospital time and money.

The pivotal reason for returning to Prestige Network was due to the excellent levels of service provided by not only interpreters but also by the supporting staff. Detailed Service Level Agreements (SLA's) have ensured that good service and cost reduction can work in harmony.

**Royal Berkshire
Hospital**



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