

Enhancing Communication: Guide to accessing Interpretation and Translation Services



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1. Version Control

Version number	Date	Amendment
0.1	14 th August 2020	Initial draft
0.2	17 th September 2020	Primary care elements removed due to a stand-alone PC guide being devised Updated codes from Language Line received
0.3	21 st September 2020	Hyperlinks and additional communication aids added
0.4	28 th September 2020	Added instructions on using Attend Anywhere with an interpreter and Language Line codes for Penally
0.5	15 th March 2022	Amended instructions on using Attend Anywhere with an interpreter and Language Line codes from Penally to Llangrannog
0.6	30 June 2022	Updated hyperlink for Welsh Translation SharePoint page
0.7	01 October 2023	Updated WITS Charges
0.8	01 July 2025	Updated WITS Charges

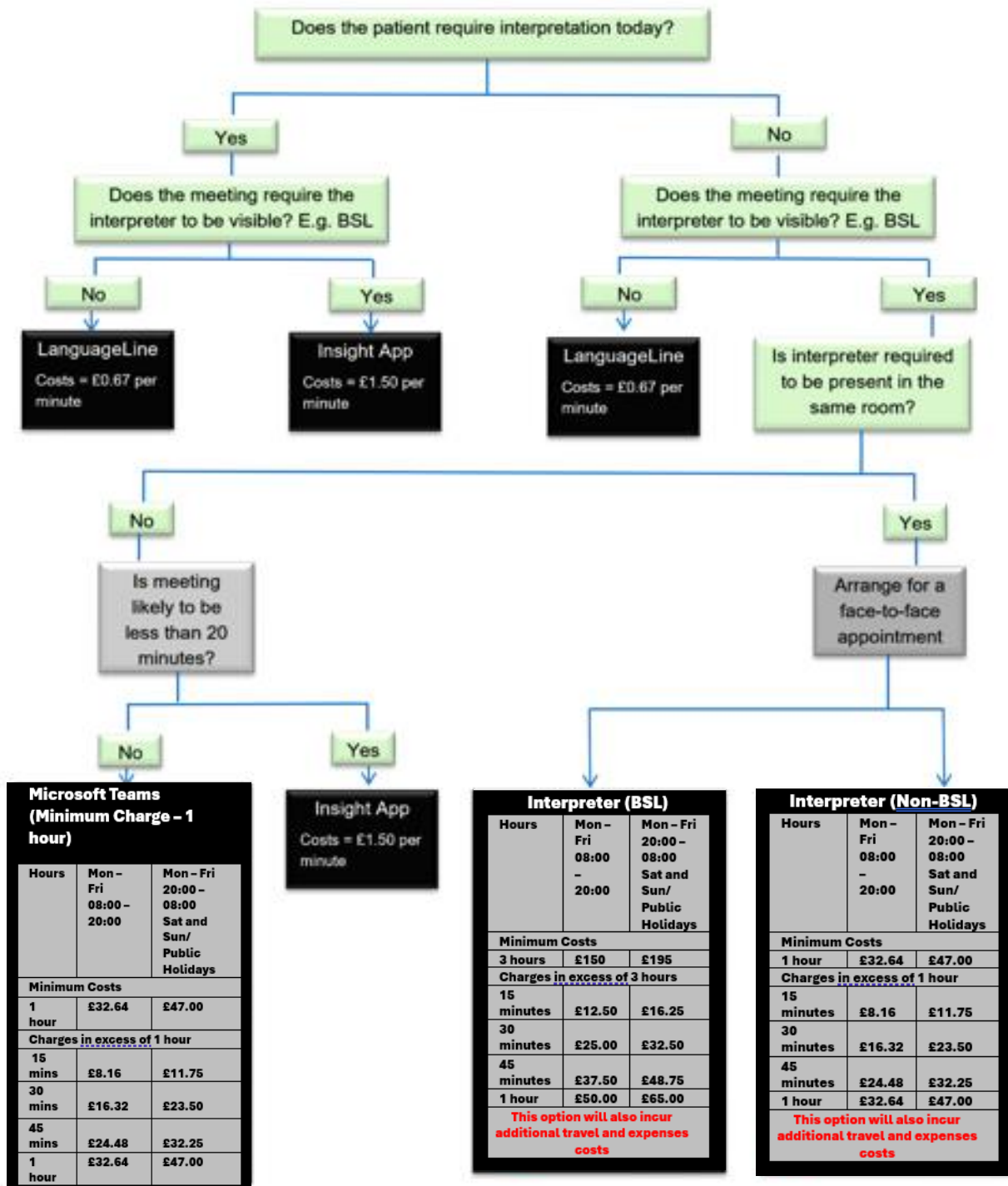
Introduction

The Health Board has a legal obligation to provide interpretation & translation services (including British Sign Language) for patients during appointments. Whilst doing so is a legal obligation, access to interpretation and translation plays an important part in enhancing communication and patient safety.

As the Health Board cannot validate the credentials or expertise of friends, staff or family members an approved service should be used to interpret or translate information. This guide has been developed to support staff in accessing the range of tools available to support patient communication.

There are a number of tools available and these are described in this guidance together with instructions on how to access them.

2. Interpretation Assistance – Which resource best fits the patients need.



3. Interpretation Assistance over the phone

☎ Contact switchboard and ask to be connected to Language Line on **0845 3109900**

☎ You can call switchboard on the following numbers:



- Bronglais General Hospital – 01970 623131
- Glangwili General Hospital - 01267 235151
- Prince Philip Hospital - 01554 756567
- Withybush General Hospital – 01437 764545

If accessing the service from hospital sites, switchboard will ask you to provide a cost centre code – this is 1621

Once connected to Language Line, follow the steps listed below:

☎ You will hear a recorded message. Press “1” for interpretation services.

☎ Please wait whilst Language Line connect you to one of their operators – it may sound like the phone has disconnected the call but do not hang up!

☎ Once connected, you will need to supply the following information:-

- ☎ Your organisational/Practice name and;
- ☎ Your name, department and area where you work;
- ☎ Departmental budget code (Acute & Community only);
- ☎ The language you require support with;
- ☎ The correct Access Code (from the codes list in Appendix 1)

☎ You may also need to give additional information, e.g. a specific request for a male or female interpreter or an interpreter trained in specialist medical terminology;



☎ The operator will ask whether the person requiring interpretation services is with you, or whether you need to contact them over the phone. The interpreter can ring the person’s number to set up a conference call if required to carry out a 3-way conversation between you, the patient/Carer and the interpreter.

☎ The operator will place you on hold whilst connecting to an interpreter (this should take about 30 seconds).



- ☎ The operator will provide you with the interpreter's ID code and instruct you to proceed with the call
- ☎ Ensure you make a note of the ID code so you can re-connect with the same interpreter if cut off.
- ☎ Using the loudspeaker function (if available) improves the effectiveness of the communication.

- ☎ Brief the interpreter on the situation. Tell the interpreter who you are, who the patient/carer is and ask them to introduce you to the patient/carer. Tell the interpreter what type of phone you are using (e.g. single/dual handset, speakerphone or mobile).



- ☎ Once the introductions have been done proceed to ask your first question.
- ☎ Allow the interpreter time to interpret between you and your patient/carer.
- ☎ Make sure the patient/carer has understood the information relayed to them. If there are key points that it is important for the patient/carer to understand, ask the interpreter to get the patient/carer to repeat these points back to you so that you are sure they have understood the given information.
- ☎ Let your patient/carer and the interpreter know when you have finished. End the call by saying "I have all the information I need, is there anything the patient/carer would like to ask me?"

4. Face-to-face assistance

There may be occasions when you require an interpreter to be present for a face-to-face appointment with patients/carers. Wales Interpretation and Translation Service (WITS) can arrange interpreters to attend patient appointments on a prebooked basis but also consider using the on-line interpreter services described below as they can often be more flexible and pre-booking is not always required.

4a. Visible interpretation - online assistance via Microsoft Teams

Face-to-face interpretation by this method is available to all colleagues who have access to Microsoft Teams accessed through the app on mobile phones and/or tablets, or via desktop PCs. To access via this method it is necessary to ensure the PC or device is loaded with the Teams function and that the PC



or laptop has a camera (Skype can be requested as an alternative).

Please ensure you have gathered the following information prior to calling switchboard:

- ☎ Contact switchboard
- ☎ Ask to be connected to WITS 02920 537555
- ☎ Once connected to WITS via the telephone, provide the following information:

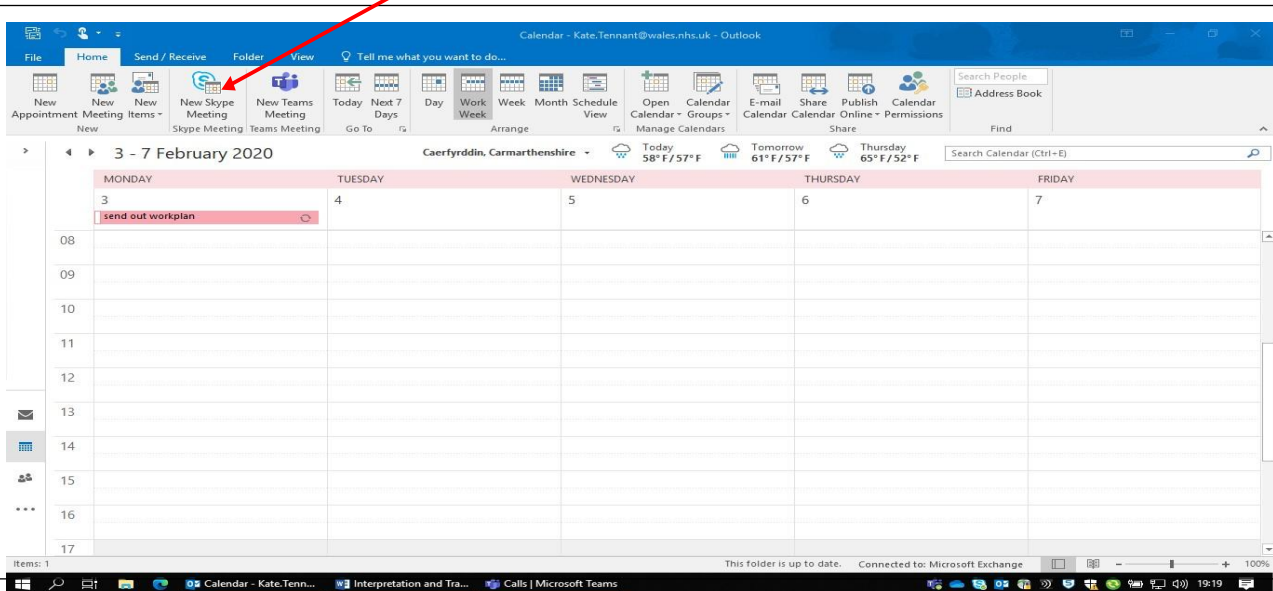


- Departmental name and budget code
- Date and time of the patient's appointment
- Appointment address
- Language required
- Confirm the Health Board you are calling from

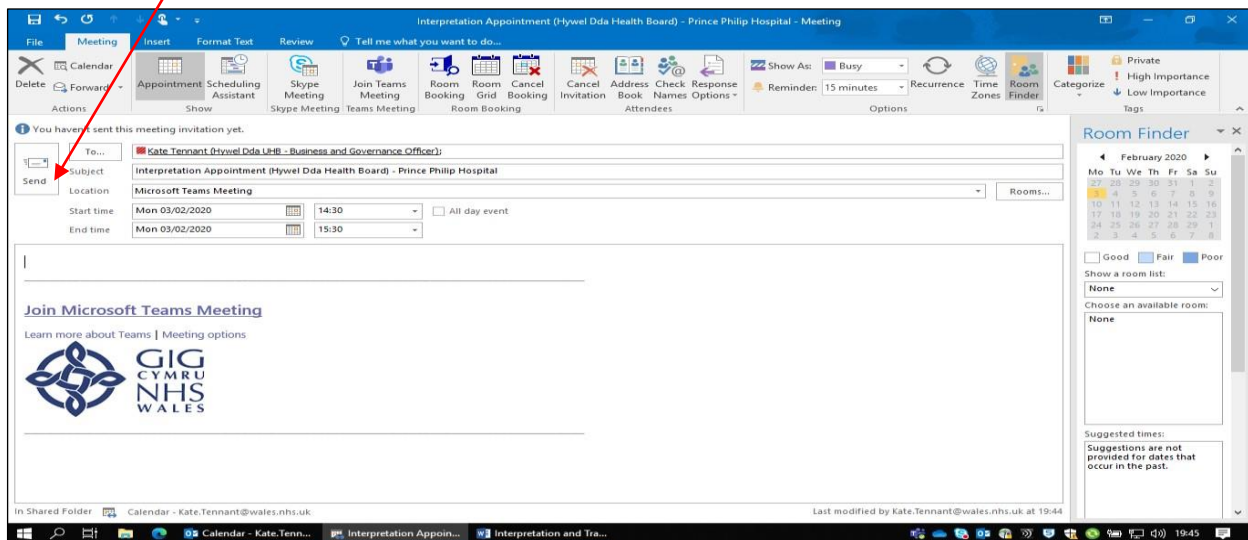
- ☎ Does the patient have special requirements? (e.g. female/male interpreter).
- ☎ For the deaf community, the patient may wish to request a specific interpreter (one whom they are already familiar with).
- ☎ Quote the purchase order code– **87633817**.
- ☎ Provide your NHS contact email and telephone number. Advise that this is a Teams Meeting. Request email address for the interpreter in order to send Microsoft Teams meeting request
- ☎ Check the email confirmation from WITS to ensure this mirrors your request.
- ☎ Confirm with the patient/carer that an interpreter has been booked.
- ☎ Set up Microsoft Teams meeting on Outlook.

How to set up a Microsoft Teams Meeting

On your Outlook calendar, click on the “New Teams” icon at the top of the calendar
In the meeting screen, enter the details of the meeting and the interpreter’s email



screen address received from WITS. Add in any details regarding the meeting in the box and then press “Send”.



On the day and time of the meeting, each person can join the meeting by clicking on the link in the diary invitation.

4b. Face to Face Interpretation (in person)

Please ensure you have gathered the following information prior to calling switchboard:

- ☎ *Contact switchboard*
- ☎ Ask to be connected to WITS 02920 537555
- ☎ Once connected you will need to provide the following -
 - Departmental name and budget code
 - Date and time of the patient appointment
 - Appointment address
 - Language required
 - Does the patient have any special requirements e.g. female/male interpreter?
 - For the Deaf community, the patient may wish to request a specific interpreter, one whom they are already familiar
 - Quote the purchase order code – **87633817**
 - Confirm the Health Board you are calling from
 - Provide your NHS contact email and telephone number
 - Check email confirmation from WITS and check this mirrors your request.
 - Confirm with the patient/carer that an interpreter has been booked



4c. Visible interpretation online via the Insight App



Face-to-face interpretation is now available using video calling through Language Line Insight Video Interpreting. This provides an easy way to facilitate interpretation and is particularly useful for British Sign Language interpretation. To access this service:

- ☎ If it is not already available on your PC, tablet or phone, download the Language Line Insight App to your device. Search for “LanguageLine2 or “Language Line InSight”, then tap “Get” and “Install” to download.
- ☎ After download is complete, tap the “Interpreters” icon and follow the screen prompts to complete the one-time authentication of your device.
- ☎ Enter Authorisation Code (List of codes can be found in Appendix 1).
- ☎ Enter Device Name (e.g. PPH Ward 6) .

📞 Tap “Activate Device” and then tap “ok” twice to allow the application access to your microphone and camera.

📞 Select the language you require and the telephone or video option.

📞 This app also has an option to access telephone interpretation.



A number of Ipad and Android devices throughout the main hospital sites can be utilised for video call interpretation. The locations of these devices are listed in Appendix 3. The app can also be downloaded onto a laptop or PC with a webcam.

Language Line InSight Languages and Availability

Video remote interpreting is available in British Sign Language (BSL) and 35 languages (listed below). Audio only interpreting is available in more than 240 languages. **Video Interpreters (available 24 hours a day/7 days a week)**

Arabic	Polish	Mandarin	Spanish
Video Interpreters (available Monday to Friday)			
Albanian	Hebrew		Nepali
Armenian	Hindi		Portuguese
Bengali	Hmong		Punjabi
British Sign Language (BSL)	Italian		Romania
Burmese	Japanese		Russian**
Cantonese**	Karen		Somali
Farsi	Khmer		Tagalog
French	Korean		Thai
German	Laotian		Turkish
Greek	Lithuanian		Vietnamese
Haitian Creole	Malay		

** extended weekend hours

5. Using Attend Anywhere video consultation (GP, Out of Hours and other Health Board services)

5a. In hours

If an interpreter is required within office hours, for a video consultation using Attend Anywhere, you should:

- 📞 Contact WITS using the instructions for arranging a face-to-face interpreter – please see [Section 4b \(page 9\)](#).
- 📞 Explain that you would like an interpreter to join an Attend Anywhere video consultation.
- 📞 Provide WITS with the link for the consultation (please see instructions how to do this [below](#)) and it will be passed to the interpreter.

5b. Out of hours

If an interpreter is required out of hours, for a video consultation using Attend Anywhere, you should **in the first instance**:

- 📞 Contact WITS using the instructions for arranging a face-to-face interpreter – please see [Section 4b \(page 9\)](#).
- 📞 Explain that you would like an interpreter to join an Attend Anywhere video consultation. **Stress that the consultation is urgent.** WITS will try to arrange an interpreter but this may take 15-30 minutes or longer, depending on the language required and the availability of an interpreter.
- 📞 If an interpreter is available, provide WITS with the link for the consultation (please see instructions how to do this [below](#)) and it will be passed to the interpreter.

5c. No interpreter available

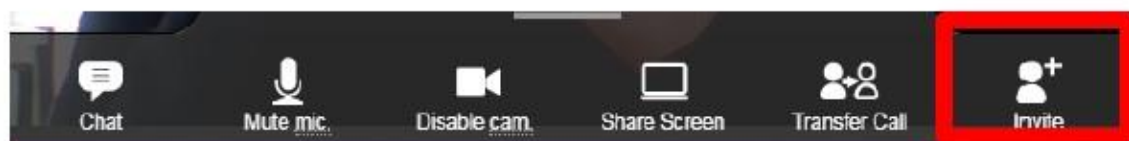
If there is no interpreter available to join an Attend Anywhere video consultation, a consultation can still take place without using Attend Anywhere, using the other options for interpreter services, such as telephone interpretation - please see [Section 3 \(page 5\)](#) or video interpretation using Insight – please see [Section 4c \(page 9\)](#).

6. Attend Anywhere – three way calls with a patient and an interpreter

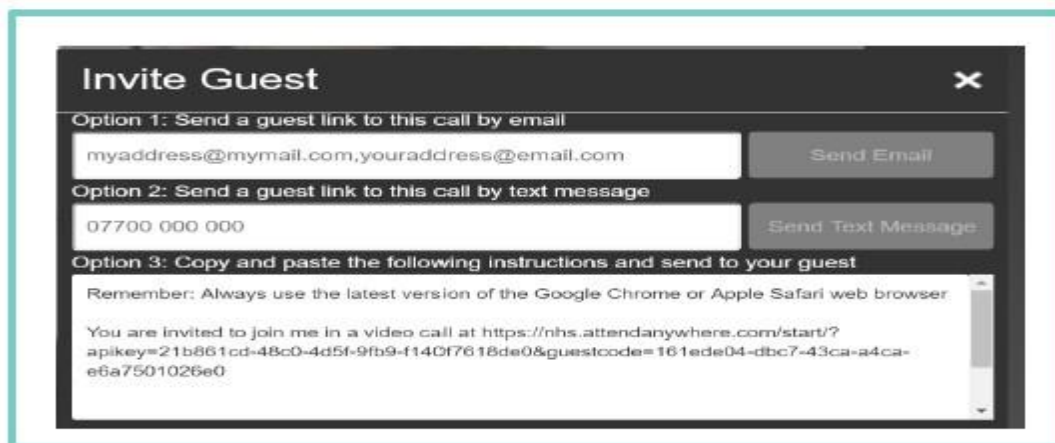
Three-way calls: This can be used for a remote family member, interpreter or clinician to join the call. There are two ways to add third participants to a call:

6a. Inviting other participants while in a call with a patient

Select the Invite button on the menu on the bottom of the screen (see above)



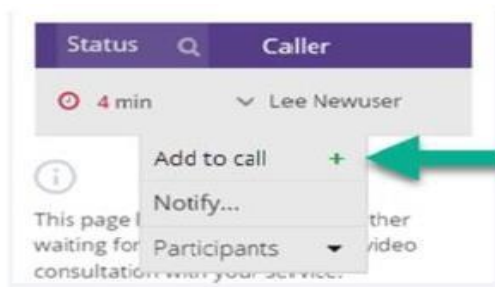
Select the Invite button on the menu on the bottom of the screen (see above)
This enables the Clinician to send a link for the consultation to WITS so that it can be passed to the interpreter via email or text message



6b. Adding multiple participants from a waiting room to the same call

This is for when all participants have been provided the link for the waiting room in advance and asked to enter as a patient.

Select the initial patient from the waiting room and join the video call. Then return to the waiting room and select the additional participant, from the action menu that opens, select “Add to call”, a confirmation message displays, click Yes, the selected caller is moved from the waiting area into the consulting room.



Staff should consider which option works best: option 6a is more flexible during an appointment (but requires the interpreter to be available immediately), but option 6b may be easier for scheduled appointments with planned multiple participants.

7. Document Translation

In house Welsh Translation Service

The Health Board has a Welsh Translation Service, which can be accessed from this intranet location: [Welsh Language Team - Home \(sharepoint.com\)](#)

For documents translated via WITS

For other language requirements please follow these steps:

- 📄 Contact switchboard and ask to be connected to WITS 02920 537555
- 📄 Once connected you will need to provide the following –
 - Departmental name and budget code

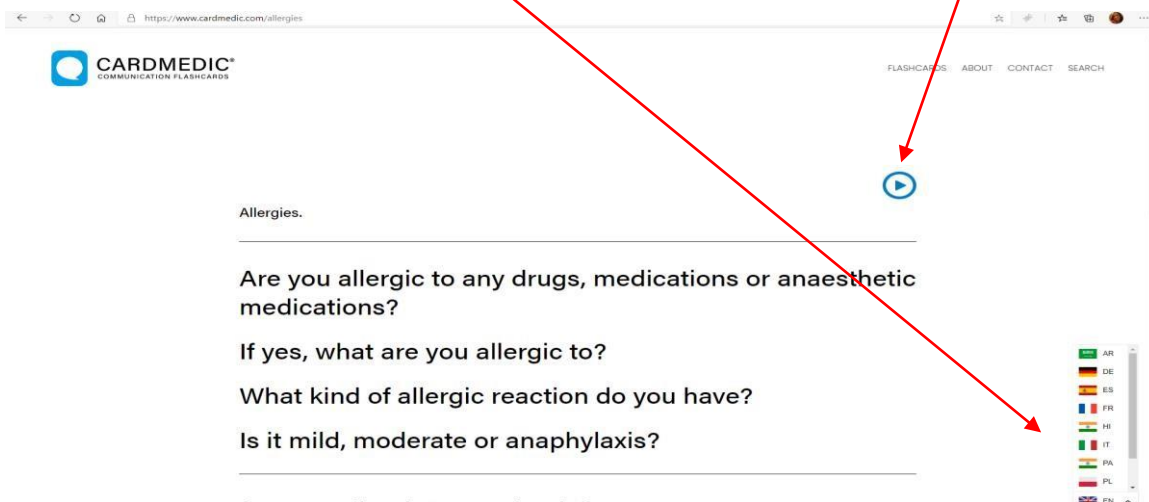
- Quote purchase order code **87633817**
- Confirm the Health Board you are calling from
- Provide your NHS contact email and telephone number
- A WITS team member will then direct you depending on your specific needs.

8. Additional face to face communication support using electronic devices

Cardmedic online flash cards

The Cardmedic flash cards is a free service that has been designed by an NHS anaesthetist to improve patient experiences through the Covid-19 pandemic and in particular when staff need to use PPE.

Go to <https://www.cardmedic.com/flashcards> where you will see a range of topics, including dental, nutrition as well as 'Hello, my name is...' to help you introduce yourself. There are 11 languages (including English) you can select from the drop-down menu. As well as the text on the screen, you can click on the play button for the text to be read out.



Pre Hospital Communication Guide – App

The Pre Hospital Communication Guide is a communication aid that the Welsh Ambulance Service use. A free to download app version of the guide is now available, to help you communicate with those who:

- Are deaf and hard of hearing
- For whom English is not their first language
- Have learning disabilities
- Whose illness or injury affects their communication

The App uses images and a small amount of text to support communication and it is available on iOS and Android.

- iOS - search for 'PreHospApp'
- Android - search for 'Pre-Hospital Communication App'

9. Appendix 1 - Authentication Codes

Client ID Name	Language Line Code	InSight Auth Code
**Llangrannog site (this code can be used by all Health Board services delivering care on site or to site residents)	316043	968YQTVG9P
Community Hospital South Pems - Pembroke Dock	314065/64	6R679MFQ68
Community Hospital - Amman Valley	314066	HDMTXGTTPM
Community Hospital - Ty Bryngwyn	314068	GPMYHGR4X7
Community Hospital - Tregaron Hospital	L43169 or 314070	DB777YP7BY
Community Hospital - Llandovery	314072	PMRHJKBHXG
HD - Temporary Field Hospitals	314079	J7WXFHRRWF
BGH - Bronglais Hospital	L43168 or 414733	7M8TR7TDD9
Glangwili Hospital	414788	VPQ7KPQMFP
Prince Philip Hospital	414790	DKTWMQJ7DK
Withybush Hospital	414792	G9YV9WPBGX
Community Support Team - Carmarthenshire	414800	8H7H3DQ86G
Community Support Team - Ceredigion	414802	YVRFMT3P8H
Community Support Team - Pembrokeshire	414804	9T4MPG7X6M
Mental Health & Learning Disabilities	415282	7P3683G4GK
Women, Children & Cancer Services	415337	9DT9D6Q8TW
Hywel Dda UHB Carmarthenshire, Acute & Community	L54710	
Cardigan Hospital	L43170	
Aberaeron Hospital	L43171	

10. Appendix 2 – Interpretation Costs

WITS – Charges for Face-to-Face Interpreters (Non-BSL)

A minimum booking duration of 1 hour made unless specified for longer with all periods in excess of 1 hour charged to the next 15 minutes.

Hours	Days Monday to Friday 08:00 – 20:00	Nights: Monday to Friday 20:00 – 08:00 Saturdays and Sundays Public Holidays
Minimum Charge		
1 Hour	£32.64	£47.00
Charges for periods in excess of 1 hour		
15 minutes	£8.16	£11.75
30 minutes	£16.32	£23.50
45 minutes	£24.48	£32.25
1 hour	£32.64	£47.00

Travel Time

Reasonable travelling time charged at a rate of **£22.44 per hour** where the total time of interpreting and travelling exceeds the 1-hour minimum payment). Mileage charged at 51p per mile. All distances/times charged in accordance with RAC route-finder information.

Expenses

All reasonable and evidenced additional expenses in connection with travel charged for reimbursement.

Telephone/Video interpreting contracts arranged through WITS

Language Line

- Telephone - 61p per minute
- Video - £1.12 per minute
- BSL Video - £1.63 per minute

The Big Word

- Telephone - 61p per minute

Welsh Written Translation

Health Board In House Translation Costs:

Translation is charged at £92 per 1000 English words (minimum fee £72)

Proof reading - £36 per 1000 English words

Cancellation of Bookings

No cancellation fee will be charged where a booking is cancelled at least 24 hours prior to the appointment time. Thereafter the minimum fee will be charged.

Charges for Interpreters BSL

A minimum booking duration of 3 hours. All periods in excess of 3 hours charged to the nearest 15 minutes. If the total time of interpreting and travelling costs exceeds 3 hours then reasonable travelling time charged at a rate of £22.44 per hour. All mileage claims charged at 51p per mile.

Hours	Days Mon to Fr 08:00 – 20:00	Nights: Monday to Friday 20:00 – 08:00hrs Saturdays and Sundays & Public Holidays
Minimum Charge		
3 hours	£150.00	£195.00
Charges for periods in excess of 3 hours		
15 minutes	£12.50	£16.25
30 minutes	£25.00	£32.50
45 minutes	£37.50	£48.75
1 hour	£50.00	£65.00
Travel time per 15 minutes	£5.61	£5.61

Travel Time/Mileage

Travel time charged where the total time of interpreting and travelling exceeds the 3 hours minimum payment. Mileage charged at £0.51 per mile. All distances/times are paid in accordance with RAC route finder data.

Expenses

All reasonable and evidenced additional expenses in connection with travel and meals will be reimbursed.

Cancellation of Bookings

Cancellation Fees:

- 7 days or less – Full Payment
- 7 – 14 days – Half Payment
- 14 days or more – No fee

11. Appendix 3 – Number of IPADs and their locations

**this list is being continually updated as devices become available

Bronglais General Hospital

Y Banwy	x2
Enlli	x1
Ceredig	x2
Angharad	x1
Dyfi	x2
Meurig	x2
Gwenllian	x1
ITU	x1
Rhiannon	x2
Ystwyth	x2
CDU	x2

Prince Philip Hospital

Ward 1	x2
Ward 3	x2
Ward 4	x2
Ward 5	x2
Ward 6	x2
Ward 7	x2
Ward 9	x2
AMAU	x2
MM	x1
CCU	x1
PALS Team	x2

Withybush General Hospital

Ward 1	x2
Ward 3	x1
Ward 4	x1
Ward 7	x1
Ward 8	x2
Ward 10	x2
Ward 12	x2
ITU	x2
Red ED	x1

Glangwili General Hospital

Padarn	x2
Steffan	x2
Cadog	x2
CCU	x2
Towy	x2
Ceri	x2
Gwenllian	x2
Dinefwr	x2
Ante Natal Ward	x2
Cilgerran	x2
SCBU	x2
CDU	x2
Merlin	x2
Preseli	x2
Teifi	x2
ICU	x2
Derwen	x2
Picton	x2
Cleddau	x2
Labour Ward	x2
HDU	x2