

# Interpreter Services

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# Interpreter Services

## 1. Introduction

This policy is intended to ensure that measures are in place to support communication with non-English speakers, people for whom English is a second language, sign language users, people with hearing or visual impairment, people with learning disabilities and people who require Deaf or Deaf Blind Communications. It describes arrangements for telephone based and face to face interpreting and for translation of written materials.

Providing access to interpreters using BrisDoc services ensures people receive good information about their health care and enables health care staff to understand a patient's needs. It supports the promotion of equality and challenges discrimination.

Adherence to this Policy ensures that BrisDoc does not indirectly discriminate against someone who does not speak English or who requires communication support. Whilst not always clearly articulated in legislation, the legal frameworks that advocate for equality to health care are:

- Equality Act 2010(replacing all previous legislation).
- European Convention for the Protection of Human Rights and Fundamental Freedoms(1950)
- The United Nations Convention of the Rights of the Child (1989)
- Human Rights Act(1998)
- Health and Social Care Act 2012

Best practice advises avoiding the use of family and friends whenever possible as they may not understand medical terminology, may screen certain information or may learn medical information which may otherwise not have been agreed by the patient.



# Interpreter Services

## 2. Purpose

The purpose of this policy is to provide guidance on our responsibilities to service users/patients, Carers, staff and volunteers who require support from interpreting or translation services. It will help to ensure that service users have equal access to excellent patient care by helping staff to understand patients and service user's health care needs. It enables compliance with equality legislation and Care Quality Commission (CQC) regulations and other standards.

In addition this policy and associated aims to improve access to, and information about services to people for whom English is a second language or who require communication support, and to ensure equality in employment for staff who have English as a second language or who require communication support.

## 3. Information Gathering

### Practice Services only

In order that BrisDoc are aware of who needs interpreting services, Receptionists / Hosts must gather the information on the first contact with the patient.

Unregistered patients must be asked:

What is the patients preferred language?

Can the patient speak English? and

What is the patient's written language?

Does the patient need an interpreter?

This information needs to be entered onto the patient's record.

Gathering information of this sort, enables BrisDoc to audit the service it provides to patients with language difficulties and monitor use of the interpreting service and the needs of its local population.

### Integrated Urgent Care

Patients are usually identified as requiring interpreting services in the notes passed from NHS111. If patients are referred via the Professional Line, the referrer should advise the call handler if an interpreter is required and this will be added to the notes.

## Interpreter Services

### 4. Services Available

#### Interpreting services for face to face appointments and telephone call backs.

For maximum cost-efficiency and accessibility BrisDoc has access to a telephone interpreting service for use when patients with limited English attend for a face to face appointment or require a telephone call back. This allows rapid accessing of interpreting services when patients attend without prior booking such as in the BrisDoc Urgent Care Services.

Should it be identified that a patient requires use of the interpreting service the Receptionist / Call Handler/Shift Manager should make this known on the patient's record

The telephone numbers and account codes are shown below.

**URGENT CARE SERVICES**

**LANGUAGE LINE PHONE NUMBER**          **0845 310 9900**

**ORGANISATION NAME**

BrisDoc Healthcare Services

**CODE**

L52612

**PRACTICE SERVICES –**

**Language Empire PHONE NUMBER**                  **0330 2020 345**

**ORGANISATION NAME****CODE**

87800057

Broadmead Medical Centre, Access code 22345669

Charlotte Keel Medical Practice Access code 22345665

Charlotte Keel Medical Practice Organisation code: L81015

If you want to pre-book an interpreter via EMPIRE:

EMPIRE log in details for CKMP:      Account number:BNS10288

  User name: CharlotteK.Practice

  Password : BNSSG!14

Dedicated Customer Service Team via email to :bookings@empire-groupuk.com or by phone:

0330 20 20 7398

# Interpreter Services

## Interpreting services for patients using British Sign Language

**BrisDoc** have an account with “Sign Solutions”, to access interpreters for British Sign Language, should our patients require this support.

To book an interpreter, telephone Sign Solutions on **0843 178 0773** and say that you are ringing from BrisDoc - we have an account. Ideally the interpreter should have been booked in advance by NHS 111, but if you notice that the patient requires this support, it is best to check and make our own arrangements if necessary.

The longer in advance you can book this, the better, and you may need to liaise between the patient and Sign Solutions to optimise the appointment time so that an interpreter can attend.

Charlotte Keel Medical Practice has an account with the CCG for face to face BSL interpreters. You need to book these in advance Tel: 0845 0685 8003

If you need a video call for non-face to face the patient needs to be set up to use a different service: BSL 0333 3444 921. To gain access to this service CKMP staff need to contact the patient via text to advise them they are ringing Tel: 0333 3444 921 so that the patient can log into the system they have already set up to see via their phone or computer the BSL person signing what CKMP are saying via the phone.

## Language options

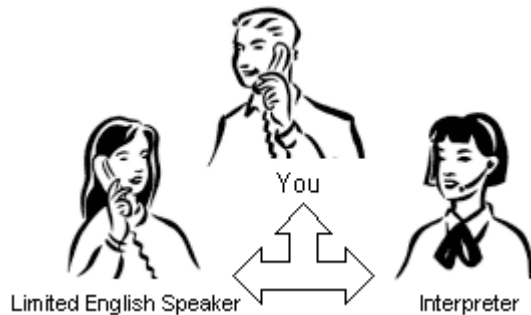
Ewe	Kazakh	Navajo	Tibetan
Farsi (Persian)	Khmer (Cambodian)	Neapolitan	Tigre
Fijian Hindi	Kinyarwanda	Nepali	Tigrinya
Finnish	Kirghiz	Nigerian Pidgin	Toishanese
Flemish	Kirundi	English	Tongan
French	Korean	Norwegian	Tshiluba
French Canadian	Kosovan	Nuer	Turkish
Fukienese	Krahn	Ojibway	Twi
Fula	Krio	Oromo	Ukrainian
Fulani	Kurdish	Pahari	Urdu
Fuzhou	Kurmanji	Pampangan	Uzbek
Ga	Lakota	Pangasinan	Vietnamese
Gaddang	Laotian	Pashto	Visayan
Georgian	Latvian	Patois	Welsh
German	Lingala	Polish	Wolof
Gorani	Lithuanian	Portuguese	Yiddish
Greek	Luganda	Portuguese Creole	Yoruba
Gujarati	Lusoga	Punjabi	Yupik
Haitian Creole	Luxembourgeois	Quichua	
Hakka	Maay	Romanian	
Hakka – China	Macedonian	Russian	

# Interpreter Services

Hausa	Malagasy	Samoan
Hebrew	Malay	Serbian
Hindi	Malayalam	Shanghainese
Hmong	Maltese	Shona
Hunanese	Mandarin	Sicilian
Hungarian	Mandingo	Sinhalese
Ibanag	Mandinka	Sindhi
Ibo	Maninka	Slovak
Icelandic	Marathi	Slovenian
Igbo	Marshallese	Somali
Ilocano	Mien	Sorani
Indonesian	Mina	Spanish
Italian	Mirpuri	Sudanese Arabic
Jakartanese	Mixteco	Taiwanese
Japanese	Moldavan	Tajik
Javanese	Mongolian	Tamil
Karen	Montenegrin	Telugu
Kashmiri	Moroccan Arabic	Thai

## Options

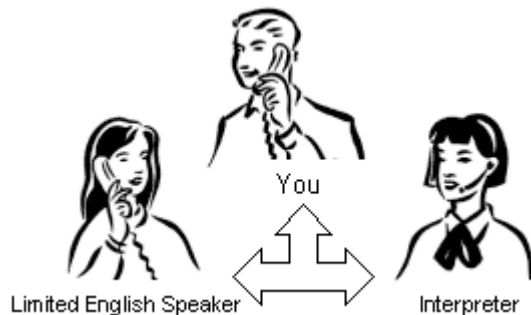
### Receiving a Call From a Limited English Speaker



- Place the **Limited English Speaker** on conference hold.
- Dial the Language Line Services designated toll-free number you have been provided at sign-up.
- Request the language your caller speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, explain the situation.
- Conference in your limited English-speaking caller.

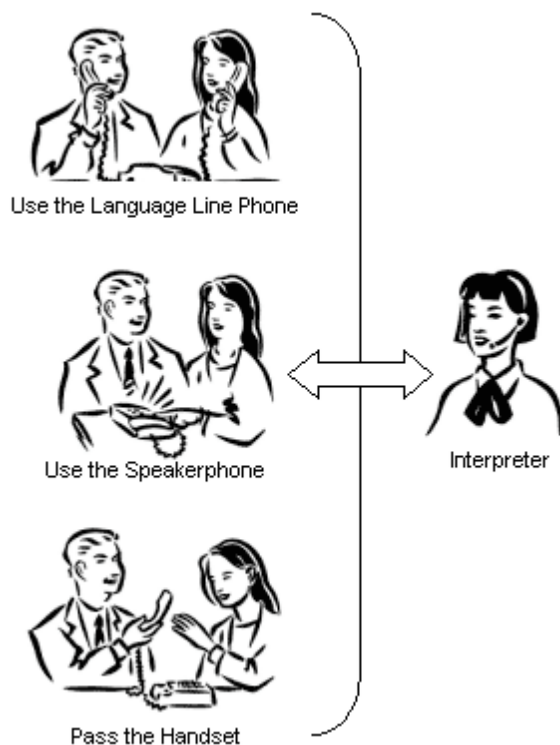
# Interpreter Services

## Making a Call to a Limited English Speaker



- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected...
- Call your limited English-speaking client...
- Or the interpreter can place the call for you.

## You Are Face-to-Face With a Limited English Speaker



- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, use the Language Line® Phone, or your speakerphone, or pass your handset back and forth.



# Interpreter Services

## LANGUAGE EMPIRE instructions for practice services

Dial 0330 2020345

Access code: 22345669 (BMC) – CKMP 22345665

State language required

### Written Translations

Written translations can be obtained from language line. Language line will try to turn around document translation within a few working days. A short 2-3 page document will take roughly 2 days.

Should a patient request any of our information in another language, please complete the form at Appendix A and pass to the Practice Manager / Assistant Practice Manager for action.

### Deaf Patients

#### Hearing Loop

A number of the BrisDoc IUC Treatment Centres and practices have a hearing loop available in reception for patients wearing hearing aids. The device needs to be switched on. The hearing loop covers a radius of 2m.

#### Braille

It is possible to have BrisDoc information translated into Braille. Should a patient request any of our information in Braille, please complete the form at Appendix A and pass to the Practice Manager / Assistant Practice Manager for action. Requests of this sort will take a minimum of 7 days to source.

#### Audio CD/MP3

It is possible to supply a patient with an audio CD or MP3 file of any of our documents. Should a patient request any of our information in Braille, please complete the form at Appendix A and pass to the Practice Manager / Assistant Practice Manager for action. Requests of this sort will take a minimum of 7 days to source.

# Interpreter Services

## Further information

### Deaf

To book Action on Hearing Loss communication support services, please contact:  
Action on Hearing Loss Communication Services  
The Plaza, 100 Old Hall Street, Liverpool L3 9QJ Telephone 0845 685 8000 Textphone 0845 685 8001 Fax 0845 685 8002 <https://www.actiononhearingloss.org.uk> You can also book communication support online by visiting <https://www.actiononhearingloss.org.uk/how-we-help/support-and-care/communication-support>

### Interpreting Services for The Deaf

Deaf patients can also book interpreting services via Action on Hearing Loss by contacting 0845 685 8000 or text phone 0845 6858001.

### Deafblind

Signature- Signature, Mersey House, Mandale Business Park, Belmont, Durham DH1 1TH  
Telephone 0191 383 1155 Textphone 0191 383 7915 Fax 0191 383 7914  
<https://www.durhamlocate.org.uk> [www.signature.org.uk](http://www.signature.org.uk)  
(external link, opens new browser window) Search the National Registers of Communication Professionals working with Deaf and Deafblind People (which is administered by Signature) at <http://www.nrcpd.org.uk/> (external link, opens new browser window)

### Deafblind UK

Deafblind UK holds a list of interpreters who use hands-on signing.  
Deafblind UK, National Centre for Deafblindness, John and Lucille van Geest Place, Cygnet Road, Hampton Peterborough PE7 8FD  
Tel/textphone 01733 358100 Fax 01733 358356  
<http://www.deafblinduk.org.uk/> (external link, opens new browser window)

### Sense

Sense gives help and advice on the communication needs of people who are deafblind.  
Sense, 11-13 Clifton Terrace, London N4 3SR  
Telephone 0845 127 0060 Textphone 0845 127 0062 Fax 0845 127 0061  
<http://www.sense.org.uk/> (external link, opens new browser window)

# Interpreter Services

## Appendix A

NAME OF PATIENT REQUESTING TRANSLATION MATERIAL

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ADDRESS

CONTACT TELEPHONE NUMBER

INFORMATION REQUESTED?

WHAT FORMAT IS REQUIRED?

WHAT LANGUAGE IS REQUIRED?

STAFF MEMBER COMPLETING FORM

NAME

DATE -----/-----/-----

TIME:

ACTION

EXPECTED COMPLETION DATE -----/-----/-----

# Interpreter Services

Patient informed \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Information sent to patient \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

## 5. Change Register

Date	Reviewed and amended by	Revision details	Issue number
May 2009	DD	New Document	1
June 2010	DD	Review and update	2
August 2016	GW	Reviewed	2
November 2018	TC	Policy reviewed and updated to include new services	3
November 2022	LG	Policy reviewed and updated for IUC	4
October 2020	TC	Updated CKMP contact details	5
May 2023	LG	Policy reviewed for IUC	6