STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Access to Interpretation Services	Doc. No.	OP109
Scope	**Clinical and Operational Directorate**		
Purpose	To ensure that patients whose first language is not English are treated equitably and have their health needs met. That the patient fully understands the process and the care that would be provided to them or a member of their family via telephone interpretation or via face-to-face interpretations.		
Guidelines	All PC24 services can contact interpretation services for non-English speaking patients.		

PROCEDURE		RESPONSIBILITY
1	If a call is received to the service from a patient whose first language is not English, the clinician must ascertain the nationality / dialect of the patient and inform the patient that they will be contacted via an interpreter service.	PC24 Clinician
2	Clinician should inform the relevant individual that the patient requires use of the interpretation service. They will then contact **National Interpreting Service Language Line Free number: 0800 169 2879** and provide the **ID number 269827** details for the organisation to gain access to the correct support.	PC24 Clinician / Staff Member
3	The interpreter will contact the patient on the phone number provided and when both parties are on the phone with the team leader or nominated deputy, the call should be transferred to a triage clinician.	PC24 Staff Member
4	Triage clinician to introduce themselves to both the patient and the interpreter and ensure that the patient fully understands the process that is to be taken and that the interpreter has the patients consent to aid the clinical consultation.	PC24 Staff Member
	Once the triage consultation is completed the patient is to be fully aware of the next step of their care and the timescale, this could be one of the following:	PC24 Staff Member

	• Urgent Care Centre appointment • Home visit • Prescription	
6	If the call is forwarded for further face-to-face treatment, an interpreter should be booked for the time and place of the consultation.	PC24 Staff Member

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Title	Access to Interpretation Service		Doc. No.	OP109
Version	V9			
Supersedes	V8			
Approving Managers/Committee	Head of Service			
Date Ratified	April 2007			
Department of Originator	Integrated Urgent Care			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Service			
Date Issued	April 2007			
Next Review Date	May 2021			
Target Audience	Operational teams			

Version	Date	Control Reason	Accountable Person for this Version
V1- V8	April 2007- May 2019	Previous versions	Head of Service
V9	May 2019	Updated as required	Head of Service

Reference documents	Electronic Locations	Locations for Hard Copies
	Primary Care 24 Intranet / Corporate Policies/ Current SOPS/ ……	Standard Operating Procedures File in the Call Centre.

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