



Interpreting Service including British Sign
Language (BSL) or any other
Communication Support

Booking Procedure

Date Revised: 24 February 2012
Date for Review:

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Contact Details

NHS Greater Glasgow and Clyde Interpreter Service

Interpreting Services Call Centre

Tara House

1st Floor

46 Bath Street,

Glasgow

G2 1HJ

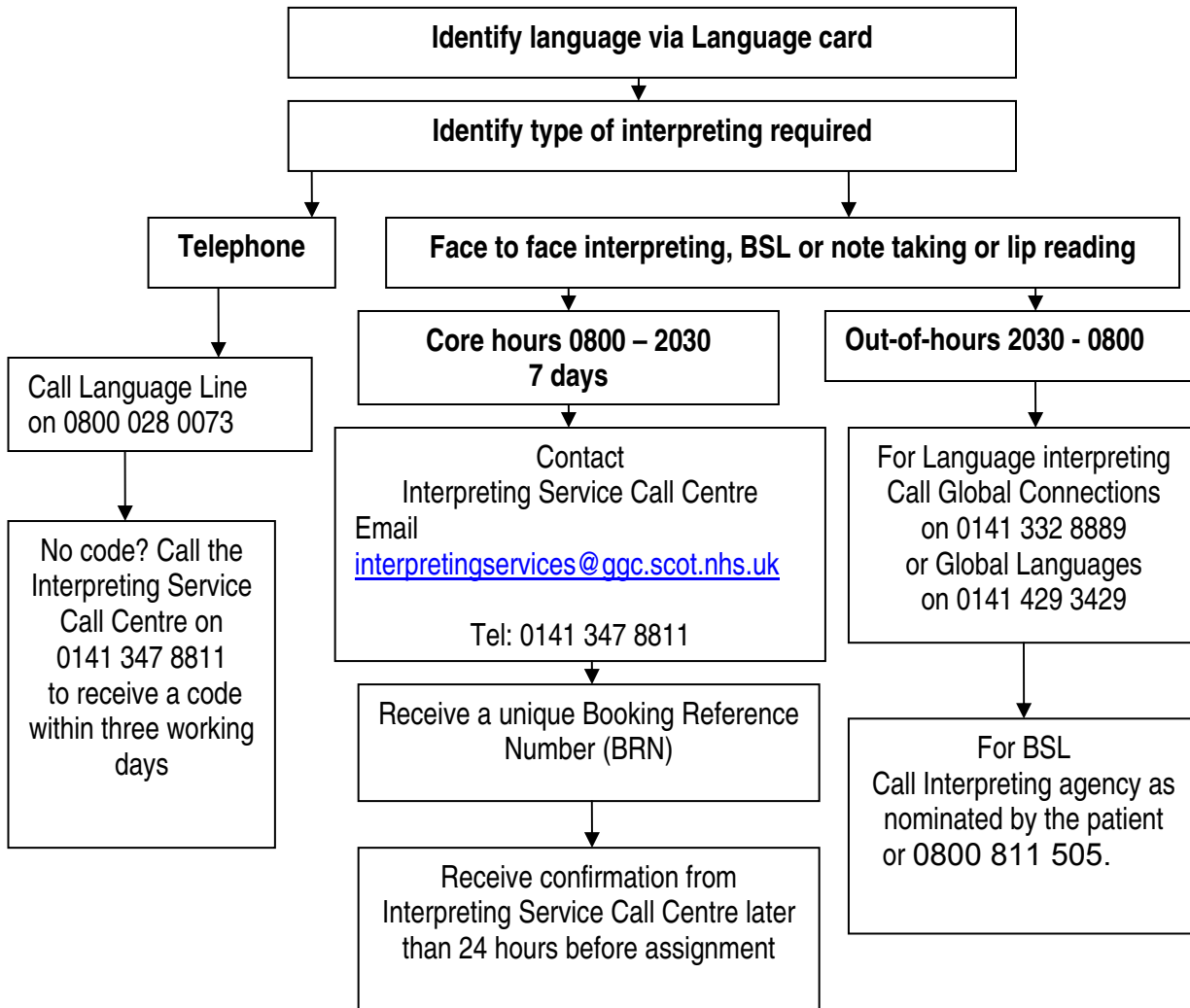
Telephone Number: 0141 347 8811

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

Staff Net: Accessible via Staff Net/Info Centre/Interpreting Services

Opening Hours: The Call Centre is open from 0800-2030hrs, Monday to Sunday.

Booking system – Flow Chart



1. 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 patient and/or clinician by requesting communication support.

To determine which language is required use the list of languages found on Staffnet/Info Centre/Interpreting Services.

If you are unable to identify the language call language line on 0800 0280073 for assistance.

2. Different Types of interpreting service available.

There are four different types of interpreting:

- face to face interpreting when the interpreter is in the room and
- Telephone interpreting.
- British Sign Language (BSL)
- Note Taking and Lip Reading

Appendix 1 illustrates Good practice guidelines for working with face to face interpreters.

Appendix 2 illustrates Good practice guidelines for working with telephone interpreters (Language Line)

2.1 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 for each assignment, however, in some cases the length of assignment can last several hours.

2.2 Telephone Interpreting

Accessing interpreting over the telephone is an immediately available method of interpretation.

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
- If there is a medical emergency and no time to wait for a face to face interpreter
- It may not be appropriate in some cases to use a telephone interpreter if there are sensitive or critical issues to be discussed e.g. gender based violence, bereavement, mental health appointment, paediatric emergency.

3. Booking a face to face interpreter or a BSL interpreter

(Core hours 0800 – 2030 Monday to Sunday)

Contact the Interpreting Services Call Centre by e-mail or telephone:

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

Telephone: 0141 347 8811

Bookings should be made as far in advance as possible.

3.1 Provide details for booking coordinator

You will be asked to provide the following details

- Location in which you require the interpreter
- Department
- Language and/or dialect required
- Specific gender required
- Is the same interpreter required
- 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

In certain circumstances the same interpreter may be booked for consecutive assignments with the same 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 Sessional Interpreter/Agency.

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/agency
- Information on whether the interpreter is from the NHSGGC Interpreting Services or from an external agency
- Confirmation of the unique BRN

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

Sessional interpreters should give you a copy of their timesheet (middle copy) and you should file this in a specialist interpreting file in date order at your base.

4. 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 Call Centre to register your services details and you will be contacted within three days with a Language Line code.

5. Booking an Out of Hours Interpreter (Out of hours 2030 – 0800 Monday to Sunday)

Again, which form of interpreting is more suitable – telephone, face to face, BSL, note taking or lip reading?

If a face to face interpreter is required contact either of the following external Interpreting Agencies.

Call Global Connections on 0141 332 8889 or

Global Languages on 0141 429 3429

If you require a BSL, note taking or lip reading

Call the interpreter agency as nominated by the patient or 0800 811 505.

You will be asked to provide the following details

- 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 receipt 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. Acute A&E, Mental Health, Addictions Services and Maternity currently all have codes for Language Line. Do not include this in the general policy?

6. Process for dealing with an interpreter booked through an external agency

In the event that the Interpreting Services Call Centre is unable to source an interpreter for a booking they will forward this request to specialist interpreting recruitment agencies to cover the booking.

A member of staff at the location of the assignment must check and sign the agency interpreter's time sheet and retain a copy at their base.

7. Pre-Assignment Check

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.

The unique Booking Reference Number (BRN) and photo identification badge should also be checked to ensure that the details match the request.

If there is any doubt as to the details of the assignment please contact the Interpreting Services Call Centre for assurance.

The interpreter should be briefed by staff prior to commencement of the patient appointment of any specific terminology and the general context of the health appointment.

8. Cancellations

8.1 Cancellations of Interpreting Bookings – Core Hours

Cancellations of interpreter bookings must be made more than 4 hours in advance of the booking start time by contacting the Interpreting Services Call Centre either by:

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

Telephone: 0141 347 8811

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 Call Centre must be informed.

8.2 Cancellations of Interpreting Bookings – Out of Hours

If on arrival for the booking the interpreter is no longer required, the Interpreting Service Call Centre must be informed no later than the following morning.

8.3 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 Call Centre to allocate another sessional interpreter.

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

9. Submission of timesheets / payment process

Interpreters will be supplied with timesheets by the Interpreting Services Call Centre.

Timesheets are required to be signed off to verify completed assignments and facilitate payment to the Sessional Interpreter.

Staff members who booked the assignment must ensure that all the relevant columns are completed accurately.

The timesheets are in triplicate:

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

Time sheets should not be authorised prior to the end of the assignment.

10 Performance and Capability Issues

Interpreters are bound by all NHS Greater Glasgow & Clyde Policies and Procedures when undertaking an assignment. Should you have any concerns in relation to an interpreter who is assigned to your service, they should be reported to your line manager and the Interpreting Service Manager for the NHSGGC Interpreting Service.

11 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 a member of the Interpreting Services.

Appendix 1

Working with Face to Face 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/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 case 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.
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 straight forward 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

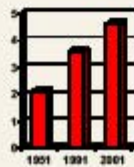
Tips for Working with an interpreter in a Healthcare Setting



TIPS FOR WORKING WITH AN INTERPRETER IN A HEALTHCARE SETTING

GROWTH IN U.K. ETHNIC MARKETS

According to the U.K. Census of 2001, the foreign-born population in the U.K. has grown from 3.8 million in 1991 to nearly 5 million in 2001.



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- Document Translation
- Face-to-Face Interpreting
- Language Line® Phone

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enquiries@language-line.co.uk

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1. **Brief the interpreter** – Identify the name of your organisation to the interpreter; provide specific instructions of what needs to be accomplished and state whether you need help with placing a call. The interpreter can assist you in getting the call off to a good start by introducing you and your facility and then relaying your initial question.
2. **Speak directly to the patient** – You and the patient should communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the patient's response directly back you. Also, speak naturally (not louder) and at your normal pace (not slower).
3. **Segments** – Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you are saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
4. **Clarifications** – If something is unclear, or if the interpreter is given a long statement, the interpreter may ask you for a repetition of what was said.
5. **Ask if the Limited English Speaker (LES) understands** – Please don't automatically assume that the LES patient understands you. In some cultures a person may say "yes" as you explain something, but it doesn't necessarily mean they understand. It may just mean they want you to keep talking because they are trying to follow the conversation. Also, please keep in mind that a lack of English does not necessarily equate to a lack of education.
6. **Do not ask for the interpreter's opinion** – Avoid asking the interpreter for opinions or comments. The interpreter's job is to convey the meaning of the source language and not allow personal opinion to influence the interpretation.
7. **Everything you say will be interpreted** – Try to avoid private conversations with your colleagues. Whatever the interpreter hears will be interpreted.
8. **Avoid jargon or technical terms** – To help your patient and interpreter better understand you, don't use industry jargon, slang, idioms, acronyms, or technical terms. Clarify vocabulary that is unique to the situation and provide examples if needed to explain a term.
9. **Length of interpretation session** – Many concepts you express may have no equivalent in other languages. The interpreter may have to describe or paraphrase the terms you use. As a result, an interpretation might take twice as long as a conversation carried on in English only. Please avoid interrupting the interpreter while he or she is interpreting.
10. **Reading scripts** – Though we may not notice it, we often talk more quickly when reading a script. When reading a script, prepared text, or a disclosure, please slow down to give the interpreter a chance to keep up with your pace.
11. **Culture** – Professional interpreters are familiar with the culture and customs of the LES. During the interpretation session, the interpreter might identify and point out a cultural issue of which you may not be aware. Also, if the interpreter feels that a particular question is culturally inappropriate, he or she may ask you to rephrase it.
12. **Closing of the call** – The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call.

Language Line Services •

• www.language-line.co.uk

Appendix 3

Summary of best practice regarding booking interpreters

1. Clearly state the required language and dialect (if appropriate) when initiating an assignment.
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. For further information or advice regarding how to work with interpreters, contact Interpreting Services Manager or undertake an e-learning module (not yet finalised)
6. Give accurate information regarding approximate duration of the assignment.
7. Block book for future appointments if possible especially where continuity of interpreter is essential e.g. therapeutic appointments.
8. Give consideration to the safety of the interpreter when you book e.g. does the service user/patient have history of volatile behaviours?
9. For further information or advice regarding working with interpreters contact , NHS Greater Glasgow and Clyde Interpreting Service on xxxxxx

Appendix 4

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 language in some cases
- Provides anonymity for the patient, particularly for small 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 5

Interpreting Services Booking Request Form

- Complete this form for each Interpreter you wish to request and return to the Interpreting Service at interpretingservices@ggc.scot.nhs.uk
- 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 0141 347 8811
- 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

Request 1

Your location	
Directorate/CHP/CHCP/MHP/GP/Dental /Ophthalmic practice etc	
Your name	
Your Contact number	
Date of assignment	
Time of assignment	
Purpose of Appointment e.g. GP appointment, maternity , discharge	
Who to see – name of clinician	
What is the exact location of interpreting assignment Building /Name & Dept Street Town Postcode	
Contact Details of Person the Interpreter is meeting: Name: Tel/Mobile:	
Name of patient	
What language is required?	
Gender	
What is the expected length of appt.?	
<i>Please use this section to record any additional instructions e.g. background information /directions to venue etc</i>	
Booking Reference Number	

To make more than one request simply copy the form and complete the details

Appendix 6

Accessing a Telephone Interpreter (Language Line)

Accessing a Telephone Interpreter



When your client is with you

1. Dial **0800 028 0073 (0207 715 2630 for mobile users)**
2. The operator will ask you for:
 - **Your client ID** (your 6 digit client number) ()
(Please note: this code is **confidential** to your organisation or dept)
 - The language you require? (you can ask for a male or female interpreter)
 - Or if you are unsure please ask for language assistance.
 - What organisation are you calling from?
 - What is your personal code? (answer with your full first and last name)
3. Stay on line while the operator connects you to a trained interpreter (about 30 seconds). The operator will then inform you the interpreter is 'now on line'.
4. Note the interpreter's ID code, introduce yourself and brief the interpreter saying what phone you are using, e.g. single/ dual handset, speaker phone or mobile.
5. Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.
Give the interpreter time to interpret between you and your client.
Continue the conversation.
6. Let your client and the interpreter know when you have finished. Thanks the interpreter and say 'end of call'

Making outgoing client calls

- The operator will connect you to an interpreter, then conference your client into the call.
1. Have your client's name and telephone number ready.
 2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is **NOT** with you.
 3. Give the operator your client's name and telephone number.
 4. Stay on line while the operator connects you to a trained interpreter (about 30 seconds).
 5. Note the interpreter's ID code.
Introduce yourself and brief the interpreter: explain the operator is phoning your client.
Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.
 6. The operator introduces your client into the call. The interpreter proceeds as you directed above.
 7. Give the interpreter time to interpret between you and your client.
Continue the conversation.
 8. Let your client and the interpreter know when you have finished.

Handling incoming client calls

- If you have conferencing facilities**
1. Put your client on hold using your organisation's conference call facilities (try to obtain your client's telephone number in case they hang up while on hold).
 2. Follow steps 1 and 2 for 'When your client is with you', but advise the operator your client is **ON HOLD**.
 3. Brief the interpreter, then conference your client into the call.
- If you do not have conferencing facilities**
1. Note your client's telephone number, language and, ideally, name.
 2. Assure your client that you will call back shortly with an interpreter.
 3. Follow the procedures for 'making outgoing client calls'.

Useful Numbers

1. General enquiries, training line and materials

Tel: 0800 169 2879
Fax: 0800 783 2443
Training: 0800 298 4334
Email: enquiries@languageline.co.uk
Website: www.languageline.co.uk
Post: 25th Floor, 40 Bank Street
Canary Wharf, London E14 5NR

2. Document Translations

Tel: 0800 917 6564
Fax: 0800 783 2443
Email: translations@languageline.co.uk