

I read with interest that you are thinking of setting up a video relay service to improve access for deaf people in an emergency, using BSL interpreters.

I have contacted the emergency services via SMS few years ago when my mother-in-law collapsed. I had no problems using the service and was so thankful that I was able to call for an ambulance myself.

I am profoundly deaf and can write/speak English reasonably well. I do, from time to time, need help with communication (using BSL (basic) interpreters).

I am all for a video relay service (especially for the deaf people who have limited knowledge of spoken/written English). I would use it but also I would like to have the choice of SMS call or video call when the need arises.

I am not sure if this is the response you wanted on this consultation and I apologise for this. I only wanted reassurances that SMS emergency services would not be scrapped in favour of emergency video relay (there is been no mention on the video made by yourselves about what happens to SMS calls).

Thank you for reading my email and I look forward to hearing what is going to happen.

Best regards