INTERPRETATION SERVICE
FOR STOCKPORT OPTOMETRY SERVICES

NHS
Stockport
Clinical Commissioning Group

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 primary care appointments.

Foreign Language Interpretation can be provided **over the phone** by The Big Word.

All calls are free from landlines

A two-way handset can be used if you do not wish to use speakerphone

Call: 0333 344 9473
Enter your access code followed by hash: 87501083 #
Then the code of the language you want (see numbers below).

Interpreter

For sensitive appointments you can book a **Face-to-Face Foreign Language Interpreter** through Stockport Interpreting Unit:

Complete the NHS Stockport CCG Request Form for Spoken Language and BSL email it to *siu.bookings@stockport.gov.ukv*
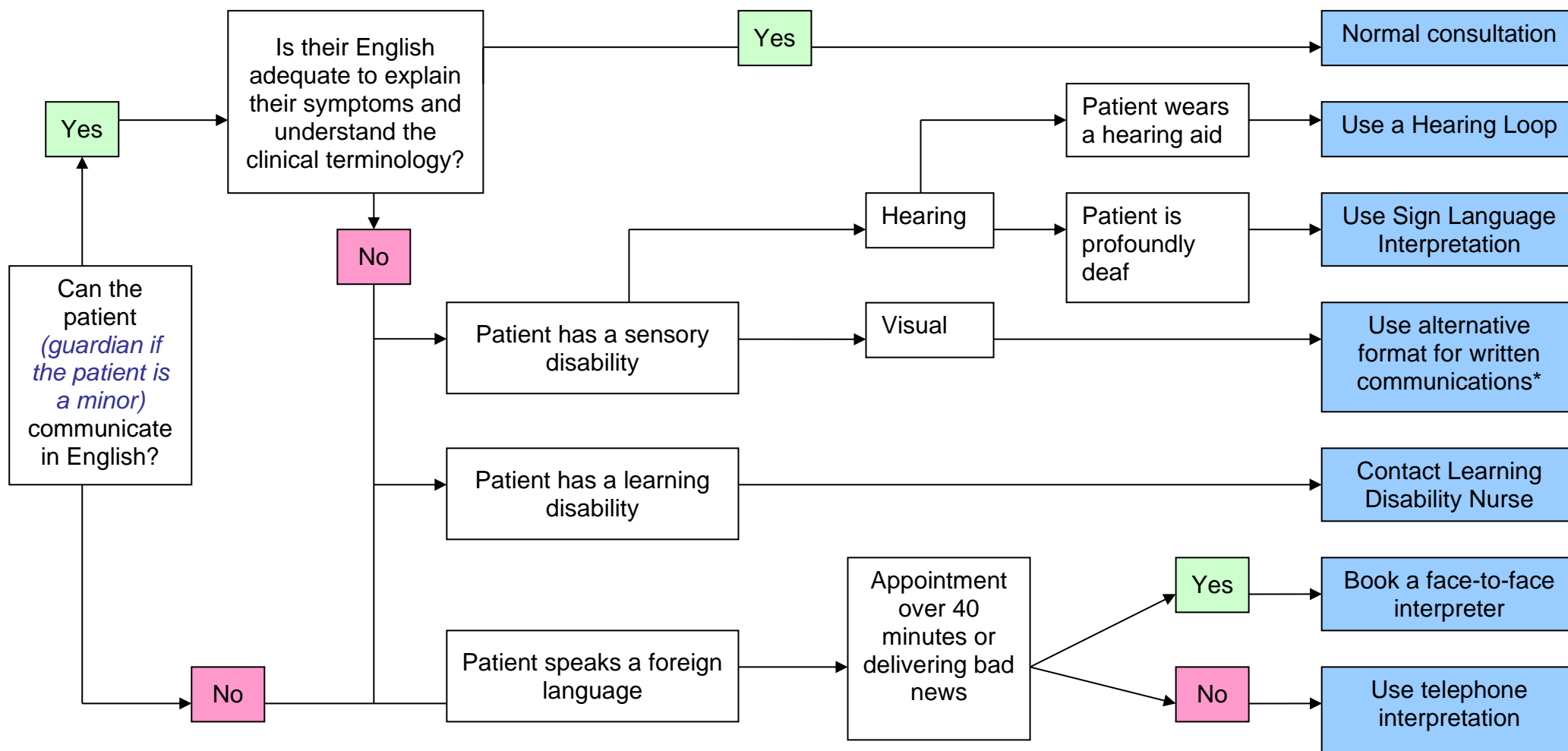
British Sign Language Interpretation will be provided for any primary care optical appointments by Stockport Interpreting Unit.

Complete the NHS Stockport CCG Request Form for Spoken Language and BSL and email it to *siu.bookings@stockport.gov.uk*

For **IMMEDIATE ACCESS to a signer**, Skype calls using can be made to **SignVideo.** Follow the short instructions on the following page.

When to Use Interpretation and Translation Services

Is their English adequate to explain their symptoms and understand the clinical terminology?

→ **Yes** → Normal consultation

→ **No** →

Can the patient *(guardian if the patient is a minor)* communicate in English?

→ **Yes**

→ **No**

Patient has a sensory disability

→ **Hearing** →
- **Patient wears a hearing aid** → Use a Hearing Loop
- **Patient is profoundly deaf** → Use Sign Language Interpretation

→ **Visual** → Use alternative format for written communications*

Patient has a learning disability → Contact Learning Disability Nurse

Patient speaks a foreign language → **Appointment over 40 minutes or delivering bad news**
- **Yes** → Book a face-to-face interpreter
- **No** → Use telephone interpretation

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

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

Instant Telephone Interpreting

In three easy steps...

1.	Dial the free phone number: 0333 344 9473
2.	Enter the **ACCESS CODE** followed by the **#** key: **875 010 83 #**
3.	Enter the **LANGUAGE CODE** from the list below for the language you require followed by the **#** key **If you don't know the language**, ask your patient to point to the language they need on the **Language Identification Poster** supplied at the back of this pack. If you **still do not know the language** you require, dial **700** 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. If your patient has **specific requirements** (e.g. a male or female Interpreter or certain dialect) dial **0** and you'll be connected to a Customer Support Representative.

Most frequently requested languages...

Language	Code	Language	Code
Arabic	92	Oromo	796
Bengali	706	Polish	5
Cantonese	93	Portuguese	996
Czech	710	Punjabi	749
Farsi (Persian)	94	Romanian	750
Farsi (Afghan)	712	Russian	102
French	95	Slovak	755
German	4	Somali	757
Italian	995	Spanish	1
Japanese	96	Tamil	729
Korean	3	Turkish	764
Lithuanian	735	Urdu	999
Mandarin	97	Vietnamese	139
HELP LINE	0	**LANGUAGE IDENTIFICATION**	700

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

Booking a Face-to-Face foreign language 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...

Use the NHS Stockport CCG Request Form for Spoken Language and BSL. Complete the form and email to *siu.bookings@stockport.gov.uk*

Face to face interpreting should only be used for sensitive or long appointments, for example when giving bad news or the appointment lasting longer than 40 minutes.

If your appointment can be undertaken over the phone, you may choose to book face-to-face interpretation through Stockport Interpreting Unit at your own cost and you will be asked to supply a budget code for billing.

Important information...
It is important that the form is completed fully as the SIU need to have all the relevant details for your appointment so that they can supply you with the most suitable Interpreter. They may contact you on receipt of your request if they need to clarify any details with you.

British Sign Language Interpreting

What to do...

Use the NHS Stockport CCG Request Form Spoken Language and BSL. Complete the form and email to *siu.bookings@stockport.gov.uk*

Important information...
It is important that the form is completed fully as the SIU need to have all the relevant details for your appointment so that they can supply you with the most suitable Interpreter. They may contact you on receipt of your request if they need to clarify any details with you.

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 practice 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*, specifying:

- Your name, role and full contact details including 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

Walthew House supply Braille and Audio translation services for blind or visually impaired service users.

Each practice 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

- **Contact Walthew House for further information via admin@walthewhouse.org.uk or 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 Learning Disability Team 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.