

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

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

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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.