NHSGGC Maternity Services

Quick guide to accessing interpreting support

Professional interpreting or communication support must be provided to ensure women* receive appropriate information and care. It is vital to ensure informed consent and the best possible outcome for all.

Who requires interpreting support?

When should I book interpreting support?

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How to Access Interpreting Support - British Sign Language

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Who requires interpreting support?

- **Women whose first or preferred spoken language is not English**
- **Deaf British Sign Language (BSL) users**
  For women who are hard of hearing or who have hearing loss you can also book communication support such as lip readers and note takers.
- **Deafblind (dual sensory impaired) patients**
- **Any woman who requests interpreting support**
  Even if the woman speaks or understands some English they may need an interpreter to explain complicated or clinical information. If someone requests an interpreter, it must be provided.

NHSGGC staff, family and carers are not to be used or operate in any capacity as interpreters. Should a woman request a family member as an interpreter against this advice, or in an urgent or emergency situation, then this must be documented. This should be recorded in Trakcare, but clinicians will need to use free text in EMIS.

If you have concerns that a woman may be experiencing domestic abuse or trafficking, you must speak to them alone with the support of a professional interpreter to confirm that they are comfortable using a family member for interpreting support.

When should I book interpreting support?

Appointments – interpreting support should be provided for all appointments in maternity care. Book the same interpreter for a set of appointments where possible, to provide continuity.

Labour Ward - regardless of whether the situation is an emergency or planned admission, an interpreter (face to face or telephone phone interpreter) should be with the woman at all times. A face to face (in person) interpreter is most appropriate for labour - book the interpreter for as long as you need them to be there.

In-patient wards - interpreting support must be available for significant clinical interactions such as admissions, discharges, ward rounds, midwifery or medical interventions and if the woman's or baby's condition deteriorates.

How to Access Interpreting Support - Spoken Languages

How to book a face to face (in person) interpreter

To request a face to face interpreter please complete a booking request form.

For same day/next day requests and cancellations please call 0141 347 8811.

The phone lines are open from 8.00am – 6.00pm Monday to Friday and 8.00am – 4.00pm Saturday and Sunday.

For out of hours, call 0141 347 8811 for recorded message on how to access support.

Protocol for rare languages

Face to face interpreters are not always available for rarer languages. These are currently Vietnamese, Somali and Kurdish. If this is the case, use telephone interpreting.

Tell the woman the situation.

Some very rare language can also be difficult to access immediately via telephone interpreting and need to be pre booked. Ask the interpreting service for advice on the relevant language.

When a very rare language is requested, please also ask the woman if they speak another language as this can sometime be the case.

How to access telephone interpreting

Telephone interpreting is available 24/7 and can be used when the woman is with you or if you wish to call them. It should be used for all appointments under 46 minutes unless the woman has additional vulnerabilities, such as a cognitive impairment or hearing loss.

You can contact the service by calling or via the app. You will need your 6-digit department PIN and a one-off access code for the mobile app (see below).

Telephone

- Call: **0330 088 2443**
- Enter your 6-digit department PIN 145566 followed by the # key
- Enter the 3-digit language code – download the full list
- Press 1 for any interpreter, 2 for a male or 3 for a female interpreter
- Tell the interpreter if the woman is with you, or if you need to contact them on another number. To then call the woman, dial 9 followed by their phone number.
- If the woman is with you, use your speaker phone to give the interpreter your first question/statement
- Let the woman and interpreter know when you are finished the conversation
- 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).
- If you have any issues, please press # at any time to connect to the operator.

Mobile App

- Download the ILClient App free from your app store
- Follow the short tutorial
- Complete initial registration by clicking on 'Register'. Registration is only required once per mobile device.
- As part of the one off registration enter your name, email, mobile telephone number, Site Access Code **FygV2o** and your 6-digit department PIN **145566**.
- Log in to the App by entering your department PIN **145566**.
- Once registered, you will remain logged in and when the App is opened, you will be always taken to the Interpreter Screen.
- You can select preferred languages from the Favourite Language screen. Languages can be added or removed at any time from the Languages Screen. Access via the languages icon shown at the bottom of the screen.
- Selects the language from the list and click the 'Dial Interpreter' button.

Direct access to telephone interpreting for women calling in to Maternity Service

Our patients can now access the telephone interpreting service at home to contact any NHSGGC service. A patient information leaflet is available in multiple languages and explains how to use the service by calling or by using a mobile app. This leaflet should be given to all women using your service who do not speak English. The leaflet is currently available in 40 languages. If you require a language not yet available, please contact the Equality & Human Rights Team.

How to Access Interpreting Support - British Sign Language

NHSGGC policy states that we must provide formal interpreting support for all out-patient appointments and at least once a day for an in-patient stay.

This support can be provided via our British Sign Language (BSL) Online interpreting Service – using NHSGGC's communication support iPads – or by booking a Face to Face (in person) interpreter.

BSL Online interpreting

This service is available 24 hours a day, 7 days a week. This means that in an unplanned or emergency situation, staff can quickly link up to an interpreter at any time and communicate with anyone in their care who is Deaf. It can also be used during hospital stays, or to enable Deaf patients to communicate with staff if waiting for a face to face interpreter to arrive.

The BSL Online service can be accessed at a wide range of sites across NHSGGC – for a full list of sites, more information and a short instruction video, click here.

How to book a face to face BSL Interpreter

To request a face to face interpreter please complete a booking request form.

For same day/next day requests and cancellations please call 0141 347 8811.

The phone lines are open from 8.00am – 6.00pm Monday to Friday and 8.00am – 4.00pm Saturday and Sunday.

Someone may have a preferred interpreter that they would like to use for their appointment. This information should be passed on to the Interpreting Service who will make the booking. Wherever possible you should try to book the person or organisation the woman chooses. However, in an emergency situation it may not always be possible to use their preferred choice.

Out of Hours please contact the woman's preferred agency, if provided, or call 0141 347 8811 to be connected to an appropriate service.

How to Access Interpreting Support - Deafblind Communicators

Deafblind women may require a manual signer or a guide/communicator.

Contact Deafblind Scotland on **0141 777 6111** (9.00am to 5.00pm – Monday to Friday).
Out of Hours, call **07715 421 388**.

* This document refers to the terms women/woman. In the context of this document the terms are inclusive of those who may not identify as women but who will require access to services related to their birth sex. For example, some trans people, non-binary people or people with intersex variations in sex characteristics.