

Translation, Interpreting and Advocacy Services 2013-2014 –Service and Contact List

When a patient does not speak English or is Deaf:

If you have any of the following issues when trying to communicate with a patient whose first language is not English, or who is Deaf, you need an interpreter:

- Speaking loudly or communicating via gestures (note that this may indicate that a person is hard of hearing, thus an interpreter may not be needed)
- Speaking in “pidgin” English
- Using the patient’s family members to interpret
- Using colleagues who speak the same or a similar language to interpret.

- these techniques will not facilitate you obtaining clear responses.

The first two may be considered rude by the patient, and speaking loudly may make the conversation less confidential.

Using family members breaches confidentiality, and they may interpret using their cultural and religious perspective rather than the words said.

Using staff to interpret may put them in a difficult position (for example, if the patient claims they interpreted incorrectly)

It is important to use a qualified or registered interpreter and have the agreement of the patient to do so.

You can book an appointment with a spoken language/sign language interpreter FREE OF CHARGE

- **this is covered under a CCG contract with the Interpreting Services**

Using an interpreter for spoken language

It is **the practice's** responsibility to book an interpreter, not the patient's.

1. Identify the language – face to face

Sussex Interpreting Service have produced a “point card” in the key locally spoken languages (see attached). Ask the patient to point to the language concerned, or their country on the world map.

2. Identify the language- on the phone

Usually patients have enough English to tell you their county of origin. If they are struggling, advise them to ring SIS or Vandu via the contact details below. They will normally be able to identify the language quickly.

If the patient is referred in from other sources, such as the Council's Asylum team, the referrer should tell you which language is needed.

Foreign Language - face-to-face interpreting, telephone interpreting and written translation

For un-complex communication or occasions when there is little or no advanced warning of need, **telephone interpretation** may be appropriate. The service can be used in an emergency to deal with an immediate communication.

Telephone interpreters are particularly suited to:

- Short sessions (less than 20 minutes);
- If you are unsure that the patient fully understands you
- When making bookings and appointments;
- When a face-to-face interpreter is not available.

The organisations below will provide telephone interpreting on request.

Face-to-Face interpreting may be preferable for communicating sensitive or complex issues, client preference and where there is notice of the appointment as it generally needs to be booked several days in advance.

	Contact Details for Orders/Enquiries
Vandu Language Services (local interpreters)	<p>Telephone: 01273 473986 (out of hours 0800 008 7650) Email: info@vlslanguages.com Fax: 01273 488701 Web: www.vlslanguages.com</p>
Sussex Interpreting Services (local interpreters)	<p>Telephone: 01273 234802 (24 hour emergency number 07811 459315) Email: info@sussexinterpreting.org.uk Fax: 01273 234787 Web: www.sussexinterpreting.org.uk</p>
Prime Productions	<p>Name: Mahsum Khan Telephone: 0844 482 0471 Email: mahsum@primeproductions.org.uk Fax: 0844 482 0475 Web: www.primproductions.org.uk/</p>

Interpreting for people with hearing impairment – British Sign Language/ Lip speaking

Using a sign language Interpreter

It is important to offer a sign language interpreter to a patient who is Deaf; generally speaking you will be able to check that this is required through writing the question down.

	Contact Details for Orders/Enquiries
<p>Action Deafness (preferred provider)</p>	<p>Telephone: 0844 593 8443 Email: elainecarnie@actiondeafness.org.uk Fax: 0844 593 8444 Web: www.actionfordeafness.org.uk/</p> <p> BSL booking form</p>
<p>Remark!</p>	<p>Telephone: 0207 269 2626 Email: frankie@remark.uk.com or michelle.barclay@remark.uk.com Fax: 0207 404 6435 Web: www.remark.uk.com/</p>
<p>Action on Hearing Loss</p>	<p>Telephone: 0845 685 8000 Email: communication.services@hearingloss.org.uk Fax: 0845 685 8002 Web: www.actiononhearingloss.org.uk/</p>

The interpreting session

The interpreter should arrive at the time arranged, or just before, and will join the patient in the treatment room. The interpreters are fully trained and qualified, and will fully understand the confidential nature of the session.

After the interpreting session, the interpreter will sometimes need a couple of minutes with the clinician to ensure that what they have interpreted was said correctly.

The interpreter will then facilitate communication to arrange further consultations or referrals if needed.

The interpreter may ask the clinician or Practice Manager to sign a form stating they have attended. This is returned to the interpreting organisation to help them keep records on the source of interpreting requests and which language was interpreted.

If an appointment is cancelled

If the patient cancels the appointment beforehand, please contact the appropriate interpreting provider as soon as possible to let them know.

The CCG is charged for short notice cancelled appointments and for those where an interpreter turns up and the patient does not.

Please impress on patients who require an interpreter how important it is to keep their appointment.

Who do you speak to at the CCG if there is a problem ?

If you have any questions about, or have difficulties with, getting an interpreter, please contact:

Jane Lodge
Patient and Public Engagement Manager
Brighton and Hove Clinical Commissioning Group

Tel: 01273 574649

Email: jane.lodge1@nhs.net