

**Using the "Language Line" Telephone Interpreting Service to help
Non-English Speaking Patients/Parents/Guardians**

1. If you do not know the language the patient/parents/guardians speak, show them the A3 Language Identification Poster and encourage them to point to the language they understand. Each text reads:

**"Point to your language
we will get an interpreter on
the telephone to help us".**

2. If the person does not recognise any of these languages, the Language Line Call Centre staff can still assist you.
3. **For face-to-face appointment.** Set up your telephone that will help you to maintain eye contact with the patient/parent/guardian during the interpretation. Preferably, use a telephone or mobile with a speaker phone.
4. **Before making the call, think about what you need to ask.**
5. Phone Language Line on: **0800 169 2879** or **0800 028 0073**
For mobile access: **0330 123 9418**
when prompted, select keypad option for "interpreter" [1]
6. Use the appropriate Customer ID code of your business location

Location	Customer ID Code
Community Pharmacy – Aberdeen	Please email gram.pharmaceuticalservices@nhs.scot to access the Customer ID Code
Community Pharmacy – Aberdeenshire	
Community Pharmacy – Moray	

7. Operator will ask for your initial and surname – please provide name of your Pharmacy.

During the interpretation

- **Behave as you would in a normal conversation. Observe the usual courtesies and maintain eye contact, as appropriate.**
- **Lead the conversation. Speak directly and clearly to the patient/parent/guardian. Use direct speech ie: "What is your name please?"**
- **Break up your questions or information into concise points. Try not to ask more than one or two questions at a time.**
- **Where possible, avoid jargon and technical terms.**
- **The interpreter interprets only what you say. However, a word for word interpretation may not be possible where equivalent terms or concepts do not exist in both languages.**
- **Do not hesitate to double-check or rephrase if you feel there has been a misunderstanding.**
- **Interpreters cannot give advice or opinions and are obliged to remain impartial.**

Useful background information

NHS Grampian has a contract with Language Line for the provision of telephone interpretation services. The service is available 24 hours per day, 7 days per week. Over 200 languages are available, on the telephone, in 60-90 seconds.

Language Line use experienced interpreters and have ISO Quality Systems in place.

Calls are charged per minute, the cost of using the service is met by HSCP.

Language Line is in use throughout NHS Grampian.

If you experience any problems with the Language Line service, please contact Roda Bird on 01224 551116 or email roda.bird@nhs.scot

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