





# British Sign Language (BSL) – Delivered Webservices

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# Service Overview

- Multiple channel service delivery of NHS 24 and Breathing Space
- Online:
  - [www.nhs24.com](http://www.nhs24.com)
  - [www.breathingspacescotland.co.uk](http://www.breathingspacescotland.co.uk)
- Telephone:
  - NHS 24 core service - 08454 24 24 24
  - NHS Helpline - 0800 22 44 88
  - Breathing Space – 0800 83 85 87





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## Health Information and Self Care Advice for Scotland

nhs24.com provides comprehensive up-to-date health information and self care advice for people in Scotland.

- Self Help Guide
- Health Library
- Find Your Local Services
- NHS 24 Explained
- Glossary
- Useful Resources

### Self Help Guide

Advice and information on how to look after yourself and treat common health problems yourself.

- 1 Choose A-Z/Body Map
- 2 Answer Yes or No
- 3 Follow Advice

### Health Library

Everything you need to know about illnesses, tests, treatments, operations and services.

- 🔍 **Search by A-Z**  
Find a topic using the A-Z index
- 🔍 **Search by Body Map**  
Find a topic by a part of the body.
- 🔍 **Body Map, Alphabetical List, Health Subject, Age & Gender**

### News & Features

**Public Holiday Information**

**Is Spring getting up your nose?**

**NHS prescription charges are coming down.**

**April is Bowel Cancer Awareness Month.**

Useful Links & Resources

**Health Information +**

Textphone users

### Got A Question?

Answers to hundreds of your common health questions

Not able to find what you are looking for? Send an enquiry to our [Health Information Advisors](#).

#### Other Languages

সাগতম 歡迎 laipni sagaidit pasveikinti Witamy Bem-Vindo നി സഹായം തേ് Dobro пожаловать Witamy خوش آمدید

### Find Your Nearest


Looking for a GP, Dentist or Pharmacy near you. Choose which service you want to find and type in your full postcode for a full listing.

Which service do you require?

GP Surgeries  Dentists  Pharmacies

Please enter your full postcode:

[How can my local pharmacy help me?](#)



News & Press Information

Order Promotional Materials

Links

Contact

Accessibility & Site map

## 0800 83 85 87

Phoneline open: 6pm-2am

Take me straight to info on:

Your Mood

Your Problems

Self-help Toolkit

Worried About Someone?

Calling Breathing Space

What is Breathing Space?

## breathing space

Anyone can feel down or depressed from time to time. It helps to get some Breathing Space. You are not alone and talking about how you feel is a positive first step in getting help. So don't let problems get out of hand, phone Breathing Space where experienced advisors will listen and provide information and advice.

!

**Need help now?**  
If you need help right now, visit the [Immediate Help](#) page.

### Latest News

**Remote & Rural Campaign gets underway**

Breathing Space embarks on a new campaign targeting Scotland's remote & rural population.

# [www.nhs24.com](http://www.nhs24.com) - Statistics

	Mar-08	Feb-08	Jan-08
Visits	62,724	50,285	60,043
Absolute Unique Visits	52,505 (83.7%)	42,207 (83.9%)	50,144 (83.5%)
Page Views	604,485	493,820	592,877
Average Page Views per visit	9.67	9.82	9.87
Average Time on Site	03:45	03:37	03:45
% new visits	74.11%	73.26%	74.09%

## Project Background

- approximately 75,000 people who are deaf or deafened
- around 6,000 people whose first language is British Sign Language (BSL)
- BSL users can experience difficulty with services like textphone

## Objective of Service

The objective of this pilot is to provide a service to the deaf community, particularly BSL users, who are experiencing low mood, anxiety and/or social isolation.

# Service Operating Model

- Recruitment of Deaf or deafened counsellor
- Based with Breathing Space staff
- Service available 2 evenings a week from 8pm to midnight.
- Integrate communications package into Breathing Space website
- Promotion of service through BSL Video Clips on [www.nhs24.com](http://www.nhs24.com) and [www.breathingspacescotland.com](http://www.breathingspacescotland.com)