INTERPRETATION AND TRANSLATION SERVICES GUIDELINE
(SCARBOROUGH & RYEDALE AND WHITBY & DISTRICT)

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Approved by: **Date**	Operational Delivery Group 28 November 2023

VALIDITY – Guidelines should be accessed via the Trust intranet to ensure the current version is used.

CHANGE RECORD

Version	Date	Change details
9.0	*Mar-21*	*Approved by QPaS 4-Mar-21 (no previous change information)*
9.1	*Mar-22*	*Updated into Trust guideline template (no changes to content)*
10.0	*Nov 23*	*Transferred to Trust guideline template and reference code updated, added:* • *Introduction section* • *Scope section* • *References/definitions section* • *Relevant Trust Policies/Procedures/Protocols/Guidelines section* *Amendments to section 3 (Procedures) including:* • *Amendments to Face to Face Interpreting procedure section* • *Amendments to Translating a Document (including Braille, VideoTranslation and Subtitling, Voice Over and Large Print) section* • *Added Payment of Fees section* *Approved at Operational Delivery Group (28 November 2023).*

Contents

1. INTRODUCTION

Our patients and carers have the right to effective communication in a form, language and manner that enables them to understand the information provided. Providing access to interpretation and translation services across Trust services ensures people receive adequate information about their health care and enables staff to understand a patient's needs. Patients, service users and carers should be able to access services in a way that ensures their language and communication requirements do not prevent them from the same quality of healthcare as others.

This guideline sets out a clear procedure to accessing interpretation and translation services for patients and carers, ensuring they will receive information in a format that they can understand, and support they need to enable them to communicate with our services appropriately.

2. SCOPE

This guideline applies to all employees of the Trust, including all staff who are seconded to the Trust, contract, temporary and agency staff and other people working on Trust premises. This includes members of staff with an honorary contract or paid an honorarium.

The scope of the interpretation and translation guideline extends to patients and carers of patients who live in North Yorkshire (Whitby and District/Scarborough and Ryedale) accessing Trust services who have interpretation, translation and/or communication support needs.

This guideline is intended to ensure that 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 who require Deaf or Deaf Blind communication support. It describes arrangements for telephone based and face to face interpreting and for translation of written materials.

3. PROCEDURES

3.1. Telephone interpreting (preferred option)
To use Telephone Interpreting you need your **access** (*see appendix 1)* and **language codes**.*(see appendix 2)*
Use the three-step guide as follows:
1. Call the free phone telephone 03333 449473.
2. Enter your **access code** followed by **#**.
3. Enter your **language code** and wait on the line for the interpreter.

3.2. Face to Face Interpreting
Before using this service, please consider whether you can use telephone interpreting instead.

It is important that the patient is made aware of the booking and that they understand the implications of the booking and how it will support them with the care that we offer.

Trust staff; please be aware that if bookings are cancelled with less than 48 hours' notice we will still be charged.

To book:
- Prior to booking an appointment you will need to get access to the Big word's online portal. This can be done by completing the **Big word Face to Face request form** (appendix c) and return it to ukgovinterpreting@thebigword.com inbox. This only needs to be done once, at which point you are then able to freely access the portal 24/7.

- To make a booking, please access the IMS Client Userguide which provides you with information on how to create a booking, view an existing booking and other useful resources.

Please allow at least 48 hours for booking although short notice requests will be dealt where possible.

3.3. British Sign Language Interpreter
Option 1: To arrange a BSL interpreter please use the following website: www.nrcpd.org.uk. When you have accessed the website follow the instructions below:
- Enter your town or search by name on the home page and click search.

Your search results will be displayed. Once you have identified a member (an interpreter) that you would like to use, just click on the information icon on the right hand side to bring up their contact details.

Please check if your patient has a preferred interpreter although please explain that whilst you will try your best to accommodate this, you cannot guarantee the availability of specific individuals.

Option 2: If you are unable to arrange an interpreter through the above website then contact the bigword on 0800 757 3100 (you may experience a delay before connection to this number – please be patient as it will connect). Try and give two weeks' notice for this although short notice requests will be dealt with where possible.

3.4. Translating a document (including Braille, Video Translation and Subtitling, Voice Over and Large Print)
Before using this service, please consider how much documentation does need to be translated. Would key pages suffice rather than a whole document?

You can request document translation, transcription, braille, video translation and subtitling, voice over and large print. Where requesting large print, please consider whether the document can be increased in size simply by increasing the font on your PC or by increasing the size using an in-house photocopier.

To arrange for a document to be translated, please contact one of the following members of staff who will support you with the process:

- Alison Dent for Community Services on email: adent@nhs.net
- Rebekah Coulthard – rebekah.coulthard@nhs.net
- Rachel Stothard – rachelstothard@nhs.net

If the above members of staff are unavailable, please contact:
  - Debbie Jubb (all services) on email djubb@nhs.net or
  - Caroline Playfair (all services) on email caroline.playfair@nhs.net

- If you have exhausted the above four options, please email hnf-tr.csspoc@nhs.net

3.5. Induction Loops

If a site requires induction loops please contact the Trust's Estates and Facilities Helpdesk on email: HNF-TR.Estates@nhs.net or telephone 01482 477877.

For maintenance issues:
- Whitby Hospital contact NHS Property Services on 0808 196 2045.
- Malton Hospital contact Ross Chamberlain (Building Services Manager) York Teaching Hospital NHS Foundation Trust on email ross.chamberlain@ythfm.nhs.uk or telephone 01723 342326.

3.6. Payment of Fees

Payment for services can be achieved in the following ways:

- The Big Word to send their invoice electronically to NHS SBS clients via Tradeshift. For further information or to register for electronic invoicing please visit the website: https://www.sbs.nhs.uk/supplier-einvoicing or email SBS-W.e-invoicingqueries@nhs.net.

- To post invoice or credit note to the following address:

  HUMBER TEACHING NHS FT
  RV9 PAYABLES F685
  PO Box 312
  LEEDS
  LS11 1HP

3.7. Advice

Operational queries please contact the Patient and Carer Experience Team by email: hnf-tr.patientandcarerexperience@nhs.net or telephone 01482 389167.

4. REFERENCES/DEFINITIONS

- Accessible Information Standard: Specification, NHS England (Aug 2017) https://www.england.nhs.uk/wp-content/uploads/2017/08/accessilbe-info-specification-v1-1.pdf
- Accessible Information: Implementation Guidance (Aug 2017) https://www.england.nhs.uk/wp-content/uploads/2017/08/implementation-guidance.pdf
- Section 250, Health and Social Care Act 2012 http://www.legislation.gov.uk/ukpga/2012/7/part/9/enacted
- Equality Act 2010 http://www.legislation.gov.uk/ukpga/2010/15/contents
- Human Rights Act (1998): Human Rights Act 1998 (legislation.gov.uk)
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5. RELEVANT TRUST POLICIES/PROCEDURES/PROTOCOLS/GUIDELINES

- Interpretation and Translation Services Guideline (Hull and East Riding) (G399)
- Patient and Carer intranet page – interpretation and translation page: Interpretation and Translation Services (humber.nhs.uk)
- Producing Patient Information intranet page: Creating Patient Information | Trust Brand Centre (humber.nhs.uk)
- Accessible Information Standard Guidance (G147)
- Accessible Information Standard intranet page: Accessible Information Standard (humber.nhs.uk)

Appendix 1 – Access Codes

32100100	Whitby NCS
32100099	Whitby MSK Service
32100098	Whitby Out patients
32100097	Whitby MIU
32100096	Whitby Ward
32100077	Ryedale Hub Team
32100085	FITZWILLIAM WARD - MALTON
32100025	RV9 187882 HEART FAILURE SPRINGHILL
32100026	RV9 1870D9 COMM STROKE TEAM Scarborough & Ryedale
32100027	RV9 187843 SPEECH THERAPY Scarborough & Ryedale
32100028	RV9 180149 RESPIRATORY Scarborough & Ryedale
32100029	RV9 18014A PSYCH WELLBEING Scarborough & Ryedale
32100031	RV9 18014B MSK THERAPY Scarborough & Ryedale
32100032	RV9 18014C DIABETES NURSE Scarborough & Ryedale
32100033	RV9 18014D TISSUE VIABILITY Scarborough & Ryedale
32100034	RV9 187330 CARDIAC REHAB Scarborough & Ryedale
32100035	RV9 187181 DISTRICT NURSING Scarborough North Hub Team
32100037	RV9 18014F COMMUNITY NURSE Scarborough South Hub Team
32100041	RV9 18015C CONTINENCE TEAM Scarborough & Ryedale
32100056	RV9 180154 DIETICIANS Scarborough & Ryedale
32100065	RV9 18015B CAS Administration

Appendix 2 – Language Codes

Language	TIS Code	Language	TIS Code	Language	TIS Code	Language	TIS Code
Acateco	208	Flemish	501	Latvian	733	Sinhala	754
Afar	535	French	95	Lingala	734	Slovak	755
Afrikaans	701	French (Canada)	511	Lithuanian	735	Slovene	756
Akan	723	Fukienese	715	Lugandan	718	Somali	757
Albanian	702	Fulani	745	Macedonian	775	Soso	333
Alcholi	728	Fuzhou	546	Mai Mai	548	Spanish	1
Amharic	91	Ga	505	Malagasy	736	Sudanese	542
Arabic	92	Gaelic (Scottish)	545	Malay	737	Swahili	998
Armenian	772	Garre	774	Malayalam	507	Swati	525
Asante	510	Georgian	784	Maltese	512	Swedish	761
Assamese	504	German	4	Mandarin	97	Sylheti	526
Assyrian	502	Greek	993	Mandinka	739	Tagalog	762
Azerbaijani	778	Gujarati	738	Marathi	714	Taiwanese	763
Bahasa Indonesia	727	Hakka	513	Marshallese	292	Tajik	788
Bambara	202	Hausa	721	Mirpuri	533	Tamil	729
Basque	705	Hebrew	722	Mixteco Alto	298	Telugu	532
Belarussian	779	Hindi	994	Mongolian	790	Tetun	551
Bengali	706	Hmong	744	Mulam	146	Thai	992
Berber	530	Hungarian	724	Mwini, dial	516	Thmne	527
Bosnian	17	Ibo	759	Ndebele	521	Tibetan	798
Bravanese	547	Icelandic	725	Nepali	741	Tigrinya	773
Bulgarian	707	Ilocano	726	Norwegian	742	Tioshanese	203
Burmese	708	Italian	995	Nuer	795	Tongan	792
Cambodian	991	Japanese	96	Oromo	796	Trukese	740
Cantonese	93	Jula	517	Pahari, dial	524	Tshiluba	760
Cape Verdean Kriolu	205	Kachchi	534	Pangasinan	514	Turkish	764
Catalan	506	Kanjobal	694	Papiamento	743	Turkmen	791
Cebuano	768	Karen	257	Pashto	98	Twi	709
Chaldean	503	Karenni	207	Pidgin Nigerian	522	tzotzil	210
Chaozhou	204	Kashmiri	508	Polish	5	Ukrainian	765
Creole (Haitian)	780	Kazakh	786	Popti	209	Urdu	999
Czech	710	Kirghiz	787	Portuguese	996	Uzbek	793
Danish	711	Kirundi	70	Pothwari	523	Vietnamese	2
Dinka	748	Kongo	518	Pulaar	746	Welsh	531
Dutch	713	Korean	3	Punjabi	749	Wolof	747
Esperanto	529	Krio	720	Romanian	750	Xhosa	769
Estonian	783	Kunama	206	Russian	997	Yiddish	528
Ewe	771	Kurdish (Kurmanji)	520	Rwandan	519	Yoruba	794
Fanti	509	Kurdish (Sorani)	730	Samoan	104	Zulu	770
Farsi (Afghan)	712	Kurdish(Bahdini)	731	Serbo-Croat	752		
Farsi (Persian)	94	Language Identifier	700	Shanghainese	515		
Finnish	716	Laotian	732	Shona	753		

Appendix 3 – Big Word Face to Face Request Form

thebigword
connecting words connecting worlds

To receive log-in details to enable you to book face-to-face interpreters with thebigword, please complete the below details.

Name:

Job Title:

Practice:

Telephone:

Email:

Please email this form to ukgovinterpreting@thebigword.com
Your individual password and log-in details will be sent to you via email.

Please follow the link below to log-in and make your face-to-face interpreter booking online   Apps - thebigword gms (ims.direct)