

What type of interpreting is required?

Staff should add to the patient notes that this patient requires an interpreter.
Telephone interpreting should be the 1st point of access - unless the patient/carer meets the face-to-face criteria.

Telephone Interpreting: Language Line

Freephone number: **0800 028 0073**

From mobile phone: **020 771 52630**

To save handing the phone back and forth it might be helpful to use the speaker phone facility.

1. The operator will ask you for your language line ID code:
 - ♦ NHS Lanarkshire Dental:.....**289823**
2. The operator will ask:
 - a. Which language you require (see list over the page)
 - b. Name and address of your practice
 - c. Your name: you respond
 - d. Get connected

Protocol:

Have the interpreter explain to the patient what the procedure will be, obtain consent and check medical history, then end the call.

If the treatment plan changes significantly during the procedure, for example a filling changing to a root canal treatment, call back to ensure consent

NB: you do not need consent in the event of a medical emergency.

Call at the end of procedure to give advice and/or arrange follow up.

Criteria for when to use a face-to-face interpreter:

1. British Sign Language User
- Community Language**
2. Is the consultation expected to last for more than 50 minutes?
(It is still cost effective to use telephone interpreting up to 50 minutes - see below)
 3. Is there:
 - ♦ A mental health aspect to the consultation?
 - ♦ Child Protection or Vulnerable Adults?
 - ♦ Gender based violence issues?
 4. Does the consultation involve/give:
 - ♦ Serious diagnosis or bad news?
 - ♦ Consent for surgery or has a power of attorney?
(this is very specific and routine consent does not require a face to face interpreter)
 - ♦ Complex post operative instructions
 - ♦ Encounters that involve family discussion
 5. Is there another reason why a face to face interpreter would be appropriate for this consultation (patient has dementia or other complex issues)?

Face-to-face protocol:

- ♦ Check criteria is met (see criteria list - left).
- ♦ If **Yes**, identify language (see list over the page).
- ♦ Obtain and complete interpreter request form - see below. Send to named authoriser - appropriate to patient address.
- ♦ If accepted, authoriser will forward to admin team for booking. Admin team will book and confirm with a booking ref number.

Please note that the **PATIENT'S ADDRESS DETERMINES** which locality you should contact for the appointment e.g. Patient lives in East Kilbride but the dental practice is located in Airdrie you would contact – South West CHP to request a face to face interpreter.

For a face to face interpreter please contact the locality area for the patient see list below by email or telephone to obtain an interpreter request form **Locality Area:**

Name:	email address:	Contact number:
South West (East Kilbride - Cambuslang - Rutherglen)		
Anne Marie Stevenson	Annemarie.stevenson@lanarkshire.scot.nhs.uk	0141 531 4182
Lorraine Smith	Lorraine.smith@lanarkshire.scot.nhs.uk	01698 377650
South East (Clydesdale - Hamilton - Blantyre)		
Elaine Doherty	UHR@lanarkshire.scot.nhs.uk	01698 723230
Doreen Buttery	UHR@lanarkshire.scot.nhs.uk	01698 723230
North West (Coatbridge - Cumbernauld - Airdrie - Northern Corridor)		
Rosemary Docherty	Rosemary.docherty@lanarkshire.scot.nhs.uk	01236 707769
Lorraine Russell	Lorraine.russell@lanarkshire.scot.nhs.uk	01236 707701
Maggs Thomson	Maggs.thomson@lanarkshire.scot.nhs.uk	01236 707702
North East (Motherwell - Wishaw - Bellshill - Shotts)		
Morag Dixon	Morag.dixon@lanarkshire.scot.nhs.uk	07775 701691
Margot McLean	Margot.mclean@lanarkshire.scot.nhs.uk	07773 957618
Jim Murray	Jim.murray@lanarkshire.scot.nhs.uk	07766 725134

Language identification

Unë flas Shqip	Albanian	Ani medaber/et Ivrit	Hebrew	මම සිංහල කතාකරමි	Sinhalese
እኔ አማርኛ እናገራለሁ።	Amharic	मैं हिन्दी बोलता हूँ	Hindi	Hovorím po slovensky	Slovak
أنا أتحدث العربية	Arabic	Beszélek Magyarul	Hungarian	Govorim Slovensko	Slovenian
Ես խոսում եմ հայերեն	Armenian	Saya bicara bahasa Indonesia	Indonesian	Waxan ku hadlaa af Soomaali	Somali
Mən Azərbaycan Türkçəsində danışırım	Azeri	Parlo italiano	Italian	Hablo español	Spanish
আমি বাংলায় কথা বলি	Bengali	한국어 사용	Korean	Ninasema Kiswahili	Swahili
Govorim bosanski	Bosnian	من كوردی قسه ئەكەم	Kurdish	நான் தமிழ் பேசுகிறேன்	Tamil
Говоря български	Bulgarian	Es runāju latviski	Latvian	ฉันพูดภาษาไทย	Thai
ကျွန်ုပ် မြန်မာလိုတတ်ပါသည်။	Burmese	Na lobaka Lingala	Lingala	నేను తెలుగు మాట్లాడుతాను	Telugu
我講廣東話	Cantonese	Aš kalbu lituviškai	Lithuanian	አካ ትርጉሞች እየ ድሃረብ።	Tigrinia
Mluvím česky	Czech	Jas zboruvam makedonski	Macedonian	Türkçe konuşuyorum	Turkish
Govorim hrvatski	Croatian	我讲普通话	Mandarin	Я розмовляю по-українськи	Ukrainian
من درى صحبت مى کنم	Dari	Saya bicara bahasa Malay	Malay	میں اردو بولتا ہوں	Urdu
Ik spreek het Nederlands	Dutch	میں میرپوری بولتاں	Mirpuri	Мен ўзбекча гапираман	Uzbek
I speak English	English	Би Монгол хэлээр ярьдаг	Mongolian	Chúng tôi nói tiếng Việt	Vietnamese
Ma räägin Eesti keelt	Estonian	म नेपाली बोल्दछु ।	Nepali	me le so yoruba	Yoruba
من فارسی حرف می زنم	Farsi	Mówię po polsku	Polish	<p align="center">British Sign Language (BSL)</p>  <p align="center">Please see NHS Lanarkshire's Interpreting Policy for further details</p>	
Je parle français	French	Falo Portugues	Portuguese		
მე ვსაუბრობ ქართულად	Georgian	ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	Punjabi		
Ich spreche Deutsch	German	زه په پښتو ژبه خبرې كوم	Pushto		
Μιλάω Ελληνικά	Greek	Vorbesc limba română	Romanian		
હું ગુજરાતી બોલું છું	Gujurati	Я говорю по-русски	Russian		
我說客家話	Hakka	Говорим српски	Serbian		