



GAELIC LANGUAGE PLAN PLÀNA CÀNAN GÀIDHLIG

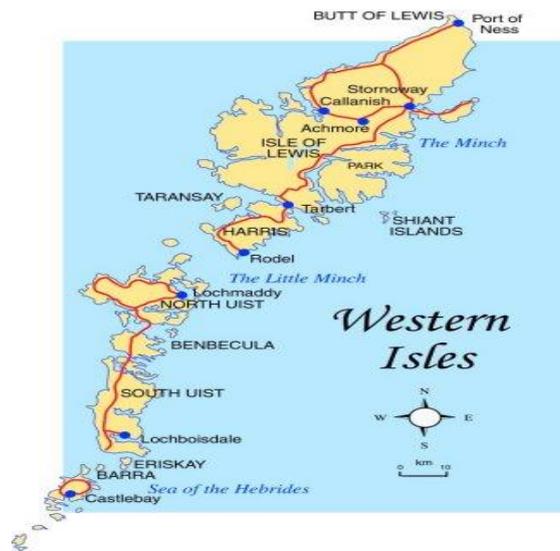
2014-17

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‘SÀR-MHATH AIR NA THA SINN A’COILIONADH’

*Obraichidh Bòrd Slàinte nan Eilean Siar còmhla ri euslaintaich, am poball agus ar
compàirtean gu piseach a thoirt air slàinte agus maitheas ar coimhearsnachd, gu
neo-ionannachd a sheachnadh, agus
gu seirbhisean chlionaiseach a tha earbsach agus aig àrd-inbhe a libhrigeadh.*



**APPROVED BY BÒRD NA GÀIDHLIG ON 19 JUNE
2012**

NHS EILEANAN SIAR / WESTERN ISLES

Gaelic Language Plan 2014-17

This Plan has been prepared under Section 3 of the Gaelic Language (Scotland) Act 2005, and is intended that it will be submitted for approval by Bòrd na Gàidhlig on 05 11 2010

CONSULTATION

This Draft Plan was put out for public & staff consultation in compliance with the requirements of Section 3 of the Gaelic Language (Scotland) Act 2005.

The period of Consultation was from 11th August 2010 until 20th September 2010, and comments were forwarded to:

**Rev Calum Russell –
Designate Gaelic Lead, NHS Western Isles,
Western Isles Hospital,
MacAulay Road,
Stornoway
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All comments were asked be in writing with the authors name and contact details attached, if they were to be considered as valid for the purpose of consultation.

Comments received after 20th September 2010 were not considered for the final copy of the plan.

FOREWORD

The Gaelic Language Act recognises Gaelic is an official language of Scotland, commanding equal respect with English.

Gaelic is a precious part of our history and our culture, and our plan will help to ensure it can be a flourishing and sustainable part of our future.

Our plan aims to increase the number of speakers and users, and to secure the status of the language.



Mr. Gordon Jamieson
Chief Executive

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SUMMARY

NHS Eileanan Siar recognises that Gaelic is an integral part of Scotland's heritage, national identity and cultural life. NHS Eileanan Siar is therefore committed to the objectives set out in the *National Plan for Gaelic*, and has put in place the necessary structures and initiatives to ensure that Gaelic has a sustainable future in Scotland.

NHS Eileanan Siar recognises that the position of Gaelic is extremely fragile, and if Gaelic is to be revitalised as a living language in Scotland, a concerted effort on the part of government, the public and private sectors, community organisations and individual speakers is required, in order to:

- *Enhance the status of Gaelic*
- *Promote the acquisition and learning of Gaelic*
- *Encourage the increased use of Gaelic*

NHS Eileanan Siar's Gaelic Language Plan 2014-17, prepared within the framework of the Gaelic Language (Scotland) Act 2005, sets out how we will use Gaelic in the operation of our functions, how we will enable the use of Gaelic when communicating with the public and key partners, and how we will promote and develop Gaelic.

NHS Eileanan Siar's Gaelic Language Plan 2014-17 has been prepared in accordance with statutory criteria set out in the 2005 Act, and having regard to the *National Plan for Gaelic* and the *Guidance on the Development of Gaelic Language Plans*.

Structure of NHS Eileanan Siar's Gaelic Language Plan

The key components of our Gaelic Language Plan are:

Chapter 1 – Introduction

This chapter provides the background and context relating to the preparation of Gaelic language plans under the 2005 Act, and the structure of NHS Eileanan Siar's main areas of operation. It also provides a summary of the demography of the Gaelic language in the Western Isles.

Chapter 2 – Core Commitments

This chapter sets out how NHS Eileanan Siar will use, and enable the use of Gaelic in relation to our main business functions. It covers key areas of operation, such as corporate identity, signage, communication with the public, and the use of Gaelic on our website. This chapter sets out the minimum level of language provision to which we are committed to providing in the lifetime of the Plan.

Chapter 3 – Policy Implications for Gaelic: Implementing the National Plan for Gaelic

This chapter sets out how NHS Eileanan Siar will help implement the *National Plan for Gaelic*. It also shows how we intend to promote the use of Gaelic in service planning and delivery.

Chapter 4 – Implementing and Monitoring

This chapter sets out how the implementation of our Gaelic Language Plan 2014-17 will be taken forward, and how implementation and outcomes will be monitored.

CHAPTER 1 – Introduction

Setting the Context for Developing Gaelic Language Plans

The Gaelic Language (Scotland) Act 2005 and the issuing of a notice:

The Gaelic Language (Scotland) Act 2005 was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland, commanding equal respect to that which already exists for the English language.

One of the key features of the 2005 Act is the provision enabling Bòrd na Gàidhlig to require public bodies to prepare Gaelic language plans. This provision was designed to ensure that the public sector in Scotland plays its part in creating a sustainable future for Gaelic, by raising its status and profile, and creating practical opportunities for its use.

Consultation on a draft Gaelic Plan:

The 2005 Act requires public bodies to bring the preparation of their Gaelic Language Plans to the attention of all interested parties. NHS Eileanan Siar has consulted publicly on the draft of its Gaelic Language Plan in August to October 2010, and has taken into account representations made to it during the consultation process. This entailed a public meeting (to which regrettably no-one came), and the receipt of online and written responses. The consultation followed the Informing, Engaging and Consulting People guidance.

Approval of NHS Eileanan Siar's Gaelic Language Plan 2014-17:

NHS Eileanan Siar's Gaelic Plan was approved by Bòrd na Gàidhlig on June 19 2012.

Overview of the Functions of NHS Eileanan Siar and the Use of Gaelic within Our Area of Operation

Background Information about NHS Eileanan Siar:

NHS Western Isles provides health services to the residents of the Western Isles.

The Western Isles is an archipelago of 11 populated islands located 40 miles off the North West Coast of Scotland. It is 130 miles long from the Butt of Lewis in the north to the Isle of Barra in the south.

In 2006 the resident population of the Western Isles was 26,350, spread over 280 townships. Individual island populations are:

Isle of Lewis – 18,565, of which approximately 8,000 live in or around Stornoway

Isle of Harris – 1,994

North Uist – 1,565

Isle of Benbecula – 1,273

South Uist – 1,884

Isle of Barra and Vatersay – 1,149

As on July 31st 2010 NHS Western Isles has 1042 employees, of which around 800 are whole-time equivalent. It will have a total budgeted allocation of £68.6 million in 2010-11 in order to meet its requirements.

The functions of the Western Isles NHS Board are:

- **Leadership and governance**
The role is to provide proactive leadership of the organisation delivering national strategy with and in response to community needs, within a framework of prudent and effective controls which enables risk and performance to be identified, assessed and managed.
- **Looking ahead**
The Board sets the organisation's strategic aims, and ensures that the necessary human, technical and financial resources are in place for the organisation to meet its agreed objectives.
- **Setting and maintaining values**
The Board sets the organisation's values and standards, and ensures that its obligations to patients, the local community, and the Cabinet Secretary for Health and Wellbeing are understood and met.

Both the Board Headquarters and the Western Isles Hospital are in Stornoway. The Western Isles Hospital opened in 1992 with a range of hospital acute specialities, psychiatry and care of the elderly. Some consultant led services are provided in the Western Isles Hospital by consultants based in mainland hospitals. The hospital also includes diagnostic facilities, day hospital, laboratory and Allied Health Professionals and other services. There is also the Uist and Barra Hospital in Benbecula which opened in 2001, and the St Brendan's cottage hospital in Castlebay in Barra, attached to a nursing home, which opened in 1980.

There are 12 GP practices throughout the Western Isles providing primary care services to the community. The GPs' and their staff work closely with a range of community health staff such as district nurses, community midwives, health visitors, Allied Health Professionals, community mental health services and health promotion services.

In addition to the Chief Executive, there are Executive Directors for Nursing & the Single Operating Division, Public Health, Medicine, Finance and Human Resources. There is also an Employee Director. They all sit in the Corporate Management Team. It is within this body that predominant authority and accountability reside, & all other committees report to this ultimately.

All activities and objectives within NHS Western Isles aim to meet NHS Scotland's HEAT Targets, which comprise Health Improvement, Efficiency and Finance, Access and Treatment.

Gaelic within NHS Eileanan Siar's Areas of Operation:

The Western Isles contains the highest percentages of Gaelic use amongst its population compared to any other local authority area in Scotland by a significant margin, and remains a bastion in terms of national Gaelic usage. Gaelic is a community language in most parts of the Western Isles, is spoken and used by a wide ranging age spectrum, is supported and strengthened by community-wide commitment to Gaelic Medium Education, has a large uptake in terms of adult education, has a highly visual presence in terms of road and other signage, is supported by Western Isles-based broadcasting and cultural activity, and permeates every facet of life in the Western Isles.

In the 2001 Census, it was found that 70.4% of people in the Western Isles, representing 18,662 people out of a total population of 26,502, aged three and over, had some Gaelic

language ability. This included 15,811 people, (59.7% of the total population), who could speak the language. Further detail is as follows:

- Those who could speak, read and write Gaelic – 9,003 people (34.0% of the total population)
- Those who could speak, but could not read or write Gaelic – 4,018 (15.2%)
- Those who could speak and read Gaelic, but could not write Gaelic – 2,790 (10.5%)
- Those who understood Gaelic, but could not speak, read or write Gaelic – 2,493 (9.4%)
- Those who could read, but neither spoke nor wrote Gaelic – 165 (0.6%)
- Those who could read and write Gaelic, but could not speak Gaelic – 137 (0.5%)
- Those who could write Gaelic, but neither spoke nor read Gaelic – 25 (0.1%)

- Those with other combinations of skills in Gaelic – 31 (0.1%)
- Those with no knowledge at all of Gaelic – 7,840 (29.6%)

The Barvas parish on the Westside of Lewis had the highest proportion of Gaelic speakers in the Western Isles, and therefore in Scotland as a whole, with 74.7%. However, there is the caveat of areas differing in population size.

Furthermore, 76.49% of children in families in the Western Isles, where both the father and mother spoke Gaelic regularly, also spoke the language.

Gaelic Medium Education

There are Gaelic medium units in schools throughout the Western Isles: sixteen units in Lewis, two in Harris, two in North Uist, one in Benbecula, three in South Uist, one in Eriskay, and one in Barra. In total, 528 pupils are currently in Gaelic medium education in the Western Isles in 2009/10. A large number of these pupils will go on to sit SQA examinations in Gaelic, whether at Standard grade, Higher or Advanced Higher.

Gaelic Degrees and Gaelic in Further Education

Lewis Castle College, with campuses in Stornoway and Benbecula, offers, as part of UHI, the degree course *Gaelic Language and Culture*, which is taught through the medium of Gaelic. In addition, the College offers a Gaelic medium MA in *Gaelic with Education*, a PGDE in *Primary Teaching with Gaelic*, numerous Further Education and SQA courses in Gaelic, and opportunities to access Gaelic courses through CPD (Continuing Professional Development). Furthermore, in the last year, 205 students throughout the Western Isles attended *Ùlpan* Gaelic immersion course, taught through and administered by Lewis Castle College.

Gaelic within NHS Eileanan Siar:

A survey of Gaelic usage, knowledge, and attitudes towards the language, amongst all NHS Eileanan Siar staff was carried out in March 2010. It was completed by 234 staff employed by NHS Eileanan Siar (representing 20% of the total 1147), and a sample of the questions, with results in percentage terms and actual numbers of staff in brackets, (with the highest percentages in bold font), follows:

How well do you understand Gaelic?

- I understand Gaelic fully – 33.1% (78)
- I understand a lot of Gaelic – 15.1% (35)
- I understand some Gaelic – 12.1% (29)
- I understand only a very little Gaelic – 23.0% (53)
- I understand no Gaelic at all – 16.7% (39)

How would you describe your spoken Gaelic skills?

- I am totally fluent – 25.5% (60)
- I am fairly fluent – 10.5% (24)
- I have limited conversational skills – 17.2% (40)

I only have some words and phrases – 27.2% (64)

I have no Gaelic at all – 19.7% (46)

How would you describe your Gaelic reading and writing skills?

I have excellent reading and writing skills – 7.6% (18)

I have good reading and writing skills – 18.1% (42)

I have limited reading and writing skills – 21.0% (49)

I have poor reading and writing skills – 15.1% (35)

I have no reading and writing skills – 38.2% (89)

What, if any, Gaelic qualifications have you got? (tick all that apply)

University degree (or as part of a degree) – 1.3% (3)

FE qualifications (eg DipHE, CertHE, SVQ, NC, etc) – 3.0% (7)

School qualifications (eg Advanced Higher, Higher, Standard Grade, O-Grade, etc) – 29.1% (68)

No formal qualifications, but have attended Gaelic classes (eg Ulpan classes, night classes etc) – 5.9% (14)

No qualifications – 62.4% (146)

If you are not currently attending a Gaelic course, do you wish an opportunity to attend one in future?

Yes – 33.3% (77)

No – 48.4% (113)

Don't know – 18.2% (42)

If you wish to use, acquire or improve Gaelic skills, which of the following would you be interested in attending? (Tick all that apply)

Spoken Gaelic classes – 63.5% (148)

Gaelic literacy classes – 31.0% (73)

Gaelic conversation classes for those with a lot of Gaelic already – 20.6% (48)

Informal Gaelic social activities – 29.4% (69)

How often do you use Gaelic in the course of your working day?

Most of the Time – 12.8% (30)

Sometimes – 30.3% (71)

Very Rarely – 23.1% (41)

Never – 31.2% (73)

How often do you think it is possible for you to use Gaelic in the course of your working day?

Most of the Time – 24.0% (56)

Sometimes – 40.3% (94)

Very Rarely – 17.6% (41)

Never – 12.0% (28)

Don't know – 3.0% (7)

If you use Gaelic in the course of your working day, when do you use it? (Tick all that apply)

Talking to colleagues – 69.9% (163)

Talking to more senior members of staff – 16.3% (38)

During formal meetings – 2.0% (5)

Talking to patients – 79.7% (184)

Talking to members of the public in reception areas, or to hospital visitors – 59.5% (139)

Talking to members of the public on the telephone – 47.1% (110)

Talking to someone from another organisation – 24.8% (58)

In e-mails to colleagues – 5.2% (12)

In e-mails to more senior members of staff – 1.3% (3)

In written correspondence with the public or other organisations – 3.3% (8)

Communicating with the media – 7.2% (16)

Translating written materials from English into Gaelic – 3.9% (9)

If you do not use Gaelic regularly in the course of your working day, would you like more opportunities to use it?

Yes – 36.3% (85)

No – 24.2% (57)

Don't know – 19.5% (46)

I don't speak Gaelic – 20.0% (47)

Nurses

Nurses, with 25.8% of the total number who completed the survey, were the largest group. As a group that has a very high rate of interaction with the public, it was very useful to analyse their responses further in order to get an idea of typical levels of staff-patient interaction through the medium of Gaelic that exists in NHS Eileanan Siar properties. The results showed that most nurses could speak Gaelic to some degree, and that they used Gaelic a great deal in the course of their working day:

- 69.3% of the nurses responding have some conversational ability in Gaelic
- 67.7% use Gaelic at least sometimes in the course of a working day
- 80.0% of those nurses who are totally fluent in Gaelic, use it most, or all, of the time during their working day.

CHAPTER 2 – Core Commitments

In Bòrd na Gàidhlig's statutory Guidance on the Development of Language Plans document, the organisation states that the creation of the correct environment for the use of the Gaelic language in public life is one of the key aspects of language regeneration. The Bòrd therefore identified four, core aspects of service delivery that are viewed as key in terms of language regeneration, and that public bodies, such as NHS Eileanan Siar, ought to consider these four areas when preparing their Gaelic Language Plans. These four, broad areas, or "Core Commitments" of the organisation to the Gaelic language, with more specific key action areas for NHS Eileanan Siar within them, are detailed as follows:

1. Identity

This concerns the visibility of Gaelic use in or outside the public body. This includes the following key action areas:

- **corporate identity**
- **bilingual signage**

2. Communications

This concerns all the means by which members of the public can access the public body's services through the medium of Gaelic, and the means by which members of staff of the public body can use Gaelic in internal communications. For example:

- **identification of Gaelic speaking staff**
- **reception**
- **telephone**
- **mail and e-mail**
- **forms**
- **public meetings**
- **complaints procedure**
- **patients' services**
- **internal communications**

3. Publications

This concerns the production of various written materials in Gaelic by the public body, and its dealings with media outlets through the medium of Gaelic. For example:

- **printed material**
- **audio-visual material**

- **public relations and the media**
- **website**
- **exhibitions and displays**

4. Staffing

This concerns the development of the Gaelic language skills amongst the staff of the public body, in order that services can be delivered, where appropriate, through the medium of Gaelic. For example:

- **language learning and training**
- **recruitment**
- **advertising**

5. Core Commitments to Gaelic within NHS Eileanan Siar and implementation of the Gaelic Plan

The table on pages 11-62, therefore, details NHS Eileanan Siar's Core Commitments to Gaelic, and the steps that the organisation intends to take in terms of the implementation of their Gaelic Plan, with reference to, and in terms of:

- The Gaelic Language (Scotland) Act 2005
- Bòrd na Gàidhlig's statutory Guidance on the Development of Language Plans
- The Scottish Government's Strategic Objectives
- NHS Eileanan Siar's Equality and Diversity Strategy
- NHS Eileanan Siar's Corporate Values, namely Dignity and Diversity

NHS Eileanan Siar nevertheless recognises that the implementation of its Gaelic Plan 2014-17 will necessarily and inevitably be an incremental process within the lifetime of the Plan, and will require some degree of negotiation within the NHS organisation at a national and local level, with reference to current policy commitments, and acknowledging both the reality of financial constraints upon departmental budgets within NHS Eileanan Siar, and the organisation's primary duty to ensure the most effective patient care possible.

SECTION 1 – IDENTITY

NHS Eileanan Siar recognises the importance of extending the visibility of Gaelic and increasing its status.

Rationale:

The presence of Gaelic in corporate identity and signs greatly enhances the visibility of the language, increases its status, and makes a clear statement that Gaelic is valued as an important part of the organisation’s identity. Developing the use of Gaelic through signage can also enrich the vocabulary of Gaelic users, raise public awareness of the language, and contribute to its development.

Scottish Government’s Strategic Objectives met: 2. Smarter, 4. Safer and Stronger

1.1 CORPORATE IDENTITY

Current Situation: Gaelic is recognised by NHS Eileanan Siar / Western Isles as an essential component of its corporate identity, and this is reflected in the bilingual title of the organisation. The bilingual “NHS Eileanan Siar / Western Isles” logo, (and the “Bòrd Slàinte nan Eilean Siar / Health Board NHS Western Isles logo), with Gaelic given equal treatment to English, is already displayed on the exterior of NHS properties in the Western Isles, as livery on NHS vehicles, on the NHS Eileanan Siar website and intranet, on staff ID cards, stationery, forms, letterheads and appointment cards, on publications and posters, and on NHS pop up and banner stands. Much external and internal signage in NHS properties is bilingual, and many health promotions have Gaelic or bilingual titles, such as “S e Ur Beatha – Health in the Hebrides”, “Fàs Fallain” (a healthy eating campaign), and “Slàinte Mhath” and “Bi Slàn”, (health and fitness campaigns). In addition, the staff magazine is entitled “Slàinte”. However, there is much scope to develop further the visual presence of Gaelic across NHS Eileanan Siar, namely in signage.

1.1(a)

Key Area of Development: NHS EILEANAN SIAR LOGO

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will ensure that the full, bilingual <i>NHS Eileanan Siar / Western Isles</i> logo, giving equal treatment to Gaelic and English in terms of prominence, size and font style, is displayed in all instances where an NHS logo can be displayed.	<p>1. We will ensure that the bilingual NHS logo is always used on the following:</p> <ul style="list-style-type: none"> • All NHS Eileanan Siar properties • Livery on NHS vehicles • NHS Eileanan Siar website and intranet • Staff ID cards • Stationery, forms, letterheads, faxes, compliments slips and appointment cards • Publications, leaflets, booklets and posters pertaining to NHS Eileanan Siar • Recruitment advertising • Display materials • Pop up and banner stands <p>This will be done in adherence to the NHS Scotland Corporate Identity</p>	Maggie Fraser	1. September 2016

	<p>Guidance.</p> <p>2. We will ensure, as signage is being upgraded, that the bilingual logo will be actively considered in all instances, and that the bilingual logo will appear on any newly-built NHS properties.</p>		2. In the lifetime of the Plan as required
<p>We will encourage any of the 12 independent GP practices in the Western Isles that have signed up to NHS Eileanan Siar's Gaelic Language Plan, to adopt a bilingual element to any logos that are currently being, or that will be, used.</p> <p>The Corporate Identity Guidance and Database will be made available to them by way of practical assistance.</p>	<p>1. We will hold meetings with each practice to inform them of the best way forward, including any funding that could be raised from funding sources, to create a bilingual identity for these practices, to ensure that any bilingual logo appears on the following:</p> <ul style="list-style-type: none"> • Signage • Stationery and forms • Letterheads and compliments slips • Appointment cards • Publications, leaflets booklets and posters 		1. September 2016
<p>If any new NHS resources/accessories are being created for NHS Eileanan Siar, we should ensure that they are produced with the bilingual logo, and other appropriate Gaelic content.</p>	<p>1. At the design stage, we will ensure that any new products created include the bilingual logo.</p>		1. In the lifetime of the Plan as required

1.1(b)

Key Area of Development: **NHS EILEANAN SIAR MISSION STATEMENT**

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will create a Gaelic version of the NHS Eileanan Siar Mission Statement, and corporate objectives which currently appears in English only.</p>	<p>1. We will prepare a Gaelic version of the NHS Eileanan Siar Mission Statement, which will appear with the English version, and ensure that it is equal in prominence and size, in line with current communication policy.</p>		1. October 2014

1.1(c)

Key Area of Development: **NHS EILEANAN SIAR STRAP-LINES AND SLOGANS**

Actions	Targets / Outcomes	Lead Officer	Completion Date
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Any strap-lines or slogans that are currently, or will in future be, used by NHS Eileanan Siar in publications, ought also to appear in Gaelic as well as English.	<p>1. Wherever strap- lines or slogans are used, such as below, we will ensure that the Gaelic equivalent also appears with it, and that it is equal in prominence and size:</p> <ul style="list-style-type: none"> • “The best at what we do” • “Better Health, Better Care, Better Here” 		1. October 2014
We will develop the use of Gaelic in NHS Eileanan Siar health promotions and campaigns.	1. We will identify areas where Gaelic could be used in titles or slogans relating to health promotions and campaigns.		1. In the lifetime of the Plan

1.2 BILINGUAL SIGNAGE

Current Situation: There are currently many NHS Eileanan Siar properties across the Islands, which have very good internal and external bilingual signage, including prominent bilingual identification signage on the exterior of buildings, (eg “Ospadal nan Eilean” on the exterior of the Western Isles Hospital in Stornoway), external directional signage for visitors and patients, internal directional signage to departments and wards, door and office signage, and fire safety notices. However, the provision currently of such signage across all NHS properties in the Western Isles is patchy and inconsistent.

1.2(a)

Key Area of Development: EXTERNAL SIGNAGE

Actions	Targets / Outcomes	Lead Officer	Completion Date
Full external bilingual signage will be developed as part of any upgrade, for all NHS Eileanan Siar buildings and properties, with English and Gaelic lettering of equal size and prominence.	<p>1. We will upgrade:</p> <ul style="list-style-type: none"> • Identification signage on the exterior of buildings, identifying the building by name or purpose. • Directional signage outside the building • Signage in car parks, and safety notices • Signage intended for disabled persons <p>This will be according to the Corporate Identity Guidance.</p> <p>We will work to ensure that a system of temporary bilingual signage can be put in place immediately in the event that it is required, (for instance, if building work is going on).</p>		1. March 2017
Where any multilingual signage exists, we will ensure that Gaelic also appears.	1. We will ensure that Gaelic always appears in any multilingual signage, and that Gaelic lettering will be of equal size and prominence to English.		1. March 2017
We will encourage, the 12 independent GP practices	1. We will hold meetings with each		1. November

in the Western Isles to ensure the increased use of bilingual external signage,	practice to inform them of the best way forward, including any funding that could be raised from funding sources, to increase the use of bilingual external signage for that practice.		2016
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1.2(b)

Key Area of Development: INTERNAL SIGNAGE

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>As part of any upgrade, or new facilities, full internal bilingual signage with English and Gaelic lettering of equal size and prominence will be used.</p> <p><i>Priority, in terms of the provision of bilingual signage, will be given to internal areas of NHS Eileanan Siar buildings where the public accesses services most frequently, & according to the Corporate Identity Guidance.</i></p>	<p>1. We will attempt to upgrade signage in the following areas at least, as part of standard upgrades:</p> <ul style="list-style-type: none"> • Signage in reception and patient and visitor information signage in entrance areas • Internal directional signage • Signage for toilets, cafes, shops, lifts and public telephones • Signage intended for disabled persons • Fire safety, and other safety notices (as long as public safety is not compromised). • Patient and visitor information, relating, for instance, to infection control, smoking or mobile phone use. <p>2. We will ensure that a system of temporary bilingual signage can be put in place immediately in the event that it is required.</p>		<p>1. November 2016</p> <p>2. November 2016</p>
Where any multilingual signage exists, we will ensure that Gaelic also appears.	1. We will ensure that Gaelic always appears in any multilingual signage, and that Gaelic lettering will be of equal size and prominence to any other language used.		1. November 2016
We will encourage, the 12 independent GP practices in the Western Isles to ensure the increased use of bilingual internal signage.	1. We will hold meetings with each practice to inform them of the best way forward, including any funding that could be raised from funding sources, to increase the use of bilingual internal signage for that practice.		1. September 2016

SECTION 2 – COMMUNICATIONS

NHS Eileanan Siar recognises the importance of creating opportunities for the practical use of Gaelic in a wide range of everyday situations, and is committed to increasing its level of provision in this area.

Rationale:

The use of Gaelic at the initial point of contact that members of the public have with a public body increases the visible and audible presence of the language, and contributes to the sense that the use of Gaelic is possible and welcome. In addition to raising the profile of the language, it also creates opportunities for its practical use, and encourages members of the public to use Gaelic in subsequent dealings with the public body.

The use of Gaelic in interactions with the public body by mail, e-mail and by telephone is important in creating practical opportunities for the use of the language, and in contributing to the sense that its use is possible and welcome. The presence of Gaelic in a wide range of bilingual forms and Gaelic-only forms can also greatly enhance the visibility and prestige of the language. The preparation of Gaelic versions of forms, applications and similar documents can also assist in expanding the range of Gaelic terminology, and the awareness of the Gaelic speaking public of such terminology, thus helping the development of the language itself.

Scottish Government's Strategic Objectives met: 2. Smarter, 3. Healthier, 4. Safer and Stronger

2.1 IDENTIFICATION OF GAELIC SPEAKING STAFF

Current Situation: *Currently, there is no way of visually identifying members of NHS Eileanan Siar staff as Gaelic speakers. Patients cannot at the moment determine visually whether members of staff can speak Gaelic or not, and will revert to English when in doubt.*

2.1(a)

Key Area of Development: STAFF IDENTITY CARDS

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will consider the creation of a logo on staff identity cards, for any members of staff who wish to indicate that they are Gaelic speakers, thus encouraging the use of Gaelic between staff and patients, and amongst staff.</p> <p><i>There is currently deliberately designed space on staff identity cards which could be used to include a small logo to indicate that the member of staff concerned is a Gaelic speaker. Through a skills audit, a record will be kept by HR of Gaelic-speaking staff. Our Gaelic speaking staff will not be compelled to make this declaration on their badges, but encouragement will be given.</i></p>	<p>1. If this is deemed appropriate, we will design an eye-catching logo for inclusion on staff identity cards, to indicate that the member of staff concerned is a Gaelic speaker.</p> <p>2. If necessary, we will liaise with our Community Planning Partners, and Gaelic organisations, to see if there are currently any such schemes in use, which could be adapted for the purposes of NHS Eileanan Siar.</p>		<p>1. March 2016</p> <p>2. March 2016</p>

2.2 TELEPHONE

Current Situation: Many Gaelic speakers work in reception in NHS Eileanan Siar buildings in the Western Isles, and therefore the organisation is well placed in most instances to deal with front-of-house telephone calls from Gaelic speakers in Western Isles communities. However, the situation is somewhat ad hoc, and depends, for instance, on the vagaries of the shift work system. A bilingual or Gaelic greeting is not currently offered to callers.

2.2(a)

Key Area of Development: TELEPHONE CALLS

Actions	Targets	Lead Officer	Completion Date
<p>We should encourage non-Gaelic speaking members of staff, who deal with calls from the public, to acquire basic Gaelic skills, in their own time.</p> <p>Dealing with Gaelic-speaking members of the public on the telephone requires staff who have a reasonable grasp of the language or wish to improve the amount they have. It is generally not appropriate for complete beginners.</p>	<p>1. In order to enable frontline NHS Eileanan Siar staff wishing to engage in basic Gaelic conversation with Gaelic speaking members of the public, we will encourage them to take up Gaelic language learning opportunities, such as <i>Ùlpan</i> classes.</p>		<p>1. Throughout the lifetime of the Plan</p>
<p>We will negotiate with, and encourage, the 12 independent GP practices in the Western Isles to support the speaking of Gaelic by staff to members of the public who would prefer to speak in Gaelic on the telephone.</p>	<p>1. We will hold meetings with each practice to inform them of the best way forward, including any funding that could be raised from funding sources, to improve the spoken Gaelic skills of staff dealing with enquiries from the public in those practices. Bòrd na Gàidhlig will be happy to meet with practices to discuss assistance.</p>		<p>1. September 2016</p>

2.2(b)

Key Area of Development: “LANGUAGE LINE” SERVICE

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will investigate the possibility of providing a Gaelic medium option for NHS Eileanan Siar's <i>Language Line</i> service, which offers an instant access interpretation facility 24 hours a day, 365 days a year via the telephone, ensuring fast and effective communication of information to service users whose first language is not English, with a view to establishing a pilot programme of work.</p>	<p>1. We will determine whether, in terms of available Gaelic speaking manpower, budgets and facilities, a Gaelic medium Language Line could be established.</p> <p>2. If it is felt that we could provide this</p>		<p>1. December 2015</p> <p>2. December</p>

Already available in Welsh, this service ought to be available in Gaelic, and would meet two of our Corporate Values, namely Dignity and Diversity. It could also be a useful means of access to information for elderly Gaelic speaking members of the public who would feel much more comfortable being attended to by another Gaelic speaker.	service, we will advertise its availability.		2015
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2.3 MAIL AND E-MAIL

Current Situation: There is no formal system in place to reply in Gaelic to any letters or e-mails sent to NHS Eileanan Siar, which are written in Gaelic. Although there are many fluent Gaelic speakers amongst NHS Eileanan Siar staff, there is less confidence amongst these speakers in their Gaelic literacy abilities. Therefore, the likelihood of Gaelic letters or e-mails being dealt with quickly and efficiently is not guaranteed. Fortunately, the receipt of Gaelic letters or e-mails from members of the public is a very rare occurrence, although it is more likely that such a communication would be received by someone who works in a Gaelic organisation.

2.3(a)

Key Area of Development: MAIL

Actions	Targets / Outcomes	Lead Officer	Completion Date
All letters should have the bilingual NHS Eileanan Siar logo at the top, and if the Mission Statement or any strap lines or slogans appear, they should also be bilingual. Contact details could also appear bilingually. This will be guided by the existing relevant policy/will be amended as appropriate policy is updated.	1. We will review current practices, and ensure that all NHS Eileanan Siar letters will be sent out with the appropriate bilingual logo, and if necessary, bilingual versions of the Mission Statement and any strap lines or slogans.		1. June 2016
We will develop the use of Gaelic in our e-mails, for non-clinical communication.	1. We will encourage staff to use a strap line as part of the signature in emails as a disclaimer		1. June 2016

2.4 FORMS

Current Situation: Currently, no bilingual forms are used in NHS Eileanan Siar.

2.4(a)

Key Area of Development: BILINGUAL FORMS

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will produce bilingual NHS forms which can be completed in either English or Gaelic.	1. We will produce a bilingual complaint form as required by Bòrd na Gàidhlig language plan		1. February 2016

<p>It must be emphasised that any Gaelic patient information material will go through a governance, quality assurance process before use, as all forms do. This will follow the strictures of the Patient and Health Information Policy.</p>	<p>guidance.</p> <p>2. We will produce subsequently a bilingual consent form.</p> <p>3. We will give non-Gaelic speaking staff guidance on how to deal with completed forms received in Gaelic, when this arises.</p>		<p>2. February 2016</p> <p>3. February 2016</p>
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2.5 PUBLIC MEETINGS

Current Situation: No public meetings, such as those of the Community Health and Social Care Partnership (CHaSCP), are held where someone in attendance can contribute through the medium of Gaelic if so desired. NHS Eileanan Siar is in possession of mobile simultaneous translation equipment, with 20 headsets, which could be used to facilitate bilingual public meetings in conjunction with assistance from Comhairle nan Eilean Siar Gaelic translators.

2.5(a)

Key Area of Development: SIMULTANEOUS TRANSLATION

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>The provision of simultaneous translation services will be provided, to allow for contributions to be made through the medium of Gaelic for those in attendance at public meetings who would prefer to do so.</p>	<p>1. We will institute a procedure for certain high-profile public meetings, and any Gaelic-related public meetings, being held with simultaneous translation facilities provided.</p> <p>2. We will liaise with Comhairle nan Eilean Siar's Gaelic translators and interpreters in order to hold agreed meetings bilingually, free of charge, using NHS Eileanan Siar's own mobile translation equipment.</p>		<p>1. May 2016</p> <p>2. September 2016</p>

2.6 PATIENTS' SERVICES

Current Situation: Many NHS Eileanan Siar nurses are fluent Gaelic speakers who attend to elderly patients, and patients suffering from dementia, amongst others, through the medium of Gaelic. Similarly, a large number of staff involved in family health and community services use Gaelic in their day-to-day work, and chaplaincy services in hospitals are available through the medium of Gaelic. This not only raises the profile of the language, but use of Gaelic is often a very useful tool to employ when treating and attending to vulnerable patients whose first language is Gaelic, and who therefore feel more comfortable and reassured if their medium of communication is primarily Gaelic. Standard 16 of the Nursing and Midwifery Code of Conduct stipulates that nurses must make arrangements to meet peoples' language and communication needs.

However, the use of the Gaelic language in the provision of direct clinical care, and in particular where a team of staff are involved, must be subject to a risk assessment by those wishing to communicate by whatever means the provision of care in Gaelic.

Some Gaelic TV can be accessed in hospital.

2.6(a) Key Area of Development: <u>Gaelic in Clinical Services</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
<p><i>Due to the fact that an increasing number of our patients are being treated off island or across multiple sites, this creates an obvious area of risk. In recognition of the risk, the use of Gaelic in written patient records and clinical correspondence is not permitted. However, this does not mean that the use of Gaelic by patients to staff, particularly nursing staff, is proscribed in these areas.</i></p> <p>We will ensure that patients who would prefer, or feel more comfortable, being attended to by staff primarily through the medium of Gaelic, are catered for in this regard.</p> <p>This would primarily concern patients, such as:</p> <ul style="list-style-type: none"> • Elderly patients • Patients in long-stay wards • Patients requiring speech and language therapy • Patients with dementia, • Psychiatric patients <p>Gaelic forms a pivotal part of the support strategy offered by Speech and Language Therapy staff to Gaelic – speaking children and adults. A dedicated Gaelic-speaking staff member advises the wider team on good practice for bilingual communication issues. In dementia care, Gaelic has long formed an approach for treatment, such as reminiscence therapy. In addition, the defensive aspects conferred by bilingualism on cognition are being actively investigated, with the long-term goal of developing and testing a Gaelic psychological assessment tool.</p>	<p>1. Where Gaelic speaking staff are on duty, they should be encouraged to provide an active offer for patients to use Gaelic.</p> <p>2. We will consider the creation of a logo on staff identity cards, for any members of staff who wish to indicate that they are Gaelic speakers, thus encouraging the use of Gaelic between staff and patients, and amongst staff. [See 2.1(a)]</p> <p>3. Doctors, nurses and domestic staff, who are not fluent Gaelic speakers, should be encouraged to take up opportunities to learn or improve Gaelic skills, in their own time.</p>		<p>1. November 2016</p> <p>2. March 2016</p> <p>3. Throughout the lifetime of the Plan</p>
<p>We should encourage, the 12 independent GP practices in the Western Isles to facilitate the increased use of Gaelic by their staff, as part of GP practice commitments, when dealing with patients.</p>	<p>1. We will hold meetings with each practice, to inform them of the best way forward, including any funding that could be raised from funding sources, to increase the use of Gaelic by staff.</p> <p>2. We will consider a badge scheme could be employed</p>		<p>1. September 2016</p> <p>2. September 2016</p>

	to indicate that members of staff are Gaelic speakers, thus encouraging Gaelic language use. If necessary, we will liaise with our Community Planning Partners, and Gaelic organisations, to see if there are currently any such schemes in use, which could be adapted for the purposes of NHS Eileanan Siar.		
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2.6(b)

Key Area of Development: Gaelic in Family Health and Community Services

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will ensure that patients who would prefer, or feel more comfortable, being attended to by family health and community staff primarily through the medium of Gaelic, are catered for in this regard.</p> <p>This would concern patients, such as those treated by:</p> <ul style="list-style-type: none"> • District nurses • Public health and school nurses- well placed to stress benefits of bilingualism to families with young children • Community psychiatric nurses • Occupational therapy staff • Macmillan cancer and palliative care staff • Community night nursing service <p><i>This would almost certainly be beneficial to such patients, and would act as an aid to their treatment.</i></p>	<p>1. We will issue new evidence, and, subject to the priority to ensure the best health care possible for patients, Gaelic speaking staff will be deployed accordingly.</p> <p>2. We will design a logo on staff identity cards, for any members of staff who wish to indicate that they are Gaelic speakers, thus encouraging the use of Gaelic between staff and patients. [See 2.1(a)]. The participating staff would have access to a Gaelic toolkit (if approved)</p>		<p>1. November 2016</p> <p>2. March 2016</p>

2.6(c)

Key Area of Development: Gaelic Chaplaincy Services

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will aim, to provide chaplaincy services in Gaelic whenever this is required.</p>	<p>1. We will continue current practice on this, which ensures that chaplaincy services are available in Gaelic. We will engage with patients on an active offer basis to use Gaelic.</p> <p>2. Gaelic to be part of the order of service for chaplaincy services.</p>		<p>1. Throughout the lifetime of the Plan</p> <p>2. As above</p>

2.6(d) Key Area of Development: <u>Gaelic TV AND RADIO, AND INTERNET ACCESS</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will ensure that patients, particularly long-stay patients, in the three hospitals in the Western Isles will be made aware of the availability of Gaelic TV and radio.</p> <p><i>We should recognise that at any given time, there may be a significant Gaelic speaking audience amongst patients in NHS Eileanan Siar's three hospitals in the Western Isles, and we will aim, when requested, to provide some form of broadcasting through the medium of Gaelic at all times. This language provision would be particularly helpful in terms of attending to the needs of elderly Gaelic speaking patients who can be reassured by the further presence of Gaelic in the wards.</i></p>	<p>1. We will inform patients when entering hospital of all available access to Gaelic TV and radio.</p> <p>2. We must explore the possibility of re-establishing our Gaelic Radio RanoI hospital radio service.</p>		<p>1. May 2016</p> <p>2. February 2017</p>
2.6(e) Key Area of Development: <u>Gaelic Books</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We shall establish a small Gaelic language, and language learning, book collection in hospital library for the use of patients, particularly long-stay patients, contingent on external funding being secured.</p>	<p>1, We will, to begin with, select a small number of both children's and adults' Gaelic language books, and Gaelic language learning books, to be made available to Hospital Patients. Due to infection control requirements these should be new books or leaflets given to the patient for their own use only and taken by the patient on discharge. This will be done in conjunction with the Gaelic Books Council.</p> <p>2. Teach-yourself-Gaelic courses are currently available in e book format, and we should therefore consider, budgets permitting, the possibility of making this facility available to patients, as well as Gaelic audio-books. (It may soon be possible to access Gaelic literature via e books).</p>		<p>1. June 2016</p> <p>2. June 2016</p>

2.6(f)

Key Area of Development: GAELIC ENTERTAINMENT NIGHTS

Actions	Targets	Lead Officer	Completion Date
<p>Where practical and appropriate, we should consider the possibility of establishing regular, or at least occasional, Gaelic entertainment nights of music and song for long-stay Gaelic speaking patients in hospitals.</p> <p><i>This would almost certainly be beneficial to patients, particularly elderly, Gaelic speaking patients in long-stay wards, and would act as an aid to their treatment. However, their provision is obviously entirely dependent on performers who are willing to give up their time free of charge.</i></p> <p><i>We will work in conjunction with Gaelic arts bodies such as Fèisean nan Gàidheal to expedite these evenings.</i></p>	<p>1. We must explore the possibility of re-establishing Gaelic entertainment nights in Western Isles hospitals, by identifying artists or performers who would be willing to provide entertainment free-of-charge.</p> <p>2. We will liaise with Comhairle nan Eilean Siar, through the CHaSCP, to look at the possibility of providing such nights for Gaelic speaking residents of residential care homes in the Western Isles.</p>		<p>1. December 2015</p> <p>2. December 2015</p>

2.7 INTERNAL COMMUNICATIONS

Current Situation: *There is very little scope at the moment, apart from private communications between members of staff, for communications to take place bilingually or through the medium of Gaelic.*

2.7(a)

Key Area of Development: INTERNAL E-MAILS

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will support staff confident in the use of Gaelic to raise the profile and content of internal e-mail communications amongst Gaelic speaking NHS Eileanan Siar staff.</p>	<p>1. Staff with the appropriate Gaelic skills should be encouraged to use Gaelic in e-mail communications when appropriate and when the recipient is fluent in Gaelic.</p> <p><i>These emails must be largely of an informal, non-clinical nature between staff members who are Gaelic literate.</i></p> <p>2. To devise and deliver a one-day support course in Gaelic writing skills in conjunction with Bòrd na Gàidhlig.</p>		<p>1. December 2015</p> <p>2. May 2016</p>

SECTION 3 – PUBLICATIONS

NHS Eileanan Siar is committed to increasing the use of Gaelic in these areas where the subject matter is of most interest to the general public, or relates specifically to Gaelic issues.

Rationale:

The use of Gaelic in a range of printed material can assist Gaelic development in a variety of ways. It helps increase the visibility of the language, it enhances Gaelic's status by being used in high profile publications, and it can help develop new, and enhance existing, terminology. The use of Gaelic in the media helps demonstrate a public body's commitment to making important information available through the medium of Gaelic, as well as enhancing the visibility and status of the language. As more people access information about public bodies through their websites, making provision for the use of Gaelic can significantly enhance the status and visibility of the language.

Scottish Government's Strategic Objectives met: 2. Smarter, 3. Healthier, 4. Safer and Stronger

3.1 PRINTED MATERIAL

Current Situation: *At the moment, very little printed material in the form of public information leaflets and posters relating to NHS services in the Western Isles has Gaelic or bilingual content. However, some health promotions have Gaelic or bilingual titles, such as "S e Ur Beatha", "Fàs Fallain" and "Slàinte Mhath", and associated leaflets, posters and advertising material is widely available and very prominent. In addition, the widely available and award-winning staff magazine is entitled "Slàinte", although there is currently no Gaelic content in it. A successful "New Mothers Pack" scheme has run in conjunction with the Education Department of Comhairle nan Eilean Siar., which extols to new parents in the Western Isles the benefits of bilingualism for their children, by means of supplying information on the long-standing scientific evidence which proves the benefits of early infant bilingualism for children, along with information on Gaelic medium education options.*

3.1(a)

Key Area of Development: PUBLIC INFORMATION

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will continue to extend the range of the inclusion of Gaelic content in public information leaflets, booklets or posters produced in the Western Isles. [Refer to 2.5 Patient and Health Information Policy]	1. We will carry out an audit of resources currently available, and then compile a further publications list. We will produce guidance in relation to the display and use of such resources.		1. February 2016
	2. We will also liaise with NHS Alba nationally with a view to the printing and publishing of national Gaelic resources.		2. February 2016

3.1(b)

Key Area of Development: NEW MOTHERS PACKS

Actions	Targets / Outcomes	Lead	Completion
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		Officer	Date
We will continue to distribute New Mothers Packs, to raise awareness of new parents in the Western Isles of the cognitive benefits of bilingualism.	1. We will organize the distribution of the packs in liaison with Comhairle nan Eilean Siar and Comunn nam Pàrant.		1. Throughout the lifetime of the Plan

3.1(c)

Key Area of Development: MAGAZINES, NEWSLETTERS AND CIRCULARS

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will seek to increase the number of bilingual Gaelic/contributions in NHS Eileanan Siar written publications.	1. We will carry out an audit of material currently available and then compile a list of suitable items utilizing community NHS notices in premises and newspapers.		1. March 2016

3.2 AUDIO-VISUAL MATERIAL

Current Situation: A DVD has been launched by NHS Scotland, entitled "How to Use the Health Service in Scotland", which provides information to the public via a voiceover in 16 different languages, including Gaelic.

3.2(a)

Key Area of Development: DVDS

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will make, where appropriate, NHS Alba audio-visual material available in the medium of Gaelic, such as NHS Scotland's "How to use the Health Service in Scotland" DVD guide, which provides information to the public in several languages, including Gaelic.	1. We will advise NHS Alba of the use for a Gaelic version of this DVD. 2. We will look at possible areas for expansion of the availability of other audio-visual material in Gaelic.		1. May 2016 2. In the lifetime of the Plan

3.3 PUBLIC RELATIONS AND THE MEDIA

Current Situation: Few press releases are prepared bilingually. This is to some extent due to short deadlines. The communication manager at present operates a system of identifying Gaelic speaking members of staff for the purposes of providing interviews for Gaelic radio and TV broadcasters.

3.3(a)

Key Area of Development: <u>Gaelic Media Training</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
We will provide Gaelic media training for Gaelic-speaking staff, in order to build capability in the articulating of key messages and dealing with difficult questions when doing media interviews approved by the Communications Manager.	Greater confidence and competence on the part of Gaelic-speaking staff to engage with the Gaelic media.		January 2014

3.4 WEBSITE

***Current Situation:** Apart from the use of the bilingual logo, and the words “Fàilte gu Parenting W I”, in the parenting information section, and “Fàilte gu Roinn Àrdachadh Slàinte”, in the Health Promotion section, there is no Gaelic content on the NHS Eileanan Siar website, and apart from the use of the bilingual logo and the appearance of “S e Ur Beatha” and “Slàinte” web-buttons (for information about both the health promotion and the staff magazine), no Gaelic appears on intranet staff pages.*

3.4(a)

Key Area of Development: WEBSITE

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will develop the Gaelic content of the NHS Eileanan Siar website, where suitable, with attention given to appropriate content, commensurate with the bilingual character of NHS Eileanan Siar's corporate identity.	<p>1. A Gaelic section to be written and placed in situ. The static content of the NHS Eileanan Siar public website will be in both Gaelic and English.</p> <p>2. We will include some information, bilingually, on the benefits of bilingualism for children's cognitive development, and the opportunity this affords to developing an advice and support service for families on bilingualism in conjunction with Health Visitors and School Nurses. Refer to twfcymru.</p> <p>3. The Diversity Project Officer will work to provide static & update dynamic content for the website.</p>		<p>1. December 2015</p> <p>2. December 2015</p> <p>3. December 2015</p>

3.4(b) Key Area of Development: <u>INTRANET</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
We will develop the Gaelic content of the NHS Eileanan Siar Intranet, and will provide, bilingual staff information in its pages. NHS Eileanan Siar staff will be made aware of this facility.	<p>1. A dynamic & static Gaelic section to be written and placed in situ.</p> <p>This can include information on Gaelic language learning resources, online or otherwise, and on Gaelic classes in the Western Isles, with reference to target 4.1. (a)</p>		1. June 2016

3.5 EXHIBITIONS AND DISPLAYS

Current Situation: Apart from the use of the NHS Eileanan Siar logo, and the occasional appearance of some Gaelic content, there is no consistent use of Gaelic in NHS Eileanan Siar exhibition and display materials.

3.5(a) Key Area of Development: <u>EXHIBITION AND DISPLAY MATERIALS</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
We will extend the use of Gaelic in NHS Eileanan Siar exhibition and display materials which are used, such as pop-up and banner stands, leaflets, posters, exhibition boards, or information screens, following the information protocol referred to in 2.5.	1. Gaelic content will be developed in consultation with the Communications Officer.		1. February 2016

3.5(b) Key Area of Development: <u>INFORMATION SCREENS</u>			
Actions	Targets / Outcomes	Lead Officer	Completion Date
We will introduce Gaelic content on internal information screens.	1. We will look into the use of information screens in NHS Eileanan Siar buildings, and decide in what ways we can increase the Gaelic content of such screens. The content will,be consolidated throughout the lifetime of the Plan.		1. February 2016

SECTION 4 – STAFFING

NHS Eileanan Siar recognises the importance of considering Gaelic as a desirable or essential job skill, and of identifying situations in which its use is essential or desirable. NHS Eileanan Siar also recognises the importance of enabling staff to develop their Gaelic skills if they wish to do so.

Rationale:

In order to deliver services through the medium of Gaelic, it is necessary to develop the requisite job skills and language skills of staff. The provision of language learning for staff helps to promote adult Gaelic learning, and also promotes Gaelic as a useful skill in the workplace. The identification of jobs in which Gaelic is a designated skill will contribute greatly to the status of the language, and to the identification of Gaelic as a positive skill to acquire.

The use of Gaelic in advertising also helps to recognise that Gaelic should be used in public life. Whatever the level of Gaelic skills required, it is important that public bodies consider whether the language is a genuine occupational requirement. Public bodies should adopt and apply objective criteria to ensure appointments are made in each case on a fair and consistent basis, and reflect the identified skills needs of the post in question.

Scottish Government's Strategic Objectives met: 1. Wealthier and Fairer, 2. Smarter, 3. Healthier, 4. Safer and Stronger

4.1 LANGUAGE LEARNING AND TRAINING

Current Situation: No structured Gaelic learning and training programme is in place, but a Gaelic skills survey of NHS Eileanan Siar staff was recently completed in March 2010, which assessed the current Gaelic language proficiency of staff, ascertained the demand for Gaelic skills learning and training, and identified problems for staff in terms of Gaelic skills acquisition. Gaelic is often a very useful tool, and job skill, to employ when treating and attending to vulnerable patients whose first language is Gaelic, and who therefore feel more comfortable and reassured if their medium of communication is primarily Gaelic, and therefore the provision of Gaelic learning and training opportunities for staff is seen as a very important aspect in terms of providing overall patient care. Gaelic learning and training will be a part of the Continual Professional Development assessment process for staff in order to facilitate this.

4.1(a)

Key Area of Development: Gaelic Learning and Training Opportunities

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will promote and create Gaelic language learning and training opportunities for NHS Eileanan Siar staff.</p> <p><i>Staff will undertake these in their own time.</i></p>	<p>1. We will successfully obtain external funding to provide Gaelic language courses, and we will distribute appropriate promotional leaflets and other material, (created for courses run by Lews Castle College), throughout NHS Eileanan Siar properties.</p> <p>2. We will ascertain, by staff questionnaires and e-mail enquiries, what members of staff feel about attending Gaelic classes enhancing their aptitude for their posts, and will identify suitable courses for them in terms of their current Gaelic skills, and in terms of their location.</p>		<p>1. Throughout the lifetime of the Plan</p> <p>2 Throughout the lifetime of the Plan</p>

	<p>3. The Diversity Project Officer will make up a database of names of staff who are interested in attending Gaelic language learning classes, and the dates on which they would be able to commence and attend classes, as part of a Gaelic learning and training plan.</p> <p>4. We will identify posts, in terms of a Gaelic learning and training plan, with reference to new appointments in hospitals and community practices where the use of Gaelic and the acquisition of Gaelic skills would be advantageous, such as posts which involve the post holder having to deal with elderly Gaelic speakers on a day-to-day basis.</p> <p>5. We will investigate whether any funding could be raised from Gaelic funding bodies to assist with costs associated with Gaelic skills training for staff at NHS Eileanan Siar.</p> <p>6. We will look into the possibility of establishing Gaelic skills training within the NHS Knowledge and Skills Framework (KSF) (<i>Gaelic skills training would appear to come under the following Core Dimensions:</i> <i>1. Communication, and</i> <i>6. Equality, Diversity and Rights).</i></p>		<p>3. Throughout the lifetime of the Plan</p> <p>4. Throughout the lifetime of the Plan</p> <p>5. Throughout the lifetime of the Plan</p> <p>6. Throughout the lifetime of the Plan</p>
<p>We will make training, support, and resources available, as much as possible, for staff involved in implementing the NHS Eileanan Siar Language Plan.</p>	<p>1. We will facilitate access, as far as possible, for such staff to translation services and Gaelic learning opportunities, such as are available from our Community Planning Partners, Comhairle nan Eilean Siar and Lews Castle College.</p>		<p>1. Throughout the lifetime of the Plan</p>

4.1(b)

Key Area of Development: GAELIC AS AN ASSET TO NHS EILEANAN SIAR

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will aim to establish, as an aid to the process of implementation of this Plan, and</p>	<p>1. We will, by <i>ensuring that Gaelic is part of the Board's communication plan</i>, provide</p>		<p>1. Throughout the lifetime of the Plan</p>

<p>in terms of creating the most sympathetic environment amongst staff for the development of Gaelic in NHS Eileanan Siar, that the use of Gaelic in NHS services is an undoubted asset in terms of individualised patient care.</p>	<p>information on the intranet, staff bulletins, newsletters, and through the staff magazine, <i>Slàinte</i>, aim to increase the Gaelic content of NHS Eileanan Siar platforms from 10% to 20% throughout the lifetime of the Plan.</p> <p>2. We will, by means of Gaelic awareness training, providing information on the intranet, staff bulletins, newsletters, and through the staff magazine, <i>Slàinte</i>, attempt to make staff more generally aware that the development of Gaelic in services will <i>not</i> decrease money available for the provision of key, frontline services associated with patient care.</p>		<p>2. Throughout the lifetime of the Plan</p>
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4.1(c)

Key Area of Development: Gaelic Awareness

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>We will consider holding Gaelic awareness sessions or days for staff, to provide more understanding and knowledge of Gaelic language and culture, and its place in NHS services.</p>	<p>1. We will liaise with Gaelic bodies such as <i>Comunn na Luchd-lonnsachaidh</i>, who provide Gaelic awareness sessions for public bodies, in order to organise such sessions for NHS Eileanan Siar staff. We will also look at established models of good practice used by Welsh language boards in organizations.</p> <p>2. We will deliver some element of Gaelic awareness training as part of the staff induction process on a prioritized stream.</p>		<p>1. January 2014</p> <p>2. Throughout the lifetime of the Plan</p>
<p>We will make all departments and all staff aware of the Gaelic Plan and its implementation across NHS Eileanan Siar.</p>	<p>1. We will produce desk instructions, or similar guidance notes, for our staff to ensure that they are fully aware of how to implement the measures contained within the Plan.</p> <p>2. We will arrange briefing and training sessions for staff to increase awareness of the Plan and its implications, and to explain to what degree it might affect the discharge of their day-to-day duties.</p>		<p>1. November 2015</p> <p>2. February 2016</p>

4.1(d)

Key Area of Development: Informal Gaelic Learning and Usage

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will pilot a lunchtime Gaelic conversation group, which will be open to other public agencies as well. These informal settings for the use of Gaelic provide support to the Gaelic learning process.	<p>1. We will ascertain, by means of a staff questionnaire, and as part of a Gaelic learning and training plan, whether there is any interest in this, both for those who are Gaelic speakers & non-speakers.</p> <p>2. If there is any interest indicated in such events, the Diversity Project Officer should investigate whether certain events can be staged, with the assistance of volunteers.</p>		<p>1. October 2015</p> <p>2. October 2015</p>

4.2 RECRUITMENT

Current Situation: *There is no requirement for Gaelic language skills in any post within NHS Eileanan Siar.*

4.2(a)

Key Area of Development: Gaelic AS A DESIRABLE JOB SKILL

Actions	Targets / Outcomes	Lead Officer	Completion Date
<p>HR to undertake a review of the categories of posts, to establish which posts can be designated 'Gaelic Essential' or 'Gaelic Desirable.'</p> <p><i>The use of Gaelic by staff with patients, particularly with regard to elderly patients or those with dementia or mental illness, or in speech and language therapy, can be an aid to treatment and recovery in some instances. However, as the Rationale for this section states, scrupulous assessment will be made as to Gaelic being a genuine occupational requirement.</i></p>	<p>1. From the posts that require the most Gaelic interaction with patients and members of the public, we will judge whether to grade them as "Gaelic Desirable" or "Gaelic Essential", in terms of future vacancies.</p>	Line managers	1. Throughout the lifetime of the Plan

4.2(b)

Key Area of Development: IMPLEMENTATION OF GAELIC PLAN

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will put in place a system whereby the Gaelic Plan is implemented, and its progress monitored, in the most effective manner	1. The Strategic Diversity Lead will be responsible for overseeing the strategic implementation of the Gaelic Plan, and be responsible for monitoring its progress. This officer		1. Throughout the lifetime of the Plan

possible, bearing in mind that Bòrd na Gàidhlig will require the Plan to be updated in five years time.	<p>will report to the Board annually on the progress of this Plan, and a mechanism will be arranged for thjis.</p> <p>2. The Strategic Diversity Lead will also meet every quarter with a Gaelic Plan Implementation Group, comprising the lead officers and relevant managers and senior staff who are responsible for the day-to-day implementation of the Plan across NHS Eileanan Siar, to monitor progress of the Plan, and to address any concerns or problems. Progress reports will submitted periodically, as well as an annual progress review.</p>		2. Throughout the lifetime of the Plan
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4.3 ADVERTISING

Current Situation: *Excluding the bilingual logo, Gaelic is not used in advertising job vacancies in NHS Eileanan Siar.*

4.3(a)

Key Area of Development: GAELIC IN RECRUITMENT ADVERTISING

Actions	Targets / Outcomes	Lead Officer	Completion Date
We will develop the use of Gaelic in recruitment advertising for NHS Eileanan Siar.	<p>1. Recruitment adverts must continue to include the bilingual logo, and will also in future include a short bilingual statement to indicate commitment to the use of Gaelic in NHS Eileanan Siar services.</p> <p>2. If any job specifications are identified in future as “Gaelic Desirable” or “Gaelic Essential”, any recruitment advertising must be fully bilingual. (See 4.3, “Gaelic as a Desirable Job Skill”)</p>		<p>1. Throughout the lifetime of the Plan</p> <p>2. Throughout the lifetime of the Plan</p>

CHAPTER 3 – Policy implications for Gaelic and implementation of the National Plan for Gaelic

Policy Implications for Gaelic

NHS Eileanan Siar recognises that the priority areas identified in the National Plan for Gaelic will be primarily implemented through the NHS Eileanan Siar Gaelic Language Plan 2014-2017, but that opportunities may arise to promote and develop the language through existing policy measures. NHS Eileanan Siar will, in the lifetime of this Plan, examine current policy commitments to identify areas where Gaelic can be pro-actively incorporated, and the priorities of the National Plan for Gaelic initiated, through additional methods.

These types of development correspond to the process of linguistic normalisation of Gaelic, which seeks to include as far as is practically possible the language as an everyday aspect of the services offered by public bodies in Scotland.

In the formation, renewal and monitoring of policies, NHS Eileanan Siar will ensure that any impacts on the use of Gaelic in its services are fully considered in terms of the priority areas identified in the National Plan for Gaelic.

Overview of the National Plan for Gaelic

The National Plan for Gaelic identifies four interlinking aspects of language development, with corresponding priority action areas, which must be addressed, where relevant, in the preparation of any Gaelic Language Plan. These are as follows:

1. Language Acquisition

Increasing the number of Gaelic speakers by ensuring the language is transferred within families, and by securing effective opportunities for learning Gaelic, through:

- Increasing the use and transmission of Gaelic in the home
- Increasing the number of children acquiring Gaelic in the home
- Increasing the uptake and availability of Gaelic medium education
- Increasing the number of adult learners progressing to fluency

2. Language Usage

Encouraging greater use of Gaelic, providing opportunities to use the language, and promoting access to Gaelic forms of expression, through:

- Increasing the use of Gaelic in communities
- Increasing the use of Gaelic in tertiary education and places of work

- Increasing the presence of Gaelic in the media
- Increasing the promotion of Gaelic in the arts
- Increasing the profile of Gaelic in the tourism, heritage and recreation sectors

3. Language Status

Increasing the visibility and audibility of Gaelic, enhancing its recognition, and creating a positive image for Gaelic in Scottish public life, through:

- Increasing the number of bodies preparing Gaelic Language Plans
- Increasing the profile and prestige of Gaelic
- Increasing the visibility and recognition of Gaelic

4. Language Corpus

Strengthening the relevance and consistency of Gaelic, and promoting research into the language, through:

- Increasing the relevance and consistency of the Gaelic language
- Increasing the quality and accessibility of Gaelic translations
- Increasing the availability of accurate research information

NHS Eileanan Siar's Commitment to the objectives of the National Plan for Gaelic

NHS Eileanan Siar is committed to ensuring that the National Plan for Gaelic is implemented in terms of these four developmental areas and their corresponding action areas, where they are relevant to the organisation's areas of operation.

(Much of what follows has been described in more detail in Chapter 2).

1. Language Acquisition

Rationale: NHS Eileanan Siar recognises that a sustainable future for Gaelic requires that more people learn the language, and that attention must accordingly be focused on the home, education and adult learning as the key means of achieving this. NHS Eileanan Siar will therefore, in this context, take the following steps to help create a supportive environment for the growth in the number of Gaelic speakers in Scotland:

a) Gaelic in the home

The numbers of children and young people who speak Gaelic must be increased to provide a sustainable future for the language, and that use of Gaelic in the home is crucially important in terms of providing the context for the inter-generational transmission of the language to children and young people. Use of Gaelic in the home also supports and strengthens the Gaelic language skills of children and young people, and ensures that the use of Gaelic as a necessary means of communication is embedded in their lives.

Parents must also be made aware of the importance of the role of early infant bilingualism in terms of the cognitive development of children's brains, and should therefore be encouraged

to raise their children as Gaelic and English speakers, use Gaelic in the home, and provide them with Gaelic language learning opportunities.

NHS Eileanan Siar's Gaelic Language Plan 2014-2017 acknowledges that use of Gaelic in the home is vital to the language's future, and will contribute to the National Plan by:

- Continuing to employ New Mothers Pack scheme in the Western Isles, which stresses how beneficial early infant bilingualism is to children's development, and that inter-generational transmission of Gaelic in the home provides the best context for this
- Providing information and encouragement, regarding Gaelic language learning opportunities, to staff who wish to learn or improve Gaelic skills, in order that it can support or sustain the use of Gaelic in the home

b) Gaelic in Education

An effective, widely available and easily accessible national system of Gaelic medium education in schools must be in place for the Gaelic language to have any kind of future as a sustainable medium of communication. If Gaelic-medium education were not part of the educative process in Scotland, Gaelic language learning in the home would not be supported and reinforced, and children who do not come from Gaelic speaking homes would not be provided with the opportunity to learn and use Gaelic effectively.

Gaelic medium education provides children with the opportunity to use the language on a day-to-day basis, allows them to become literate in Gaelic, and provides young people, who have had the benefits of a Gaelic medium education, with the language skills to progress on to Gaelic medium tertiary education, seek employment in Gaelic-related jobs, and eventually pass Gaelic on to their own children.

NHS Eileanan Siar's Gaelic Language Plan 2014-2017 acknowledges that use of Gaelic in education is vital to the language's future, and will contribute to the National Plan by:

- Examining where there may be the opportunity to provide services through the medium of Gaelic in Gaelic medium units in schools in the Western Isles, such as in the school nurse service
- Providing information and encouragement, regarding Gaelic language learning opportunities, to staff who wish to learn or improve Gaelic skills, in order that they can support or sustain the use of Gaelic in the home by any dependent children who are in Gaelic medium education.

c) Gaelic in Adult Learning

The provision of plentiful Gaelic language learning opportunities for adults to acquire fluency and literacy in the language is of crucial importance. This will, of course, not only increase the numbers of Gaelic speakers, but will also increase the likelihood of inter-generational transmission of Gaelic between such learners and any children they are responsible for.

NHS Eileanan Siar's Gaelic Language Plan 2014-2017 acknowledges that providing plentiful Gaelic learning opportunities is vital to the language's future, and will contribute to the National Plan by:

- Providing information and encouragement, regarding Gaelic language learning opportunities, to staff who wish to learn or improve Gaelic skills

2. Language Usage

Rationale: NHS Eileanan Siar recognises that creating a sustainable future for Gaelic requires not only increasing the numbers of people who are able to speak, read and write the language, but also that usage of the language is increased. NHS Eileanan Siar recognises the importance of enabling more people to use Gaelic as their preferred and normal mode of communication in an increasingly wide range of daily activities.

a) Gaelic in Communities

The continued use of Gaelic in communities where it is widely spoken is of vital importance in sustaining the language as a living mode of communication. The existence of these linguistic heartlands for the language gives it its strength and relevance in the modern world, and provides the bedrock for policies aimed at encouraging, nurturing and educating an increasing number of speakers of the language. The use of Gaelic must therefore be protected and promoted in these communities whenever possible.

NHS Eileanan Siar's Gaelic Language Plan 2014-2017 acknowledges that the role and continued survival of Gaelic speaking communities in the Western Isles is vital to the language's future, and will contribute to the National Plan by:

- Ensuring, where possible, that NHS Eileanan Siar staff who work in the communities, such as district nurses or community psychiatric nurses, employ Gaelic as much as possible in the course of their working day, if necessary by providing such staff with opportunities to develop their Gaelic skills.

b) Gaelic in the Workplace

The use of Gaelic in the workplace, whether spoken, written, or in signage, not only normalises its use in NHS Eileanan Siar services as a language of equal validity to English, not restricted to domestic domains of usage, but is also of huge importance in terms of providing staff in their day-to-day lives, the public and patients with a context in which they feel comfortable using Gaelic, thus encouraging its further use and development.

NHS Eileanan Siar's Gaelic Language Plan 2014-2017 acknowledges that providing plentiful opportunities to use Gaelic in workplaces is vital to the language's future, and will contribute to the National Plan by:

- Encouraging the safe and effective use of Gaelic in the workplace by staff who are able to speak, read or write the language, particularly as a means of reassuring elderly Gaelic speaking patients and aiding their treatment.
- Providing information and encouragement, regarding Gaelic language learning opportunities, to staff who wish to learn or improve Gaelic skills, in order that they may use the language in their day-to-day lives.

3. Language Status

Rationale: NHS Eileanan Siar recognises that the status of a language is affected by its presence in the daily environment, and the extent to which it is used, valued and perceived to be valued in organisations such as NHS Eileanan Siar.

a) Preparation of a Gaelic Language Plan

NHS Eileanan Siar acknowledges that creating the correct context for the development of the use of Gaelic in its services represents the fundamental starting-point for assisting with the regeneration of the language in the Western Isles, and will contribute to the National Plan by:

- Preparing, implementing and monitoring the progress of the NHS Eileanan Siar Gaelic Language Plan 2014-17

b) Creating a Positive Image for Gaelic

The use of Gaelic in the corporate identity of an organisation, in its signage and in its publications and website greatly enhances the visibility of the language, increases its status, and makes a definitive statement that the language is valued as an vital and inalienable aspect of the organisation's identity. In addition, the use of the language, and the encouragement of its use, by members of that organisation during their working day, further enhances the positive image created for Gaelic.

NHS Eileanan Siar acknowledges that creating a positive image for the use of Gaelic in its services is hugely important in assisting with the regeneration of the language in the Western Isles, and will contribute to the National Plan by:

- Increasing the visibility of Gaelic whenever possible, in particular with regard to bilingual signage, its presence on NHS Eileanan Siar's website, and in publications.
- Providing information and encouragement, regarding Gaelic language learning opportunities, to staff who wish to learn or improve Gaelic skills, in order that they may use the language in their day-to-day lives.

4. Language Corpus

Rationale: NHS Eileanan Siar recognises the need to strengthen the relevance and consistency of Gaelic, the importance of facilitating translation services, and to promote research into the language. NHS Eileanan Siar commits to be guided by the standards laid out in the Gaelic Orthographic Conventions 2005 and Ainmean-Àite na h-Alba.

a) Gaelic Translation and Interpretation

The translation of important documents, publications, medical terms, staff bulletins and press releases into Gaelic, so that vital information pertaining to NHS Eileanan Siar is available bilingually, is a statement that the Gaelic is valued as a vital and inalienable aspect of the organisation's workings and procedures. It enhances the status of the language, puts it on an equal footing to English, and allows, in conjunction with translation experts amongst our Community Planning Partners, for the development of the language in terms of creating new vocabulary relating to new medical procedures or treatments.

CHAPTER 4 – Implementation and Monitoring

Timetable

This Gaelic Language Plan will formally remain in force for a period of 5 years, or until a new Plan has been put in place. In Chapter 2 – *Core Commitments*, we have set out the individual target dates for when we expect to implement specific commitments.

Publicising the Plan

NHS Eileanan Siar's Gaelic Language Plan will be published bilingually on our website. In addition, we shall:

- Issue a press release announcing the approval of the Plan by Bòrd na Gàidhlig
- Make copies of the Plan available in our public offices & reception areas
- Have key sections of the Plan highlighted on our staff Intranet
- Distribute copies of the Plan to Gaelic organizations locally & naturally
- Distribute copies of the Plan to other interested bodies & individuals
- Make copies available to the public on request

Administrative Arrangements for Implementing the Gaelic Language Plan

This Plan is the policy of NHS Eileanan Siar, and has been endorsed both by our Corporate Management Team and the NHS Eileanan Siar Board. The measures contained in this Plan therefore carry the full authority, support and approval of NHS Eileanan Siar.

Governance of this Plan will take place through the NHS Eileanan Siar Board. Monitoring reports will be submitted to the Board on an annual basis, which will inform the Board of the progress made in terms of the measures contained within the Plan, and will raise and address any areas of concern or difficulty. A copy of the annual report will be sent to Bòrd na Gàidhlig.

Gaelic Plan Implementation

These reports will be compiled by a responsible senior officer, currently employed by NHS Eileanan Siar, who will have overall strategic and operational responsibility in the deliverance of this Plan. This person will work with a Gaelic Plan implementation group, representing all areas of service delivery in NHS Eileanan Siar that this Plan impacts upon, which will be made up of identified lead officers, and managers and senior staff, who will have to assist with the implementation of aspects of the Plan at ground level, on a day-to-day basis, and as they pertain to their individual departments and areas of work. This officer and group will meet regularly to review progress in terms of the Plan, and to raise and address any areas of concern or difficulty.

In order to assist with the implementation of NHS Eileanan Siar's Gaelic Language Plan, in addition to accessing all possible NHS Eileanan Siar budgets, we will investigate whether any funding could be raised from Gaelic funding bodies, including any possible financial assistance raised for independent GP practices that are signed up to Plan, in order that they can develop the use of Gaelic in their services.

Staff Awareness

We will produce desk instructions, or similar guidance, for our staff to ensure that they are fully aware of how to implement the measures contained within the Plan. We will arrange briefing and training sessions for staff to increase awareness of the Plan and its implications, and to explain how it will affect the discharge of their day-to-day duties.

Translation and Interpretation

We will ensure that any translation services we use, in assisting with the implementation of this Plan, are provided by experienced translators, and that the Gaelic used is of a high standard, and correct in terms of the Gaelic Orthographic Conventions (GOC), which is the formal system of spelling Gaelic words. If necessary, we will liaise with any of our Community Planning Partners who provide free translation services, to ensure that correct translations from English to Gaelic are made in all instances where this is required in terms of the implementation of this Plan, such as in the areas of bilingual signage, bilingual press releases or bilingual website content.

Reviewing and Amending the Plan

We may, from time to time, need to review the Plan and propose amendments to its detail because of changes which could arise from new legislation, or from any other factors which make changes to our functions, our circumstances, or to the way in which we deliver services. No *major* changes to this Plan, however, will be made without the Corporate Management Team and NHS Board's approval.

Any form of contact or communication with the public in the Western Isles, which is not specifically catered for in this Plan, and which could be undertaken through the medium of Gaelic, will be written into the Plan as an amendment, with relevant actions, targets and outcomes to address this, by the officer responsible for overseeing the strategic implementation of the Plan, in conjunction with the Gaelic Plan implementation group, consistent with the general principles already enshrined in this Plan.

CONTACT DETAILS

The senior person with overall operational responsibility for overseeing the implementation of NHS Eileanan Siar's Gaelic Language Plan 2014-17 is:

Mr Gordon Jamieson
Chief Executive, Western Isles NHS Board
37 South Beach Street
Stornoway
Isle of Lewis
Western Isles
HS1 2BB

Tel: 01851 703032
gordon.jamieson@nhs.net

Queries about the strategic direction of the Plan should be addressed to:

Rev. T. K. Shadakshari
Strategic Lead for Spirituality & Diversity
Western Isles NHS Board
Western Isles Hospital
Macaulay Road
Stornoway
Isle of Lewis
Western Isles
HS1 2AF

Tel: 01851 704704 ext 2408
tk.shadakshari@nhs.net

Queries about the operational nature of the Plan should be addressed to;

Mr. Murdo Macleod
Diversity Project Officer
Western Isles NHS Board
Western Isles Hospital
Macaulay Road
Stornoway
Isle of Lewis
Western Isles
HS1 2AF

Tel: 01851 704704 ext 2408

murdomacleod1@nhs.net

NHS Eileanan Siar acknowledges that the use of Gaelic as a medium to impart important information is vital to the perception of Gaelic as a modern, thriving and vocabulary-rich language, and will contribute to the National Plan by:

- Ensuring that whenever possible, Gaelic translations of important documents, publications, medical terms, staff bulletins and press releases are made.