

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: 0800 757 3053

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



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

Call: 0161 477 9000

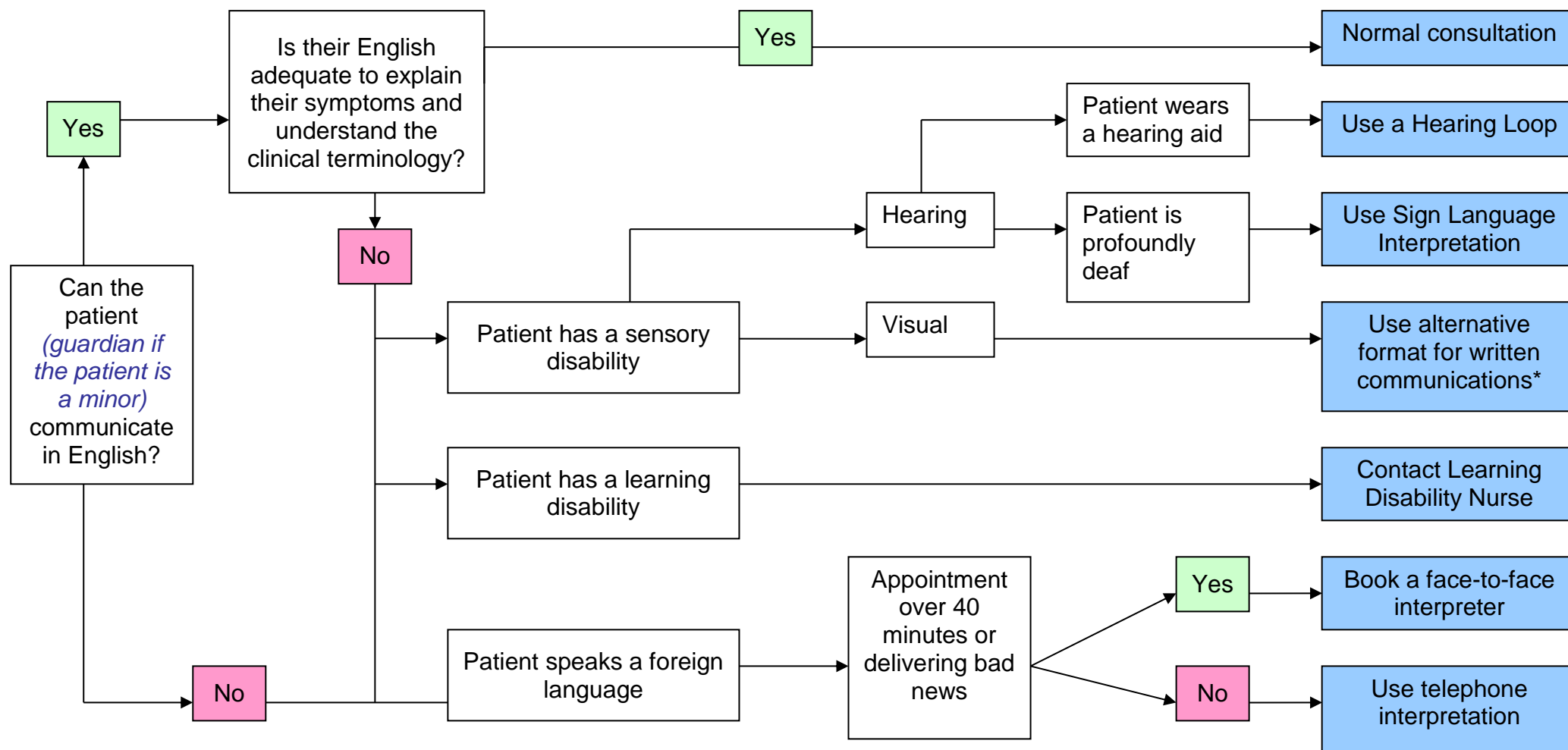


British Sign Language Interpretation will be provided for any medical appointments by Language Empire.

This can be booked through the CCG's admin team:

Call: 0161 426 9900

When to Use Interpretation and Translation Services



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

- Use Arial font size 16 point
- Justify text to left side
- Break up paragraphs
- Use short bullets
- Do not underline
- 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: 0800 757 3053
2.	Enter the ACCESS CODE followed by the # key: 875 010 83 #
3.	<p>Enter the LANGUAGE CODE from the list below for the language you require followed by the # key</p> <p>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.</p> <p>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.</p> <p>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.</p>

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

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...

Contact the Stockport Interpreting Unit on **0161 477 9000**.

They will then ask you a series of questions to confirm your booking.

You will be asked to explain what the appointment is for and why over-the-phone interpretation cannot be used. What language you need and what appointment slots you have available.

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 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

What to do...

1. Contact the CCG reception team on **0161 426 9900** to book your Interpreter. The team will then ask you a series of questions.

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

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: **eds.admin@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

- 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 Walthew House 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.