Quick guide to accessing NHSGGC interpreting support

Professional interpreting or communication support **must** be provided to ensure patients receive appropriate information and care. It is vital to ensure informed consent and the best possible outcome for all.

Who requires interpreting support?

- **People whose first or preferred spoken language is not English**

- **Deaf British Sign Language (BSL) users**
  For people who are hard of hearing or who have hearing loss you can also book communication support such as lip readers and note takers.

- **Deafblind (dual sensory impaired) patients**

- **Any patient who requests interpreting support**
  Even if the patient speaks or understands some English they may need an interpreter to explain complicated or clinical information. If someone requests an interpreter, it must be provided.

NHSGGC staff, family and carers are not to be used as interpreters in any capacity. They may wish to act as interpreters, however, it is not appropriate to do so except in exceptional circumstances when no other alternatives are available, for example in an urgent or emergency situation. A child under 16 years may only be asked for information to establish facts.

This must be documented and should be recorded in Trakcare. Clinicians will need to use free text in EMIS.

If you have concerns that the patient may be experiencing domestic abuse or trafficking, you must speak to them alone with the support of a professional interpreter to confirm that they are comfortable using a family member for interpreting support.

When to access Interpreting Support

Spoken Language

It is the responsibility of NHSGGC staff to provide interpreting support for patients attending any of our healthcare services. Telephone interpreting can be used for most appointments.

For inpatients, interpreting support should be booked for ward rounds and any clinical interaction with staff relating to the patient's care. Where an interaction is unplanned, staff should use telephone interpreting support.

BSL

All services must book BSL Interpreters for any scheduled outpatient appointments where we know the patient requires this support.

In addition to ward rounds and any clinical interaction with staff relating to the patient's care, BSL Interpreting support must be provided at least once per day for Deaf BSL inpatients to allow questions and answers regarding their care.

Out with this time, Deaf BSL inpatients must have access to BSL Online interpreting support for any care needs that arise. Do not make assumptions about how well a Deaf BSL patient understands spoken or written communication.

Where a BSL interpreter is unavailable or the situation is unplanned or an emergency, staff must access BSL online interpreting support. The BSL Online service can be easily accessed by any available device, such as the ward iPad or any mobile phone, using the QR code.

How to Access Interpreting Support - Spoken Languages

How to book a face to face (in person) interpreter

To request a face to face interpreter please complete a booking request form.

For same day/next day requests and cancellations please call 0141 347 8811.

The phone lines are open from 8.00am – 6.00pm Monday to Friday and 8.00am – 4.00pm Saturday and Sunday.

For out of hours, call 0141 347 8811 for recorded message on how to access support.

How to access telephone interpreting

Telephone interpreting is available 24/7 and can be used when the patient is with you or if you wish to call them. It should be used for all appointments under 46 minutes unless the woman has additional vulnerabilities, such as a cognitive impairment or hearing loss.

You can contact the service by calling or via the app. You will need your 6-digit department PIN and a one-off access code for the mobile app. To access these, Acute sites should got to the Interpreting Service Sharepoint site. All others sites should email interpretingservice@ggc.scot.nhs.uk

Telephone

- Call: **0330 088 2443**
- Enter your 6-digit department PIN followed by the # key
- Enter the 3-digit language code – download the full list
- Press 1 for any interpreter, 2 for a male or 3 for a female interpreter
- Tell the interpreter if the patient is with you, or if you need to contact them on another number. To then call the patient, dial 9 followed by their phone number.
- If the patient is with you, use your speaker phone to give the interpreter your first question/statement
- Let the patient and interpreter know when you are finished the conversation
- You can leave feedback on interpreter at the end of the call. You will have 8 seconds to do this. From 1 (lowest rating) to 5 (highest rating).
- If you have any issues, please press # at any time to connect to the operator.

Mobile App

- Download the ILClient App free from your app store
- Follow the short tutorial

- Complete initial registration by clicking on 'Register'. Registration is only required once per mobile device.
- As part of the one off registration enter your name, email, mobile telephone number, Site Access Code and your 6-digit department PIN.
- Log in to the App by entering your department PIN.
- Once registered, you will remain logged in and when the App is opened, you will be always taken to the Interpreter Screen.
- You can select preferred languages from the Favourite Language screen. Languages can be added or removed at any time from the Languages Screen. Access via the languages icon shown at the bottom of the screen.
- Selects the language from the list and click the 'Dial Interpreter' button.

Direct access to telephone interpreting for patients calling a service

Our patients can now access the telephone interpreting service at home to contact any NHSGGC service. A patient information leaflet is available in multiple languages and explains how to use the service by calling or by using a mobile app. This leaflet should be given to all patients using your service who do not speak English. The leaflet is currently available in 40 languages. If you require a language not yet available, please contact the Equality & Human Rights Team.

How to Access Interpreting Support - British Sign Language

NHSGGC policy states that we must provide formal interpreting support for all out-patient appointments and at least once a day for an in-patient stay.

This support can be provided via our **British Sign Language (BSL) Online interpreting Service** using any mobile device or by booking a **Face to Face (in person) interpreter.**

BSL Online interpreting

This service is available 24 hours a day, 7 days a week. This means that in an unplanned or emergency situation, staff can quickly link up to an interpreter at any time and communicate with anyone in their care who is Deaf. It can also be used during hospital stays, or to enable Deaf patients to communicate with staff if waiting for a face to face interpreter to arrive.

The BSL Online service can be easily accessed by any available device, such as the ward iPad or any mobile phone, using the [direct link or the QR code](#).

How to book a face to face BSL Interpreter

To request a face to face interpreter please complete a [booking request form](#).

For same day/next day requests and cancellations please call 0141 347 8811.

The phone lines are open from 8.00am – 6.00pm Monday to Friday and 8.00am – 4.00pm Saturday and Sunday.

Someone may have a preferred interpreter that they would like to use for their appointment. This information should be passed on to the Interpreting Service who will make the booking. Wherever possible you should try to book the person or organisation the woman chooses. However, in an emergency situation it may not always be possible to use their preferred choice.

Out of Hours please contact the patient's preferred agency, if provided, or call 0141 347 8811 to be connected to an appropriate service.

How to Access Interpreting Support - Deafblind Communicators

Deafblind patients may require a manual signer or a guide/communicator. Contact Deafblind Scotland on **0141 777 6111** (9.00am to 5.00pm – Monday to Friday). Out of Hours, call **07715 421 388.**

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