



Quick Guide Interpreting Services available for NHS services in Westminster

Face-to-Face Interpreting GRIP NHS Language Services

Tel: 020 7150 8355
Fax: 020 7150 8349
www.grip-nhs.co.uk

Telephone Interpreting Language Line Services

Tel: 0800 169 2879
www.language.co.uk

Interpreting Services available for NHS services in Westminster

Face-to-face Interpreters

(see page 9 of the complete guide)

When to use

- During any clinical or surgical consultations for patients with language support needs, including British Sign Language (BSL).

What you need?

- GRIP ID Account No.

_____ (if unknown call 020 7150 8355)

How much notice?

- As much as possible, for community languages more than 24 hours notice, or less than 24 hours for urgent appointments. For BSL, 2 weeks notice.

Booking Online

1. Log on to GRIP online and enter your username and password (if unknown call GRIP on 020 7150 8355).
2. On homepage, click **Booking** then **Create** and after filling booking details press **Submit**.
3. Confirmation: GRIP will book an interpreter immediately; this can be checked online anytime by looking at booking status.

Booking by Fax

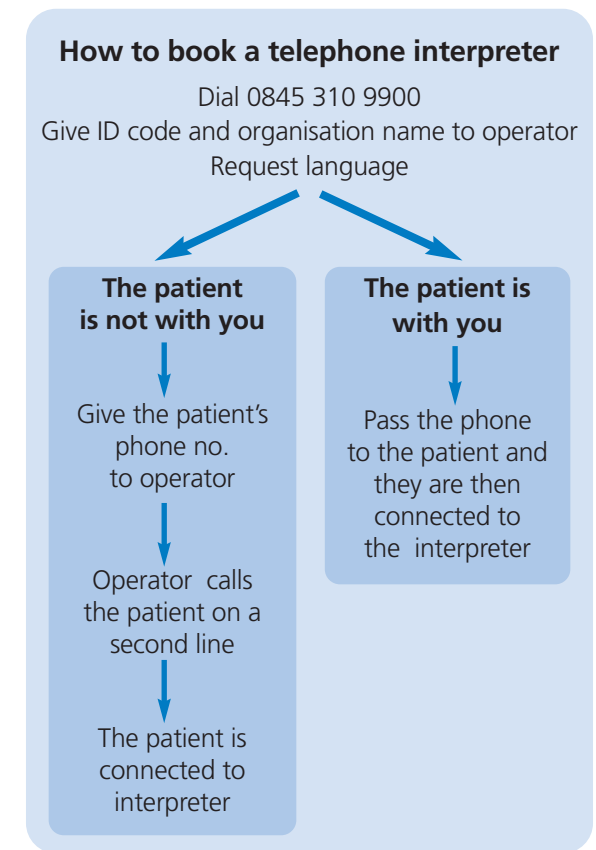
(refer to Appendix 1 for booking form in the complete guide)

1. Complete and fax GRIP Booking Form to 020 7150 8349

2. Provide language required, date, time, venue, duration and other requirements, e.g. gender.
3. Confirmation: GRIP will book an interpreter immediately. If you wish to confirm that your fax has been received, ring 020 7150 8355 quoting your booking details.

Telephone Interpreters

(see page 13 of the complete guide)



Language barriers can stop patients accessing healthcare services, which can jeopardise patient safety

Who provides interpreting services?

- **GRIP NHS** provides professional face-to-face, and British Sign Language (BSL) interpreters for all health providers across Westminster (p.10 complete guide).
- **Language Line** provides telephone interpreting service.

Why use an interpreter?

- To minimise costs in primary care
- To reduce DNAs and cancellations
- To improve patient's compliance to treatment
- To improve access for patients to services
- To improve patient satisfaction

How long is a face-to-face interpreting session?

Every session is booked for a minimum 1 hour of an interpreter's time and the actual duration will depend on the consultation. Session durations may exceed the minimum 1 hour if the interpreter is available to do so or if pre-booked for a longer duration.

Healthcare staff can use any booked session time to see more than one patient with the same language need if required and if the initially booked patient's consultation is finished.

Punctuality is vital for everybody

Interpreters have busy daily schedules and are booked for other patients at various locations. Therefore patients with interpreters booked should be seen on time to avoid delays to the interpreter's attendance for other bookings/patients.

Cancellations

Cancellation must be made to the GRIP booking team by fax notification. Cancellations must be faxed to GRIP 24 hours before the appointment time.

When are interpreting services available?

Face-to-face Interpreting

Standard Hours: 8.30am to 6pm,
Monday to Friday, excluding Bank and Public Holidays.

Out of Hours: 6pm to 8.29am Monday to Friday, all day weekends, bank and public holidays.

Telephone Interpreting

This should only be used for making appointments not clinical consultations. It is available 24 hours a day, seven days a week.

Myths (M) & Facts (F)

M: Interpreting services are very costly

F: Using interpreting services increases compliance with treatment and minimises costs in primary care. They are paid for by NHS Westminster, you will **not** incur any costs.

Interpreting is essential for safe and effective healthcare, e.g. taking medical history, understanding the nature of pain or other symptoms and making the right diagnosis.

M: Using an interpreter takes a lot of time.

F: No, it actually saves time by reducing the number of repeated or DNA appointments due to language barriers.

M: Patients can use their friends or family members or a volunteer to interpret.

F: Using untrained and unqualified interpreters poses health, safety and security risks to the patient and may inhibit the patient from disclosing important medical information with healthcare professionals which could have serious consequences.