



PICKER EXPERIENCE NETWORK AWARDS 2026

Ending the **silent era** at the bedside.

CardMedic × Stockport NHS Foundation Trust



When communication fails, the consequences are real

At Stockport, communication barriers were affecting safety, dignity and access to care.



Patients on two-week-wait pathways had appointments moved when communication support could not be arranged, potentially delaying diagnosis and treatment.



On wards, staff searched for scarce hands-free phones, shared tablets and interpreter codes mid-consultation.



Digital Lead Midwife Steph Bray recalled a night shift with a Turkish-speaking mother who had experienced a fetal death in utero. With professional interpreting not immediately available, staff had to rely on a family friend and could tell that the devastating news was not being conveyed properly.

The ambition was simple: treat communication as core clinical care, and give every patient a safe way to understand, respond and take part in their care.

The Challenge

50%

of patients experience a communication issue at the point of care



69%

of staff report communication issues with patients daily



30%

of litigation is linked to communication error



82%

of patients have low health literacy



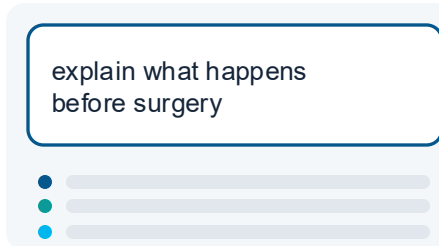
The Solution

Four moments, one workflow

This is the whole thing, in the order it happens at the bedside. Simulated screens – no patient data.

01

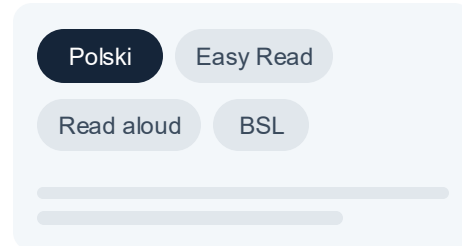
Say what the conversation is about



Plain language in, clinically assured content out. No menu tree to learn on a night shift.

02

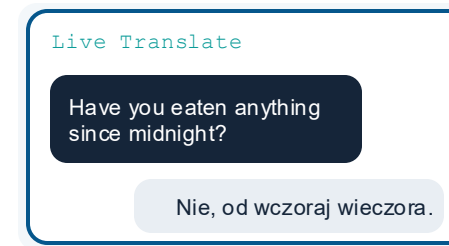
Match the format to the person



Language is one barrier. Literacy, cognition, hearing and sight need a different format, not a louder voice.

03

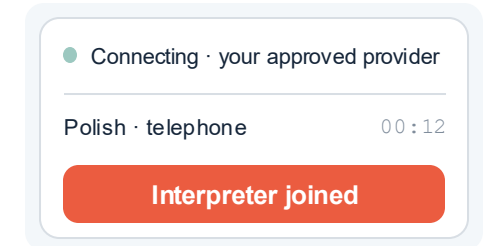
Turn it into a conversation



Two-way translation inside a governed workflow, with its limits visible and the interpreter route one tap away wherever your organisation has it enabled.

04

Reach a human when it matters



Consent, safeguarding, bad news and complex conversations are situations where professional interpreting should be used. Access to an interpreter is available through the relevant pathway when needed.

10 months of measurable adoption at Stockport

1,300+

registered users

19,000+

communication interactions

Staff using CardMedic's clinically authored content to support patient conversations at the point of care.

5,000+

live translations

2,000+

accessible-format interactions

Read Aloud, Easy Read and BSL.



NHS ORGANISATIONS USING CARDMEDIC



Lewisham and Greenwich
NHS Trust



Doncaster
NHS Foundation Trust



Stockport
NHS Foundation Trust



Chelsea and
Westminster Hospital
NHS Foundation Trust



University Hospitals Sussex
NHS Foundation Trust



Bradford Teaching
Hospitals
NHS Foundation Trust



Nor-Lea
Hospital District



North West London
Integrated Care System



“All conversations — such as asking whether someone wants a cup of tea, explaining a procedure, or offering reassurance — play a vital role in ensuring inclusivity. CardMedic enables equality across our services.”

Pam Fearn, Chief Nursing Information Officer at Stockport NHS Foundation Trust

Delivered through a supported rollout, and partnership working



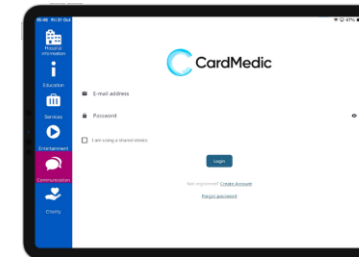
Stockport chose a “big bang” rollout across acute and community settings, supported by Digital Nursing, Digital Midwifery, clinical champions, CardMedic and SPARK TSL.



CardMedic was embedded on 455 SPARK Fusion bedside devices across 20 wards, while community teams could access the same communication support wherever care happened.



LanguageLine delivers the professional interpreter calls available through the CardMedic pathway. For complex, sensitive or high-risk conversations, staff can escalate to a qualified interpreter without leaving the workflow. LanguageLine telephone service is available 24/7 across 270+ audio languages and connects users to an interpreter in seconds.



The impact has been substantial. CardMedic has brought communication support together at the point of care, giving staff one accessible route to clinically assured content, live translation and professional interpreting.

This integrated approach is helping Stockport reach more patients, more quickly and inclusively, while ensuring professional interpreters remain central to complex and sensitive conversations.

Delivering more communication, at a lower average cost

ADOPTION AND COST, ONE TRUST

70% more patient interactions, for 9.6% more spend.

Stockport NHS Foundation Trust is where we have our most complete cost and adoption data, covering a full year of recorded activity compared with the Trust's own language-service spend. It shows what happens when CardMedic works alongside an existing language-services contract instead of replacing it. The usage figures below are recorded activity, while the financial figures are modelled from the Trust's own language-service costs and its CardMedic activity. They describe Stockport rather than a national average, and we are not counting them as savings the Trust has already made.

19,361

Patient card interactions

Alongside 5,725 Live Translate conversations and 1,229 registered staff, across nursing, midwifery, medical, health visiting and AHP roles.

£26 to under £4

Cost per interaction, through CardMedic

Against the Trust's existing £26 language-service average, with interpreter calls placed in the app counted inside that figure. Across their whole service, including everything still bought the traditional way, the blended average is around £16.

£166,075

Modelled cost avoidance

A local model built on this Trust's own activity and contract data, not a universal saving. A shift of 15% away from face-to-face interpreting was modelled as enough to cover the annual licence. [Method and denominators](#).

What people are saying



CardMedic are committed to improving communication for those who are underserved, isolated and marginalized. I look forward to the work we are doing together to change care for such communities.



Benash Nazmeen

Midwife, Migrant, Educator, Specialist in Equality Diversity & Inclusion



Since using CardMedic, we can be reassured that we are communicating with patients effectively and sensitively, which is essential in cancer care.



Bethany Allen

Senior Oncology Nurse



Amazing innovation and a vital resource for our patients.



Prof Rob Galloway

Emergency Medicine Attending



CardMedic flashcards ease patient fears in all scenarios making it a game-changer in healthcare.



What began as disaster innovation during the pandemic is now a mission to reimagine inclusive communication in healthcare.

Every interpreter call placed, script written and partnership formed brings us closer to a future where every patient can understand and be understood.



Dr Rachael Grimaldi

Co-Founder & Chief Medical Officer
NHS Innovation Accelerator Fellow
NHS Clinical Entrepreneur Programme Fellow
Consultant Adult & Paediatric Anaesthetist



Tim Grimaldi

Co-Founder & Managing Director

www.cardmedic.com

