



# Interpreting Service



## A patient's guide

- If you do not speak English, have trouble understanding English, or if you are deaf, you can use the interpreting service when you have an appointment.
- This service is available for hospital out-patient clinics, wards, the emergency department and community-based services.
- Interpreters are there to communicate between patients and health care professionals.
- Without a properly trained professional, you may have to rely on a member of the family or a friend, and this could compromise your confidentiality or the accuracy of information transferred between you and the health professional.
- Interpreters have received special training and are committed to a code of practice which means that they will:
  - ✓ Interpret everything that is said by both the patient and the health professional;
  - ✓ Use direct speech, so the communication is between the patient and health professional;
  - ✓ Respect the confidentiality of all information discussed during the consultation;
  - ✓ Provide cultural information to help patients to express needs and to ensure the patient is receiving an appropriate service;
  - ✓ Be impartial.

## Booking an interpreter

- When you arrange or are given an appointment, please mention to the health professional that you will need an interpreter.
- You will need to let him/her know exactly what language and dialect you need.

- The member of staff will then request a face to face, telephone or video interpreter.
- Interpreters are NOT permitted to take bookings directly from the clinics, staff or patients. All bookings have to be arranged through the interpreting services office.
- Unfortunately, we cannot guarantee to provide an interpreter at less than three days' notice.
- For British Sign Language we require a minimum of three weeks' notice.
- You can specify a particular interpreter, if you wish. We will endeavour to provide this interpreter although we cannot guarantee this every time.
- You will need to provide:
  - ✓ Your name (or the name of the patient, if you are booking an interpreter for someone else), hospital/NHS number and contact number;
  - ✓ The name and contact telephone number of the health professional the appointment is with;
  - ✓ The language you require;
  - ✓ The time, date and likely length of the appointment;
  - ✓ Where the appointment is being held, and where the interpreter should report to;
  - ✓ Any additional information you think the service or interpreter needs.

## Cancellations

- It is very important that the interpreting service is notified of any cancellations or changes to patients' appointments with adequate notice.
- We require a minimum of 48 hours cancellation notice.

## Telephone interpreting

- For occasions when a face to face interpreter is not available services can contact a telephone interpreter or book a video interpreter instead.
- Telephone interpreting is also useful for appointments which are expected to be short, or where there are expected delays.

## Interpreting Service Contact details

Telephone: 020 7288 3226/5191/5114/5224

Email: [whh-tr.interpreting-services@nhs.net](mailto:whh-tr.interpreting-services@nhs.net)

We welcome comments on our service and will investigate any complaints fairly and promptly.

## Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

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