

Subject: Consultation response from the NHS National Waiting Times Centre

Response to 'Guidance for Public Bodies on Language Planning'

We welcome this opportunity to respond to your 'Guidance on Gaelic Language Plans'.

The NHS National Waiting Times Centre Board is an NHS special health board designed to cut waiting times across Scotland. Our Board is unusual in that it does not have a fixed geographical patient population. Instead, our patients are referred to our hospital - the Golden Jubilee National Hospital - from NHS Boards across Scotland, based on the time they have been waiting for treatment.

Although the majority of our patients have English as their first language, we recognise that there is a section of the resident population for whom English may not be their language of choice. As a health service provider we offer communication support in a format chosen by the individual. Indeed all of our patient and public information has the following on the back cover:

All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Tha gach sgrìobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip claistinn no riochd eile a tha sibh airson a thaghadh.

As an organisation we are happy to produce a language plan for Gaelic in line with our existing policy for providing services in alternative formats. In addition, we are happy to produce information in Gaelic that is directly relevant to a Gaelic target audience.

We are happy to investigate any future requirements and would appreciate further guidance in this area.

We look forward to hearing the outcome of your consultation.

Sandie Scott
Head of Communications
NHS National Waiting Times Centre Board