

## How to book an interpreter

NHSGGC's Interpreting Service is continuing to provide a service for our patients whose first language is not English. This is predominantly being provided through telephone interpreting – details of how to access this is available [here](#).

Face to face interpreters for spoken languages is available where absolutely necessary. British Sign Language interpreters are provided as normal where online interpreting cannot be used. Procedures for getting interpreting support can be found [here](#).

Interpreting Services are pleased to advise that the Interpreting Service is now able to offer access to both spoken language interpreters and British Sign Language interpreters through the Attend Anywhere system.

Interpreters are available 9am – 5pm, Monday to Friday in the following languages - Arabic, Polish, Romanian, Cantonese, Czech/Slovak languages and British Sign Language.

For use with Attend Anywhere there are two types of request for Interpreter services. The pre-booked appointment with weeks of notice and the ad-hoc emergency request on the day requests.

## How to book an Interpreter – Attend Anywhere use

### Pre-booked Appointments

For pre-booked appointments the clinician should request an interpreter via emailing our department at [interpreting@ggc.scot.nhs.uk](mailto:interpreting@ggc.scot.nhs.uk) and our booking team will provide the contact details of the interpreter allocated to the request.

Once this is arranged the clinician will invite the interpreter by sending the interpreter the link to the Attend Anywhere waiting room. For appointments where an interpreter will be attending via a video call the interpreter will call in the clinician will join and the patient will be sent a link to join the meeting during the meeting.

For help with the steps on how to do this please look at FAQ found on your webpage:-

<https://www.nhsggc.org.uk/your-health/health-services/specialist-childrens-services/attend-anywhere-near-me/>

### Ad-hoc/Emergency Appointments

For ad-hoc ASAP appointments then clinicians should enter the relevant language waiting area (BSL, Arabic, Mandarin, Polish, Romanian or Czech/Slovak) and await an interpreter to contact them. This is subject to availability of interpreter. The interpreter and clinician can then add the patient to appointment

The interpreters can be found in the 'Interpreting Service Waiting Area'.

<https://nhsattend.vc/nhsggc/Interpserv>