

Interpretation & Translation Services

LANGUAGE LINE SERVICES

A 24-hour, 7 days a week hotline called Language Line Services (LLS) is available for non-English speaking patients using NHS Tayside services.

Staff are reminded to use the correct ID codes when accessing the **telephone interpretation service**. A brief training line can be accessed by dialling (0845) 603 7942.

The interpretation service can be accessed by dialling (0845) 310 9900. The operator will ask for: **YOUR SIX-DIGIT ID CODE, THE LANGUAGE FOR WHICH YOU NEED AN INTERPRETER, YOUR ORGANISATION NAME e.g. NHS TAYSIDE AND DEPARTMENT, YOUR FORENAME AND SURNAME.**

PLEASE ENSURE YOU USE CORRECT ID CODES:

Angus CHP
L47029



Dundee CHP
L47030

NHS Tayside Board
L47032

Independent contractors
e.g. GPs, dentists, etc.
L47033

Perth & Kinross CHP
L47031

Secondary Care
L69154

Pammy Chima has recently been appointed Project Manager for Interpretation and Translation to review and take the service forward.

Face-to-Face Interpretation

A face-to-face service is provided by Dundee City Council and is requested by NHS Tayside staff on approval of immediate line managers/supervisors.

Secondary care staff should contact Pammy Chima x33329 (Mon-Fri office hours).

CHP staff should call Dundee City Council directly on (01382) 431563 or email translation@dundeecity.gov.uk

Patient Information Leaflets and Letters Translation

For the translation of patient information leaflets contact Anne McLagan on x36091 or email anne.mclagan@nhs.net

For the translation of any other correspondence e.g. letters, referrals, hospital records, contact Pammy Chima, email pchima@nhs.net