

# NHS

## Do you need an interpreter?

Language Services brought to you by D.A. Languages Ltd.

### Do you need an interpreter?



# NHS

## Contact DA Languages

If you require an interpreter please contact DA Languages via

Phone: 0161 928 2533

Email: [enquiries@dalanguages.co.uk](mailto:enquiries@dalanguages.co.uk).



**D.A. Languages Limited**  
Interpreting & Translation Services



Lambeth, Southwark and Lewisham

# Interpreting and Translation Services

If you wish to see a GP, nurse or health care assistant and you would find it helpful, you have the right to an interpreter. All interpreting services are free to our patients. Please ask at reception for more details.

Our interpreters can also provide British Sign Language (BSL) interpreters as well as sign supported English (SSE), deaf blind interpreters, specialist deaf relay interpreters and other country sign languages (for example American Sign Language)



**If you have any feedback, concerns or queries regarding the service please talk to our reception team. If you would like to make a formal complaint please contact DA Languages via email: [complaint@dalanguages.co.uk](mailto:complaint@dalanguages.co.uk)**

**Patient feedback is important to us and will continually help us review the service and make improvements.**

DA Languages Limited

## Our Pledge

- You will not wait longer for your healthcare, treatment or advice because there is no interpreter or translation available.
- Your interpreters and translators will have good, up-to-date and/or current knowledge of medical terms and experience of working in healthcare.
- Your interpreters and translators will have a good knowledge of your own language and English.
- You will be treated with dignity, courtesy and respect by interpreters and translators and your culture, lifestyle and values respected.
- Your interpreters and translators will be on time for appointments and will give you enough time to ask questions.
- Your interpreters and translators will translate everything that is said and only what is said and not comment or discuss you or your health with other people.
- You will only need to tell us once which language you speak and if you have any other needs.