Reference Number:	FOI202425/261
From:	Private Individual
Date:	19 September 2024
Subject:	Hospital Translation

Q1   Please could you state if your hospital Trust has a specific written policy/guidelines on what should happen when a translator/interpreter is accompanying a patient and they are in a queue for a clinic; specifically in relation to whether the patient and the translator/interpreter are moved forward in the queue? If so, could you provide me with a copy of that policy/guidelines.

NOTE: My understanding is that Trusts have a policy to move the translator/interpreter and their patient to the top of the queue, because the translator/interpreter is being paid for their time and the longer they have to wait the more expensive the process becomes. This question is seeking to see if that is the case at your Trust and whether you have a formal policy/guideline on the issue to save NHS money.

A1   See attached - *Interpretation policy* - Please see section 2.1

Interpretation & Translation

Policy

For completion by Author			
Author(s) Name and Title:	Laura Allwood, Patient & Family Support Manager		
Scope:	Trust wide	Classification:	Non-Clinical
Version Number:	V4.0	Review Date:	02/12/2025
Replaces:	V3.0		
To be read in conjunction with the following documents:	Equality & Inclusion Policy Equality & Inclusion Strategy Consent to Examination or Treatment Safeguarding Adults & Children Accessible Information Standards		
Document for public display:	Yes		
Executive Lead	Sue Pemberton, Director of Nursing & Quality		

For completion by Approving Committee			
Equality Impact Analysis Completed:		No	
Endorsement Completed:	Yes	Record of Changes	Yes
Authorised by:	Quality Safety Experience Committee	Authorisation date:	02/12/2022

For completion by Document Control			
Unique ID No: TP04(11)	Issue Status: Approved		Issue Date: 14/12/2022
After this document is withdrawn from use it must be kept in archive for the lifetime of the Trust, plus 6 years.			
Archive:	Document Control	Date Added to Archive:	
Officer responsible for Archive:	IG and Document Control Facilitator		

Contents

Document Statement

The Liverpool Heart and Chest Hospital is committed to enabling effective communication with all patients, thus improving their overall experience of the quality of service they receive. The Trust aims to improve the quality and safety of care received by individuals with information and communication needs, and their ability to be involved in autonomous decision-making about their health, care and wellbeing.

This policy is intended for all staff working in the Trust and aims to ensure all patients, their relatives and carers receive information which is able to be read or received and understood by the individual or group for which it is intended. When necessary, information should be provided by the use of appropriate interpreting/translating/sign language services. Staff will be required to arrange interpreting services for patients both internal to the Trust and those who attend satellite clinics held in the community.

Patients attending the Trust may have alternative and/or additional communication needs, including people who are deaf or have a hearing impairment, blind or have visual impairment, those who have learning difficulties, those who do not use English as their first language and those with limited or no literacy skills. Occasionally, it may be necessary for staff to communicate with visiting relatives, or next-of-kin who have additional needs, for which communication support is required and must be implemented.

1. Roles and Responsibilities

1.1 Executive Nurse
Is accountable to the Trust Board for ensuring compliance with these standards in all parts of the Trust.

1.2 Divisional Directors of Nursing and Divisional Heads of Operations
Are responsible for ensuring all staff under their management comply with the contents of this policy.

1.3 Heads of Department
Are responsible for ensuring all staff under their management complies with the contents of this policy. All managers have a duty to ensure that all staff for which they are responsible are made aware of this policy, and have the knowledge and support to implement it in the course of their work. All managers are responsible for ensuring that purchase orders for interpreting services are raised via oracle.

1.4 Patient & Family Support Manager
Is responsible for ensuring that all requests made are met and will offer any advice to staff/teams regarding this policy.

1.5 Finance and Procurement Departments
Is responsible for ensuring that all purchase orders/invoices for interpreting/translation services are processed and records retained centrally. They are responsible to liaise with the providers of the interpreting/translation services to request reports detailing the usage and costs.

1.6 All staff

Staff are responsible for ensuring that all patients (and when appropriate their relatives and carers) have access to interpretation and/or translation and transcription services as and when required, that patients should receive services as promptly as possible, be given choice in access to services and treatments and not incur unnecessary delays at any stage of their pathway.

It is the responsibility of the member of staff at the time of booking the appointment and/or arranging the admission to ensure they identify if there is a requirement for an interpreter and/or a requirement for written or audio translation. They must adhere to the booking procedure outlined in this document

2. Procedure

2.1 This policy ensures that staff are provided with accurate and up-to-date information to enable access to communication services and facilities, and arrange and implement appropriate support for all patients and their relatives or carers in line with Accessible Information Standards. As such, it is intended to aid staff in compliance with their legal obligations related to the protected characteristics listed in the Equality Act 2010, in particular those related to disability and race.

Poor communication attributes to non-compliance with treatment, cancelled appointments, repeated admissions and delayed discharge and exposure to litigation for negligence and errors. We have a responsibility to ensure that all patients are treated equally, receive high quality care and are fully informed and involved in decision making about their care and can give informed consent.

Consent – if the patient is not offered as much information as they reasonably need to make their decision, in a form that they can understand, their consent may not be valid.

In view of this, the Trust provides access to the following services and facilities:

- Face-to-face interpreters for non-English speakers
- Telephone interpreters for non-English speakers
- Sign language interpreters for profoundly deaf people
- Translated written information upon request for patients who do not read English
- Translated patient information onto audio format for those who cannot read or are visually impaired
- Braille for those who are visually impaired
- Large print for those with limited vision
- Information on coloured paper for those who are visually impaired or who have dyslexia
- Easy read versions on request for anyone with learning disabilities

All staff must be mindful when booking interpreters that the Trust is charged by the hour. In order to ensure the Trust pay the minimal charge it is advisable that when booking appointments (including satellite clinic appointments) those patients are booked in to the **first or second** appointment slot where possible to minimise delays and costs.

When staff arrange admissions they should ensure that whenever possible, patients who require an interpreter are put first or second on the operation or procedure list to minimise delays and costs. Should any member of staff encounter difficulties arranging an interpreting service they should contact the Patient & Family Support Manager during office hours. They will look into any alternative arrangements or options that may be available. Outside of office hours, the Hospital Co-ordinator should be contacted.

2.2 Identifying when additional communication is required

An interpreter should be used where effective communication is critical to patient care outcomes such as:
- Admission/initial assessment
- History taking and care planning
- Consent for treatment and research
- High risk/life threatening situations
- Pre-operative procedures
- Explanation of medication or treatments
- Discharge information
- Read any correspondence providing to patient including discharge information to patents

All staff must take steps to identify and determine additional communication support needs for patients when:
- Receiving initial referral information externally from GPs or other Trusts or internally from departments or colleagues.
- Patients attend clinic appointments and it is identified that they will require additional support during their admission.
- From other staff referrals either within or external colleagues

Before arranging an interpreter and/or requesting written translation an assessment should take place as to whether the person's English Language ability is adequate for the situation. If in doubt, there are some simple tests you can carry out to make your decision. Ask a simple question that requires the person to answer in a sentence. Avoid questions that can be answered yes or no or a very familiar question such as 'where do you live?'

Information regarding additional communication needs must be recorded with patient's Electronic Health Records and acted upon in all subsequent re-bookings. Staff should communicate this clearly to other colleagues for example, if a patient is attending the outpatient clinic and requires admission; the additional needs should be communicated via email.

2.3 Interpreting through family/friends

Whilst some carers and family members may be able to interpret, staff need to be aware that the information interpreted by people involved with the patient may be distorted. This may be due to over-protectiveness, bias or conflicting interests and this may not be an appropriate way of communicating confidential or clinical information. For this reason interpreting through family and/or friends is **not recommended** and should only be used in an emergency situation with the patient's consent and documented clearly in the patient's health records.

Interpreters should always be used during the planned consent process and it should be documented in EPR that an interpreter was used.

If using family and/or friends as interpreters or translators, staff must bear in mind that family and/or friends may not understand medical terminology, may screen or mis-represent certain information and may receive access to personal information that the patient may not wish that person to know.

2.4   Children

If a patient brings a child (under 16 years) to interpret for them, staff should not allow them to interpret under any circumstance. The option of a professional interpreter must be offered, even in the case of acute emergencies. The use of the telephone interpreting services should be used if a face-to-face interpreter is not easily accessible.

2.5   Protection/Safety issues

Where there are concerns about patients who require safeguarding/child protection/mental health act issues, an approved external interpreter must be used, even for basic communication. The Safeguarding Named Nurse should be informed of this and will offer any advice to staff.

2.6   Face-to-face interpreters

This service is available to LHCH staff through DA Languages. The service operates 24 hours a day, 7 days a week, including bank holidays. Interpreting services are charged at an hourly rate to the hospital. Details of how to access the service are available on the home intranet page and the guides are in the appendices.

DA link is available to **pre-book:**

- **Spoken Languages Face to face interpreting** (No BSL)
- **Spoken Languages Video remote interpreting** (No BSL)
- **Written translation.**

Service support channels
Portal- admin@dalanguages.co.uk
Telephone- telephoneinterpreting@dalanguages.co.uk
Video interpreting- vri@dalanguages.co.uk
Face to face- teamnurture@dalanguages.co.uk
Written translation- megan.grindle@dalanguages.co.uk

Service Feedback
Feedback about the service- dafeedback@dalanguages.co.uk
Issues and Complaints- complaint@dalanguages.co.uk

Face to face interpreting is also available, where an interpreter is physically present for an appointment. Face to face interpreting requires pre-booking via the DA Languages booking portal, DA Link.

How to access?
- Go to DA Link and click on 'Bookings' from the top menu
- A drop-down menu will appear. Press on 'Create New Booking'. A new window will appear prompting you to select the Service Type
- A booking form will appear for you to fill in. Criteria marked by a * must be completed.
- To send the request to a booking co-ordinator, click the Save button. Your booking coordinator will be notified of your request by email

Used for?

- patients with trauma/mental health appointments
- breaking bad news
- patient impairment preventing use of phone/video
- safeguarding appointments- Children/Young People involved
- consultation over 45 mins

2.7   Telephone interpretation

What is it?

1. On-demand: No need to prebook so good for short appointments and emergencies.

2. Paid per minute: Very cost effective and still using professional linguists.

3. Versatile: for when you are with the patient, or when you are in different places.

An efficient and immediate service where you use the telephone to access an interpreter in any language within a minute of two. Quick and straightforward using a normal telephone to dial the service access number, and where an automated system will take your PIN and the language you require and connected you straight away to a suitable interpreter. Used for short conversations, walk in and non-complex appointments, no technical or sensitive details, rare languages and emergencies.

How to access?
- Dial 0330 057 1198
- Enter your PIN (available from your intranet page)
- Enter the language code (available on your intranet page)
- You will be automatically connected to an interpreter
- Guides are in Appendix

2.8 Video Remote Interpreting

- Online: Getting the comfort of a face-to-face interpreting, but securely online.
- Pre-booked: Is useful for short face-to-face appointments or with rare languages.
- Versatile: for when you are with the patient, or when you are in different places.

Sharing many of the benefits of telephone interpreting, Video Remote Interpreting adds the ability to connect sensitively and culturally through the visual component. Simple and intuitive, you can use many devices to connect to professional interpreters over any internet connection. A great substitute for face-to-face when a rare language is required.

How to access?
- Go to https://dalang.interpreterview.co.uk/ to access the video remote interpreting platform. Alternatively, you can also download our app for Apple and Android to access the platform on the go. Search "DA Languages" in the Apple App Store or in the Google Play Store, and select the app named DA Languages
- To request a linguist on-demand, click "Start session"
- Select your required language from the dropdown or start typing the name/code. Or if you require a specific linguist, enter their code in the "interpreter code" field.
- You will be automatically connected to an interpreter

Used for?
- Short-notice and non-complex appointments
- No technical or sensitive details
- Rare languages

2.9   Sign Language interpretation services

Sign language interpreters are trained to interpret between spoken English and British Sign Language (BSL), in most cases the first language of the Deaf community in Britain. A BSL Interpreter can be booked via the Action for Hearing. During office hours call: 0151 232 0001 or 0845 685 8000.

Out of hours, after 5pm to 9am, including weekends and bank holidays call: 0700 341 8352.

Below is useful information for staff working with signing interpreters:

- Always speak directly to the deaf person, not to the BSL interpreter.
- It is impossible for the BSL interpreter to interpret when more than one person is speaking.
- The BSL interpreter is always neutral. They are not allowed to give advice or offer opinions.
- BSL interpreters work within a strict professional code of practice.
- Everything that is discussed will be kept confidential.
- The BSL interpreter will communicate everything that is said or signed.
- BSL interpreters need preparation time and background materials if they are to do a good job.
- There is usually a slight delay in the interpreting process.
- BSL interpreters need to have short breaks every 30-40 minutes

2.10   Communication with blind people or patients who have no literacy skills

The Patient & Family Support Team has the following patient information leaflets readily available as an audio file on CD

- Cardiac Surgery
- Cardiac Rehabilitation
- Coronary Angiography
- Percutaneous Coronary Intervention
- Having a Pacemaker Fitted
- Lung Surgery

If a patient requires any other patient information in audio format a request should be made to the Patient & Family Support Team.   Staff should give as much notice as possible in order for the requests to be met.

It is the responsibility of the member of staff making the request to ensure the patient receives the information in a timely manner.

2.11   Communication with Deaf/blind people

Deaf/blind or dual sensory impaired people have a combined sight and hearing loss, which creates barriers in both verbal communication and when accessing printed information. Deaf/blind UK will

provide interpreters for deaf/blind patients. Telephone: 01733 358 100 or email: info@deafblind.org.uk to arrange an interpreter.

Ensuring you give all of the following information:
- Name and contact details of person requesting interpreter
- Date and time service is required and the date of request
- Venue/and or clinic appointment details
- Name of patient
- Patient's reference number (if applicable)

2.12   Enabling access to written information

Written translation is another service that can be accessed through DA Languages. To raise the request, upload the document and download from DA Link on completion.

How do I?
- Go to DA Link, select the Service Type
- A booking form will appear for you to fill in. Criteria marked by a * must be completed. Fields with a * must be completed. Drag your file source at the bottom and click "save" to complete

Used for?
- Translating leaflets/flyer/booklets
- Letters to the patients
- Historic medical information

The obligation to provide information in alternative languages and formats extends to the full range of written information, including booklets, leaflets, fact sheets, as well as any appointments and other letters sent from the hospital to patients.

Staff should give as much notice as possible in order for the requests to be met. It is the responsibility of the member of staff making the request to ensure the patient receives the information in a timely manner.

2.13 Confidentiality

Interpreters must adhere to the confidentiality policy for the Trust and adhere to this at all times. Information gathered during interpretation should not be repeated or referred to outside the Trust, either with the patient, member of staff or any third party.   Staff need to be aware of cultural differences and the diverse needs of patients, their families and carers and must take this into account where possible when arranging interpreting services.

2.14   Any concerns or complaints raised by staff, patients or their representatives regarding the service provided should be referred to the Patient & Family Support Manager who will undertake an appropriate review or investigation if required.

4.   Policy Implementation Plan
- All Heads of Department and Managers will be made aware of this policy via email corporate communications and will be expected to ensure this policy is implemented within their own areas.

- Policy to be appropriately archived and up-to-date policy displayed on Trust intranet.
- Details of how to arrange interpreting services are available on the staff intranet.
- Policy to be made available to public via the internet.
- Policy awareness will be included on local induction checklists for relevant staff.
- Policy awareness is included in the Trust's corporate induction pack for all new staff coming into the Trust.
- It is intended this policy requires minimal training for staff. An on-going staff awareness and training on the use of interpreters needs to be developed at local level. A guide and information is available on the Trust's intranet and any additional training or guidance can be obtained from the Patient & Family Support Team.

5.   Monitoring of Compliance

This policy will be monitored through the following:

- Reports provided by DA Languages to the Procurement Manager and Patient and Family Support Manager to ensure compliance against the SLA. Provision of interpreters will be monitored against the number of interpreting requests made. Feedback will be sought from trust staff in relation to the effectiveness of the service provided. Monthly meetings between DA Languages implementation manager and managers to discuss the reports in detail.

- Compliance will be monitored through incident reports, complaints and concerns highlighted relating to interpretation/translation services to the Patient & Family Support Manager.

- Policy will be reviewed every three years by the Quality & Patient Family Experience Committee.

6.   References

Associated references and documentation include:
- Care Quality Commission – The National Standards
  You can expect to be respected, involved, and told what is happening at every stage
- All interpreters or interpreting and translation services must meet agreed minimum standards as determined by Government Procurement services and National Stakeholders from NHS Organisations
- Equality Act 2010
- Accessibility Standards

7. Appendices

D.A. LANGUAGES LTD. IS YOUR PROVIDER FOR TELEPHONE INTERPRETING

Make a note of your 'Department PIN' here: _____

Step 1

Call **0330 088 2443** direct from your phone.

Step 2

Enter your **'Department's PIN'**, followed by the **# key**; you can then enter the **PIN of the language you require** (see alphabetised list). Press 1 for an interpreter, 2 for a male, 3 for a female interpreter or 4 to speak to a specific interpreter (see next step)

Step 3

Once connected, take note of the **interpreter ID number** (you can use this to connect to the same interpreter for future calls). To connect to any third parties, dial 9 and then the number you wish to connect to.

Step 4

Leave feedback on interpreter at the end of the call. You will have 8 seconds to do this. From 1 (lowest rating) to 5 (highest rating).

D.A. Languages Limited
Translation & Interpreting Services

Language Codes

Please see the 20 most commonly used language codes (in alphabetical order):

Language	Code	Language	Code
Albanian	065	Kurdish (Sorani)	025
Arabic	013	Mandarin	046
Bengali	076	Polish	075
Bulgarian	040	Portuguese	077
Cantonese	061	Punjabi	033
Czech	024	Romanian	029
French	048	Slovak	018
Gujarati	084	Spanish	038
Hungarian	019	Turkish	066
Italian	008	Urdu	014

PLEASE SEE ALL LANGUAGE CODES BELOW:

Language	Code	Language	Code	Language	Code
Afghan Pashtu	216	Indebele	049	Portuguese	077
Afrikaans	211	Indonesian	129	Punjabi	033
Albanian	065	Italian	008	Romanian	029
Amharic	004	Japanese	122	Russian	074
Arabic	013	Kannada	203	Sanskrit	092
Armenian	035	Khassonke	099	Seraiki	128
Azeri	006	Khmer	232	Serbian	108
Bambara	087	Kibajuni	086	Sesotho	206
Bassa	223	Kibembe	204	Shona	207
Belarusian	037	Kikongo	096	Sinhalese	016
Bengali	076	Kinyarwanda	058	Slovak	018
Bosnian	100	Kirundi	054	Slovenian	230
Bravanese	241	Kituba	127	Soninke	238
Bulgarian	040	Konkani	224	Somali	063
Burmese	231	Korean	071	Spanish	038
Catalan	213	Kosovan	210	Swahili	041
Chinese Cantonese	061	Krio	011	Swedish	042
Chinese Mandarin	046	Kurdish Bahdini	021	Sylheti	111
Congolese Swahili	201	Kurdish Kurmanji	059	Tagalog	212
Croatian	106	Kurdish Sorani	025	Taiwanese	102
Czech	024	Lari	088	Tamil	051
Danish	217	Latvian	079	Telugu	125
Dari	043	Lingala	026	Thai	120
Dioula	007	Lithuanian	020	Tigre	036
Dutch	104	Luganda	010	Tigrinya	022
Estonian	228	Macedonian	031	Tswana	208
Ewe	064	Malay	205	Turkish	066
Farsi	012	Malayalam	123	Turkish- Cypriot	209

TABLE CONTINUES BELOW

Language	Code	Language	Code	Language	Code
Filipino	202	Malinke	055	Turkmen	229
Finnish	233	Mandinka	053	Twi	219
Flemish	103	Mashi	056	Ukrainian	060
French	048	Mauritian Creole	235	Urdu	014
Fula/Fulani/Poular	062	Mina	069	Uzbek	242
Georgian	080	Mirpuri	101	Vietnamese	034
German	002	Moldovan	073	Welsh	220
Greek	027	Mongolian	218	Wolof	057
Gujarati	084	Nepalese	030	Xhosa	094
Hausa	121	Norwegian	227	Yiddish	236
Hebrew	221	Oromo	090	Yoruba	132
Hindi	032	Pahari	052	Zaghawa	225
Hungarian	019	Pashto	015	Zulu	028
Ibibio	131	Patwa	107		
Igbo	240	Polish	075		

If you have any issues, please **press # to connect to the operator.**
If you are unable to connect to the telephone interpreting line, please call the switchboard on **0161 928 2533**.

D.A. languages Ltd

TELEPHONE INTERPRETING:

QUICK CLIENT USER GUIDE

D.A. Languages Ltd. provides its Telephone Interpreting services via an automated system that runs 24/7.

If you need an operator, DA staff man the lines during in-office hours 9am-5:30pm Mon-Fri.

A form containing the language PINs you need will be provided separate from this document.

Quick Tips

- Speak in short sentences
- Ensure everyone can hear you (you can ask the interpreter to confirm this with your client)
- The interpreter will introduce themselves by first name and PIN number only
- Take note of this PIN if you'd like to use this same interpreter on another assignment.

Call **0330 088 2443**

→ Enter your department PIN at the prompt, then #

→ Enter Language PIN at the prompt

→ Press 1 for interpreter → Is an interpreter connected? → **NO** → Please contact out telephone interpreting department on **0330 088 1153** → You can then leave feedback on the interpreter's call, ranging from 1 (lowest) to 5 (highest) rating

Press 2 for male or 3 for a female interpreter

YES → If you need to connect a 3rd Party, Dial 9, followed by the 3rd party's number → All participants connected and your call can get underway

Press 4 for a specific interpreter

Enter interpreter specific PIN at the prompt → Is an interpreter connected? → **NO** → Please contact out telephone interpreting department on **0330 088 1153**

YES

WHEN THE CALL IS FINISHED, SIMPLY HANG UP AND ALL PARTICIPANTS WILL BE DISCONNECTED.

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Afrikaans	211
Albanian	065
Amharic	004
Arabic	013
Armenian	035
Azeri	006
Bambara	087
Bassa	223
Belarusian	037
Bengali	076
Bosnian	100
Bravanese	241
Brazilian Portuguese	243
Bulgarian	040
Burmese	231
Catalan	213
Chinese Cantonese	061
Chinese Mandarin	046
Congolese Swahili	201
Croatian	106
Czech	024
Danish	217
Dari	043
Dioula	007
Dutch	104
Estonian	228
Ewe	064
Farsi	012
Filipino	202

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Finnish	233
Flemish	103
French	048
Fula/Fulani/Poular	062
Georgian	080
German	002
Greek	027
Guajarati	084
Hausa	121
Hebrew	221
Hindi	032
Hungarian	019
Ibibio	131
Igbo	240
Indebele	049
Indonesian	129
Italian	008
Japanese	122
Kannada	203
Khassonke	099
Khmer	232
Kibajuni	086
Kibembe	204
Kikongo	096
Kinyarwanda	058
Kirundi	054
Kituba	127
Konkani	224
Korean	071
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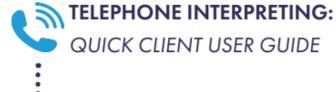
Language	Code
Krio	011
Kurdish Bahdini	021
Kurdish Kurmanji	059
Kurdish Sorani	025
Lari	088
Latvian	079
Lingala	026
Lithuanian	020
Luganda	010
Macedonian	031
Malay	205
Malayalam	123
Malinke	055
Mandinka	053
Mashi	056
Mauritian Creole	235
Mina	069
Mirpuri	101
Moldovan	073
Mongolian	218
Nepalese	030
Norwegian	227
Oromo	090
Pahari	052
Pashto	015
Patwa	107
Polish	075
Portuguese	077
Punjabi	033
Romanian	029
Russian	074
Sanskrit	092
Seraiki	128
Serbian	108
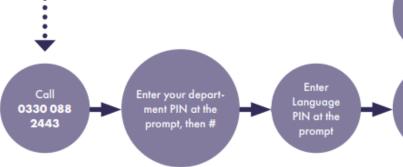
Language	Code
Sesotho	206
Shona	207
Sinhalese	016
Slovak	018
Slovenian	230
Soninke	238
Somali	063
Spanish	038
Swahili	041
Swedish	042
Sylheti	111
Tagalog	212
Taiwanese	102
Tamil	051
Telugu	125
Thai	120
Tigre	036
Tigrinya	022
Tswana	208
Turkish	066
Turkish- Cypriot	209
Turkmen	229
Twi	219
Ukrainian	060
Urdu	014
Uzbek	242
Vietnamese	034
Welsh	220
Wolof	057
Xhosa	094
Yiddish	236
Yoruba	132
Zaghawa	225
Zulu	028

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Flowchart:

Call **0330 088 2443** → Enter your department PIN at the prompt, then # → Enter Language PIN at the prompt →

- Press 1 for interpreter → Is an interpreter connected?
  - **NO** → Please contact out telephone interpreting department on **0330 088 1153** → You can then leave feedback on the interpreter's call, ranging from 1 (lowest) to 5 (highest) rating
  - **YES** → If you need to connect a 3rd Party, Dial 9, followed by the 3rd party's number → All participants connected and your call can get underway
- Press 2 for male or 3 for a female interpreter
- Press 4 for a specific interpreter → Enter interpreter specific PIN at the prompt → Is an interpreter connected?
  - **NO** → Please contact out telephone interpreting department on **0330 088 1153**
  - **YES** → If you need to connect a 3rd Party, Dial 9, followed by the 3rd party's number

WHEN THE CALL IS FINISHED, SIMPLY HANG UP AND ALL PARTICIPANTS WILL BE DISCONNECTED.

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Check with intranet that this printed copy is the latest issue
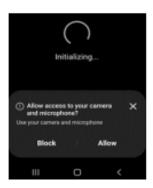
Accessing video remote interpreting via the app

1. Please make sure you have downloaded the app on your mobile device, this is called 'DA Languages'. You will be prompted to log in, using your email and password. If you have forgotten your password simply select 're-set password'.

2. Once logged in, to make an on-demand call simply select the menu located on the left and select 'Start video call' – you will be prompted for the language you require from the dropdown, select a required gender (if necessary) and click 'Find Interpreter'.

3. If this is the first time using this application you will be prompted to allow access for this functionality to use your speakers and camera – it will pop up, simply click 'Allow'.
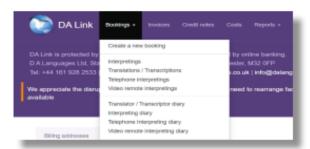
4. You will then be connected to an interpreter; all elements of the call can be amended by using the icons at the bottom of the screen. Once you have finished simply tap the screen to 'end call', you will then be asked to rate the service, (1 being low – 5 being high).
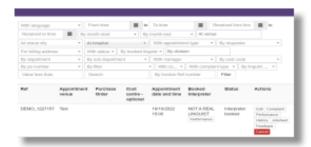
Cancelling a booking on DA Link
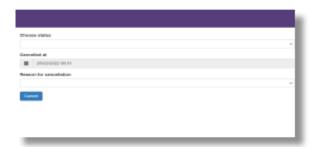
1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".

2. Once logged in, click on Bookings from the top menu, then select which service line it is you require to cancel.

3. This will show a list of upcoming bookings, you can either scroll and find the booking you are looking to cancel or type the booking reference in the search bar and select "Cancel".

4. This will open a box where you can select from the dropdown menu the reason as to why you would like to cancel and a free text box for any further information, then click "Cancel".

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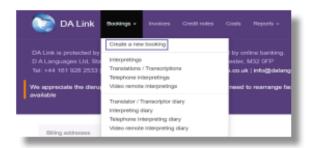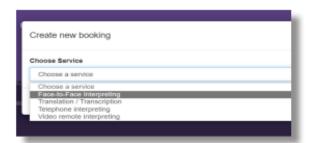
Raising a face to face booking on DA Link

1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".

2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

3. A new window will appear, on this select "Face-to-Face Interpreting".

4. Complete the booking form with your requirements and click 'save'. Fields with a * must be completed.

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3

How to work with an interpreter

Where you know the content of the session may be distressing, please inform us in advance so we can confirm this with the booked interpreter prior to the appointment to make sure they are prepared as well as comfortable.

Prior to starting your session brief the interpreter of any relevant information they need to know in advance and inform them of the aim of the session.

Think about seating where applicable, for example for a face-to-face appointment arrange seating for easy communication where all 3 parties are equally distanced and facing each other.

Allow the interpreter to introduce themselves to the client regardless of which service-line is being used. For remote bookings always introduce everyone in the meeting, informing the client and interpreter of any additional professional present, as well as allowing the interpreter to introduce themselves to the client.

Whilst using an interpreter make sure you use short, concise sentences and pause frequently to allow the interpreter time to fully translate the information. Be sure to speak in the first person, "How can I help you today?" rather than, "Ask him/her how I can help them today".

Following all sessions debrief the interpreter and should you require a future interpreter surrounding the same matter, take the interpreters name and ID, for continuity purposes if required.

Video Remote Interpreting Specifically

When requesting a pre-booked video appointment make sure you have stated what platform you will be calling from, as well as the link so this can be shared with the interpreter and will not cause any delays on the day.
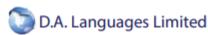
Test any technical equipment prior to the start time, this could be camera, audio and headset.

Provide the interpreter with enough time to interpret, as this may take longer, if screen sharing or presenting, regularly pause to allow enough time for this information to be interpreted.
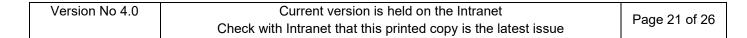
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2

Registering for a log in to DA Link

1. Go to https://link.dalanguages.co.uk/ and under 'Client Portal' select 'Request Invite'.

2. Fill in the form with all your details NB. Please note all these fields are required.

3. You will see a confirmation in green that an invitation request has been raised on our system. A member of our team will activate your registration and you will receive an email confirmation where you will be able to create your password and log in to DA Link.
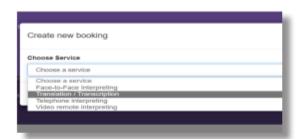
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Raising a translation booking on DA Link

1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".

2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

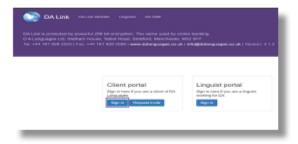3. A new window will appear, on this select "Translation / Transcription".

4. Complete the booking form with your requirements. Fields with a * must be completed. Drag your file source at the bottom and click "save" to complete.
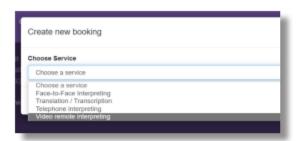
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6

Raising a video remote booking on DA Link

1. First sign in to DA Link by going to link. dalanguages.co.uk and click "Sign in" button under "Client Portal".

2. Once logged in, click on Bookings from the top menu, then "Create new booking" from the dropdown menu.

3. A new window will appear, on this select "video remote interpreting".

4. Complete the booking form with your requirements, including the link of your external meeting and any log in details in required, and click 'save'. Fields with a * must be completed.

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5

8.   Endorsed By:

Name of Lead Clinician / Manager or Committee Chair	Position of Endorser or Name of Endorsing Committee	Date
Dr Raph Parry Deputy Chief Exec and Medical Director	Chair of Quality and Patient and Family Experience Committee	Jan 2020

9.   Record of Changes

Section No	Version No	Date of Change	Description of Amendment	Description of Deletion	Description of Addition	Reason
Author name and title	2.1	Jan 2019	Author and Title staff member changed	Previous Author's name deleted	New manager name added	Previous manager left the Trust
2.6	3.0	November 22	Updated with the new company	Removed Beacon languages	All information about the different types of interpretation.	New company provides interpretation and translation