



# How to access interpreting support - April 2023

## Identify Language Required using Language ID card

### Identify type of interpreting support required

#### British Sign Language

##### Face to Face Interpreting

Contact: Interpreting Service

Core Hours: 8.00am - 4.00pm - 7 Days

Email: [interpretingservice@ggc.scot.nhs.uk](mailto:interpretingservice@ggc.scot.nhs.uk)

Tel: 0141 347 8811

Out of Hours Tel: 0141 347 8811

##### Online Interpreting

Available 24/7

Use when Face to Face Interpreter not present. See HR Connect/Interpreting for how to access and use.



BSL Online instruction video

#### Spoken Language

##### Telephone Interpreting

Available 24/7

Use for all appointments under 46 minutes if possible. Go to HR Connect/interpreting for codes.

**Telephone:**

0330 088 2443

**Mobile App:**

Download the ILClient App

##### Face to Face Interpreting

Contact: Interpreting Service

Core Hours: 8.00am - 4.00pm - 7 Days

Email: [interpretingservice@ggc.scot.nhs.uk](mailto:interpretingservice@ggc.scot.nhs.uk)

Tel: 0141 347 8811

Out of Hours Tel: 0141 347 8811

#### Deafblind Communication

##### Deafblind Communication

Contact: Deafblind Scotland

Core Hours: 9.00am - 5.00pm - Mon - Fri

Tel: 0141 777 6111

Out of Hours Tel: 07715 421 388

##### Attend Anywhere Video Interpreting

Can be used for both BSL or spoken language if Face to Face or Telephone Interpreting are not appropriate  
Book at least 5 days in advance  
Email: [interpretingservice@ggc.scot.nhs.uk](mailto:interpretingservice@ggc.scot.nhs.uk)

For further information, language ID cards and posters, go to HR Connect/Interpreting.

