

Healthwatch Bolton

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How to Access NHS Translation Services for a Medical Appointment

If your first language isn't English, you may need an interpreter or translator to help you understand what is being discussed. This is particularly important if you are receiving information, advice and support about yours or a loved one's healthcare. It is very important to access to translation services to enable a healthcare professional to arrive at a safe and accurate diagnosis for a health condition.

If you need a translator for a hospital visit or a doctor's appointment, you should inform the health professionals, well in advance, if possible, of your appointment so they can arrange a translator for you.

Hospital Link Worker Service: In Bolton, there are two Link Workers based at the Royal Bolton Hospital. The role of the Link Workers is:

To facilitate hospital NHS services for the patient's journey from admission to discharge. Bolton Foundation Trust Link Workers work with patients, their relatives and carers to support their stay in hospital - from admission to discharge. The Link Workers provide a translation service, information on a range of hospital services, advocacy, practical support for people experiencing bereavement and guidance to the patient, their relatives or carer should they want to raise a concern or make a formal complaint. Link Workers work in the community with a diverse range of organisations, for example, day care settings. Home visits are permitted but only for those who require this service, for example, people who are housebound and/or living with long term health conditions. Any hospital interpreter requests should be made to these hospital link workers. **The service is free of charge.**

There are three ways to contact the Link Workers based here:

1. Contact Royal Bolton Hospital main switchboard on **01204 390390**, pager number **3035** (Mr Dipak Fatania) or pager number **3107** (Mrs Khalda Khan).
2. Contact the Link Worker Service office. Tel 01204 390517 (**Messages only**)

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3. Out of Hours: Via the main hospital switchboard (01204 390390) and ask to be connected to the Link Worker. The switchboard will connect your call to the link worker

In the Community: Ilyas, the Link Worker, is also available to patients for NHS community and GP appointments only. The Link Worker speaks Gujarati, Urdu or Hindi. Ilyas can be contacted on 01204 463728. This number has a voicemail. Patients can leave a message in their preferred language and this will be responded to promptly. This service is available Monday- Friday (9am-5pm) and is **free of charge**.

Patients can request an interpreter for the above service either by asking their GP or via the appointment booking service that they are using.

Adult family members or friends should only be used as translators if professional translators are unavailable or you do not wish to use them. It is worth bearing in mind that they may be dealing with very personal and intimate information/situations. Many organisations discourage using children as interpreters.

There is also a confidential interpreter service, which is available in many languages. Simply mention the language you wish to use when the NHS 111 operator answers your call. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. For immediate, life-threatening emergencies, continue to call 999. Calls to NHS 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care. NHS Choices also has health information in other languages.

Further information

NHS 111

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>

NHS Choices

Health information in other languages visit

<http://www.nhs.uk/aboutNHSChoices/aboutnhschoices/Aboutus/Pages/languageshub.aspx>

The Greenhouse Project, Bolton: Can provide ESOL services: Contact Shahla on tel: 07905 076810

BRASS, Bolton: Can provide ESOL services. Please contact Malcolm or Pat for details. Email address: admin@brass-bolton.org.uk (general enquiries) Tel: 01204 397152 Address: The Park Lodge, Green Lane, Great Lever, Bolton, BL3 2HX

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Age UK

Drop-in services for older people from black and minority ethnic (BME) communities are available from many local Age UK branches. These can provide information and advice in appropriate languages. Contact Age UK Bolton Tel 01204 382411

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