



TRANSLATION AND INTERPRETATION PROCEDURE

1. INTRODUCTION

The NHS Plan sets a target of having translation and interpreting services available throughout the country by 2003. The Trust has already produced its race equality scheme and together these services will help to achieve the patient-centred services envisioned in the plan and the targets set in National Service Framework.

Gloucestershire Partnership NHS Trust is committed to meeting the religious and cultural needs of those with impairment or disability. This is in accordance with the Human Rights Act 2000, the Race Relations (Amendment) Act 2000 and Codes of Practice of the Disability Discrimination Act 1995.

2. THE POLICY

The Trust will endeavour to provide an adequate Translation and Interpreting Service to ensure that Patients with an identified need will receive the same standard of care regardless of their disability, communication difficulties or ethnic origin. In order to ensure that patients receive a good service it is important to provide continuing education for all staff regarding these issues, so that no assumptions are made on the basis of religion, culture, background or communication issues.

3. PRINCIPLES

The approach is one of respect for everyone as individuals and the importance of identifying the requirements of the following groups:-

- Any individual whose first language is not English
- People with learning disabilities
- Patients with disabilities to include:-
 - The deaf and hard of hearing
 - The blind and visually impaired
 - Patients with speech problems

It is essential that good networking practice with professionals throughout Gloucestershire Health Community and identified specialists groups will ensure patients receive a seamless service in regard to their care. In partnership with each individual and/or their carer, a comprehensive assessment is undertaken and a subsequent plan of care is agreed, and is delivered in accordance with Trust wide Standards of Practice.

4. THE PROCESS

4.1 The procedure for getting help with communication

Step One

Determine the level of communication needed.

Is it just basic information that is required or will there be a need to convey detailed terminology? Please use the table below as a guide.

Level of communication	Examples	Who to contact
Basic care	Personal details, determining condition, discussions/help with personal care	List of Trust staff or if none available, external provider
Advanced care	When a patient has to be advised of medical terminology e.g. signing consent forms for ECT.	External provider

Step Two

Calling a member of staff

In some instances and before a translator has arrived it may be possible to use Trust staff in basic care situations only. Trust staff should not be asked to translate any complex terminology. Staff will be remunerated at their normal rate of pay if they are required outside of their normal working hours.

Booking or calling an Interpreter

When a Translator or Interpreter is required ward/unit/resource centre managers should be notified. Each ward/unit/resource centre will call a Translator or Interpreter appropriate to their patients needs and will contact the appropriate provider from the list attached.

The member of staff will need to have the following details to hand (type of interpreter, time required, location, contact name & extension) and will need to fill in a booking form (step three)

Please remember to cancel the service if no longer required.

Step Three

Booking form

Staff in the ward/unit/resource centre responsible for booking/calling the Translator/Interpreter will complete the booking form. The original copy should be sent to the provider if booking in advance as a confirmation. A photocopy copy should be passed to the service manager to enable bill processing and another photocopy should be retained by the ward or department as a record. Please also follow this procedure for staff if they are required outside their normal hours. If staff or providers are not pre-booked then please give the original copy to them whilst they are on the ward. It will act as a confirmation to them that their services were used.

Step Four

Confidential Statement Form

Subject to obtaining the patient's consent (where this is possible) a Confidential Statement form must be completed prior to all consultations by the Translators/Interpreters. Once completed this must be sent to the service manager who will hold the information on file. All staff that are on the list for translating or interpreting will have already signed a copy.

This is a legal document of the Trust, and the form, once signed, is valid for the duration of the consultation or length of treatment or investigation through that individual Translator/Interpreter. Duty of Confidentiality remains indefinitely. See appendix D for example.

4.2 Translating written text

Any translating of written text, i.e. patient's notes or leaflets will be dealt with through corporate services unless it is an emergency. See appendix B for details.

4.3 Management of Service

Service managers will monitor usage of translation services, including keeping the confidentiality forms and the payment of invoices.

4.4 Payment of Service

Service managers will process the invoice for payment in the normal way. The system will be quality assured/audited to ensure effective use of resources.

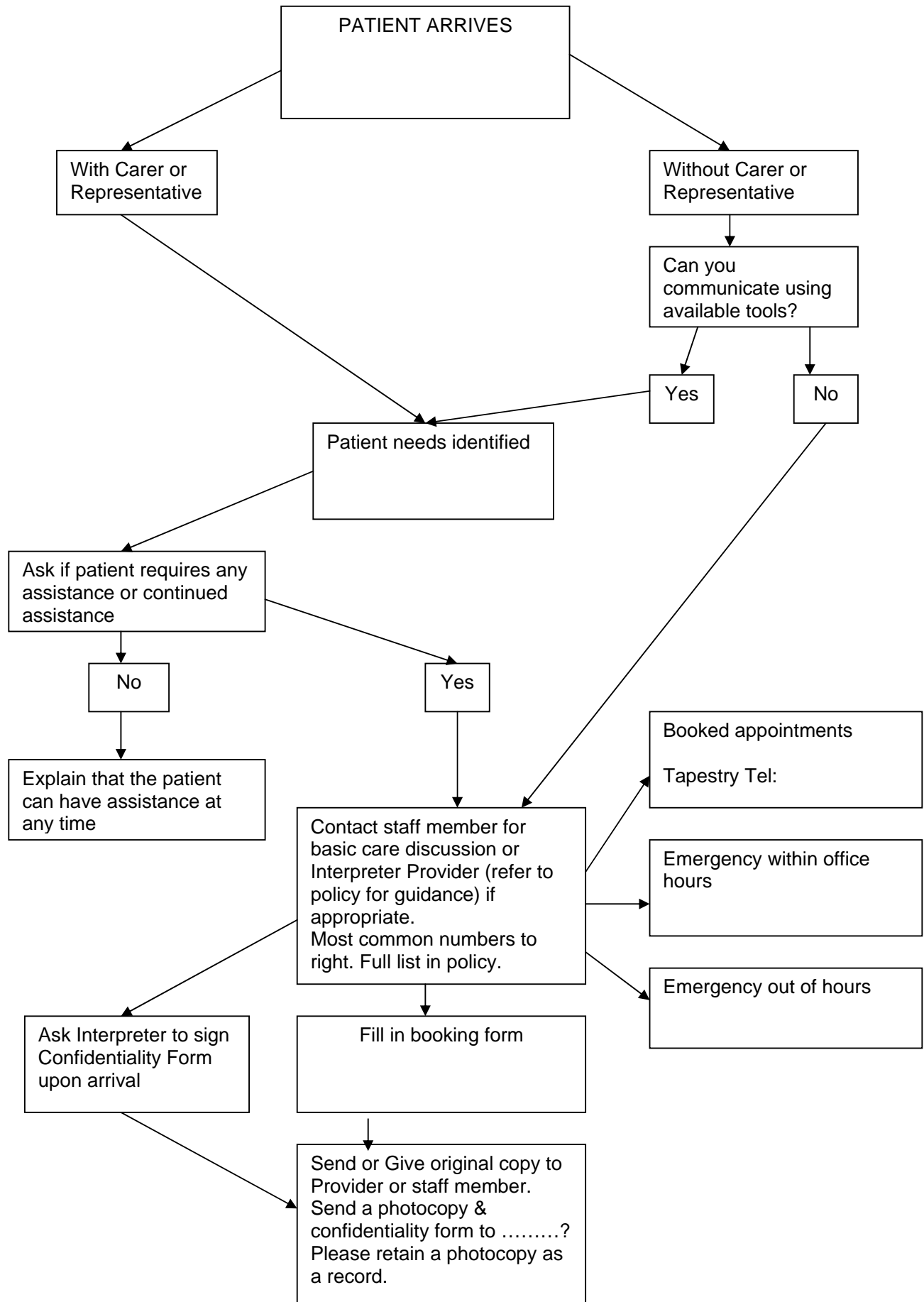
4.5 Flowchart

Please see appendix A for a one page guide on how to book a translator.

4.6 Contacts

Please see appendix B for comprehensive list of internal contacts and external providers.

Flowchart for booking translator



Translators and Interpreters – external & internal

For emergencies call

<i>Name of provider</i>	<i>Address</i>	<i>Contact details</i>	<i>Approximate costs</i>	<i>Languages/ Specialty</i>	<i>Further information</i>
Language Line	www.languageline.co.uk Language Line Ltd 11-1 Northdown Street London UK N1 9BN Tel 020 7520 1430 Fax 020 7520 1450	0800 1692879	Pay per minute £1.60 flat rate for NHS Trusts from April 1st– details on website	Over 120 languages, they will find what you want within ½ minute of your call	24 hour telephone service
JTLS	GCHQ Room no c/3501 Priors Rd Cheltenham GL52 5AJ	01242 221491 office hours 9 til 6. Ex 32543 Nan Leech Out of hours please ring switchboard (same number) and ask for security duty officer.	Day 0800 – 2000 £29 per hour Night & Saturdays 2000 – 0800 £43.50 per hour Sundays/bank holidays £58 per hour all minimum of 3 hour charge If within office hours and able to provide from own staff then usually no charge. Otherwise freelance operatives are used and they will bill us direct.	Albanian, Arabic, Basque, Bulgarian, Cantonese, Czech, French, German, Gujarati, Hindi, Indonesian, Italian, Japanese, Malay, Macedonian, Persian, Mandarin, Portuguese, Polish, Punjabi, Potohari, Punjabi, Russian, Serbo-croat, Spanish, Turkish, Urdu, Ukrainian	24 hour service
Bowne Global Solutions (BGS)	nhs.bowneglobal.co.uk	0800 376 9090	Contract with NHS Direct, details on the website	Many languages including Punjabi, Arabic, Kurdish, French, Turkish and Bengali	24 hour service

For planned appointments call

<i>Name of provider</i>	<i>Address</i>	<i>Contact details</i>	<i>Approximate costs</i>	<i>Languages/ Specialty</i>	<i>Further information</i>
Languages					
Tapestry Translation and Interpreting Service	Corporate Services Gloucester City Council Herbert Warehouse Victoria Docks GL1 2EQ	Tel 01452 396928 Fax 01452 396918 Suleman Patel sulemanp@glos-city.gov.uk	General interpreting £25 per hour Minimum translation charges £185 for 1000 words. See leaflet for further details. Plus travelling costs	African, Asian, European, Middle East & Southeast Asia covered.	Translations & face to face interpreting. Hours open: 9 till 5, Mon - Fri
Gloucestershire Chinese Womens Guild	Voluntary Agencies Unit 1 st Floor 75-81 Eastgate Street Gloucester GL1 1PN	01452 332088/383886 (tel) or 332088 (fax/answerphone) Mau Ling	Voluntary basis – price on application	Cantonese, Hakka, Mandarin, English	Will translate small amounts of text
Corinium Language Associates	www.coriniumlanguage.co.uk 1-2 Priory Court Poulton Cirencester GL7 5JB	Email sales@coriniumlanguage.co.uk Tel 01285 851122 Fax 01285 850544	£40 to £80 per hour for booked appointments, more for emergencies. Minimum charge £100 for 1000 words	Wide range of languages	Translating and interpreting
Andiamo!	Swan Yard West Market Place Cirencester GL7 2NH	Email info@andiamo.co.uk Tel 01285 659100 Fax 01282 659369	Could not give hourly rate – charge around £450 per day. Minimum translating charge is £60 (500 words or less) 1000 plus is £105/180.	Any language	Translating & Interpreting.

Name of provider	Address	Contact details	Approximate costs	Languages/Specialty	Further information
Prestige Network Ltd	www.prestigenetwork.com National Telephone Interpreting Service Ampere Road London Industrial Estate Newbury Berkshire RG14 2AE	Tel 01635 524000 Fax 01635 529666 Shawn Khorassani on 866888	£135 for 1000 words £40 per hr + £20 per hour travelling plus mileage Telephone interpreting: £30 per 20 mins within hours or £50 per 20 mins out of hours	Many languages, some really obscure ones.	Translating & Interpreting plus 24 hour telephone service
Hard of hearing/vision					
Gloucestershire Deaf Association	Centre for Deaf People Colin Road Barnwood GL4 7JN	Tel 01452 372999 Minicom 01452 372600 Fax 01452 372288 Typetalk 0800 515152 Frances Garner	£65 for 2 hours plus £22 each further hour. Weekends & evenings £5 more. Lipspeakers £60 for 2 hours plus £20 Plus travelling costs	Signing (BSL) Lip reading Deaf blind interpreters	Hours open: office hours
GCAB	Glos County Association For The Blind, 81 Albion Street, Cheltenham. GL52 2RZ	01242 221170			
Deafblind Uk	John & Lucille van Geest Place Cygnet Road Hampton Peterborough PE7 8FD www.deafblind.org.uk	Tel 01733 358100 Fax 01733 358356 Charlotte Whitehead charlotte@deafblinduk.demon.co.uk	£62 for 2 hours plus £28 per subsequent hour £60 minimum 2 hours plus £26 per subsequent hours.	BSL/English interpreter Deafblind manual interpreter Lipspeaker level 3 BSLrelay interpreter Registered speech to text reporter. Lipspeaker level 2 Notetaker level 2 Communicator/guide.	Would like 2 weeks notice and usually are contacted direct by the patient and already accompany them.

For text translation only contact Tapestry or:

<i>Name of provider</i>	<i>Address</i>	<i>Contact details</i>	<i>Approximate costs</i>	<i>Languages/ Specialty</i>	<i>Further information</i>
Aplin Translation Services	www.aplin.co.uk Kensington House 33 Imperial Square Cheltenham GL50 1QZ or Hewmar House 120 London Rd Gloucester GL1 3PL	Email translation@aplin.co.uk 01242 690162 01452 770802	Minimum charge £85 per 1000 words	Wide range of languages	Translation only
Braille Interpreters	RNIB South West Braille translation service Volunteer Braille Translation Service Sue Stevens Rehab Officer for the Visually Impaired (chelt & cots) Social Services Dep Sandford rd Cheltenham Shirley Batten Rehab Officer for the Visually Impaired (glos)	01752 690092 0121 453 4268 01242 532500 07989080372 01452 311628	Price on application		2-3 days for documents to be translated

<i>Name of provider</i>	<i>Address</i>	<i>Contact details</i>	<i>Approximate costs</i>	<i>Languages/ Specialty</i>	<i>Further information</i>
Braille Interpreters continued	Gerald Tween (Reg blind) Social Worker for the Blind (Glos) Mike Tasker (reg blind) GCHQ Priors Rd Cheltenham	Office 01452 426000 Home 01452 611498 01242 221491 ext. 3628			

Other useful numbers

RNIB information 01733 371 555


BOOKING FORM FOR TRANSLATOR/INTERPRETOR

Booking serial no.

Name of patient	
Language/service required	
Male or female preferred	
Location of requirement e.g. Wotton Lawn Hospital	
Date service required	
Interpreter provider e.g. Tapestry If staff member please put 'Staff'.	
Name of Interpreter/staff member to be used	
Booked on phone with	
Date of booking	
Name of ward/unit or department requiring service	
Contact details of above	
Booked by (name in caps & sign)	
Confidentiality form signed - tick when done	

Original copy to be sent/given to provider or staff member.

A photocopy Please attach confidentiality form

A photocopy to be retained



TRANSLATION/INTERPRETING PROCEDURE

CONFIDENTIALITY STATEMENT FORM

I

Of address

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agree to act as Translator/Interpreter for Gloucestershire Partnership NHS Trust. I will not divulge information obtained in this capacity to any third party. I will also carry out this translation to the best of my ability and will convey accurate information to the Patient in a manner that they can comprehend.

THE DUTY OF CONFIDENTIALITY REMAINS INDEFINITELY.

Signed

Dated

Witnessed

Dated