

# Interpretation and Translation Policy

**March 2021**

Author: Corporate Affairs Manager  
Reference: SCCG/Corp/005. Version 3  
March 2021

<b>Policy Title:</b>	<b>Interpretation and Translation Policy</b>		
<b>Executive Summary:</b>	<p>To improve access to services, NHS Stockport CCG procures interpretation and translation services for patients whose first language is not English and those who need additional communication support.</p> <p>This policy is intended to ensure measures are in place to support communication with non-English speakers, people for whom English is a second language, sign language users, people with hearing or visual impairment and people with learning disabilities. It describes arrangements for telephone based and face-to-face interpreting, and for the translation of written materials.</p> <p>The policy applies to employees, agency staff, volunteers and anyone else contracted to deliver primary care services in Stockport. It covers both patients and staff who may require access to interpretation and translation.</p> <p>The intended outcome of this policy and associated guidance is to improve access to, and information about our services.</p>		
<b>Supersedes:</b>	Interpretation & Translation Policy (GEN13) version 2.0		
<b>Description of Amendment(s):</b>	<ul style="list-style-type: none"> <li>• Adoption of revised CCG policy template</li> <li>• Update to relevant legal frameworks governing patient access to interpretation and translation services</li> <li>• Addition of information regarding video interpretation service</li> <li>• Revision of staff guides</li> </ul>		
<b>This policy will impact on:</b>			
<ul style="list-style-type: none"> <li>✓ Any CCG employees;</li> <li>✓ agency staff or</li> <li>✓ volunteers who are responsible for procuring interpretation or translation services as well as</li> <li>✓ anyone contracted to deliver primary care services in Stockport</li> </ul>			
<b>Summary of Impact Assessments:</b>			
<b>Policy Area:</b>	Corporate	<b>Document Reference:</b>	SCCG/Corp/005
<b>Version Number:</b>	V 3	<b>Effective Date:</b>	March 2021
<b>Executive Sponsor:</b>	Director of Corporate Affairs	<b>Review Date:</b>	March 2022
<b>Author:</b>	Corporate Affairs Manager	<b>Impact Assessment Date:</b>	February 2021
<b>APPROVAL RECORD</b>			
	<b>Committees / Group</b>	<b>Date</b>	
<b>Consultation:</b>	Primary Care & Commissioning Team Equality Business Partner SMBC	February 2021	
<b>Approved and Ratified:</b>	Quality and Governance Committee	March 2021	

## CONTENTS

1.	Context and Purpose .....	4
2.	Scope.....	5
3.	Responsibilities.....	5
4.	Definitions .....	7
5.	Process.....	7
6.	Consent .....	12
7.	Implementation .....	12
8.	Training and Guidance.....	12
9.	Impact Statements .....	12
10.	References and Related Documents .....	13
11.	Monitoring and Review .....	13
12.	Appendices .....	13
13.	Policy Version Control .....	14

## 1. Context and Purpose

NHS Stockport CCG is firmly committed to the equality agenda and the elimination of barriers to accessing services which can cause some groups within our community to suffer differential, and often poorer, patient experiences and health outcomes.

Communication exerts a major influence on patient safety as well as their satisfaction of a service and the quality of the staff/patient relationship. Failing to provide adequate communication support can have serious implications, leading to misdiagnosis, ineffective interventions and, in extreme circumstances, preventable deaths.

To improve access to our services, NHS Stockport CCG has commissioned interpretation and translation services for patients whose first language is not English and those who need additional communication support.

Providing access to interpreters supports the promotion of equality and challenges discrimination. It prevents the CCG and its service providers indirectly discriminating against someone who does not speak English or who requires communication support. Whilst not always clearly articulated in legislation, the legal frameworks that advocate for equality of access to health services are:

- Human Rights Act (1998)
- Equality Act (2010)
- Accessible Information Standard

This policy also supports the Care Quality Commission's Fundamental Standards: Person-centred care, Dignity and respect, Good governance and Duty of candour.

Where there is a need for communication support, NHS Stockport CCG will provide telephone or video interpretation for all medical appointments provided by GPs, Dentists, Opticians, and Pharmacists within the Borough free of charge.

Where the practitioner can evidence that a face-to-face interpreter is required for clinical reasons, then this will be paid for when the interpreter is booked properly through the contracts in place.

Staff members should always access the interpreting and translation services the CCG has in place if there is any concern the patient may not fully understand or comprehend the information the staff member is trying to put across.

It is the policy of NHS Stockport CCG to only use professional interpreters who are bilingually competent, neutral, independent and professionally trained. The use of staff (other than any staff who may be employed specifically as interpreters), friends or family members is not acceptable, unless there are exceptional circumstances as set out in the policy below.

## 2. Scope

This policy applies to those persons within the scope identified below when they are acting on behalf of the CCG.

- ✓ All CCG employees, including all full and part time staff; any staff on sessional or short-term contracts; any students and trainees (including apprentices) agency staff and seconded staff;
- ✓ Any self-employed consultants or other individuals working for the CCG under a contract for services;
- ✓ Members of the Governing Body to include all members of the CCG's committees, sub-committees and sub-groups, including co-opted members; appointed deputies; and any members of committees or groups from other organisations; and
- ✓ All Members of the CCG (i.e. each practice). This includes GP partners and any individual directly involved with the business or decision-making of the CCG.

In addition to those listed above, the policy will provide guidance to local Dentists, Pharmacists and Opticians within the Borough who are commissioned to deliver NHS primary care services. It provides information about how to access interpretation services for people who experience communication barriers and on the CCG's policy about when interpretation services should be used.

This policy is intended to ensure measures are in place to support communication with non-English speakers, people for whom English is a second language, sign language users, people with hearing or visual impairment and people with learning disabilities. It describes arrangements for telephone based, videoconferencing and face-to-face interpreting, and for the translation of written materials.

It covers both patients and staff who may require access to interpretation and translation.

The intended outcome of this policy and associated guidance is to improve access to, and information about the services available.

## 3. Responsibilities

### 3.1 Responsibilities within the organisation

The CCG is responsible for ensuring that there is access to a trained interpretation and translation service. This is currently provided by independent organisations.

NHS Stockport CCG will:

- Ensure that those services which we commission are provided in an equitable manner and that language is not a barrier to high quality services

- Ensure that staff are aware of how to use and access interpretation services so that local primary care services are accessible by those who have different communication needs.

### 3.2 Managers' Responsibilities

Managers are responsible for ensuring that staff are aware of and implement this policy and for bringing any issues which may affect implementation to the attention of the Equality lead at the CCG – Associate Director Corporate Governance and Organisational Effectiveness.

While contracted to work for the organisation or its staff members, an interpreter is subject to existing NHS Stockport CCG policies and procedures. Staff should consider whether any health and safety precautions they take should also be applied to the interpreter.

### 3.3 Staff Responsibilities

Staff are responsible for implementing the policy effectively and for bringing any issues which may affect implementation to their Manager. They also need to:

- recognise that a language need exists
- assess which language is being used or what communication tool is required
- assess and make provision for that need in liaison with the patient
- arrange for an interpreter following the booking arrangements set out within this policy
- accurately record within the patient's notes the language or dialect used for future information
- escalate any safeguarding concerns

### 3.4 Responsibilities of the Interpretation & Translation Service Provider

Service Providers are responsible for:

- ensuring that interpreters are of the required level (level 3 for foreign language interpretation and British Sign Language level 4)
- ensuring that interpreters have a successful and up-to-date Enhanced Disclosure and Barring Service (DBS) check
- providing any training necessary for medical interpretation or refresher courses.

### 3.5 Responsibilities of the Interpreter

Interpreters are responsible for:

- interpreting accurately
- keeping all information obtained in the interpreting session confidential
- explaining cultural differences where appropriate.

Their role does not include:

- giving their own opinion
- chaperoning
- advocating for the patient
- undertaking other tasks such as lifting patients, looking after the patients' children etc.

The interpreters' role should be respected. They should not be asked to work outside their boundaries.

## 4. Definitions

For the purpose of this document, the following definitions apply:

4.1 **Communication aid/support.** Any tool needed/used to facilitate communication between healthcare professional and service users e.g. interpreters, loop systems, pictorial leaflets etc.

4.2 **Translation:** The written word transferred into another language or format.

The Interpretation and Translation policy will be included in regular Equality and Diversity Training for GP Practice staff at the CCG's GP Masterclasses.

Guidelines on the use of interpretation and translation services will be placed on the equality and diversity resources section of the CCG's website, and will be distributed to all GP Practices, Opticians and Pharmacies.

4.3 **Interpreting:** The spoken word transferred into another language including sign language.

Interpreting can be provided face to face or by telephone. (Note that interpreting is different from advocacy and interpreters must not be used as advocates.)

## 5. Process

### 5.1 Provision of Services

NHS Stockport CCG will contract and pay for foreign language and face-to-face British Sign Language interpretation for all primary care medical appointments in Stockport.

In addition, NHS Stockport CCG will hold contracts with ITS providers for consultation events and translation, to be booked using the Interpreting Guides at the expense of the individual service.

The Learning Disability Liaison Nurse or Community Learning Disability Team will provide assistance in communicating with patients with a learning difficulty.

When the need for language support has been identified, the staff providing the health related service will be responsible for ensuring that the correct method of support is available for the service user.

## 5.2 Identifying When an Interpreter is Needed

A professional interpreter should always be used in the following circumstances:

- If the patient does not speak sufficient English to understand information in a medical consultation
- the patient is able to speak English but whilst under distress, their understanding becomes impaired
- if the patient is a minor and the accompanying adult/guardian does not understand spoken English
- if the patient has a sensory impairment (deaf/deaf-blind) and requires specialist support
- if the patient has a learning difficulty and requires specialist support
- if important clinical information is to be given or consent obtained.

## 5.3 Identifying the Appropriate Interpretation Service

NHS Stockport CCG will commission services to ensure that people who need communication support are able to access interpretation services in whichever format they need and is deemed most appropriate, including:

- face to face
- telephone, and
- videoconferencing

In light of a high number of primary care appointments being conducted via videoconferencing facilities, a new provision has been made for interpreters to be available in this medium.

A standard procedure document for the use of video interpretation is included at appendix 1.

## 5.4 Use of Carers, Friends & Family Members

There are significant disadvantages in using untrained interpreters and significant risks associated with using friends and family members of the service user or bilingual staff who are not trained to do interpreting. These may include:

- Inaccuracy of interpretation: Vital information may be left out if family members do not understand or change information based on lack of knowledge. They may not be willing to say that they do not understand something that you have said for fear of 'losing face';
- Lack of completeness: Friends and family may omit swear-words or abusive language so as not to 'offend' the practitioner, when this information could be vital for example, when assessing mental state. They may censor information they may perceive to be embarrassing;
- Lack of confidentiality: Family members cannot be confidential or emotionally detached, and lay people may not fully understand the need for strict confidentiality;
- Lack of impartiality or conflict of interest: A relative may 'side' with the practitioner or the patient in choosing care options, or not pass on information they do not agree with;
- Advice giving or advocacy: Often with an understandable wish to be 'helpful' or 'supportive', friends and family may misinterpret the health professional's instructions or advise the service user what to say.

If you are working with a patient who has limited English Language skills and you need support in communicating with this person about their health related issues, the CCG's policy is to use a professional interpreter, wherever possible.

## 5.5 Patient Choice and Refusal of Interpretation

Patients have the right to decline professional interpretation. In such cases, the decision to decline professional interpretation should be noted by the clinician in the patient's note as a record. It should be noted that mistranslation could result in problems with the care that is provided.

If a patient expresses a wish to use a family member or friend as an interpreter, it is important that you explain the reasons set out above for using professionally trained interpreters.

If they still insist, respect their choice provided:

- the friend or family member agrees to interpret accurately what is said
- there is no conflict of interest
- they understand the risks of mistranslation.

Minors should never be used to interpret medical information. This, of course, does not prevent the family from being present to provide support as they would do in other circumstances. In line with legislation and guidance on Safeguarding Children, for the purposes of this policy a child is considered as anyone up to the age of 18 years of age.

As with children, adults deemed as vulnerable should be have a professional interpreter provided.

#### 5.6 Where Someone Demands to Interpret for their Spouse / Relation

Where someone demands to be the interpreter for another, there may be a cultural or traditional reason why this is acceptable to both parties. However, each patient is entitled to informed consent to treatment and without a recognised interpreter this may be compromised as the 'interpreter' may not be competent to explain medical terminology or may have different views about treatment options than the patient.

Where there is doubt about the patient's choice of a family member as their interpreter, particularly if abuse is suspected or when the interpreter is of the opposite sex to the patient and delicate questions are being asked, the clinician may judge that the consultation cannot proceed and offer the patient a further appointment with a professional interpreter.

#### 5.7 Use of Staff as Interpreters

It is generally discouraged to use staff as interpreters. However there are certain circumstances where it may be acceptable: these are in the case of an emergency (please see 'Emergency situations') where the staff member is part of the patient's care team, or where it is not possible to arrange an interpreter (for example due to time constraints).

It should be borne in mind that although staff may be happy to interpret, it is not the most appropriate use of their time and we cannot guarantee the quality or impartiality of their interpreting.

#### 5.8 Emergency Situations

In an emergency situation it may be necessary to use staff members and adult family members to help communicate basic information about care or personal history, but they should not be used to interpret clinical information, medical terminology or to facilitate decision-making about clinical care.

In the event of an emergency situation requiring interpretation relating to consent or treatment, decisions must be made in the patients' best interests, and should not be delayed by waiting for an interpreter. This should be fully documented in the patient notes.

#### 5.9 Intimate Examinations and Procedures

An interpreter is not to be used as a chaperone. If interpretation is required during a procedure or examination, the patient should be shielded from the interpreter by use of curtains or screens, or by use of the telephone interpretation service.

## 5.10 Abuse

Interpreters are not responsible for assessing whether or not patients have experienced abuse. However, if during or after the interpreting session the patient discloses such information to the interpreter, the interpreter will convey this message to the professionals for whom they are interpreting or the interpreter's line manager. It is the responsibility of the professional or the interpreters' line manager to take appropriate action in line with NHS and local safeguarding policies.

## 5.11 Missed Appointments

If your patient does not attend, use the interpreting service to call your patient and translate for you. This will help you establish if your patient was aware of the appointment and understood the reason for the appointment. You may want to be sure that the patient will attend if another appointment is arranged. Keep written notes on your patient's file.

Service providers should keep in mind the difficulty of cancelling an appointment at the last moment for those with limited English or hearing impairments where the only means of doing so is by phone. This should be considered in Did Not Attend (DNA) processes: patients should not be penalized for failing to attend or cancel an appointment where this was as a result of their disability or limited English.

## 5.12 Translation of Written Materials

NHS Stockport CCG will ensure that all healthcare and service information is accessible. All official written material should carry the Translation box, offering translation into a range of formats and languages on request.

Where staff are aware that a patient has additional communication needs, they should ensure that all relevant information, including the below, is made available in the required format (e.g. Braille, large print, audio, foreign language):

- appointment letters
- patient satisfaction surveys
- information on conditions or medication
- information on support services
- consent paperwork

Copies of NHS information leaflets forms can be found in a range of languages on Department of Health website. The CCG also has a range of information on its website in Easy Read formats and Sign Language videos:

<http://www.stockportccg.nhs.uk/about-us/equality-diversity/interpretation-and-translation>

## **6. Consent**

Clinicians are required to seek informed consent before initiating treatments, carrying out procedures or examining a patient who has the mental capacity to give consent. If the patient has English as a second language, or requires communication support, it is not acceptable to say that they do not have the mental capacity to give or withhold consent. The clinician must make arrangements for an interpreter and treatment should not be initiated until this happens, except in emergency situations (see section above).

It is the responsibility of staff to offer professional interpretation to ensure that their patient is fully aware of the choices available to them.

Copies of NHS Consent forms can be found in a range of languages on Department of Health website.

## **7. Implementation**

This policy will be available to all staff, via the CCG staff intranet. All managers are responsible for ensuring that relevant staff within the CCG have read and understood this document and are competent to carry out their duties in accordance with the procedures described.

## **8. Training and Guidance**

The Interpretation and Translation policy will be included in regular Equality and Diversity Training for GP Practice staff at the CCG's GP Masterclasses.

Guidelines on the use of interpretation and translation services will be placed on the equality and diversity resources section of the CCG's website, and will be distributed to all GP Practices, Opticians and Pharmacies.

## **9. Impact Statements**

### **9.1 Equality & Diversity**

In applying this policy, NHS Stockport CCG will have due regard for the need to eliminate unlawful discrimination, promote equality of opportunity,

and provide for good relations between people of diverse groups, in particular on the grounds of the following characteristics protected by the Equality Act (2010); age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation, in addition to offending background, trade union membership, or any other personal characteristic.

## 9.2 Quality, Finance, Information Governance

In applying this policy, NHS Stockport CCG will have due regard to any potential impact there may be on Quality; Finance; Information Governance; or other function and has taken that into consideration before the policy was adopted.

## 10. References and Related Documents

The legislation and legal frameworks adhered to in the creation of this policy are:

- [Human Rights Act \(1998\)](#)
- [Race Relations \(Amendment\) Act \(2000\)](#)
- [Disability Discrimination Act \(2005\)](#)
- [Equality Act \(2010\)](#)

## 11. Monitoring and Review

This policy will be reviewed on an annual basis or earlier if there are changes in legislation, relevant case law decisions, significant incidents and/or changes to the CCG's organisational infrastructure.

Staff who become aware of any change which may affect a policy should advise their line manager as soon as possible. The Corporate Affairs Manager will then consider the need to review the policy or procedure outside of the agreed timescale for revision.

## 12. Appendices

Appendix 1 - The Stockport Interpretation Unit video interpreting standard procedure.

Appendix 2 - The user guide for accessing the telephone interpretation service via The Big Word.

Appendix 3 - GP and staff guide to interpretation.

## Policy Version Control

Date	Version Number	Details of amendments
May 2017	2.0	Policy updated and published
March 2021	3.0	Policy Review: New CCG policy template adopted Update to relevant legal frameworks governing patient access to interpretation and translation services Addition of information regarding video interpretation service Revision of staff guides  Policy Published

## **APPENDIX 1**

**The Stockport Interpreting Unit video Interpreting Standard Procedure**

## **APPENDIX 2**

**TBW user guide**

## **APPENDIX 3**

**GP and staff guide to interpretation**



## Video Interpreting Standard Procedure



**Stockport Interpreting Unit**





## Contents

Page | 2

I.	Preparing for a call	3
II.	Role of the video interpreter	3
III.	Declaring the presence of the interpreter in a call and any other unseen or unheard participants	4
IV.	Protecting confidentiality and privacy of a video-interpreted call	4
V.	Work station	5
VI.	Optimal audio & video equipment	5
VII.	Technical support	5
VIII.	Employment Standards and Support	6
IX.	Customer feedback	6
X.	Glossary of terms	6



## **I. Preparing for a call**

### **Video interpreters should be permitted to take appropriate steps to prepare for a video interpreted call**

It is well understood that interpreters are most successful when they are able to find out the context of the video-interpreted event, as this helps them to understand the context of the call and the intentions of the caller(s).

Time must be allowed for the video interpreter to prepare and get useful information prior to making the video call. Without enough information about the call the quality of service could be vastly compromised.

Preparation before a call may help reduce the time spent making clarifications and repairs during the video-interpreted interaction.

When there are many individuals present, the chair of the meeting should discuss with the interpreter how the meeting can be managed to allow a video interpreter to do their job effectively.

Where a co-worker is to be engaged, this must also be introduced at the start of the meeting and appropriate pauses negotiated to allow for the interpreter to change over.

As with any interpreted interaction, there will be some lag time as the interpreter interprets between the two languages. It would not be uncommon for the video interpreter to provide an explanation of how the call will be managed to avoid any misunderstandings.

## **II. Role of the video interpreter**

### **The video interpreter must maintain to the standards set out by their regulating body.**

The role of interpreters working via video is not so dissimilar to that of an interpreter onsite. Like a live interpreter, video interpreters have a 'double role'. Firstly, they are interpreting from one language to another and secondly, they are facilitating an interaction and the conversational dynamics that arise between two parties. During a video interpreted interaction, the interpreter is usually the only bilingual, fluent individual and consequently they may use linguistic strategies such as intervention. They may also take on a number of roles such as 'cultural mediators, interpreters and operators' throughout the call, as necessary, to ensure that the video interpreted exchange runs smoothly. Current practices indicate that video interpreters who are able to use these strategies, such as using their professional judgment and interpersonal skills, as well as their technical interpreting skills, without restraint, have more success during a video call, which gives a better outcome for all parties involved. These call management skills have been taken into account when SIU created this standard procedure for video interpreting.

All registered interpreters are expected to abide by a code of conduct stipulated by their registering body. For example:

[Click here to see the NRPSI's code of conduct for spoken languages interpreters](#)

Page | 4 [Click here to see the NRCPSD's code of conduct for British Sign Language interpreters](#)

The interpreter must maintain the highest standards of professionalism and integrity and seek to reflect credit on their profession as well as continually maintaining and developing their professional skills and knowledge. SIU encourages their interpreters to maintain the spirit outlined in the interpreter's code of conduct.

### **III. Declaring the presence of the interpreter in a call and any other unseen or unheard participants**

**Video interpreters should take appropriate steps to declare their presence in a call.**

All participants using a video interpreting service have the right to know there is an interpreter participating in the call. As a professional service the interpreter has a duty to make the caller aware that there is a third person (the interpreter) present and they are privy to the content of the conversation.

Call handling guidance should be developed to assist the interpreter with introducing the service.

Guidance should consider the diverse experiences callers may have with using the service.



Guidance to  
interpreters - Video Ir

### **IV. Protecting confidentiality and privacy of a video-interpreted call**

**Video interpreters must be stationed in a secure and confined area to ensure total privacy of a call. Interpreters must make all participants aware if the security and confidentiality of the call is at risk or is compromised.**

Ensuring confidentiality in the video interpreter's work environment is vital.

Video interpreters must work confidentially, in accordance with their professional code of conduct

Interpreters are required to hold in confidence any content seen or heard during video calls

Video interpreters must respect the confidential nature of any information gained in the course of their professional activity, except in exceptional circumstances where there is a risk of harm to an individual or they have concerns about the welfare of a vulnerable adult or a child. Video

interpreters should refer to SIU's protocols for raising an alert about a vulnerable person

## **V. Work station**

**The interpreter's work station should be configured to promote comfortable and safe interpreting, with the least visual and auditory distraction possible**

The workplace should have a desk, an adjustable chair, computer with height-adjustable monitor, keyboard, mouse, headset or a telephone/lpad/tablet with video/audio enabled and placed on a stand. The interpreter should be positioned in a way that fully exploits the visual space on screen. The upper body should be centred on screen, with arms, hands and face clearly visible.

The camera should be positioned directly in front the interpreter at eye level.

The workplace should be free from visual distractions. The background behind the interpreter should be a flat, neutral colour that contrasts with the clothes and skin tone of the interpreter.

The room must be a dedicated and sufficiently soundproofed space. It should be free from distracting noises from outside, and care should be taken to reduce any potential echoes and reverberation that may arise within the room.

The video interpreter space should have sufficient temperature regulation and air ventilation.

The room should only be used for the purpose of video interpreting for the duration of the call and should not be partitioned off and shared with other activities. This will mitigate any distractions to the interpreter and preserve the confidentiality of the video interpreting environment.

The room must be well lit and have even light coverage. The light should be an adjustable, diffuse light, which shines in all directions, and positioned on the face and body of the interpreter. There must be no shadows on the background behind the interpreter.

## **VI. Optimal audio & video equipment**

**The interpreter should be equipped with suitable microphone and headset, in a quiet and private location**

The video interpreting room should be situated in a quiet location away from busy/communal/noisy spaces.

Video interpreters should use a headset and microphone.

## **VII. Technical support**

**Video interpreters should be provided with technical support by call centre services. Complex technical situations should be resolved by an appropriate technical expert**

SIU should provide basic technical training to the video interpreter.

## **VIII. Employment Standards and Support**

**SIU should provide suitable employment standards and support for interpreters working in video interpreting services**

Any SIU interpreter delivering video interpreting should have the opportunity for regular supervision to reflect on their practice

SIU will provide regular continuing professional development to help interpreters reflect and improve on current practice. Professional development opportunities will be made available to all interpreters.

SIU's Interpreters are encouraged to balance their interpreting work between video interpreting and on-site interpreting to reduce their 'burnout levels'

SIU interpreters should have the means to communicate with a supervisor throughout the interpreting session for support.

## **IX. Customer feedback**

**Video Interpreting Services should encourage customer feedback**

All users of video interpreting services provided by SIU should be given the opportunity to give feedback on the quality of the services they receive.



Customer feedback  
form - Video Interpre

Feedback from customers will feed into SIU's quality control mechanisms and ensure that the video interpreting services provided are commensurate with customers' needs and expectations.

## **X. Glossary of terms**

**British Sign Language (BSL)** - British Sign Language (BSL) is the signed language used in the United Kingdom (UK), and is the first or preferred language of some deaf people in the UK. BSL, like other naturally evolving signed languages across the globe, make use of space and involves movement of the hands, body, face and head. BSL has its own grammatical structure, syntax and conversational rules.



**Best practice** - A best practice is a technique or methodology that, through experience through application by practitioners and/or research, has proven to lead reliably to a desired result. A commitment to using the best practices in any field is a commitment to using all the knowledge and technology at one's disposal to ensure success.

**Conflict of interest** - Any condition that interferes with the objectivity of an interpreter. Interpreters shall be impartial and unbiased and shall refrain from conduct that may give the appearance of bias. Interpreters shall disclose any real or perceived conflict of interest.

**Consecutive interpreting** - The process whereby an interpreter waits until a complete thought or group of thoughts has been spoken or signed, in order to understand the entire segment before beginning the interpretation, resulting in a very high standard of accuracy in the interpretation. (Russell, p. 52)

**Discourse** - a verbal, signed or written exchange; a conversation or communication.

**Interpretation** - The unrehearsed, transfer of meaning from a spoken or signed message in one language into another language

**Textphone** Is a small electronic typewriter, acoustically linked to a telephone system, enabling users to transmit and receive manually typed messages.

**National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD)** - The national regulatory body for BSL/English interpreters in the UK ([www.nrcpd.org.uk](http://www.nrcpd.org.uk)).

**National Register of Public Service Interpreters (NRPSI)** - NRPSI regulates the public service interpreting profession in the UK. We are an independent, voluntary public interest body and our core role is to ensure that good standards within the profession are consistently maintained for the benefit of the public and interpreters ([www.nrpsi.org.uk](http://www.nrpsi.org.uk))

**Simultaneous Interpretation** – Is when the interpreter is actively listening or watching a person speak or sign, and at the same time deliver an interpretation from one language into another language. To allow the interpretation take place there will be a time lag between the interpreter's delivery and the person signing or speaking.

**Total Conversation** A concept recognised by the International Telecommunication Union (ITU: a specialised United Nations information and communications technology agency) and defined as: *“an audio-visual conversation service providing bidirectional symmetric real-time transfer of motion video, text and voice between users in two or more locations. This real time text differs from instant messaging systems because it is the transmission bi-directionally of one character at a time. This gives the user the feel of real-time communication, just like voice or video systems that transport streaming media over IP. The concept is aimed at providing for rich media real time conversation for all people and for varying situations. This includes but is not limited to people that are disabled in some way, e.g. the deaf or hard of hearing, blind etc., but also people who find themselves in a situation where the complementing media video, real-time text and voice together fulfils the conversation needs much better than only voice’.*

**Translation** - The rehearsed conversion of a written text from one language into another language, be it written/spoken or signed.

**Videophone** - A videophone is a telephone with a video display, capable of simultaneous video and audio for communication between people in real-time.

# TELEPHONE INTERPRETING SERVICE

For quick access follow these simple steps:

**1** Dial: **03333449473**

**2** Enter your access code: followed by # key.

**3** Enter your PIN number: **N/A** followed by # key.

**4** Enter the language code from the list below, followed by the # key:

702	Albanian	4	German	735	Lithuanian	1	Spanish
91	Amharic	993	Greek	97	Mandarin	998	Swahili
92	Arabic	738	Gujarati	533	Mirpuri	762	Tagalog
727	Bahasa Indonesian	994	Hindi	741	Nepali	739	Tamil
706	Bengali	724	Hungarian	796	Oromo	992	Thai
17	Bosnian	995	Italian	98	Pashto	773	Tigrinya
707	Bulgarian	96	Japanese	5	Polish	764	Turkish
93	Cantonese	3	Korean	996	Portuguese	709	Twi
710	Czech	520	Kurdish (Kurmanji)	749	Punjabi	765	Ukrainian
713	Dutch	730	Kurdish (Sorani)	750	Romanian	999	Urdu
712	Farsi (Afghan)	731	Kurdish (Bahdini)	997	Russian	2	Vietnamese
94	Farsi (Persian)	733	Latvian	755	Slovak	0	More Languages
95	French	734	Lingala	757	Somali	700	Cannot Identify

Press **1** to record or **0** to continue without recording.

**5** Once connected stay on the line and take note of the interpreter's identity number. Remember, direct your conversation to the client and not the interpreter.

If you have any questions please contact the Help Desk

**03333 449 461**

or email: [ukgovinterpreting@thebigword.com](mailto:ukgovinterpreting@thebigword.com)

# USING TELEPHONE INTERPRETING IN A CONTACT CENTRE

To help your call go as smoothly as possible:



## Ask the caller their language

They will normally understand this.



## Place caller on hold

While you connect to the service (see front page).



## Let the Interpreter know the reason for the call

Once connected.



## Reconnect the caller

Using the conference call facility and allow the Interpreter to introduce themselves.

## Top tips

- **Direct your questions to your client/caller**  
Make the conversation as natural as possible.
- **Speak clearly and distinctly**  
Help the Interpreter to understand you easily.
- **Language differences**  
A short sentence from you may appear longer when communicated in another language.
- **Be patient**  
It can take a little time for the Interpreter to build rapport with the caller. You can interrupt if you feel the conversation has digressed.
- **To ask a question**  
Refer to the Interpreter as 'Interpreter' to avoid confusion.

If you have any questions please contact the Help Desk

**03333 449 461**

or email: [ukgovinterpreting@thebigword.com](mailto:ukgovinterpreting@thebigword.com)

## Staff Guide to Interpretation & Translation Services at NHS Stockport

Our population is growing and diversifying. To help you deliver the best possible service to all of our community groups, NHS Stockport will provide interpretation for all medical appointments.

It is vitally important that you understand what your patient is saying and that your patient (or their legal guardian in the case of minors) understands what you have told them, to ensure that nothing is missed and everyone gets the care they need. Patients have the right to refuse professional interpretation, however in doing so they will waive their right to be covered by your Practice / Clinic's insurance.

From 17 May 2010 we are changing our interpretation service to cut down on bureaucracy, save money, and allow you to provide the best possible service to your patients.



**Foreign Language Interpretation** will be provided over the phone

- This means patients can be seen straight away
- It will vastly increase the number of languages available
- It will eliminate privacy or dignity issues

All calls are free from landlines

A two-way handset can be provided if you do not wish to use speakerphone. For special circumstances when a face to face interpreter is needed (see flowchart below) this can be booked by completing the spoken language booking form and emailing it to [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)



**British Sign Language Interpretation** will be provided for any medical appointments

This can be booked through SIU by completing the BSL booking form and emailing it to [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)



If you require **interpretation for an engagement event**, you can book this through the Engagement team by supplying dates, times, language requirements and your budget code.

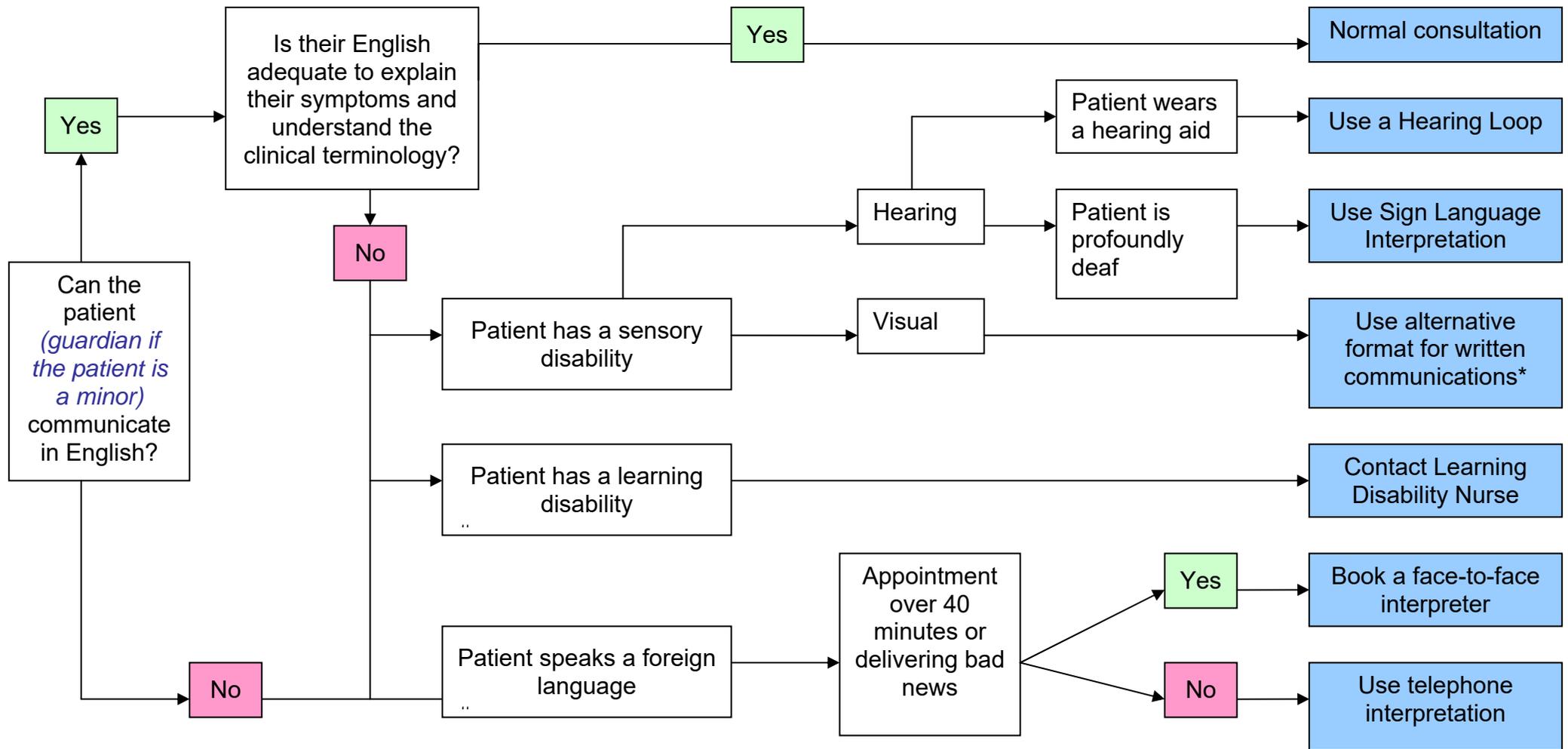


For **translation of written materials** into another language, simply email your text with your contact details, the language you require and your budget code, to Stockport Interpreting Unit at [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk).



**Training** on how and when to use interpretation services will held throughout May and can be booked through **Training Department - 0161 426 5917**

## When to Use Interpretation and Translation Services



### Recommendations for communicating in writing with the **visually impaired**:

- Use Arial font size 16 point
- Use short bullets
- Justify text to left side
- Do not underline
- Break up paragraphs
- Use bold for important info

**Eyeline Stockport** can translate documents into Braille or record audio versions of information: **0161 480 2612**

## Instant Telephone Interpreting

In three easy steps...

<b>1.</b>	Dial the free phone number: <b>03333449473</b>									
<b>2.</b>	<p>Enter the <b>ACCESS CODE</b> followed by the <b>#</b> key</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px; text-align: center;"><b>#</b></td> </tr> </table> <p>Each GP Practice has its own code. Community services have a single CHS code, as do Pharmacies, Opticians, Dentists, and the PCT.</p> <p><b>If you forget your PIN, contact the Stockport Interpreting Unit at <a href="mailto:siu.bookings@stockport.gov.uk">siu.bookings@stockport.gov.uk</a></b></p>									<b>#</b>
								<b>#</b>		
<b>3.</b>	<p>Enter the <b>LANGUAGE CODE</b> from the list below for the language you require followed by the <b>#</b> key</p> <p><b>If you don't know the language</b>, ask your patient to point to the language they need on the <b>Language Identification Poster</b> supplied at the back of this pack.</p> <p>If you <b>still do not know the language</b> you require, dial <b>700</b> for the team of language identifiers, who will listen to your patient, identify their language, and put you through to an interpreter within 2 minutes.</p> <p>If your patient has <b>specific requirements</b> (e.g. a male or female Interpreter or certain dialect) dial <b>0</b> and you'll be connected to a Customer Support Representative.</p>									

For Language codes, please see next page.

## Your Telephone Interpreting Language Codes

	<b>A</b>	511	French (Canada)		<b>L</b>	753	Shona
535	Afar	715	Fukienese	732	Laotian	754	Sinhala
701	Afrikaans	745	Fulani	733	Latvian	755	Slovak
723	Akan	546	Fuzhou	734	Lingala	756	Slovene
702	Albanian		<b>G</b>	735	Lithuanian	757	Somali
728	Alcholi	505	Ga	718	Lugandan	1	Spanish
91	Amharic	774	Garre		<b>M</b>	542	Sudanese
92	Arabic	545	Gaelic (Scottish)	775	Macedonian	998	Swahili
772	Armenian	784	Georgian	736	Malagasy	525	Swati
510	Asante	4	German	737	Malay	761	Swedish
504	Assamese	993	Greek	507	Malayalam	526	Sylheti
502	Assyrian	738	Gujarati	512	Maltese		<b>T</b>
778	Azerbaijani		<b>H</b>	97	Mandarin	762	Tagalog
	<b>B</b>	513	Hakka	739	Mandinka	763	Taiwanese
727	Bahasa Indonesia	721	Hausa	714	Marathi	788	Tajik
705	Basque	722	Hebrew	548	Mai Mai	729	Tamil
779	Belarussian	994	Hindi	533	Mirpuri	532	Telugu
706	Bengali	744	Hmong	790	Mongolian	992	Thai
530	Berber	724	Hungarian	516	Mwini, dial	527	Thmne
707	Bulgarian		<b>I</b>		<b>N</b>	798	Tibetan
708	Burmese	759	Ibo	521	Ndebele	773	Tigrinya
	<b>C</b>	725	Icelandic	741	Nepali	792	Tongan
991	Cambodian	726	Ilocano	742	Norwegian	740	Trukese
93	Cantonese	995	Italian	796	Nuer	760	Tshiluba
506	Catalan		<b>J</b>		<b>O</b>	764	Turkish
768	Cebuano	96	Japanese	796	Oromo	791	Turkmen
503	Chaldean	517	Jula		<b>P</b>	709	Twi
780	Creole (Haitian)		<b>K</b>	524	Pahari, dial		<b>U</b>
710	Czech	534	Kachchi	514	Pangasinan	765	Ukrainian
	<b>D</b>	694	Kanjobal	743	Papiamento	700	Unknown
711	Danish	704	Karen	98	Pashto	999	Urdu
748	Dinka	508	Kashmiri	522	Pidgin, Nigerian	793	Uzbek
713	Dutch	786	Kazakh	5	Polish		<b>V</b>
	<b>E</b>	787	Kirghiz	996	Portuguese	2	Vietnamese
529	Esperanto	70	Kirundi	523	Pothwari		<b>W</b>
783	Estonian	519	Kinyarwanda	746	Pulaar	531	Welsh
771	Ewe	518	Kongo	749	Punjabi	747	Wolof
	<b>F</b>	3	Korean		<b>R</b>		<b>X</b>
509	Fanti	720	Krio	750	Romanian	769	Xhosa
712	Farsi (Afghan)	520	Kurdish (Kurmanji)	997	Russian		<b>Y</b>
94	Farsi (Persian)	730	Kurdish (Sorani)	519	Rwandan	528	Yiddish
716	Finnish	731	Kurdish Bandinani		<b>S</b>	794	Yoruba
501	Flemish			104	Samoan		<b>Z</b>
95	French			752	Serbo-Croat	770	Zulu
				515	Shanghaiense		

If your patient's language code is not listed here, dial **0** to speak to a customer services representative.

What to do...

1. Email completed form to SIU at [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

### **Important Information...**

It is important that we have all the relevant details for your project so that we can supply you with the most suitable Interpreter. To do this we will need the following pieces of information:

- Your name and department
- What type of Interpreter is required
- Date, time & duration of the appointment for which the interpreter is required
- Location, department and contact who the Interpreter should report to on arrival
- Details of the assignment (e.g. doctor's appointment)
- Any reference materials or specialist requirements

## Booking a Face-to-Face Interpreter

If your appointment is over 40 minutes or genuinely cannot be undertaken over the phone NHS Stockport will supply face-to-face interpretation in a limited number of cases.

### What to do...

Email the booking form to SIU at [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk)

### Important information...

It is important that we have all the relevant details for your project so that we can supply you with the most suitable Interpreter. To do this we will need the following pieces of information:

- What type of Interpreter is required
- Language pair (e.g. from English into Polish)
- Date, time & duration of the appointment for which the interpreter is required
- Location, department and contact to whom the Interpreter should report on arrival
- Details of the assignment (e.g. doctor's appointment)
- Any reference materials or specialist requirements

## Translation of Written Documents

NHS Stockport has a contract with Stockport Interpreting Unit to provide written translations of text at a cost of £25 for 100 words.

Translation is at the cost of the team making the request and any translation requirements should be sent to the Stockport Interpreting Unit team with the correct budget code.

What to do...

Email: [siu.bookings@stockport.gov.uk](mailto:siu.bookings@stockport.gov.uk), specifying:

- Your name, role and full contact details including NHS Stockport's name, department, address, phone number, person to invoice
- Which language the text is currently in
- Which language(s) and format(s) the text is to be translated into
- If you have any stringent deadlines
- Any reference materials that will help with the translation
- Any other special instructions
- Attach the document for translation
- Budget Code for payment

If you cannot e-mail the file, call Stockport Interpreting Unit on 0161 477 9000 to explain your requirements.

Things to remember...

- Please try to keep the file size to no more than 10MB, otherwise we may be unable to open your file or it may become quarantined.
- If the file is too large you may get a delivery failure. In this instance, call Stockport Interpreting Unit on **0161 477 9000** to speak to one of the team who can suggest alternatives.
- All translations will be sent back to you electronically unless specifically requested otherwise.

## Alternative Formats

Eyeline Stockport supply Braille and Audio translation services for blind or visually impaired service users.

Each service is responsible for funding their own translation needs. Costs are as follows:

### Braille Transcription

- If the work to be transcribed is provided electronically on Microsoft Word, Braille is charged at £2.50 per A4 sheet. (Minimum charge £5. If the work is to be copy-typed there would be an additional charge.
- Repeat copies would be charged only for the Braille paper.

### Audio transcription

- If the work to be transcribed is provided electronically on Microsoft Word, Audio transcription is charged at £5 per A4 sheet. Transcription can be on either CD or Tape Cassette.
- Additional CD's and tapes charged at 50p each.

**For more details please contact Eyeline Direct on 0161 480 2612.**

## Assistance in communicating with a person with learning difficulties

If you require assistance to communicate with **a person with learning difficulties**, telephone the Learning Disability Liaison Nurse on 0161 419 4703 or Community Team for People with a Learning Disability on 0161 218 1220.

### Help available includes:

- Pictographic explanations
- Leaflets with large print and line drawings
- Use of symbols, i.e. makaton/widget software
- Video and audiotapes
- Games and quizzes to assist in health promotion

## Top Tips

Get the most out of your Interpreter...

- When you first liaise with an Interpreter please introduce yourself and explain the purpose of the conversation, while speaking clearly and at a reasonable speed.
- Allow the Interpreter time to introduce themselves to the customer.
- Speak to the Interpreter as if you were having a direct conversation with the customer. The Interpreter is effectively a 'link' who will enable you to communicate in the customer's language.
- Please be patient as the Interpreter may need time to think about what they are interpreting.
- Please bear in mind that some Interpreters may speak with a strong local or regional accent.
- There may be cultural differences between you and your customer that might cause misunderstandings, despite good interpreting, so please be mindful of this.
- The Interpreter may ask for permission to seek clarification, which may mean the Interpreter and your customer will engage in conversation. The content of this conversation will be relayed to you.
- If you are in doubt about anything during conversation, feel free to ask for clarification.
- The Interpreter will keep both parties informed of any issues or interventions.