



Interpreting Service
Booking Procedures and Guidance

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1. Interpreting Service Contact Details

**NHS Greater Glasgow and Clyde
Interpreting Service
Tara House
1st Floor
46 Bath Street,
Glasgow
G2 1HJ**

Telephone Number: 0141 347 8811

E-mail Address: Interpretingservices@ggc.scot.nhs.uk

Fax Number: 0141 278 2706

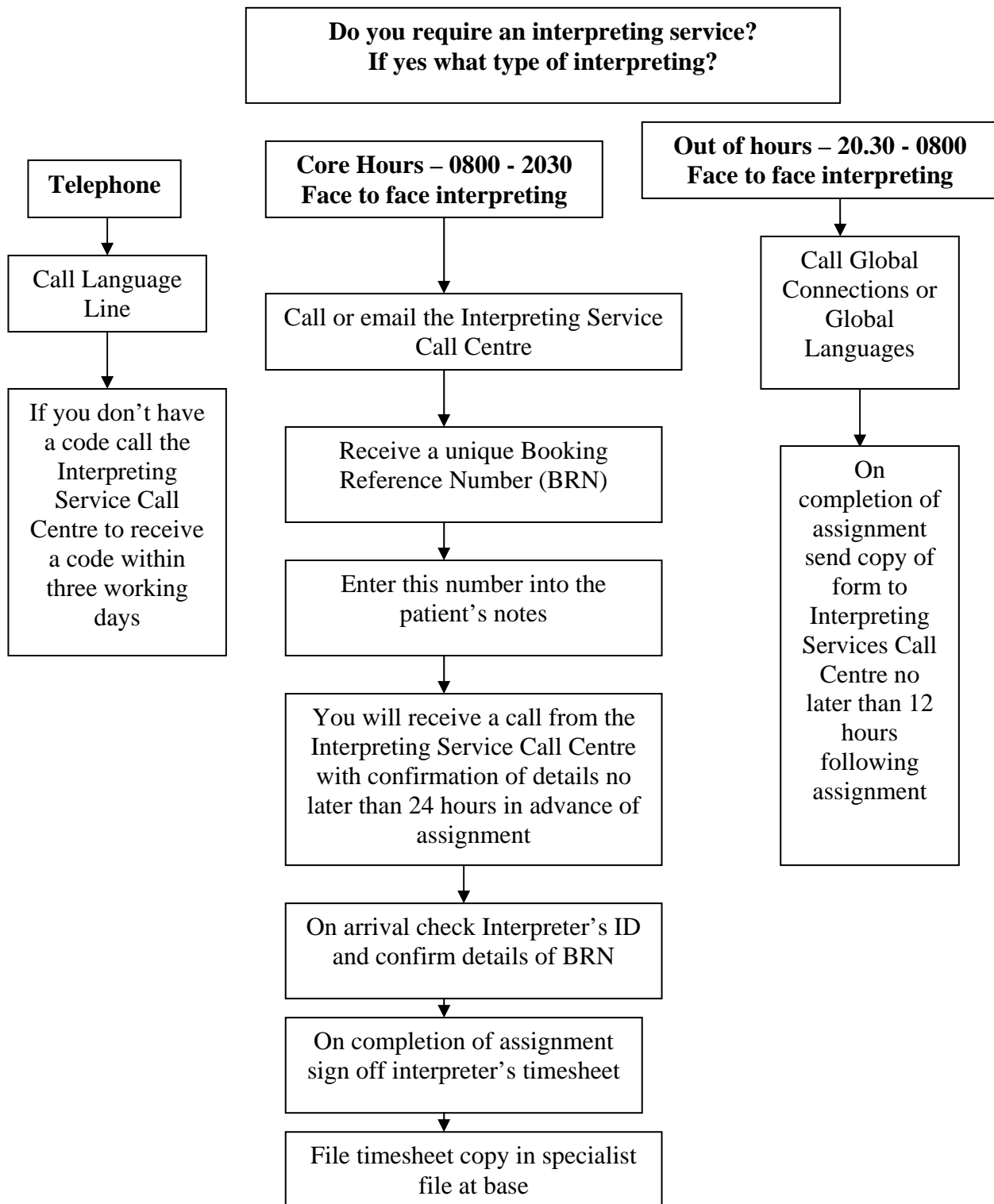
Interpreters are available 24 hours, 7 days per week .

Booking requests are made to the Interpreting Service Booking Contact Centre which is open 08.00 to 20.30 hours, Monday to Sunday.

**When telephoning the service you will hear an automated message.
The second half of the message provides details of who to contact for
Out of Hours / urgent overnight booking requests (i.e. between 20.30 to
08.00 hours).**

**Information on Language Resources for NHS staff can be accessed via
NHSGGC website www.nhs.ggc.org.uk – select Equal Access to Health,
select Equalities Health website then choose Key Resources NHS Staff .**

2. Booking System – Flow Chart



3. Introduction to the Interpreting Service

This guidance document provides details on the processes and procedures of how to book and use an interpreter.

An interpreter is defined as a person who interprets a spoken message from one language to another.

For patients whose first or preferred language is not English, NHS Greater Glasgow and Clyde (NHSGGC) Interpreting Service will provide, when requested, access to professional Interpreters who are bilingually competent, neutral, independent and professionally trained.

All booking requests should be made via NHSGGC Interpreting Service or by following the Out of Hours Process (outlined in Section 6.3 of this document).

NHSGGC Interpreting service provides Interpreters across a range of languages:

[Languages Identification Poster.pdf](#)

Sessional Interpreters are used by NHSGGC to provide a service for pre booked appointments, last minute/urgent bookings and emergency appointments.

Where possible requests for Interpreters should be pre booked to ensure that the Interpreters are available to meet the patients needs.

4. Deciding if an interpreter is needed

Interpreters should be booked for any consultation or interaction where a patient cannot communicate or understand English sufficiently well to participate in their appointment or procedure.

This is determined by the clinician / health care professional and / or by the patient requesting communication support.

Qualified Interpreters are used to interpret in a wide range of settings in relation to the treatment and care of a patient for example:

- Admission
- Treatment Plans
- Seeking verbal consent
- Results of investigations/diagnosis
- Discharge
- Psychological assessment
- Death of a patient
- Non clinical issues – personal care and complaints

Interpreters can be used in all of the key phases where communicating is essential to making decisions and planning of patients treatment and care.

To determine which language is required use the list of languages found on [Languages Identification Poster.pdf](#)

If you are unable to identify the language call Language Line on 0800 028 0073 for assistance.

NHSGGC aims to ensure that all patients are given the best service by ensuring they receive a clear explanation about their treatment and care. It is important to note that family and friends must not be used as a substitute for trained Interpreters for the following reasons:

- They are not trained Interpreters
- They are not accountable
- It may breach confidentiality
- There may be a conflict of interest
- Vital information could be withheld or left out
- Misinformation could result in misdiagnosis

5. Different types of interpreting service available.

There are two different types of interpreting:

- face to face interpreting when the interpreter is in the room and
- telephone interpreting.

5.1 Face to Face Interpreting

Face to face interpreting is carried out using simultaneous or consecutive interpreting and requires the interpreter to be present during the consultation. Simultaneous interpreting is when the interpreter speaks at the same time as the English speaker with a slight delay. Consecutive interpreting is when the interpreter hears a section of English, then interprets it.

Simultaneous interpreting should be requested for group work situations or when there is more than one language speaker in the room, e.g. ante natal group work.

Interpreters will generally be allotted one hour sessions; however, in some cases the length of assignment can last several hours. When making booking for someone needing an interpreter, allow sufficient time for everything to be repeated in the language and any briefings required to be given to the interpreter. Guidance about effective working with face to face Interpreters is at appendix 1.

5.2 Telephone Interpreting

Accessing interpreting over the telephone is an immediately available method of interpretation and it can be more cost effective for short interactions with patients.

Telephone interpreting can take place either by:

- Using the loud speaker facility on your phone, or;
- Connecting the three different parties - the service provider, the interpreter and the patient – in three different places through a telephone conferencing system.
- The service provider and patient being in the same place and using a handset each, sharing a handset or a telephone with central speaker and hands free button.

When to use telephone interpreting:

- If a patient attends for an appointment and no interpreter is booked.
- To establish the patients language if it is not apparent from using the language identification card.
- If there is a medical emergency and no time to wait for a face to face interpreter.
- In any out of hours appointment unless the sensitivity of the appointment makes this inappropriate.
- Telephone interpreting is inappropriate in certain circumstances e.g. gender based violence, bereavement, mental health appointment, paediatric emergency.

6. Interpreting Service Booking Process

How to request an Interpreter

You should complete the customised booking form (Appendix 5) and submit by email to Interpretingservices@ggc.scot.nhs.uk

Alternatively where there is an emergency situation or short notice requirement requests can be made via the telephone direct to the Interpreting Service booking team.

Booking requests can be submitted to the Interpreting Service during the hours of 08.00 – 20.30 hours Monday to Sunday.

The telephone number is 0141 347 8811.

The Interpreting Service will respond at the earliest opportunity to all requests.

Depending on the volume of bookings at any given time the allocation of an interpreter will be done on order of priority as follows :

- Level 1: Same day or next working day
- Level 2: 2-5 working days
- Level 3: 1-4 weeks
- Level 4: 4 weeks plus

Pre Booked Appointments

There are a number of advantages to submitting booking requests as far in advance as possible as this ensures wherever possible the language skills can be matched to the patient's needs.

Other benefits of pre booked appointments:

- Availability of Interpreter especially in the high demand languages.
- No waiting time for health care professional / patient waiting for available interpreter.
- Cost savings as less need to outsource booking to external Interpreter agency provider.
- Time to source the appropriate language, particularly crucial for high demand languages or very small language groups.
- Reducing use of external interpreting agencies.

6.1 Booking Details Required:

Information required when requesting an Interpreter.

You will be required to provide as much detail as possible to enable the Interpreting Service to select an appropriate Interpreter. Essential information should be logged on the Interpreting Services Booking Form (Appendix 5).

The following details are essential:

- Location in which you require the interpreter.
- Department.
- Language and/or dialect required.
- Specific gender required.
- Is the request for Interpreter patient has worked with previously.*
- Date of assignment.
- Time of assignment.
- Estimated length of assignment.
- To whom the interpreter should report on arrival.
- Name of person booking the interpreter.
- Contact number.
- Date of request.
- Other pertinent comments, for example sensitivity of appointment.

*In certain circumstances the same interpreter may be booked for consecutive assignments with a patient. This is appropriate for sensitive appointments such as maternity, gender based violence, trauma and terminal illness. This should be arranged through the Interpreting Service, not the interpreter.

On receipt of the request you will be allocated a unique **Booking Reference Number (BRN)** which will also be passed on to the Interpreter assigned to the booking appointment.

This number will be used as the reference for the interpreter's timesheet which they will bring with them to the appointment.

This Booking Reference Number (BRN) should be recorded in the patient's notes.

When the interpreter has been allocated to the assignment you will be contacted with the following information.

- Name of the interpreter assigned to the booking request.
- Information on whether the interpreter is from the NHSGGC Interpreting Services or from an external agency.
- Confirmation of the unique BRN.

Home Visits

If an interpreter is booked for a home visit, it is advisable to meet the interpreter in either the office or at a safe meeting point in the vicinity of the patient's home. Under no circumstances should they go direct to the patient home, instructions should be provided to the Interpreting Service for the interpreter to wait outside the patient's home or at an alternative meeting point.

Following the assignment you are required to sign a timesheet for the interpreter which will verify that the session was undertaken and time present at the appointment.

The interpreter should give you a copy of the timesheet (middle copy) and you should file this in a specialist interpreting file in date order at your base.

6.2 Booking a telephone interpreter

Is telephone interpreting the most appropriate form of interpreting required?

If yes and you have a code for contacting Language Line, follow the instructions as detailed in appendix 7.

If you do not have a code for contacting Language Line, contact the Interpreting Service to register your services details and you will be contacted within three days with a Language Line code.

6.3 Booking an Out of Hours Interpreter

If the request for an interpreter is Out of Hours i.e. between 20.30 – 08.00 hours Monday to Sunday then bookings should be made directly to the Interpreting agency suppliers by following the process below. Full details of Out of Hours procedures are detailed in Appendix 6

Out of Hours request to agencies incur an additional cost and therefore should only be used for emergency /immediate appointments and not for forward bookings.

Before contacting external Interpreter agencies as a service user you should assess which form of interpreting is more suitable – telephone or face to face?

Interpreter Agency Contact Details for Out of Hours Bookings

In the first instance telephone contact should be made with the following Interpreter Agencies Out of Hours Service. Please note that E-mails are unlikely to be picked up outwith normal office hours therefore contact out of hours should be via telephone in the first instance.

Agency	Out of Hours Contact Details
Global Connection	0141 332 8889
Global Languages	0141 429 3429

To ensure there are no delays to booking an interpreter then the booking should be released to both agencies at the same time firstly by providing details of requirements by telephone and arrangements made to forward the completed booking request form to the agency representative responding to the booking request.

It is important the NHSGGC staff booking interpreters ensures that as much detailed information is provided to the agency and that any Interpreters assigned are appropriately qualified to undertake the booking.

The person booking should ensure all appropriate information is provided in regard to location of service /department and reporting instructions etc.

Once booking has been filled please update the other supplier to stop them searching to fill the request.

You must provide the following information to the agencies:

- Location in which you require the interpreter
- Department
- Language and/or dialect required
- Specific gender required
- Date of assignment
- Time of assignment
- Estimated length of assignment
- Who to report to on arrival
- Name of person who booked the interpreter
- Contact number
- Date of request

On confirmation of the request you will be allocated a unique Booking Reference Number (BRN) which will also be passed on to the Sessional Interpreter. This number will be used as the reference for the interpreter's timesheet which they will bring with them to the assignment.

This Booking Reference Number (BRN) should be recorded in the patient's notes.

When the interpreter has been allocated to the assignment you will be contacted with the following information.

- Name of the sessional interpreter
- Confirmation of the unique BRN

Following the assignment you are required to sign timesheet for the interpreter.

The interpreter should give you a copy of the timesheet (middle copy) and you should file this in a specialist interpreting file in date order at your base.

Following completion of the interpreting assignment, fax or send form to Interpreting Service Call Centre for processing payment of invoice and for audit purposes.

For telephone interpreting follow section 4.

7. Unfilled Bookings - Routine Requests

In the event that the Interpreting Service is unable to provide an interpreter at the specified appointment time, the booking coordinators will inform the person requesting the interpreter. Alternative options will be considered i.e. telephone interpreting or outsource to Interpreting Agency provider

An NHSGGC member of staff at the location where the appointment has taken place must check and sign the agency interpreter's time sheet at the end of the appointment and retain a copy.

8. Pre-Appointment Check

When an interpreter arrives at the appointment venue, their NHSGGC ID badge should be checked to ensure they are the assigned interpreter. An interpreter assigned via an external agency provider may have a different ID badge.

In addition the interpreter should be asked for the Booking Reference Number (BRN) to ensure that the correct interpreter has been booked and is in attendance.

In some cases where an interpreter is booked via an external agency they may not have an ID badge they will have been asked to provide some form of Photo ID e.g. passport or photo driving licence again this should be checked to verify it is the correct named interpreter.

The NHSGGC interpreter or interpreter from the external agency should present themselves to the specified person as detailed at the time the booking request was made.

If there is any doubt as to the details of the Interpreter who has presented themselves, please contact the Interpreting Services for assurance.

Prior to the interpreting session commencing, it is important that the clinician spends some time with the interpreter to brief them, giving any appropriate background information and explanations of any technical terms that may arise along with the general context of the appointment.

9. Booking Cancellations

9.1 Core Hours -08.00 to 20.30 hours

Cancellations of interpreter bookings must be made as soon as possible by contacting the Interpreting Services either by:

E mail: Interpretingservices@ggc.scot.nhs.uk

Telephone: 0141 347 8811

By giving as much notice as possible this will allow an opportunity to reassign the interpreter. Cancellations of Interpreters with less than 4 hours notice will incur the full cost of the interpreter if suitable redeployment is not possible.

If, on arrival, the interpreter is no longer required e.g. the patient fails to attend, the Interpreting Services must be informed by the requestor.

9.2 Out of Hours - 20.30 to 08.00 hours

If on arrival for the booking the interpreter is no longer required, the Interpreting Service must be informed at the earliest opportunity on the next available working day.

9.3 Cancellations by Interpreters

It is expected that once a booking has been allocated the interpreter will attend the assignment.

Interpreters are advised that they must give as much notice as possible of any cancellations to allow for the Interpreting Service to allocate another interpreter to the booking.

Cancellations of bookings will be monitored and performance issues where required will be addressed and monitored by the Interpreting Services Business Manager.

If an interpreter does not arrive at an appointment, contact the Interpreting service to alert the service who will check what has happened and make every effort to assign an alternative interpreter

10. Submission of timesheets / payment process

Interpreters are engaged by NHSGGC on an "as and when basis" which means they are paid for each session / appointment they attend. The minimum payment is for 1 hour, with subsequent payment in quarter hours.

Interpreters will be supplied with timesheets by the Interpreting Services.

At the end of the session/appointment, the interpreter will present their timesheets to be signed off to verify completed appointments and facilitate payment to the Interpreter.

The NHS staff member verifying and signing the timesheet must ensure that all the relevant sections of the timesheet are completed accurately and that the start and finish times are accurate. This record is the basis for payment to the interpreter.

If, after the interpreter has reported for assignment, the patient is moved to another service / department the start time should be signed by the first department and completed by the subsequent service / department.

The timesheets are in triplicate:

- Top copy - submitted to the Interpreting Services by the interpreter
- 2nd copy – to be filed in a separate interpreting file at the appointment venue /location where the assignment took place
- 3rd copy – retained by the interpreter.

Time sheets should not be verified as completed prior to the end of the assignment.

11. Complaints / Incident Reporting

Immediate problems or concerns should be raised with the Interpreter, or by contacting the Interpreting Service.

Whilst engaged with NHSGGC, Interpreters are bound by NHSGGC Policies and Procedures when undertaking an assignment. For serious issues / complaints in relation to an individual interpreter this should be reported to the line manager and a senior officer within the Interpreting Service

Incident Reporting

All incidents should be recorded in writing using the DATIX system. This form is intended as an immediate record of events following an incident involving an interpreter and will enable patterns of incidents to be monitored and implement improvements etc.

12. Appendices

Appendix 1

Working with Interpreters: Good Practice Guidelines

1. Before the Session

Sessions with an interpreter will take longer than sessions where you are able to speak directly to a patient. You should allow for this when setting the time of the sessions.

You will also need to allow a short time at the beginning and the end of the session to brief and de-brief the interpreter.

Topics you should cover:

(a) **Background details**

If the interpreter has not worked with the client before it is helpful for them to have basic details of the appointment before they begin.

- Client's name, age, country of origin, language and dialect
- Purpose and expected content of the session
- Any specific terminology which may be used in the session

(b) **Working methods**

If you have not worked with the interpreter before you will need to spend a few minutes explaining your method of working to them. The interpreter will explain how they work best, covering:

- Interruptions – if either party is speaking for too long and the interpreter cannot hold all the details
- Asking for clarification and meaning for the client and yourself
- Seating arrangements – ensuring that everyone is comfortable and able to relate to each other
- How the interpreter should intervene if anything is done or said which may be culturally unacceptable to the client, or where the interpreter feels that there is a clear misunderstanding

2. During the Session

- (a) Introduce yourself to the client and allow the interpreter to introduce him or herself. On a first session the interpreter should introduce themselves along the following lines: -

“My name is, and I am a professional interpreter. I will interpret anything that is said in the session. Please do not say anything to me that you do not want translated. What you say here is confidential and I will not tell anyone else about what you say here today”

- (b) Working with the interpreter

Seating	Ensure that everyone can see each other and that eye contact will be easy.
When speaking	Speak directly to the client, using their name. Do not look at the Interpreter.
Content	Only say things to the interpreter which are to be interpreted to the client, the client can feel alienated if the interpreter and you have a private conversation.
Listening	When the client is talking stay involved, show you are listening through your body language.
Timing	Speak in manageable chunks and allow the interpreter sufficient time to translate.
Understanding	use straightforward language and avoid jargon, encourage the client to ask questions and check to see that they have understood. Explain medical terms to ensure comprehension as you would in any patient / clinician interaction.
Breaks	Be aware of when the client or interpreter may need a short break particularly if the client has been talking about distressing experiences.
Leaving the room	If you need to leave the room, you should not leave the interpreter alone with the client.

3. After the Session

In a short debriefing after the session you can check out the following:

- General feedback - did the session go smoothly? Were there any problems working together?
- Specific feedback and clarification – any factual observations from the interpreter, or feedback on the cultural context of gestures or modes of behaviour.
- Check how the interpreter is feeling after the session, particularly if it was an emotionally charged session.
- Complete and sign the Interpreters record slip.

4. Problems with the Session

Talk to the interpreter about any difficulties which may arise. Check the issues covered below to see if you can decide what may be going wrong.

Points to check if something seems to be going wrong:

- Does the interpreter speak English and the client's language fluently?
- Is the interpreter acceptable to the client (same gender, similar age)?
- Is the client prevented from telling you things because of his/her relationship with the client?
- Are you creating as good a relationship as possible with your client?
- Is the interpreter translating exactly what you and your client are saying, or are they putting forward their own views and opinions?
- Does the interpreter understand the purpose of the interview and what their role is within it?
- Have you given the interpreter time to get to know the client and explain what is happening?
- Does the interpreter feel free to interrupt you when necessary to point out problems or ask for clarification?
- Are you using simple, jargon-free English?
- Are you allowing the interpreter enough time?
- Are you maintaining as good a relationship with the interpreter as you can?

Appendix 2

Summary of best practice regarding booking Interpreters

1. Clearly state the required language and dialect (if appropriate) when initiating an assignment.
Note – some languages are spoken with different dialects which make it almost impossible for people to understand each other.
2. Ascertain if the gender of the interpreter is important.
3. Give as much notice as possible for the assignments.
4. Ensure that the information regarding the department and location are accurate.
5. Give accurate information regarding approximate duration of the assignment.
6. Block book for future appointments if possible especially where continuity of interpreter is essential e.g. therapeutic appointments.
7. Give consideration to the safety of the interpreter when you book e.g. does the service user/patient have history of volatile behaviours?
8. For further information or advice regarding working with Interpreters contact , NHSGGC Interpreting Service on 0141 347 8811.

Appendix 3

Benefits of face to face interpreting and telephone interpreting

Benefits of face to face interpreting

- Allows good eye contact and ability to see body language of the patient, the staff member and the interpreter.
- Beneficial when working with sensitive issues e.g. trauma, gender based violence, child protection cases.
- Appropriate for dealing with bereavement and breaking bad news.
- Helpful if the consultation involves therapeutic counselling .
- A more cost effective form of interpreting when sessions can last one hour.

Benefits of telephone interpreting

- Availability of some languages where there is no face to face Interpreter available.
- Provides anonymity for the patient, particularly for small language communities.
- Availability can be 365 days a year and at short notice.
- Can deal with ad hoc or unexpected interpreting sessions.
- Allows speedy resolution to a situation.
- Useful for setting up a future interpreting session that is face to face or to confirm an appointment.
- Responds to emergency and urgent situations.
- Cost effective for an appointment which is less than 60 minutes.
- Maybe less intrusive into the consultation setting.

Appendix 4

[Link to Interpreting Service Assignment Time Sheet pdf](#)

Interpreting Services Booking Request Form

- Complete this form for each Interpreter you wish to request.
- Booking requests should be submitted where possible well in advance of the actual appointment time. If after submitting this booking request form an Interpreter is no longer required then please advise the Interpreting Service immediately by telephone 01413478811 or by email to Interpretingservices@ggc.scot.nhs.uk
- Please ensure all sections of this form are completed in full to ensure accuracy of appointment information provided to the assigned Interpreter
- All information contained within this form will be treated in the strictest of confidence
- **For Out of Hours Bookings** - 20.30 to 08.00 Monday to Sunday you should complete this form as soon as possible and return it to the interpreting services call centre where a reference number will be allocated

On completion of this form please forward by Email to interpretingservices@ggc.scot.nhs.uk .To confirm receipt that your booking has been received telephone 0141 347 8811 between the hours of 08.00 to 20.30, Monday to Sunday

SECTION 1 – SERVICE AND BOOKING CONTACT DETAILS

Name of Requester/ Main Contact		Job Title:
E-mail		
Telephone No	Tel:	Ext:
		Mobile :
Page Number		
Name and Address of Service	Building/Name &Dept	Speciality/Dept :
	Street	
	Town	
	Post Code	
Directorate/CHP/CH CP/MHP/GP/Dental /Ophthalmic practice etc		
Type of Service Provided e.g. outpatient clinic , GP practice , maternity etc		

ALTERNATIVE CONTACT FOR BOOKING CONFIRMATION

Name:		Post Title:
E-mail:		Page:
Telephone No:	Tel :	Ext:
		Mobile:

SECTION 2 – BOOKING DETAILS - PLEASE COMPLETE ALL SECTIONS IN FULL

Appointment Date		Appointment Time	
Language required		Expected Duration	
		Home Visit	Yes <input type="checkbox"/> No <input type="checkbox"/>
Dialect (if appropriate)		Interpreter Gender	Female <input type="checkbox"/> Male <input type="checkbox"/> Either <input type="checkbox"/>

ADDITIONAL BOOKING INFORMATION /REQUIREMENTS

Any Additional Requirements /Special Arrangements for Assigned Interpreter	
Purpose of Appointment e.g. GP appointment, maternity , discharge ,	

ADDRESS WHERE INTERPRETER HAS TO REPORT TO

On Site Contact Name :

Job Title:

Building /Name & Dept :

Street :

Town :

Post code:

Please use this section to record any additional instructions e.g. background information /directions to venue etc

SECTION 3 - COMPLETE THIS SECTION ONLY IF APPOINTMENT IF FOR A HOME VISIT

Meeting Point Address Details:

Name and Contact Details of Person the Interpreter is meeting:

Name:

Tel/Mobile:

Time at Meeting Point:

SECTION 4 PATIENT DETAILS

Name of Patient

Patient Gender

Female Male Child **DETAILS OF PERSON COMPLETING THE FORM**

Name:

Job Title:

Date Form submitted:

On completion of this form please forward by Email to interpretingservices@ggc.scot.nhs.uk . To confirm receipt that your booking has been received telephone 0141 347 8811 between the hours of 08.00 to 20.30, Monday to Sunday

PLEASE SAVE THIS FORM AS A TEMPLATE FOR FUTURE SUBMISSIONS.

Appendix 6

NHSGGC Interpreting Service Out of Hours Booking Procedures

1. Out of Hours is defined as follows:
 - **Monday to Sunday 20.30 to 08.00 hours.**
2. In the first instance the service /department representative should assess if Telephone Interpreting is an option – if **Yes** then contact should be made with the following supplier:
 - Language Line , Tel 0800 028 0073
3. In the circumstance where face to face interpreting is required and immediate attendance of an Interpreter is needed, Out of Hours requests will be handled by two nominated external Interpreter Agency service providers.
4. External Interpreter Agencies should be used for immediate requirements only and not forward bookings. Non urgent requests should be forwarded to the Interpreting Service at the earliest opportunity by email or by phone during their opening hours **08.00 to 20.30 hours, Monday to Sunday.**
5. In circumstances where an Interpreter is required immediately, the following procedures should be followed by the department / service representative:
 - Identify patient language requirements and any additional requirements e.g. gender of Interpreter.
 - Interpreter Agency Contact Details
In the first instance telephone contact should be made with the following Interpreter Agencies Out of Hours Service. Please note that e-mails are unlikely to be picked up out with normal office hours therefore contact out of hours should be via telephone in the first instance.

Agency	Out of Hours Contact Details
Global Connection	0141 332 8889
Global Languages	0141 429 3429

- To ensure there are no delays to booking an interpreter, the booking should be released to both agencies at the same time firstly by providing details of requirements by telephone and

arrangements made to forward the completed booking request form **to the agency contact person processing the booking.**

- It is important the person booking the Interpreter ensures that as much detailed information is provided to the agency and that any Interpreters assigned are appropriately qualified to undertake the booking.
- The person booking the Interpreter should ensure all appropriate information is provided in regard location of service /department and reporting instructions etc.
- Once booking has been filled update other supplier to stop search.

6. Alternative Interpreter Agency suppliers

In the event that the 2 nominated suppliers, detailed in section 5, are unable to identify an appropriate Interpreter in line with the booking requirements and timescales then contact can also be made with a number of other suppliers. A list of additional Suppliers is available in section 10 of this appendix.

7. When placing the booking with either of the agencies the following information should be provided to the agency:

- Confirm booking is for NHSGGC.
- Confirm contact details of representative requesting attendance of an Interpreter including e-mail and telephone number which agency can make direct contact with.
- Provide agency with details as indicated in section 2 of the Booking Request form.
- Provide full details of language / dialect required and any other specific requirements.
- Provide full details of hospital location / base and department / ward where Interpreter is required.
- If it is a home visit then ensure agency fully briefed on meeting arrangements etc.
- Start time and expected duration of appointment.
- Name of Patient Interpreter required for.
- Reason for requirement of Interpreter
- Confirm with agency reporting instructions for Interpreter on arrival to department / service.
- Name of person who will sign and verify timesheet.

8. The Interpreter agency who assigns the interpreter will call you back to confirm the following details:

- Names of Interpreter.
- Verification of language skill
- Expected arrival time.

9. At the first available opportunity a booking request form should be forwarded to the Interpreting Service by the person requesting the interpreter of the nominated contact with service / dept.

- **Details of the booking should be e-mailed to interpretingservices@ggc.scot.nhs.uk or tel 0141 347 8811**

10. Additional Suppliers

24hr-staff Ltd	Tel: 07923611708
I-Catching Ltd	Tel: 0141 3329 888
Elite Linguists	Tel : 07540 412 638

Appendix 7

[Link to Accessing a Telephone Interpreter pdf](#)