



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 Im	Opt.1 Immediate Telephone Interpreting			
Example:		Non-English speaker attends an appointment alone. Non-English speaker calls into the practice to make an appointment		
Call	03333 449473			
	▶ Input practice access code (if GP praby the # key. If you are another primar your provider name and location in Bolt	y care provider make sure you state		
	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 Co	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: • Practice access code or primary care provider details • Patient telephone number • Language required			
	Connected to Interpreter and patient			



Opt.3 Pre	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: • 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:	
	 A portal* Please go to https://gms.thebigword.com Via email: UKGovinterpreting@thebigword.com 	
	* To register to use the portal please contact:	
	 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.

means	book a BSL Interpreter for people whose preferred of communication is Sign Supported English, Lip og/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)



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535	Afar 'Afár af	511	French (Canada) Canadienne-Française	732	Laotian ພາສາລາວ	754	Sinhala සිංහල
01	Afrikaans Afrikaans	715	Fukienese 闽南话	733	Latvian Latviešu	755	Slovak Slovenčina
23	Akan Akan	745	Fulani fulfulde	734	Lingala Lingála	756	Slovene Slovenščina
02	Albanian Shqip	546	Fuzhou 福州话	735	Lithuanian Lietuvių k.	757	Somali Soomaali
28	Acholi Lwo		G	718	Lugandan LùGáànda	1	Spanish Español
)1	Amharic ኣማር ኛ	505	Ga صُوْم		M	542	قىنادوسالا Sudanese
2	Arabic العربية	774	Garre Soomaaliga	775	Macedonian Македонски	998	Swahili Kiswahili
72	Armenian Հայերեն	545	Gaelic (Scottish) Gàidhlig	736	Malagasy Fiteny	525	Swati siSwati
510	Asante Twi	784	Georgian ქართული	737	Malay Bahasa melayu	761	Swedish Svenska
504	Assamese অসমীয়া	4	German Deutsch	507	Malayalam മലയാളം	526	Sylheti ছলিটী
502	Assyrian Kin	993	Greek Ελληνικά	512	Maltese Malti		Т
778	Azerbaijani Азәрбајчан	738	Gujarati ગુજરાતી	97	Mandarin 国语	762	Tagalog Tagalog
	В		Н	739	Mandinka Mandingo	763	Taiwanese 台湾话
727	Bahasa Indonesian Bahasa Indonesia	513	Hakka 客家话	714	Marathi मराठी	788	Tajik точики
705	Basque Euskara	721	Hausa ḥawsa	548	Mai Mai Maaymaay	729	_{Tamil} தமிழ்
79	Belarusian Беларуская	722	Hebrew תירבע	533	روپ ریم Mirpuri	532	Telugu తెలుగు
706	Bengali বাংলা	994	Hindi हिंदी	790	Mongolian Монгол Хэл	992	Thai ภาษาไทย
30	Berber Tamaziyt	744	Hmong lol Hmongb	516	Mwini Mwiini	527	Thmne KaThemns
707	Bulgarian български	724	Hungarian Magyar		N	798	Tibetan ት ኅር ኛ
08	Burmese Armpum		I	521	Ndebele isiNdebele	773	Tigrinya K _A Themnɛ
	C	759	Igbo Asusu Igbo	741	Nepali नेपाली	792	Tongan lea fakatonga
752	Croatian Srpskohrvatski jezik	725	Icelandic Íslenska	742	Norwegian Norsk	740	Trukese Chuukese
13	Cantonese 廣東話	726	Ilocano Iloko	796	Nuer Naadh	760	Tshiluba Cilubà
506	Catalan Català	995	Italian Italiano		0	764	Turkish Türkçe
68	Cebuano Bisaya		1	796	Oromo Afaan Oromo	791	Turkmen түрктенче
503	Chaldean $\sqrt{23,}$	96	Japanese 日本語		P	709	Twi twi
'80	Creole (Haitian) Kreyòl Ayisyen	517	Jula Dioula	524	Pahari, dial पहाड़ी یڑا۔پ		U
10	Czech česky		K	514	Pangasinan Pangasinán	765	Ukrainian Українськ а
	D	534	Kachchi કચ્છી يَڇڪ	743	Papiamento Papiamentu	700	Language Identify Line
711	Danish Dansk	694	Kanjobal Q'anjob'al	98	پښتو Pashto	999	اردو Urdu
748	Dinka Thuɔŋjäŋ	704	Karen un	522	Pidgin, Nigerian Pidgin	793	Uzbek Ўзбек
13	Dutch Nederlands	508	Kashmiri कॉश् र	5	Polish Polski		V
	E	786	Kazakh Қазақ тілі	996	Portuguese Português	2	Vietnamese Tiếng Việ
529	Esperanto Esperanto	787	Kirghiz Kyrgyz	523	ىرلەوھتوپ Pothwari		w
'83	Estonian Eesti	70	Kirundi íkiRŭndi	746	Pulaar Pulaar	531	Welsh Cymraeg
71	Ewe Èue	519	Kinyarwanda Ikinyarwanda	749	Punjabi ਪੰਜਾਬੀ	747	Wolof Wolof
	F	518	Kongo kikongo		R		X
509	Fanti Fante	3	Korean 한국어	750	Romanian Română	769	Xhosa Xhosa
712	Farsi (Afghan) يرد	520	Kurdish (Kurmanji) Kurdîya	997	Russian русский		Y
4	ایرد (Farsi (Persian)	730	کوردی (سورانی) (Kurdish (Sorani		S	528	Yiddish שידיי שידיי
716	Finnish Suomi	731	ای دروک Kurdish Bandinani	104	Samoan Gagana Samoa	794	Yoruba Yorùbá
501	Flemish Vlaams		33.0	752	Serbian Српскохрватски		Z
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