

A Complete Guide to Interpreting Services

For NHS Services in Westminster



Face-to-face interpreters

Tel: 020 7150 8257

Fax: 020 7150 8349

Note your GRIP

Account number here:



Telephone interpreters:

Tel: 0800 169 2879

Note your Language Line

Account number here:

Account numbers are unique and confidential to our services

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Key Contacts

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Public Health Information and Resources Unit (PHIRU), NHS Westminster

Enquiries: 020 7150 8345

Email: info-centre@westminster-pct.nhs.uk

You can also visit NHSW's intranet site to obtain further information

GRIP NHS Language Services

Head of GRIP (Elizabeth Mori): 020 7150 8300

Registering with GRIP: 020 7150 8327

General Enquiries: 020 7150 8355

Booking via fax: 020 7150 8349

Email: grip.admin@westminster-pct.nhs.uk

Website: <http://www.grip-nhs.co.uk>

Language Line

General Enquiry/ Book an interpreter: 0845 600 3698

To open an account: 0800 169 2879

Website: <http://www.languageline.co.uk> – for information and open an account

A Complete Guide to Interpreting Services For NHS Services in Westminster

Introduction¹

The purpose of this guide is to ensure that staff have a better understanding of the way interpreting services work and how to work efficiently with interpreters.

The aims of this guide are:

- To increase knowledge and awareness of the use of interpreting services for all healthcare providers,
- To minimise clinical risk during consultations,
- To reflect the unmet needs of patients, especially those who are unaware of accessing interpreting services,

NHS Westminster (NHSW) aims to provide comprehensive and professional interpreting services, both face-to-face and over the telephone; to Westminster residents with language needs, including British Sign Language (BSL). Face-to-face and telephone interpreting complement each other: the former is ideal for booking arranged with patients in advance, the latter gives immediate access to interpreters in emergencies and when booking is not possible; however it is not suitable for clinical or surgical consultations.

GRIP is an NHS based service which provides a high quality face-to-face, and BSL interpreting service. **Language Line** provides a telephone service. Both language service providers are committed to ensure equal access to NHS Primary and Community health care services for patients where English is not their first language.

All Westminster's Health Services, including General Practitioners (GPs), receptionists, dentists, opticians, pharmacists, mental health services, district nurses and hospitals can make arrangements for patients and carers with language needs to access interpreting services. These services are fully funded by NHS Westminster and managed by the Equality, Diversity and Human Rights Team.

This guide also contains relevant documentation to use both services. These include:

Face-to-face interpreters

- Booking form for face-to-face interpreters (Appendix 1),
- Sample of Timesheet and Guidance on how to complete Timesheet (Appendix 2),
- GRIP key contacts (Appendix 3),
- Core standards for face-to-face interpreting (Appendix 4),
- Guidance on booking telephone interpreters (Page 9),
- GRIP interpreters' code of ethics & practice (Appendix 5),
- Customers' Guide (Appendix 6),
- Complaints Standards (Appendix 7),

Telephone interpreters

- Telephone interpreters' code of ethics (Appendix 8),
- Telephone interpreters' booking instructions (Appendix 9).

Legislation and national policy

The Race Relations (Amendment) Act 2000 – Failure to provide language services where there is a known need might be construed as indirect discrimination.

The Human Rights Act 1998 – The lack of interpreting facilities that lead to, for example, inappropriate medical treatment, may be seen as a breach of the right to life. to be inserted additional information

Laming Report 2003 – Recommendation 18 states that 'When communication with a child is necessary for the purposes of safeguarding and promoting that child's welfare, and the first language of that child is not English, an interpreter must be used. In cases where the use of an interpreter is dispensed with, the reasons for so doing must be recorded in the child's notes/ case file.

Standards for Better Health – Standard C13b (i) requires that the Trust has processes in place to ensure that valid consent, including from those who have communication or language support needs, is obtained by suitably qualified staff for all treatments, procedures (including post mortem) and investigations in accordance.

NHSW Equality and Diversity Strategy - GRIP works within NHS Westminster Equality and Diversity Policies and Procedures as defined in the NHSW Equality and Diversity Strategy 2008/11. As part of the strategy, GRIP interpreters have the duty to provide the following as part of their job descriptions. They are expected to:

- Act in ways that support equality and value diversity. Contribute to the success of the appointment by acting sensitively and tactfully when applying knowledge and experience of cultural differences in the communication between patients and providers.
- Communicate confidently, correctly and in a non-judgmental way with healthcare providers, non-clinical staff and patients/clients regardless of ethnic origin, disability, age, gender, sexual orientation, faith, social or cultural background.

NHS Westminster has a legal obligation to provide language support for people who cannot communicate in English, this includes British Sign Language (BSL).

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Why is it inappropriate to use friends or family, untrained volunteers or members of staff as interpreters?

At first glance, it may seem to be an easy and convenient option to use family, friends, relatives, untrained volunteer or member of staff to interpret for a patient.

We may think that patients will find their presence reassuring and familiar. **However, there are some serious implications when relatives, friends, untrained volunteers or staffs are allowed to interpret for patients.**

Relatives and friends

Using relatives and friends may inhibit the patient from disclosing medical records with health professionals, such as abortion, etc. There is a risk that relatives or friends may modify what is said because they may want to:

- Protect the patient from bad news, or decide to tell them later in private.
- Withhold information about side effects, believing that it will improve compliance. However this can have serious consequences.
- Hid the true cause of a woman's bruises which can delay help that can be provided to victims of domestic violence.
- Hide incidents of child or sexual abuse (they may want to protect someone).

Untrained volunteers and staff

The use of an untrained volunteer or member of staff to interpret, although seen as an immediate solution to an urgent situation has the following implications:

- Availability cannot be guaranteed.
- Mostly, they will not have received any proper training in interpreting, although some may have an instinctive understanding of what is required, others may lack empathy or have poor grasp of language.
- Patients may be worried about confidentiality when using an interpreter who is not qualified and not known to them, especially if they are both members of a small community.

NHS Westminster strongly advises health providers that:

- It is inappropriate to expect relatives, friends, untrained volunteers or staff to interpret for patients.
- Children should never be required to interpret for their relatives or friends (using children as an interpreter is illegal).
- NHS healthcare staff should explain to patient the importance of using qualified and trained interpreter.
- If the patient still insists, respect their choice providing the friend or family member agrees to interpret accurately what is said. However in situations such as mental health, child protection, domestic violence or other sensitive cases, it is not acceptable at all to use family or friends.
- NHS healthcare staff ensure that an interpreter is booked for any patient who has a language need.
- Using qualified interpreters guarantees appropriate, equitable and effective health services, enabling patients to use services more efficiently and be less likely to miss appointments.

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Face-to-face Interpreters

What is a face-to-face interpreter?

A face-to-face interpreter is a professional who translates, in person, a spoken message from one language to another, including BSL.

In addition to interpreting truly, fairly and communicating effectively across the barriers of language, GRIP NHS interpreters will assist the NHSW healthcare staff in:

- Understanding the specific needs, wishes and expectations of their patients from a different cultural and religious background.
- Making necessary changes in the procedure and delivery of health services to meet different needs.
- Providing information to patients to enhance their understanding of the healthcare system, their treatment and the health options available.
- Supporting health practitioners and their patients in any decision they make.

When is face-to-face interpreter most suitably used?

Face-to-face interpreters are recommended and most appropriately to be used during clinical or surgical consultations with patients.

Face to face interpreters can be booked for patient appointments using the following booking requests:

1. Standard Booking

A request for interpreting services for patients first contact appointments

2. Follow-up Booking

A request enabling the use of the same interpreter for a patient's appointment requiring case history continuity.

3. Regular Session:

A request for interpreting services for multiple patient appointments with the same language interpreting, which needs to be held at the same place and period of time. An example of this is the Soho Clinic for Arabic speaking patients every mon-wed, week from 10am to 1pm at.

What are the available face to face interpreting operating hours?

Staff can book a face to face interpreter for any required time i.e., Mon to Fri from 8:30am to 6pm (standard hours) or from 6pm until 8:30am and/or Bank Holidays/Weekends (out of hours). This is providing the request is received by GRIP during the GRIP office opening times of 09.00am to 17.30pm Monday to Friday excluding bank holidays.

How do I book a face-to-face interpreter? What notice is required?

Staff can make a booking via fax on **020 7150 8349** or online (<http://www.grip-nhs.co.uk>) during office hours 9am to 5pm. For most languages, bookings can be confirmed with interpreters in 72 hours, and within 24 hours for urgent bookings. Cancellations made with more than 24 hours notice will not be charged.

It is essential that you provide the following details on the booking form (Appendix 1):

- ID code/ account number (if not known or wish to register, call GRIP on 020 7150 8355)
- Specify language/ dialect required
- Patient's details (full name, date of birth, gender, age, NHS no. or hospital no., address and contact number)
- Patient's disability status (if any mobility or sensory impairments, e.g. wheelchair user, blindness, deafness)
- Booking appointment details
 - Date, venue, time and duration (how long the interpreter is needed and reasons for requesting extra time, if appropriate)
 - Whether it is a home visit appointment
 - Other requests i.e. follow up, particular GRIP interpreter (ID/name), another meeting point, etc.
- Details of the person making the booking (full name, job title, organisation name, site address, contact numbers or email address)

GRIP British Sign Language Interpreting Services for Westminster Health Providers

GRIP NHS provides **British Sign Language (BSL) interpreting** for Westminster patients with hearing difficulties. This is in addition to our face to face interpreting for patients who speak community languages.

The funding for BSL interpreting is paid by NHS Westminster through internal commissioning arrangements. This means that your budgets will not be charged but you are responsible for how resources are used.

How do I book a BSL interpreter?

Booking a BSL interpreter is very much the same as booking another language; just fax your bookings using the attached GRIP Booking Form on 020 7150 8349, stating "BSL" as the language required for the patient.

However, because BSL interpreter are few and demand is greater, you will need to give us 14 days notice to book one and 3 days to cancel a booking.

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How can I get the most out of working with face-to-face interpreters?

Phase I – When booking for an interpreter

- Ensure the language/dialect requested matches with the patient's requirement
- Ensure all the booking details are fully completed

Phase II – Before the interpreting session

- On arrival, brief the interpreter on any background information
- Ask about any cultural related issues
- Ask how to pronounce the client's name

Phase III – During the interpreting session

- Give thought to seating arrangements – e.g. position of chairs, lighting, etc.
- Introduce yourself and your role
- Allow time for the interpreter to introduce himself/herself
- Explain code of practice (Appendix 6)
 - Confidentiality
 - Accuracy
 - Not to give advice
 - Not an advocate
 - The choice of the patient
- Talk to the patient directly
- Use short sentences
- Pause frequently
- Use simple language
- Encourage the interpreter to feel able to interrupt during the consultation if necessary
- Allow enough time for interpreting
- Check whether the patient has understood everything and whether they want to ask anything else
- When using BSL interpreters make sure they sit beside and slightly behind the person conducting the consultation, so that the patient can see both the staff member and the interpreter.

Phase IV – After the interpreting session

- Clarify any necessary points with the interpreter
- Discuss how the consultation went
- Check if there are any issues e.g. cultural differences that the interpreter would like to raise
- **Ensure that you have completed the Timesheet for the interpreter (Appendix 2 and 3)**

How much does it cost? Who pays?

You do not need to pay anything; all cost is covered by NHS Westminster.

Who certifies?

You certify!

At the end of the session, the interpreter hands their Timesheet (Appendix 2) to the health provider/staff. **It is essential that the health provider completes and countersigns Section 2 in the Job Form to certify that the interpreting session took place as claimed.**

Otherwise, the system may be open to misuse.

How do I cancel a booked interpreting session?

Staff can cancel a booking by sending a fax notification which must be done 24 hours or more before the booking time otherwise it will be charged. Staff can also cancel by telephone if short notice but must be backed up with a fax notification.

To cancel a booking staff must provide the following booking information when faxing or telephoning:

- Date
- Time
- Language
- Patient name
- Service details
- Details of person cancelling

What qualifications do face-to-face interpreters have? What training do they receive?

All GRIP interpreters are recruited through the organisations strict recruitment and selection process and according to the person specification criteria for the post based on the NHS Knowledge Skills Framework. This includes thorough screening for occupational health, immigration and CRB checks.

All GRIP interpreters also undertake extensive induction training before they can work. This covers NHS policies, GRIP operational and administrative procedures including information on the NHS service providers and healthcare staff expectations.

In addition to the above all GRIP interpreters must sign and agree to adhere to the GRIP professional code of ethics and practice and confidentiality policy (appendix 8).

GRIP interpreters are also performance managed by a designated GRIP member of staff, undertaken by the GRIP Interpreting Development Lead.

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Telephone Interpreters

What is a telephone interpreter?

A telephone interpreter is a professional who is available over the phone to convey **spoken** information from one language into another. The service is available within minutes of telephoning Language Line, **24 hours a day, seven days a week**.

Only a telephone is required – staff can simply pass the handset between them and the patient. Alternatively they can plug two telephones into one line, or use a hands-free telephone.

When is it suitable to use a telephone interpreter and for how long?

Telephone interpreters are best used when pre-booking is not possible. Staff can ring telephone interpreters when staff and patients are together in the same place or when the patient is in a different location, e.g. at home. Telephone interpreters are ideal for:

- Making or changing appointments
- First contact with a patient
- Emergencies

Telephone interpreting is **not suitable** for medical or surgical consultations. Telephone interpreting should be kept as brief as possible up to a maximum of 10 minutes. Only in special circumstances, may calls last longer.

How do I book a telephone interpreter? (Appendix 11)

Staff can telephone Language Line on **0845 310 9900**. An operator will answer the call and before connecting staff with an interpreter, you will be asked the following:

- ID code (Contact your line manager if unsure, alternatively call Language Line on **0800 169 2879** to speak to client services team)
- Organisation/department name
- Language/dialect required
- Specify the gender for the interpreter if needed
- Caller's name
- The location of the patient. If the patient is not with the staff, you will need to provide the name and telephone number of the patient.
- Patient's name

How can I get the most out of telephone interpreters?

- Make sure that you have at hand patient's details, e.g. name and telephone number, especially when the patient is not with you.
- Always write down the interpreter's ID number of identification and follow up, so that if you need to call again, you can quote the ID number to request for the same interpreter.

- Do not leave the telephone off the hook under any circumstances, as every minute counts towards the cost of the interpreter. If you need to get paperwork while talking to the patient through the interpreter, end the call and then telephone once you have all paper work; or have everything ready before you make the call.
- Briefly introduce yourself and the interpreter of the background information, say what telephone you are using, e.g. single/dual handset, speakerphone or mobile.
- Try your best to keep the background noise to the minimum

What qualifications do telephone interpreters have? What training do they receive?

Language Line Services recognise national and international language qualifications and industry related bodies and looks for the relevant qualifications in Phase1 of its selection process

For example Language Line Services recognise the Diploma of Public Service Interpreting (DPSI) awarded by the Institute of Linguists (IoL). It should however be noted that the DPSI is only available in 56 languages including variants and does not include a Telephone Interpreting based test or assessment.

Possession of qualifications and membership of recognised industry organisations does not preclude interpreters from having to pass our internal but externally validated 'Interpreters Skills Assessment' as this is the only way to ensure that there has been no 'skill fade'.

Prior to orientation, all newly-hired interpreters receive training materials including an orientation handbook, glossaries of industry-specific terminology, and various documents to support interpreting. Orientation training covers:

- The basics of interpreting
- The role of an Interpreter and the Interpreter Code of Ethics
- Methods and Procedures of call handling, Personnel Guide, and other administrative matters.
- Interpreting skills and customer service skills.
- Review of industry standards.

Language line Services' Interpreters are observed on a regular basis. The Language Resources Department monitor live calls without the Interpreter being informed. Individual performance issues resulting from customer feedback will require a higher frequency of monitoring/feedback for the Interpreter and other courses of action, such as one-on-one mentoring, refresher courses, further training in any given area, spot-checks, etc.

Language Line Services Translators are monitored and scored on every project that is performed. This information is held in a database and will give the Translator an average scoring. This will then determine the Translators grading level.

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How much does it cost? Who pays?

You do not need to pay anything; all costs are covered by NHS Westminster.

How long does it take to connect to an interpreter?

The connection time is on average less than 40 seconds to an interpreter.

How do I make a complaint or provide feedback?

You can raise a complaint by speaking to the Client Services Team on **0800 169 2879** or email them at **customersupport@language.co.uk**. Language Line aims to respond to all feedback within 48 hours and resolve any issues within 5 working days, although this also can be challenging depending on interpreter shift patterns.

You can also give feedback online via their websites: **www.language.co.uk** – simply click on Contact us and complete the feedback form.

Frequently Asked Questions (FAQs)

Will an interpreted consultation session or telephone call take longer than usual?

Yes, working with interpreters takes more time but greatly improves the communication between health providers and patients, which leads to an efficient use of resources and greater patient satisfaction.

What are the benefits of using an interpreter?

- Improved access for patients to services
- Reduced patient anxiety and distress in using health services
- Shorter waiting times and consultations
- Less time wasted through inefficient consultations or missed appointments
- Improved risk management such as: breaches of NHS confidentiality policy, ineffective treatment or misdiagnosis, litigation association with race relations or child protection issues
- Improved patient compliance with treatment
- More effective referrals for follow-up investigation or treatments
- Reduction in the inappropriate use of healthcare services
- Cost savings to the NHS in the long term through improving efficiency, patient satisfaction and reducing wastage
- Parity in pay and terms and conditions for interpreters across the two boroughs
- Access to a training and development programme for all local interpreters and bi-lingual advocates.

Can face-to-face and telephone interpreters translate written documents for us?

No, unless previously authorised by us. The legal and financial accountability by both types of interpreters **only involve spoken interpreting services**.

Translation (written version) relies upon the literacy level of the target language. It also requires longer time and more advanced level of qualifications. Depending on the kind and length of the document, it normally takes up to four weeks to process translation.

If you require health-related leaflets, such as healthy eating, smoking cessation and sexual health, etc. The Public Health Information and Resources Unit (PHIRU) (page 5) at NHSW stores a large collection of health-related leaflets in different community languages.

NHSW staff can obtain **immediate translation of individual appointment letters** by using **www.communicate-health.org.uk**. This is a multilingual online appointment card where staff can write details of appointments in English and then having them translated and printed into anyone of 30 other languages.

Regarding translation of other individual letters or reports, we can advise you how to get the best

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value of translation services, but your department will have to cover the costs. For further information, please contact the Equality, Diversity and Human Rights Team (page 5).

How to make sure your interpreting session goes well

To help ensure your face to face interpreting session goes well it is important for all healthcare staff to consider the following:

- Interpreters are there to provide the interpreting service as part of a professional team.
- They will work in partnership with the healthcare staff and not work for the patient to deliver the necessary healthcare services and reduce risks to patient safety.
- Brief your interpreter before commencement of the session
- Agree appropriate seating and acoustic arrangements.
- When dealing with the patient healthcare staff should speak directly to the patient at all times using the first person speech technique (e.g., where do you feel pain; do you smoke; your next appointment will be)
- Be fully aware that whatever is said will be interpreted by the interpreter and whatever is not to be interpreted should not be said.
- Ask the interpreter for clarification of anything that is not fully understood requesting interpretation of this also be made to the patient.

What do I do if things do not go well?

Interpreting may not always happen as smoothly as we would like and can be due to some of the following examples:

- The interpreter seems to lack the language skills to interpret effectively
- There is a conflict between the interpreter and the patient
- The interpreter takes over the consultation by answering for the patient or expressing his/her own opinion without allowing time for the patient to answer questions
- Misconception of interpreter's role
- The healthcare staff is inexperienced in the use of interpreters
- There is a conflict between the healthcare staff and the patient
- The healthcare staff seems to be in a rush and at times dismissive

If these or any other problems arise you or the interpreter may interrupt the consultation, not forgetting to inform the patient, to have a word privately to raise either concerns and negotiate a solution. If this is not feasible or does not work, it is best to end the interview if possible, reschedule the patient's appointment and re-book with an alternative interpreter.

Ideally, by following this guide, things should not go smoothly. However, if you feel it necessary to make a complaint (Appendix 7) or provide valuable feedback about the interpreter used or the interpreting service received at your session your comments will be most welcomed. Please feel free to contact the Equality, Diversity and Human Rights Team, or GRIP or Language Line (for contact details see page 5).

Good Practice Guide For Using Interpreters

Ideally, if you follow the steps outlined in this guide, you should not experience any problems when using an interpreter. Here we provide with you a few extra tips to maximise the use of an interpreter:

Complete all information required on the Booking Form.

- Be punctual: keep waiting times to a minimum when using face-to-face interpreters. Interpreters should arrive at the venue at least 10 minutes prior to the appointment.
- Do not leave the telephone off the hook when using telephone interpreting.
- Remember to request an interpreter of a specific gender if appropriate. GRIP and Language Line will meet your request wherever possible.
- Make a note of the interpreter's name or ID number. This will enable you to use the same interpreter next time or to raise your concerns if you were not satisfied with the service.
- Always speak directly to the patient (e.g. 'what's your name?' or 'How may I help you?') and use simple and plain language. Addressing the patient directly improves communication and trust. Do not speak to the interpreter, saying 'Please tell him/her...', 'Please ask him/her....' This is time consuming and reduces directness. However, do not be put off it, while you are speaking, the patient watches the interpreter rather than you, especially if the interpreter is not standing close to you.
- Bear in mind that it may take time for the interpreter to interpret the language spoken into English and vice versa (finger spell for BSL), so a short time lag in interpretation can occur. Allow for this in your timing and interjections.
- End the interview by checking that the patient has understood everything. Ask the patient if there is anything else s/he may want to know (e.g. 'is there anything else you would like to ask me?')
- Check that decisions taken during the interview are clear for everyone (follow-ups, appointments, medication doses, etc.). Finally, be aware that the interpreter has the responsibility to interpret all comments made in any setting, whether the comment is made directly to the patient or not.
- **Complete the Timesheet fully.**



Fax Booking Form
Fax: 020 7150 8349
www.grip-nhs.co.uk



Central London
Community Healthcare

Appendix 1

Important Information

- **Confirmation Standard:** GRIP will book an interpreter immediately. If you wish to confirm that your fax has been received, please ring 020 7150 8355 quoting your GRIP ID, language, appointment date and time and patient/client names.
- **Online Booking:** NHS providers can book and view their booking status online at no extra charge, please ring 020 7150 8257 to register.
- Please **FAX your Cancellations 24 hrs in advance**, otherwise they would be charged.
- Please complete ALL sections writing clearly. Failure to do so may delay booking an interpreter.

Your GRIP Account / ID No: _____

1. Patient/Client Details

Language Required (dialect if known) _____

First Name _____

Surname _____

DOB (dd/mm/yy) _____

Country of Birth _____

Gender: Female ☐ Male ☐

NHS No. _____

Hospital No. _____

Disability: Yes ☐ No ☐

Patient's Address _____

Post Code _____

Tel _____

2. Booking/Appointment Details

Interpreter Gender: Female ☐ Male ☐ Either ☐ **Appt. Date** _____

Contact Tel _____

Time _____

Duration _____

Address Venue (if different from site address) _____

Post Code _____

Home Visit? Yes ☐ No ☐

Other requests i.e. follow up, particular GRIP interpreter (ID/name), another meeting point etc. _____

3. Customer/Caller Details

Full Name _____

Job Title _____

Organisation Name: _____

Directorate/Department/ Specialty _____

Site Address _____

Post Code _____

Mobile/Tel _____

FAX _____

EMAIL _____



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Appendix 2

This Time Sheet has 2 main sections:

- **Section 1** is for the Interpreter and **Section 2** is for the Health Provider.
- The bottom section is for GRIP (administrative) use only.

Section 1 - To be completed and signed by GRIP interpreter.				220001
Previous Job No.		Job No.		
Interpreter's Name		Interpreter No.		
Appt Date:	Appt Time:	Arrival Time:		
Patient/Client Name				
Hosp/NHS No.		DoB		
Organisation/Department				
Outcome	<input type="checkbox"/> Out of Hours	<input type="checkbox"/> Late Cancellation	<input type="checkbox"/> Health Care Provider DNA	
Comments:				
I confirm this job was authorised by GRIP and the above information is accurate.				
Interpreter's Signature:				

SECTION 1:

TO BE COMPLETED BY THE INTERPRETER ONLY

GRIP Interpreters only **MUST FULLY COMPLETE** this section with the information given to them by the Operations Officer when the booking is confirmed with them.

- A full timesheet completion guide for the interpreter is printed on the inside cover of the timesheet pad.
- Interpreters are responsible to ensure that the timesheet is fully and correctly completed by all parties before leaving the booking. Failure to do so will result in non-process for payment.



Central London
Community Healthcare

Section 2 - To be completed and signed by the Health Care Provider ONLY			
Interview	Started:	Finished:	
Outcome	Interpreter was: <input type="checkbox"/> Punctual/ <input type="checkbox"/> Late/ <input type="checkbox"/> Very late	<input type="checkbox"/> Late Cancellation	<input type="checkbox"/> Patient DNA
Interpreter's performance: <input type="checkbox"/> Excellent (4) <input type="checkbox"/> Good (3) <input type="checkbox"/> Poor (2) <input type="checkbox"/> Weak (1)			
Enter Follow-up if required:	Date	Time	Duration
Venue (if different)			
Compliments/Complaints			

SECTION 2:

TO BE COMPLETED BY THE HEALTH PROVIDER ONLY

Health Providers are asked to kindly co-operate **TO FULLY AND CAREFULLY COMPLETE** this section.

- Health providers **MUST** not ask the interpreter to fill in any part of section 2. Any indication found as otherwise may lead to investigation of potential fraud by the interpreter.
- Health provider **ONLY** must enter interview start and finish times.
- Follow-ups must be entered by the health provider only and not the interpreter. And any change in venue **MUST** be fully and accurately stated.
- Amendments or alterations made to information once written in this section must be countersigned or initialled by the health provider.
- Any changes made to information in this timesheet in reference to the booking must be notified by the interpreter to the GRIP office for authorisation.
- Compliments or complaints about interpreting services provided must be recorded in the section provided for interpreter performance monitoring purposes. This will also help with service improvement and quality.
- Health providers must clearly print name, sign and date this section, checking that all grey areas are completed before doing so in order for the interpreter's attendance to be confirmed and authorised.

I, the health care provider, confirm that information in Sections 1 and 2 is correct		
Print Name:	Signature	Date
White copy GRIP	Blue copy Health Care Provider/Patient's file	Pink copy Interpreter
GRIP Office Use Only: Initials	Comments	

BOTTOM SECTION: Is for GRIP use ONLY



Appendix 3

GRIP OPENING TIMES & PHONES

OFFICE HOURS

Mon to Fri 9am to 5pm

With a 24 hrs voicemail system for out hours service and when lines are busy

INTERPRETING HOURS

Standard: Mon to Fri 8:30am to 6pm

Out of hours: 6pm to 8:30am, weekends & bank holidays

GRIP PHONES

BOOKING FAX Line: 020 7150 8349 for all your bookings with a GRIP ID account (which can be made with less than 24 hours notice)

All Languages Queries: 020 7150 8355

Asian, Far East and Farsi Languages: 020 7150 8350

African & Middle East Languages: 020 7150 8329

European & Horn of Africa Languages: 020 7150 8328

GRIP Online Operations Lead: 020 7150 8327 regarding customers' accounts, registering with GRIP and online queries

GRIP Interpreting Development Lead: 020 7150 8347 for interpreters' recruitment, performance and complaints.

GRIP Business Co-ordinator: 020 7150 8346 for invoices or payment queries and general information



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Appendix 4

The Department of Health Core Standards for Better Health (CS4BH) 'describe a level of service which is acceptable and which must be universal' throughout the NHS. Recognising this, GRIP NHS has incorporated the 7 domains of these standards across policies and practices so that anybody using GRIP services and public in general know what to expect from GRIP staff and interpreters, as follows:

- 1. Patient Safety:** GRIP interpreters prevent or reduce the risk of harm to patients by professionally removing language barriers between patients and providers, and by following policies and procedures that promote patient safety including Child Protection and Domestic Violence, NHS Confidentiality and Incident Reporting. GRIP interpreters are professionally qualified and have CRB, immigration, health clearances and receive regular health checks and vaccinations.
- 2. Clinical and Cost Effectiveness:** GRIP is committed to meeting the needs of patients and health providers, by offering highly competitive and transparent rates, the same for all languages and all inclusive. GRIP delivers services using clear performance targets supported by transparent financial systems (triplicate timesheets), guaranteeing best value for money and full accountability to our commissioners, customers and public in general.
- 3. Governance:** GRIP NHS is a fully regulated service with systems that challenge discrimination and promote equality in accordance with Human Rights legislation. GRIP interpreters accountable for their services and work under a tailored regulated framework which includes commissioners' service level agreements, interpreters' terms and conditions, the interpreter's handbook admin procedures, the interpreters' job description and the interpreters' person specification.
- 4. Patient Focus:** GRIP is driven to meet the needs of all patients and works with providers to improve the patient's experience of health care. GRIP endeavours to provide interpreter that match a patient's gender, dialect or disability e.g. providing the same interpreters for patients' follow-up appointments as per the patients needs.
- 5. Accessible and Responsible Care:** GRIP provides equitable and accessible services to respond to continuity of care for all patients across all sectors. GRIP interpreters can be arranged with less than 24 hours notice, and if an interpreter fails to attend, GRIP will arrange for phone assistance up to 10 minutes free of charge. GRIP's current provision rate is 97% of all bookings received. GRIP takes complaints seriously and learns from mistakes by implementing corrective measures to improve service provision.
- 6. Safe Working Environments:** GRIP interpreters follow strict NHS health and safety regulations, and NHS confidentiality principles. They are also trained to take steps to minimise environment risks to patients, staff and visitors by reporting any incident that may compromise their safety.
- 7. Public Health:** GRIP works to improve access to health services while reducing health inequalities by minimising the risk of clinical misdiagnosis, under referral and ineffective treatment of patients with language needs. In case of major emergencies such as flu pandemics and other major incidents, GRIP takes active involvement in the development and execution of NHS contingency plans to ensure continuity of NHS services.



Appendix 5

1. The interpreter shall interpret truly and fairly between the parties to the best of their ability without anything being added or omitted.
2. The interpreter provides the service as part of the professional team. They shall work in partnership with the professional and not work for the patient.
3. The interpreter shall only undertake assignments, which they are competent to accomplish in a satisfactory way and they shall only work in the languages/dialects in which they have been assessed and recruited.
4. The interpreter shall not throw light on cultural factors, beliefs, assumptions, and values in the delivery of face-to-face interpreting service, unless asked to by the professional.
5. The interpreter shall comply with the laws of the country and have due regard to its customs and practices.
6. The interpreter shall have regard and respect for all health care practitioners and their work environment.
7. The interpreter shall have regard and respect for the values and spiritual beliefs of the clients.
8. The interpreter shall always seek to improve their skills and knowledge within the profession and they shall always avail themselves to opportunities of training in order to improve the efficiency and effectiveness of their work.
9. The interpreter shall treat any information that may come to them in their course of their work as strictly confidential and sign a pledge to the confidentiality policy.
10. The Interpreter shall not take personal advantage of any information obtained in the course of their work.
11. The interpreter shall be involved with the clients only by consultation and agreement with appropriate health care practitioners. They shall also avoid any abuse of the privileged relationship with the clients or the privileged access to their property, residence etc.
12. The interpreter shall not accept any form of reward (gift, favor or hospitality) for interpreting work other than payment from GRIP Language Services.
13. The interpreter shall work as part of a team and shall offer each other any reasonable assistance.
14. The interpreter will comply with the Health and Safety at Work Act 1974 and its subsequent provisions, and Health and Safety Commission approved codes of practice.
15. The interpreter shall avoid advertising, signing an advertisement and the encouragement of the sale of commercial products or service.
16. The Interpreter must switch off his/her mobile phone before the start of an interpreting session.



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1. Allocation of Interpreting

When accepting work from GRIP Language Service the interpreter must ensure that he/she has the complete information to enable him/her to meet the requesters need. The interpreter must equip themselves with an up to date diary, a London A-Z guide and a job form booklet (having a mobile phone would be an advantage). The interpreter will accept the offer to carry out an interpreting session competently.

- 1.1. Availability** – The interpreter should regularly update the GRIP office about their availability, i.e. informing GRIP office of the weekday, time, and the areas the interpreter wishes to cover.
- 1.2 Language Competence** – The interpreter should be competent in the chosen language/dialect with good knowledge of medical terminology in order to maintain the quality standard of the service. Interpreters would only interpret in the languages/dialects in which they have been assessed and recruited.
- 1.3 Partiality** - The interpreter should ensure that he/she will be, and be seen to be, in a position of neutrality. For instance, interpreters should not accept assignments involving relatives, or people with whom they are closely involved with at work or at home, or in situations where their partiality might be challenged.

2. Preparation: Interpreter and Client

- 2.1** The interpreter should, if enough notice is given, make what preparations are possible for specific vocabulary medical terminology.
- 2.2** On arriving at the appointment venue, the interpreter shall get in touch with the client in order to:
 - Check the right language/dialect of the client.
 - Introduce his/her role in order to make the client feel at ease.
 - Inform the client if he/she has to bring something with him/her.
 - When meeting a client for the first time:
 - The interpreter should introduce him/herself and clarify his/her role.
 - The interpreter should inform the client that all that should be said would be interpreted; whatever is not to be interpreted should not be said.
 - The interpreter should hold a very brief conversation with the client in order to ascertain that he/she is competent in the language or dialect required. If the interpreter at this point does not feel competent for any reason, he/she must inform the health care practitioner immediately.



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3. Preparation: Interpreters and Health Care Practitioner

- 3.1 The interpreter should check the appointment details and location prior to the actual appointment date in order to ensure that he/she arrives at the venue promptly.
- 3.2 On arriving at the appointment venue, the interpreter shall report to the requester or health care practitioner in order to:
 - Receive a short brief about the appointment.
 - Confirm that the client is present.
 - Introduce his/her role in order to understand the health care practitioner's expectations.
 - Inform the health care practitioner that whatever said would be interpreted; whatever is not to be interpreted should not be said.

4. The Interpreting Session

- 4.1 The interpreter shall be punctual at all times and report to a named contact person at the appointment venue.
- 4.2 If for any reason the interpreter cannot carry out the contracted work he/she has accepted, he/she must inform the Manager of GRIP Services immediately and ask if the work may be delegated to another interpreter.
- 4.3 The interpreter will adhere to the Professional Code of Ethics.
- 4.4 The interpreter will present him/herself in a neat and formal dress in accordance to the agreed dress code of GRIP and behave in a professional manner at all times.
- 4.5 The interpreter will use his/her skills to make communication between the health care practitioners and the client as direct as possible.

Appropriate seating and acoustic arrangements should be decided. The interpreter can ask the professional to speak directly to the client and when appropriate he/she can use the first person interpreting technique.
- 4.7 The Interpreter may intervene for the following reasons:
 - To ask for clarification if he/she has not fully understood the concept he/she is being asked to interpret.
 - To point out if a client has not understood a message although interpretation was correct.
 - To offer information to the public service official to counter culturally inappropriate advice, discussion and assumptions.
 - To report all incidents of racism or other discrimination.
- 4.8 In any intervention the interpreter must explain to both parties why he/she has intervened and explain to the other side what he/she has said.



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5. Confidentiality

All information given to the interpreter by a client in the course of the interpreting work is strictly confidential. Interpreters may share this information only with the GRIP manager.

6. Post Review

At the end of the interview, the interpreter should satisfy himself/herself that the clients' requirements have been reasonably fulfilled and make note of any follow-up appointment where he/she will be needed.

7. Keeping Records

The interpreter is expected to keep the accurate details of the session as required on each job form.

The interpreter should follow the operational procedure and GRIP administrative policy at work.

The interpreter should feedback any difficulties encountered and concerns on the job form as appropriate.

7.3 After the interpreting session, the interpreter should forward details of the work undertaken on a daily or weekly basis. All queries will be treated in the strictest confidence.



Commercial in confidence

Please complete the following section. You will keep a copy of this document for your record and return the other copy to the GRIP office.

Full name

Language/s

I have read and understood the professional code of ethics and practice of the GRIP Language Service and fully agree to comply and adhere to every detail attached. I understand that any breach of the code may lead to a disciplinary procedure being held against me.

Signed

Date



Commercial in confidence

CONFIDENTIALITY POLICY

Please complete the following section. You will keep a copy of this document for your record and return the other copy to the GRIP office.

Confidentiality Statement:

Full name

Language/s

I have read and understood the confidentiality policy document of the Trust and I fully agree to comply and adhere to the information thereof. I understand that any breach of the code may lead to a disciplinary procedure being held against me.

Signed

Date



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Appendix 6

GRIP customers receive...

- A **dedicated and experienced operations team** who process and confirm bookings at very short notice. Bookings can be made 24/7 by faxing a completed booking form, as for NHS providers, they can also access the GRIP online services to make bookings directly.
- **Qualified interpreters** recruited with a strict selection process, and who have immigration, CRB and Occupational Health clearances (vaccinations, health checks, etc)
- **Reliable and punctual** interpreters who will attend at the appropriate venue and will introduce themselves using a **GRIP NHS ID card**.
- **Simple and transparent charges** inclusive of all expenses i.e. travel and waiting time, and the **same for all languages**. Payments are charged per booking in full for the first interpreting hour, subsequent hours are paid pro rata and rounded up to the nearest 15 minutes.
- **60 days of Interest free payment period:** monthly invoices are sent to customers after the service has been provided, and payment is due within 30 days of the invoice being issued.
- **Fully itemised report** with the invoice, listing details of each booking for the required payment. In addition **annual analysis** reports of language use/trends, department use, cost analysis, booking outcomes, etc are available upon request.

For further information please contact:

GRIP Online Operations Lead

WPCT - GRIP NHS Language Services

15 Marylebone Rd, London NW1 5JD.

email ute.michel@westminster-pct.nhs.uk

Tel 020 7150 8257

Fax 020 7150 8349

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Appendix 7

GRIP Complaint Standards

GRIP encourages and welcomes feedback from all registered customers (both compliments and complaints). Your feedback helps us to improve.

GRIP Assurance - Whatever your complaint GRIP will:

1. Ensure your confidentiality
2. Acknowledge your correspondence within 24 working hours
3. Investigate the issue thoroughly and give you a full response within 20 working days
4. If we need more time because the problem is complex will tell you 5 working days before the completion of the 20 days
5. Talk it over with you if your complaint needs special action
6. Deal with you in a polite and courteous manner
7. Always give you a contact point, name and telephone number
8. Consider the appropriate form of redress whenever necessary

If you wish to feedback with a compliment or a complaint, please contact:

GRIP Interpreting Lead

WPCT - GRIP NHS Language Services
15 Marylebone Rd, London NW1 5JD.

email sharon.angol@westminster-pct.nhs.uk
Tel 020 7150 8347
Fax 020 7150 8349

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Appendix 8

Code of Ethics

Language Line Services' Interpreter shall comply fully, at all times with this Code of Ethics, during the course of their work. Where an Interpreter fails to comply with these codes and or brings Language Line Services into disrepute, they may be subject to disciplinary measures and or removal from Language Line Services' database of interpreters.

Confidentiality

- The interpreter shall respect all confidences received in the course of interpretation.
- All information gained by the Interpreter in the course of his/her professional duties shall remain strictly confidential.
- This includes any notes which are taken through the course of the interpretation, these must be destroyed appropriately, and immediately after use.
- The information shall not be communicated, published or in any way divulged to any organisation or person, other than the organisation or person engaging the services of the Interpreter.
- The Interpreter must not take any personal advantage of any information obtained in the course of their work, at any time.

Accuracy & Completeness

- The Interpreter shall interpret truly & faithfully to the best of their ability between the parties.
- The Interpreter shall render, to the best of his/her ability, a complete and accurate interpretation without altering or omitting anything that is stated.
- The Interpreter shall not add to what is said nor provide unsolicited explanation.

Impartiality

- The Interpreter shall be impartial and unbiased at all times whilst interpreting and shall refrain from conduct that may give an appearance of bias.
- He/she shall not allow personal opinions to interfere with his/her duties nor add unsolicited comments or make recommendations except to assist communication.

Conflict of Interest

- The Interpreter shall disclose any real or perceived conflict of interest.
- He/she shall not take personal advantage, financial or otherwise, this includes accepting any form of reward for interpreting work, other than payment from Language Line Services.



Disqualification & Impediments

- The Interpreter shall, at all times, assess his/her ability to maintain Language Line Services' highest standards for professional interpretation.
- He/she shall immediately convey any reservations about his/her ability to successfully complete the assignment for the customer.
- The Interpreter shall decline any assignment he/she believes to be beyond his/her technical knowledge or linguistic ability.
- The Interpreter should only undertake an assignment which they are competent to accomplish in a satisfactory manner.

Professional Courtesy

- The Interpreter shall provide excellent customer service. He/she shall maintain a professional demeanour.
- The Interpreter shall be courteous and use the tone of voice appropriate to the situation. The Interpreter shall defer to instructions from clients.

Professional Development

- The Interpreter shall continually improve his/her skills & knowledge.
- The Interpreter shall maintain and improve his/her Interpreter skills and knowledge through activities such as professional training or education and interaction with colleagues and specialists in related fields.
- The Interpreter shall keep informed of, adhere to and conform his/her practices to Language Line Services' policies and guidelines that relate to his/her professional duties.

High Standards of Conduct

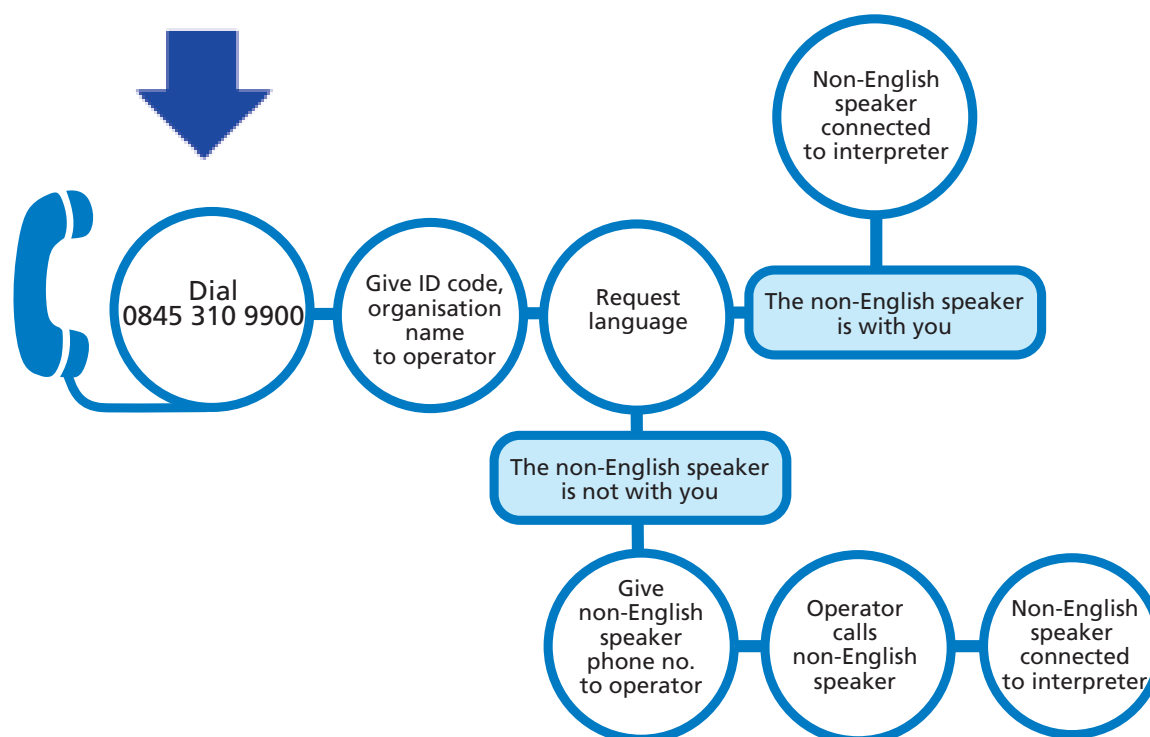
- The Interpreter shall always safeguard the professional standards of Language Line Services in every practicable way.
- The Interpreter shall act at all times in accordance with the standards of conduct and decorum appropriate to his/her profession a telephone/face to face Interpreter.



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Appendix 9

How to use the telephone interpreting service





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Appendix 10

EUROPE	
Albanian Tregoni me gisht gjuhën që flitni. Do të gjejmë një përkthyes për ju.	Shqip 🗣️
Armenian Ցոյց տուէ՛ք ո՞ր մէկ լեզուն կը խօսիք՝ դիպուկի թարգմանիչ մը կանչել տանք.	Հայերէն 🗣️
Basque Zeure izkuntza atzamarragaz erakutzi. Euzkeratzail bateri deituko deusagu.	Euzkera 🗣️
Bulgarian Посочете Вашия език. Ние ще извикаме преводач за Вас.	Български език 🗣️
Catalan Assenyali amb el dit el seu idioma. Es trucarà a un intèrpret.	Català 🗣️
Croatian Molim Vas, pokažite nam Vaš jezik. Zvat ćemo tumača za Vas.	Hrvatski 🗣️
Czech Ukažte, který je váš jazyk. Zavoláme tlumočníka.	Česky 🗣️
Danish Peg på dit sprog. En tolk vil blive tilkaldt.	Dansk 🗣️
Dutch Wijs uw taal aan. Wij zullen u een tolk geven.	Nederlands 🗣️
Estonian Näidake oma emakeelele. Me muretsame teile tõlgi.	Eesti Keel 🗣️
Finnish Osoittakaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	Suomi 🗣️
French Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	Français 🗣️
German Zeigen Sie auf Ihre Sprache. Wir rufen einen Dolmetscher an.	Deutsch 🗣️
Greek Δείξτε ποιά γλώσσα μιλάτε και θα κληθεί ένας διερμηνέας.	Ελληνικά 🗣️
Hungarian Válassza ki az ön által beszélt nyelvet. Kapcsoljuk a tolmácsot.	Magyar 🗣️

EUROPE	
Icelandic Bentu á þitt tungumál. Það verður hringt í túlk.	Íslenska 🗣️
Italian Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	Italiano 🗣️
Lithuanian Parodyk tavo kalbamą kalbą. Vertėjas bus pakviestas.	Lietuvių Kalba 🗣️
Macedonian Posočete molim Vaš jezik. Ke vikame prevodilac Vas da doide.	Makedonski 🗣️
Norwegian Pek på ditt språk. En tolk vil bli tilkalt.	Norsk 🗣️
Polish Proszę wskazać na swój język ojczysty. Tłumacz zostanie poproszony do telefonu.	Polski 🗣️
Portuguese Aponte seu idioma. Providenciaremos um intérprete.	Português 🗣️
Romanian Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	Românește 🗣️
Russian Укажите, на каком языке Вы говорите. Сейчас Вам вызовут переводчика.	Русский Язык 🗣️
Serbian Молим Вас, покажите нам Ваш jezik. Зваћемо тумача за Вас.	Српски 🗣️
Slovak Ukažte na vašu reč. Zavoláme tlmočníka.	Slovensky 🗣️
Spanish Señale su idioma. Se llamará a un intérprete.	Español 🗣️
Swedish Peka ut Ert språk. En tolk kommer att tillkallas.	Svenska 🗣️
Ukrainian Покажіть, якою мовою ви говорите. Зараз викличуть вам перекладача.	Українська Мова 🗣️
Yiddish ווייזט אָן אויף איינער שפּראַך. מע וועט אַנקלינגען אַן איבערזעצער.	ידיש 🗣️



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PACIFIC ISLANDS

Akalan Akalanon
Ituro mo ro atong hambae.
Magtawag kami et mag-interpret.

Fijian Kaiviti
Dusia na nomu vosa.
Ena qai kacivi edua mi vakavaka dewa.

Ilocano Ilokano
Itudom iti saom.
Umayab kam iti interpret.

Indonesian Bahasa Indonesia
Tunjukkan bahasamu.
Jurubahasa akan disediakan.

Malay Bahasa Malaysia
Tunjukkan yang mana bahasa anda.
Seorang jurubahasa akan diberitahu.

Samoa Gagana Samoa
Tusi lou 'a'ao i lau gagana.
O le a vala'auina se tasi e fa'amatala 'upu mo 'oe.

Tagalog Tagalog
Pakituro mo nga ang iyong wika.
Magpapatawag ako ng interpret.

Tongan Tonga
Tuhu kihe lea 'oku ke lea 'aki.
'E fetu'utaki kihe fakatonulea.

INDIA, PAKISTAN AND SOUTHWEST ASIA

Bengali বাংলা
আপনি কোন ভাষায় কথা বলেন - জানান।
আপনার সেবার জন্যে একজন অনুবাদক আসবেন।

Bhojpuri भोजपुरी
रैआके मातृभासा का बा ?
रोआलेल एगो दुभासिया बोलादेल जाईत।

Gujarati ગુજરાતી
તમારી ભાષા ઇશારથી બતાવો.
તમાશ માટે ભાષાંતર કરનાર બોલાવી અપાશે.

Hindi हिन्दी
अपनी भाषा इशारे से दिखाइये।
आपके लिए दुभासिया बुलाया जाएगा।

Malayalam മലയാളം
നിങ്ങളുടെ ഭാషానిൽക്കൂടെ
തർജ്ജിമ സൗകര്യം വിളിക്കുന്നതാണ്.

Nepali नेपाली
आफ्नो भाषा चिनाउनु होस्।
तपाईंको भाषा बोल्ने व्यक्ति बोलाइने छ।

Punjabi ਪੰਜਾਬੀ
ਅਪਣੀ ਬੋਲੀ ਇਸ਼ਾਰੇ ਨਾਲ ਦਸੋ।
ਤੁਹਾਡੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਬੋਲਣ ਵਾਲਾ ਬੁਲਾਇਆ ਜਾਏਗਾ।

Sinhalese සිංහල
ඔබේ භාෂාව පෙන්වන්න
භාෂා පරිවර්තකයෙකු කඳවෙලිනු ඇත

Tamil தமிழ்
எந்த மொழியில் துவிபாலிகன வேண்டுமோ
அதை விரலால் காண்பித்தகவும்.
தகுந்த துவிபாஷைகளுடன் இணைவு விரைவில் செய்யப்படும்.

Urdu اُردو
آپ کون سی زبان میں بات کرنا پسند کریں گی؟
آپ کی مدد کیئے ابھی کی ترجمان کو بلایا جائے گا۔

Language Line Services also offers Document Translation.

For more information contact:

Tel: 0207 520 1425

Fax: 0207 520 1450

Email: translations@languageline.co.uk

Web: www.languageline.co.uk

A Complete Guide to Interpreting Services

For NHS Services in Westminster

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