



How to access: Telephone Interpretation

NHS Greater Manchester (Bolton) commissions interpreting services from 'The Big Word' making it easier for you to communicate with any patient that may have limited English language skills.

Opt.1 Immediate Telephone Interpreting	
Example:	<ul style="list-style-type: none"> • Non-English speaker attends an appointment alone. • Non-English speaker calls into the practice to make an appointment
Call	03333 449473
	<ul style="list-style-type: none"> ▶ Input practice access code (if GP practice) into keypad followed by the # key. If you are another primary care provider make sure you state your provider name and location in Bolton.
	<ul style="list-style-type: none"> ▶ Input language code* into keypad
	See language codes list (P4). This could be up to 3 digits
	Connected to Interpreter

* Identifying Specific Dialects/Languages

If you are unable to identify the language or dialect for a patient, The Big Word can help you with this. When dialling the telephone interpreting service **please press 700** when the language code is requested. This will put you through to the language identifier service. From here you will then be connected to the interpreter you need.

Requesting Specific Dialects

If you require a specific dialect, press **0** when language code is requested and advise the staff member of the dialect you require. They will be able to connect you manually.

Opt.2 Conference Facility - Immediate Telephone Interpreting	
Example:	Contacting a patient to arrange an appointment when they are not in the practice.
Call	03333 449470
	Advise operator a conference call is required and provide: <ul style="list-style-type: none"> • Practice access code or primary care provider details • Patient telephone number • Language required
	Connected to Interpreter and patient

Opt.3 Pre-Scheduling Telephone Interpreting Appointments

Example:	This would only be required in case of rare languages (e.g Pidgin, Welsh)
Please note:	This type of booking will require 72 hours notice and this must be sent to: <ul style="list-style-type: none"> • TIBookings@thebigword.com
	Once pre-booked, contact 03333 449470 at the time of appointment and advise you have a pre-scheduled call.
	The operator will take your access code and connect you.

Opt.4 Face-to-Face Interpretation

Example:	GP home visit.
	There are two booking methods for face-to-face, however you will need to pre-book in the first instance by either: <ul style="list-style-type: none"> • A portal* Please go to https://gms.thebigword.com • Via email: UKGovinterpreting@thebigword.com
	* To register to use the portal please contact: <ul style="list-style-type: none"> • Natalie.MacDonald@thebigword.com <i>or...</i> • UKGovInterpreting@thebigword.com

Please note: To access these services you will need a telephone that has a speaker-phone function.



How to access: British Sign Language (BSL) Interpretation

NHS Greater Manchester Integrated Care (Bolton) commissions interpreting services from **Bolton Deaf Society** for patients who are deaf, deafened or hard of hearing.

This service also extends to parents whose child is not deaf but where the parent is required to give consent during an appointment.

How to book a BSL Interpreter for people whose preferred means of communication is Sign Supported English, Lip Reading/Speaking, Cued Speech or similar

Email

interpreting@boltondeafsociety.co.uk

(This inbox is monitored Monday to Friday, 9.00am to 5.00pm)

- ▶ A booking form will be issued in prompt response to your enquiry
- ▶ The form should be completed and returned with all necessary information to the above email address

- ▶ Regular updates will be sent on progress and a booking confirmation will be sent to the health service provider/optometrist/customer lead and client/patient as soon as possible

If you have any queries about the interpreter service provision that have not been/cannot be answered by the service administrator over email, please contact:

The Bolton Deaf Society : 01204 521 219
(open Tuesdays, Wednesdays and Thursdays, 9.00am to 3.00pm)

Your telephone interpreting language codes

A		L	
535	Afar Afár af	511	French (Canada) Canadienne-Française
701	Afrikaans Afrikaans	715	Fukienese 闽南话
723	Akan Akan	745	Fulani fulfulde
702	Albanian Shqip	546	Fuzhou 福州话
728	Acholi Lwo		G
91	Amharic አማርኛ	505	Ga ሰዓሴ
92	Arabic العربية	774	Garre Soomaaliga
772	Armenian Հայերեն	545	Gaelic (Scottish) Gàidhlig
510	Asante Twi	784	Georgian ქართული
504	Assamese অসমীয়া	4	German Deutsch
502	Assyrian ܐܺܘܪܺܝܺܝܺܐ	993	Greek Ελληνικά
778	Azerbaijani Азәрбајҹан	738	Gujarati ગુજરાતી
	B		H
727	Bahasa Indonesian Bahasa Indonesia	513	Hakka 客家话
705	Basque Euskara	721	Hausa hawsa
779	Belarusian Беларуская	722	Hebrew עברית
706	Bengali বাংলা	994	Hindi हिंदी
530	Berber Tamaziyt	744	Hmong lol Hmongb
707	Bulgarian български	724	Hungarian Magyar
708	Burmese Armpum		I
	C	759	Igbo Asụsụ Igbo
752	Croatian Srpskohrvatski jezik	725	Icelandic Íslenska
93	Cantonese 廣東話	726	Ilocano Iloko
506	Catalan Català	995	Italian Italiano
768	Cebuano Bisaya		J
503	Chaldean ܘܪܝܢܐ	96	Japanese 日本語
780	Creole (Haitian) Kreyòl Ayisyen	517	Jula Dioula
710	Czech česky		K
	D	534	Kachchi كَجَك
711	Danish Dansk	694	Kanjobal Q'anjob'al
748	Dinka Thuŋjäŋ	704	Karen un
713	Dutch Nederlands	508	Kashmiri काश्मिरी
	E	786	Kazakh Қазақ тілі
529	Esperanto Esperanto	787	Kirghiz Kyrgyz
783	Estonian Eesti	70	Kirundi ikiRündi
771	Ewe Èwe	519	Kinyarwanda Ikinyarwanda
	F	518	Kongo kikongo
509	Fanti Fante	3	Korean 한국어
712	Farsi (Afghan) ورد	520	Kurdish (Kurmanji) Kurdîya
94	Farsi (Persian) یسراف	730	Kurdish (Sorani) كوردی (سۆرانی)
716	Finnish Suomi	731	Kurdish Bandinani ایهدروک
501	Flemish Vlaams		
95	French Français		
			M
			N
			O
			P
			Q
			R
			S
			T
			U
			V
			W
			X
			Y
			Z