

Interpreting and translation

Interpreters provide a service for patients, people using care and support services, carers, social workers and clinicians to help them understand each other when they do not speak the same language. Not being able to communicate well with health professionals or social care services can impact on health outcomes, increase the frequency of missed appointments and reduce the effectiveness of consultations and patient/residents experience.

What is interpreting and translating?

Interpreting and translating are not the same thing. Interpreting is spoken, translation is written. Some language professionals do both. Interpreters charge by the hour, translators charge by the word.

There are a range of organisations that provide interpreting and translation services in Newcastle. This section gives information on some of these.

Bilingual Services and Interpreted Advice

If your first language isn't English, you may sometimes need an interpreter or translator to help you understand what is being discussed. This is particularly important if you are having a [personal](#) or [carer's needs assessment](#) or receiving health or medical information and advice. Services offer:

- face-to-face Interpreters
- document translation of any kind
- telephone and voice Interpreting
- British Sign Language

There are several ways in which you can access interpretation services depending on when and where you need them.

Locally selected services

Newcastle City Council uses the services of **Language Empire** and several others. Language Empire is a national organisation that provides a wide-range of services for companies, organisations, charities, businesses and service providers.

North East Ambulance Service (NEAS) use the services of **Language Line**.

You can access **NEAS** using a British Sign Language interpreter 24 hours a day, 7 days a week and every day of the year. Available via a computer, mobile phone or tablet. The interpreter calls an NHS 111/999 adviser and relays your conversation with them. The adviser will ask you questions to assess you, then give you the healthcare advice you need, direct you straightaway to the local service that can help you best or dispatch an ambulance or other resource. You can also access this service online at www.111.nhs.uk

For more information or to request an interpreter to call 111 or 999 visit:

- [**NHS 111**](#)
- [**999 Medical emergency Services**](#)

GPs you can access interpreting services through your **GP**, nurse practitioner, other health service and local organisations.

SignLive provide interpreter services for the Care Quality Commission (CQC) that regulate health and social care

Relay UK provides help for deaf, speech-impaired and hearing people talk to each other over the phone using the relay service. You can use the Relay UK app with your mobile, tablet or PC. Or just use Relay UK on your Minicom or Uniphone. You pay nothing to use the service itself, just your provider's usual charges.

Finding your own interpreter or translator service

Interpreting is not a protected profession. This means that agencies can hire people to work as interpreters who are not trained to a set standard. Their language level may not have been checked. If you are hiring an interpreter, request that they are appropriately qualified. Look for interpreters who have level 6 qualifications. For example DPSI Health, DPSI law or DPI policing.

If you want to look for an interpreter yourself instead of going through an agency, you

can search the [National Register for Public Service Interpreters](#). You can search by region and by language. All the interpreters on the register are experienced and qualified to level 6. To search the register you need to create an account but it is free to do so.

There will be an online [Register of Public Service Translators](#) soon, where you can find translators.

More advice on how to work with interpreters is available on [the English Unlocked website](#).

[The North East British Sign Language website](#) has a list of the professional sign language interpreters working in the North East.

[SignHealth](#) is a Deaf-led charity with expertise in issues related to access and health.

[Becoming Visible](#) is a Deaf-led charity with interpreting services, training packages and media and campaigning work.

Translated health information

Patients should be able to request a translation of their summary care record into their preferred language and format (including easy read, Braille and other accessible formats) at no cost to themselves over and above the standard cost of accessing their patient record. See the Accessible Information Standard (SCCI1605) for further information.

The NHS 111 provides [online language translation](#).

The [HAREF](#) network will identify areas where it is difficult to access the information you need.

Information NOW uses [Recite ME](#) so that you can translate an article, information, organisation or event into your language of choice. There are also a number of translations into an audio file including Hindi, Chinese and most European languages.

[The CNTW Patient Information Centre](#) offers a range of health related information in many languages including:

- medical conditions
- procedures and treatments
-

details about self help and support groups

- information about complaints procedures
- copies of leaflets in many languages

[NHS](#) online has health information in a range of languages other than English.

[Doctors of the World](#) provide translated information about vaccines and other health care needs in 20 translated languages.

Alternatively, you can ask a friend or relative to make the call on your behalf. Wait until an interpreter is on the line before you explain why you are calling.

Disabled people who are d/Deaf, blind or deafblind

The Equality Act 2010 places a legal duty on all service providers to take steps or make 'reasonable adjustments' in order to avoid putting a disabled person at a substantial disadvantage when compared to a person who is not disabled.

NHS England, Department of Health and Social Care and the Accessible Information Standard

From 1 August 2016 onwards, all organisations that provide [NHS care and/or publicly-funded adult social care](#) are legally required to follow the Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents with a disability, impairment or sensory loss.

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Useful Organisations

Patient Information Centre ? Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (CNTW)

Website: www.cntw.nhs.uk

Telephone: 0191 246 7288

Address: St Nicholas Hospital, NE3 3XT

Newcastle upon Tyne Hospitals NHS Foundation Trust

Website: <https://www.newcastle-hospitals.nhs.uk>

Telephone: 0191 233 6161

Address: Freeman Hospital, NE7 7DN

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

NHS

Website: www.nhs.uk

Telephone: 0191 278 7878

North East British Sign Language English Interpreters

Email: paulhann@me.com

Website: <http://www.northeast-bslenglish-interpreters.co.uk>

Telephone: 07790 959 884

Address: 24 Henry Street, NE3 1DQ

Connected Voice Haref

Email: haref@connectedvoice.org.uk

Website: <https://connectedvoice.org.uk/services/haref>

Telephone: 0191 235 7022

Address: Connected Voice Haref, NE1 4BX

Language Empire

Email: interpreters@empire-groupuk.com

Website: <https://www.language-empire.co.uk/>

Telephone: 0330 20 20 270

Address: Language Empire, OL12 6AE

National Register for Public Service Interpreters

Email: admin@nrpsi.org.uk

Website: <http://www.nrpsi.org.uk/>

Telephone: 020 7721 5500

Address: Token House , EC2R 7AS

Communication Support Service - Newcastle City Council

Email: communication.support.service@newcastle.gov.uk

Website:

<https://www.newcastle.gov.uk/services/care-and-support/adults/adult-care-services/sensory-support-services>

Telephone: 0191 278 8377

Address: Sensory Support Service, Community Health and Social Care Direct, NE4 9LU

InterpreterNow

Email: support@interpreternow.co.uk

Website: <https://interpreternow.co.uk/>

Telephone: 0333 344 7712

Address: Victoria Court , DN3 3YA

SignHealth

Email: info@signhealth.org.uk

Website: <https://signhealth.org.uk/>

Telephone: 020 394 72600

Address: CAN Mezzanine Ltd , N1 6AH

SignLive

Email: hello@signlive.co.uk

Website: <https://signlive.co.uk/>

Telephone: 0330 822 0288

Address: 37th Floor , E14 5AA

LanguageLine Solutions UK

Email: enquiries@languageline.co.uk

Website: <https://www.languageline.com/uk>

Telephone: 0800 169 2879

Becoming Visible - in the heart of the Deaf Community

Email: director@becomingvisible.org.uk

Website: www.becomingvisible.co.uk

Telephone: 0191 233 0999

Address: 4th Floor Mea House, NE1 8XS

Relay UK

Website: <https://www.relayuk.bt.com/>

Telephone: 0800 7311 888

Address: Relay UK Team, PR1 1BA

Related Articles

[Looking after someone](#)

[Needs Assessment with Adult Social Care](#)

[10 Tips for good health](#)

[How to complain about health services](#)

[Your Doctor or GP](#)

[Walk-in centres \(Urgent Treatment Centres\)](#)

[Urgent medical help from NHS 111](#)

[Healthy eating and drinking](#)

[How to tailor InformationNOW to your access needs](#)

[British Sign Language and subtitles](#)