

Accessing Interpretation and Translation Services

Anglian Community Enterprise (ACE) is committed to ensuring that all patients, service users, carers or their representatives are communicated with effectively, thus improving their overall experience of the quality of service they receive. Failure to do so can result in breach of duty of care and negligence and institutional discrimination.

ACE is committed to the elimination of discrimination in providing services to its diverse population as ACE believes all its patients, service users, carers or their representatives should be able to access its' services equally. No one should experience a poor quality service from ACE as a result of not being able to communicate either verbally or non-verbally. Failing to communicate effectively with patients can impact on their experience and health outcomes and it may have serious implications such as misdiagnosis and treatment. ACE therefore provides good quality communication services to the diverse communities it serves and will take all necessary steps to ensure that all forms of verbal and non-verbal communication are made available when required, such as interpreting, translation, Braille, signing and transcription in order to meet identified needs.

If you need further information on how to access these communication services please contact our **Patient Liaison Services (PALS)** in the first instance on **0800 819 9030**.