Interpreting Service for GP Practices in Lambeth, Lewisham, and Southwark

RESOURCE PACK

March 2024

Contents

1. Introduction

If you have a patient who requires an interpreter, then you can book a linguist with our new language service provider DA Languages.

2. Services available

The following interpreting service types are available through DA Languages:

Telephone	**On-demand Video** (British Sign Language)	**On-demand Video** (Spoken Languages)
Video (pre-bookable)	**Face to face** (pre-bookable)	**Written Translation** (pre-bookable)

0800hrs and -2000hrs, 7 days a week, 365 days a year.

The service is available at any of the following primary care services located in across Lambeth, Lewisham or Southwark ;

General Practice (staff & registered patients)

GP Extended Access Hubs

Primary Care Networks

We provide interpreting services for both spoken and non-spoken languages. The following service types can be accessed for the following language needs

Spoken Languages	**British Sign Language** (non-spoken Languages)
Telephone	Face to Face
Video (Pre-bookable)	BSL On-demand Video
On-demand Video	Video (Pre-bookable)
Face to Face	

The aim of each service is to break down communication barriers and provide vital care to patients in each practice.

- Telephone, video, and face-to-face interpreting all involve the provision of an interpreter in the patients' native language, either in person or virtually.

- Video and telephone are virtual provisions and accessed completely on demand, allowing patients to hear or see the interpreter to bridge the communication gap.

- Face-to-face interpreting is where the interpreter is physically present during the appointment to support the communication between staff and patients.

- **ALL** interpreters are impartial and should not offer any support outside of communication needs.

3. Practice and Patient resources
- Practice guidance on all booking types and patient leaflets and marketing materials can be found on the SEL healthcare professional webpage.

4. How to book an interpreter

This section provides guidance on how to book an interpreter within GP practices across Lambeth, Lewisham, and Southwark.

Interpreting Request	How to request it
Telephone Interpreting	Call **0330 088 2443** See further information below
On demand Video for Spoken Languages	https://www.weyivideo.com/client/Login.aspx?Company=dalanguages
On demand Video for Non-Spoken (BSL)	https://connect.interpreterslive.co.uk/vri_atw
Video Interpreting (inc BSL)	Via the DA Languages Portal link.dalanguages.co.uk ***For further information on how to access the portal can be found located later in this guide.***
Face to Face Interpreting (inc BSL)	
Translation Services	

Please see the communications section of this guidance for information on how to access quick 'how to' guides and promotional marketing materials for patients.

Interpreting Services provided by
D A Languages Ltd

Telephone interpreting

Telephone interpreting is **completely on demand** – you do **NOT** need to pre-book this service.

The following provides a summary of how to book a telephone interpreter.

STEP 1
- Call the telephone interpreting line; **0330 088 2443**

STEP 2
- Enter your **"Department PIN",** unique to your Practice, followed b**y "#"**
- **If you do not know your Department pin please contact your primary care commissioning lead or wait to be connected to an operator**

STEP 3
- Enter the **3-digit Language Code** (please see below)
- The codes can also be found in this document and on the GP interpreting webpage

STEP 4
- Select **1** for **any interpreter,**
- Select **2** for a **Male interpreter,**
- Select **3** for a **Female interpreter**
- Select **4** for a **specific interpreter (***NB: this is done by entering the interpreter's ID number that they read to you before the call)*

STEP 5
- **Interpreter is sourced, and the session can go ahead**

STEP 6
- **Once the call has finished, please rate the call 1-5, 1 being the lowest and 5 being the highest**

NOTE
- **Please note it may take up to 3 minutes to connect to an interpreter.**
- **If you do not enter a pin code or language code then you will be connected to an operator, this will result in longer connection times.**
- **Please make a note of the interpreters ID code when they introduce themselves.**
- **IF you get disconnected you can connect to the same interpreter by entering the interpreters ID code (see Step 4 above)**

Telephone Interpreting
LANGUAGE CODE IDENTIFIER

Top 20 most popular languages - in alphabetical order							
Language	**Code**	**Language**	**Code**	**Language**	**Code**	**Language**	**Code**
Albanian	065	Czech	024	Kurdish (Sorani)	025	Romanian	029
Arabic	013	French	048	Mandarin	046	Slovak	018
Bengali	076	Gujarati	054	Polish	075	Spanish	038
Bulgarian	040	Hungarian	019	Portuguese	077	Turkish	066
Cantonese	061	Italian	008	Punjabi	033	Urdu	014

Language	Code	Language	Code	Language	Code	Language	Code
Afghan Pashtu	216	German	002	Lingala	026	Sinhalese	016
Afrikaans	211	Greek	027	Lithuanian	020	Slovenian	230
Albanian	065			Luganda	010	Somali	053
Amharic	004	Hausa	121			Soninke	238
Armenian	035	Hebrew	221	Macedonian	031	Swahili	041
Azeri	006	Hindi	032	Malay	205	Swedish	042
				Malayalam	123	Sylheti	111
Bambara	087	Ibibio	131	Malinke	055		
Bassa	223	Igbo	240	Mandinka	053	Tagalog	212
Belarusian	037	Indebele	049	Mashi	056	Taiwanese	102
Bosnian	100	Indonesian	129	Mauritian Creole	235	Tamil	051
Bravanese	241			Mina	069	Telugu	125
Burmese	231	Japanese	122	Mirpuri	101	Thai	120
				Moldovan	073	Tigre	038
Catalan	213	Kannada	203	Mongolian	218	Tigrinya	022
Congolese Swahili	201	Khassonke	099			Tswana	208
Croatian	106	Khmer	232	Nepalese	030	Turkish-Cypriot	209
		Kibajuni	086	Norwegian	227	Turkmen	229
Danish	217	Kibernbe	204			Turi	219
Dari	043	Kikongo	096	Oromo	090		
Dioula	007	Kinyawanda	058			Ukrainian	060
Dutch	104			Pahari	052	Uzbek	242
		Kituba	127	Pashto	015		
Estonian	228	Konkani	224	Pativa	107	Vietnamese	034
Ewe	064	Korean	071				
		Kosovan	210	Russian	074	Wolof	057
Farsi	012	Krio	011				
Filipino	202	Kurdish Bahdini	021	Sanskrit	092	Xhosa	094
Finnish	233	Kurdish Kurmanji	059	Seraki	128	Yiddish	236
Flemish	103			Serbian	108		
Fula/Foulani/Poular	062	Lari	088	Sethoso	206	Zaghawa	225
Georgian	080	Latvian	079	Shona	207	Zulu	028

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Video interpreting (pre-bookable)

STEP 1
- Log onto the **DAL Portal (www.dalanguages.co.uk)**
- If you experience any issues in accessing the portal please contact **admin@dalanguages.co.uk (see service support section)**

STEP 2
- Once logged in, click on '**Bookings'** from the tab at the top of the screen, followed by '**Create a new booking'**. Then choose your service as '**Video Remote Interpreting'** from the dropdown menu. Click '**proceed.**

STEP 3
- This will bring you to a short booking form. Anything marked with a ***** <u>must </u>be completed.
- **Use the free-text field** at the bottom of the form to enter details of your Video booking. This information will be sent to t he interpreter. For example, if you have arranged a group Zoom,including non-English speaking participant(s), please put the zoom meeting link, ID, and password in this section.

NOTE
- If you do not have your video platform details available at the time of the booking, please let us know the platform you are intending to use so that we can assign an appropriate interpreter to you booking. We will send you the contact details of the interpreter so that you can send them the meeting invitation directly at the same time as sending the details to all members of the video call.

STEP 4
- Enter your billing details on the booking form. to do this select which borough you are located in i.e. Lambeth, Southwark or Lewisham.
- To save, click on the green '**Save'** button.

STEP 5
- You will then be directed to a screen which shows the unique booking reference number of the booking you have created. This has automatically been sent to the Video Interpreting Bookings Team who will be working on your request.

STEP 6
- Once an interpreter has been assigned to your booking, you will be notified by email.

If you have any questions about the booking, or are having connection difficulties, please email the bookings team at **dalvriappointments@dalanguages.co.uk** – we have dedicated staff who will be able to help you straight away and it will save you waiting to get through to the team via phone.

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D.A. Languages Limited
Translation & Interpreting Services

On demand Video interpreting (for spoken languages)

This service allows you to have immediate access to an interpreter for spoken languages

You **do not** need to pre-book to use this service.

The on-demand service can be accessed on a mobile / tablet or via the web at;
https://www.weyivideo.com/client/Login.aspx?Company=dalanguages

To connect to an interpreter, please follow this few simple steps:

STEP 1
- **Go to** https://www.weyivideo.com/client/Login.aspx?Company=dalanguages
- **Log in** using the email and password you have been provided with by DA Languages.

STEP 2
- Click '**Get Interpreter**'
- Select which **language** you require
- If you wish for your interpreter to be a specific gender, select this from '**Additional Options**'
- Click '**Next**'

STEP 3
- Once you are connected to your interpreter, you are able to connect to a 3rd party by clicking on the '**+ Invite**' button.

STEP 4
- Fill in the **3rd party's details** and a text and/or an email will be sent to them containing a link to connect to your call.

NOTE
- This 3rd party will need to have the app downloaded if on a mobile/tablet but if they do not already have it down loaded, the text/email they receive will direct them to their app store. If the 3rd party is using a pc/laptop, the link should be opened in Google Chrome.

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D.A. Languages Limited — Translation & Interpreting Services

On demand Video interpreting (Non spoken BSL)

This guidance is for **British Sign Language (BSL) on demand Video Remote Interpreting.**

This service allows instant access to a BSL interpreter without the need to pre-book. Please note the following requirements.

- You need access to a laptop/PC with camera or Android/ mobile phone.
- You do not need to pre-book an interpreter to use this service
- Please read the practice guidance on how to use the service. This is available on the SEL healthcare professional webpage

BSL On-demand service can be accessed by InterpretersLive! which is provided by Sign Solutions. Sign solutions are contracted to deliver this service on behalf of DA Languages for SEL ICB practices across Lambeth, Lewisham, and Southwark.

InterpretersLive!

How to download and access InterpretersLive!

Step 1
- Access the InterpretersLive! website or download the app on your phone, tablet, or desktop
- This is available on Apple, Android or Windows.

Web browser: **https://connect.interpreterslive.co.uk/vri_atw**

InterpretersLive! 17+
Access to a BSL Interpreter
Sign Solutions
Designed for iPad
★★★★★ 5.0 • 1 Rating
Free

Interpreting Services provided by
D A Languages Ltd

D.A. Languages Limited Translation & Interpreting Services

Step 2

- Enter your details & following account details
- Account type = **Corporate**
- Organisation = **Your borough (Lambeth, Lewisham or Southwark)**
- Department = **Practice name**
- Click ' **Connect Now'**

Help and Support

If you have any issues accessing **InterpretersLive!** please email interpreterslive@signsolutions.uk.com or call 0121 447 9620.

Interpreting Services provided by
D A Languages Ltd

South East London
Integrated Care System

D.A. Languages Limited
Translation & Interpreting Services

NHS
South East London

Face to face interpreting

Face to Face interpreting requires you to **pre-book** an interpreter.

All requests for a face-to-face interpreter are required to be made via the DAL Portal (https://link.dalanguages.co.uk).

STEP 1
- **Log onto the DAL Portal (link.dalanguages.co.uk)**
- If you experience any issues in accessing the portal please contact **0161 928 2533 (see section 4)**

STEP 2
- Once logged in, click on '**Bookings'** from the tab at the top of the screen, followed by **'Create a new booking'**. Then choose your service as '**Interpreting'** from the dropdown menu. Click '**proceed.**

STEP 3
- This will bring you to a short booking form.
- Anything marked with a * **must** be completed.

STEP 4
- Complete the booking form, selecting the **language and venue** of the appointment.
- Please select your **borough** and **practice** at the end of the booking form

STEP 5
- You will receive a **reference number** in the format LSL_(1234567) - this number will change for every assignment that is created.

STEP 6
- All interpreting requests will then appear in your interpretings section of DA LINK, where you can edit, amend or cancel any requests you have made.

Translation and transcription

All translation requests are required to be made via the DAL Portal (link.dalanguages.co.uk).

Please note that this service only accepts the translation of a patient's medical notes into English from another language. Requests to translate any other materials are not permitted.

All requests will require commissioner approval. The following outlines how to make a request for written translation;

STEP 1
- **Log onto the DAL Portal** (link.dalanguages.co.uk)
- If you experience any issues in accessing the portal please contact **admin@dalanguages.co.uk (see Service Support section)**

STEP 2
- Once logged in, click on '**Bookings'** from the tab at the top of the screen,
- Click on **'Create a new booking'**.
- Choose your service as '**Translation/Transcription'** from the dropdown menu.
- Click '**proceed.**

STEP 3
- Fill the form out with your requirements for the **language, deadline, borough** and **Practice name/CPN**.

STEP 4
- Click **Add another source file** at the bottom of the screen to upload your document
- You can either **drag and drop** the document onto the rectangle or you can click it to open your **file browser.** Make sure your **name the file**

STEP 5
- **Click save** and you will receive a **reference number**. Note this down for future correspondence

STEP 6
- Commissioners will **review the quote** and authorise DAL to proceed.
- Your Translation Project Manager will send you a **quote** for your project.
- Simply reply to the email to **confirm if you'd like to proceed.**

STEP 7
- Once your project is complete you will **receive a notifcation and instructions** on how to retrieve your translation.

Interpreting Services provided by
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The following provides a summary of the process for written translation requests

Practice makes a request via the DAL portal which is a secure link for the transfer of patient identifiable information.	**DAL will review all requests and provide a quote to commissioners for approval.**	**Commissioners would review the request and quote and advise DAL if the quote is approved.**	**DAL will respond accordingly y either proceeding with the request or sending it back to the practice.**

All requests to be responded to and completed within 14 days except in cases whereby longer time may be required i.e. request for rare languages.

To review your bookings

For ongoing requests:

1) **Log onto the DAL Portal** (link.dalanguages.co.uk)
2) Once logged in, click on '**Bookings'** from the tab at the top of the screen,
3) Click on **'My Ordered Translations/Transcriptions'**
4) A list of your ongoing requests will appear on the screen.
5) To view a booking click 'edit' on the right-hand side to see the booking form.

For completed requests:

1) **Log onto the DAL Portal** (link.dalanguages.co.uk)
2) Once logged in, click on '**Bookings'** from the tab at the top of the screen,
3) Click on **'My Completed Translations/Transcriptions'**
4) A list of your ongoing requests will appear on the screen.
5) To view a booking click 'edit' on the right-hand side to see the booking form.
6) Scroll to the bottom of the form to see the delivery files.

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D.A. Languages Limited
Translation & Interpreting Services

5. DA Languages Portal

The DA Languages portal is a single point of access for pre-booking an interpreter for the following;

- Video interpreting,
- face to face interpreting
- Written translation services.

The portal can be accessed by visiting **https://link.dalanguages.co.uk**

All GP practices have been set up on the portal with a log-in and password.

Password reset: *Please note that all passwords need to be reset every* **42 days.** *Please ensure you have an internal process to manage this.*

Please contact **admin@dalanguages.co.uk i**f you experience any issues with the portal.

6. Service Support

DA Languages has a team supporting practices across Lambeth, Lewisham and Southwark for all interpreting support. Please note the following contact details for any queries;

Portal Access	
Issues with accessing the portal	**admin@dalanguages.co.uk.**
Bookings	
Telephone interpreting contact:	**telephoneinterpreting@dalanguages.co.uk**
Video interpreting contact:	**dalvriappointments@dalanguages.co.uk**
Face to face interpreting contact:	**teamsouth@dalanguages.co.uk**
Written translation contact:	**Orsolia.andreozzi@dalanguages.co.uk**
BSL bookings	**nonspokeninterpreting@dalanguages.co.uk**
Service Feedback	
Feedback about the service	**oana.lazar@dalanguages.co.uk**
Issues and Complaints	feedback@dalanguages.co.uk Yvonne.davies@selondonics.nhs.uk Please also see the complaints section of this guide
Borough Leads	
Lambeth:	Janita Patel Janita.patel@selondonics.nhs.uk
Lewisham:	Yvonne Davies Yvonne.davies@selondonics.nhs.uk
Southwark:	Sarah Cofie Sarah.cofie@selondonics.nhs.uk

There is an Out of Hours Team that will pick up any requests when the office is closed, as well as telephone interpreting support on hand 24/7 via our operators.

If you are unable to reach anyone on the above, please call DA Languages main office **0161 928 2533** who will direct your call.

Interpreting Services provided by
D A Languages Ltd

7. Communications / Marketing Materials

Marketing Materials such as posters and leaflets have been developed for both Practices on how to use the service and also for patients about how to access the service.

All marketing materials have been circulated to all GP practices across Lambeth, Lewisham and Southwark.

Resources

A summary of resources available is detailed below which can also be downloaded from the SEL webpage.

GP Practice Resources
How to book an interpreter – Quick Guide Summary Poster
TELEPHONE guide and language codes
ON DEMAND VIDEO interpreting – 'how to log in from a PC or laptop'
ON DEMAND VIDEO interpreting – 'how to log in from a mobile device'
ON DEMAND VIDEO Interpreting – guide to 3-way calls
VIDEO INTERPRETING (Prebookable) – booking guide
BSL ON DEMAND VIDEO Interpreting
FACE TO FACE booking guide
TRANSLATION booking guide
Video How to guides
• Telephone interpreting – 'How to' video
• On demand video interpreting – 'How to' video

Patient Resources	
Do you need an interpreter poster	
Patient Language Identifier	
Interpreting TV poster	
Patient leaflet (available in the following languages)	
• Arabic	• Portuguese
• Cantonese	• Somalian
• English	• Spanish
• Mandarin	• Turkish
• Polish	• Vietnamese

Patient information leaflets are also available to view on the SEL webpage

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8. Service User Feedback

Commissioners undertook extensive engagement in 2018-19 to develop the new service model with an aim to improve the experience of service users when accessing interpreting support.

To ensure continued improvements to the service are made, and to assist with future service developments we encourage all service users to provide feedback on their experiences.

DAL has a contractual obligation to capture service user feedback. This will happen in 2 ways;

1) At the end of each interpreting booking the practice staff (GP/nurse) will be asked to rank the experience on a scale of 1 to 5 (1= poor and 5 = exceptional)

2) Annual service user feedback delivered via online surveys and/or focus groups. Materials will be made available in English and other languages.

If you, or a patient, have any feedback with regards to the service pleases email;

DA Languages	SEL ICB
Oana Lazar DAL Client Manager Oana.Lazar@dalanguages.co.uk	Yvonne Davies NHS SEL ICB Contract lead Yvonne.davies@selondonics.nhs.uk

Each year DA Languages will undertake engagement with practice staff and patients via an online survey to gain an understanding of their experience of using interpreting services within general practice.

Patients surveys will be translated into the top 20 languages requested across Lambeth, Lewisham and Southwark and practices will be asked to disseminate the survey to patients via text messaging and posters.

9. Issues, complaints and feedback.

If you or a patient have an issue or a complaint regarding the service, please email DAL direct on the following contact details and cc in the NHS SEL commissioning lead;

DA Languages	SEL ICB
Oana Lazar DAL Client Manager Oana.Lazar@dalanguages.co.uk	Yvonne Davies NHS SEL ICB Contract lead Yvonne.davies@selondonics.nhs.uk

Please note that is our policy that all complaints are acknowledged within 3 working days and should have a fully investigated response (in writing) within 25 calendar days.

Interpreting Services provided by
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10. Who is the service for?

a) Inclusion Criteria

The Interpreting service is available for;

Patients registered with a GP practice in Lambeth, Lewisham or Southwark.	**Work force** located at any of the following primary care services located in Lambeth, Lewisham or Southwark; **General Practice** **GP Extended Access Hubs** **Primary Care Networks**

b) Exclusion criteria

- Interpreters are **not** permitted to undertake any administrative duties for or whilst at GP practices.

- This service is not for community led services hosted at a GP practice located within Lambeth, Lewisham, and Southwark.

11. Practice Guidance when booking an interpreter

- **Personalised** – Every patient's interpreting needs are different and should therefore be considered when booking an interpreter.

- **Interpreting support -** The type of interpreting support provided should be considered based on the patient's interpreting and medical needs.

Telephone/ Video interpreting	In most cases where patients require interpreting support, Telephone or video interpreting should be used.
British Sign Language (BSL)	Video or face to face interpreting should be considered for those that are hard of hearing.
Face to Face	Should be considered for patients that have additional needs and / or are vulnerable; for example, those that are hard of hearing, children, Patients with mental health conditions.

- **EMIS** – A patients interpreting needs should be recorded on their GP records (EMIS). Relevant READ codes should be added accordingly.

- **Service Information** - Ensure that information on how to access an interpreter is readily available and communicated to patients i.e. patient posters/leaflets, TV Posters, practice webpage.

12. Aims of the service
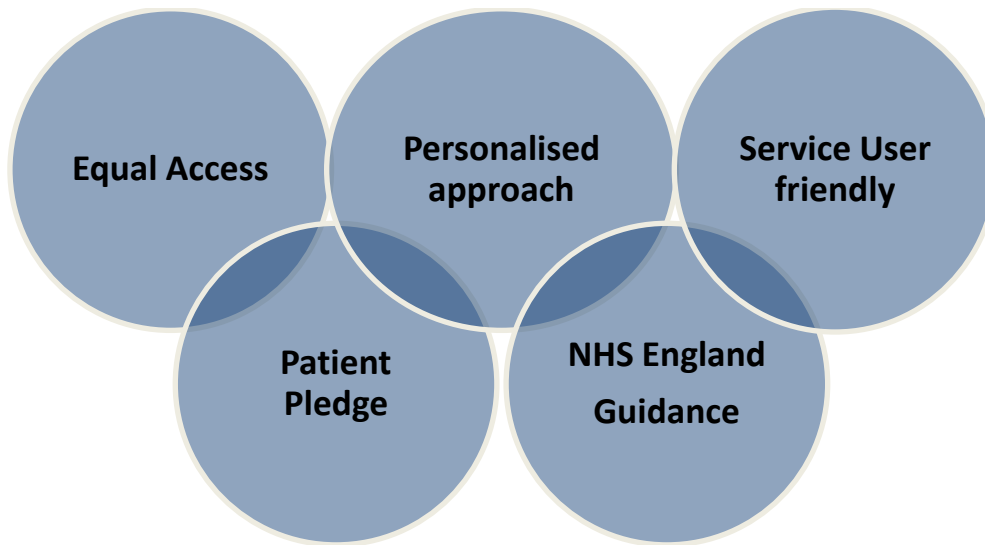
a) Providing Equal access to all requiring interpreting support

- Equal access to all requiring interpreting support should be the same regardless of their interpreting needs. This service provides multiple service types to ensure that an

b) Personalised approach

- Patients should be asked of their language requirements when registering with the GP Practice.

- Given the on-demand nature of the services offered by DA Languages, patients can request an interpreter at a time that suits them rather than having set days for patients with language requirements.

- All bookings must be made on an individual patient basis to determine that the support requested is identified as the most appropriate and is based on the individual needs of the patient, this by definition means no block bookings of an individual interpreter is permitted.

- All patients must be treated with dignity and respect at all times

c) User friendly and easy to access

- The Interpreting and Translation service is available to every practice within Lambeth, Lewisham, and Southwark.

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- It is recognised that how patients access primary care is variable and can be either planned or unplanned therefore to meet this varying demand we have developed the service to allow practices with access to multiple formats to a) meet the needs of the patients and b) meet the demands of when the services are required i.e., on demand 'v' pre-bookable

- **Pre-bookable requests**: These can be made through a single point of access for pre-bookable interpreters (Video, Face to face and translation services)

- **On demand requests** require no booking and are available for

  o Telephone
  o On demand Video (Spoken)
  o One demand (non-spoken i.e. BSL)

- The systems in place are completely automated, ensuring that you have a central place to view and access all legacy or upcoming requests made via DA Languages. Remote services (telephone and video interpreting) are available on-demand, meaning that there is no need for staff to pre-book and take time out of busy schedules to arrange this. DA Languages has made this service available 24/7 so any late appointments where an interpreter is required can now be fulfilled without any worries for GP staff.

d) Patient pledge including dignity, respect, and unconscious bias

As a service, we have committed the following pledge to our patients;

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o You will not wait longer for your healthcare, treatment, or advice because there is no interpreter or translation available.

o Your interpreters and translators will have good, up-to-date and/or current knowledge of medical terms and experience of working in healthcare.

o Your interpreters and translators will have a good knowledge of your own language and English.

o You will be treated with dignity, courtesy and respect by interpreters and translators and your culture, lifestyle and values respected.

o Your interpreters and translators will be on time for appointments and will give you enough time to ask questions.

o 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.

o You will only need to tell us once which language you speak and if you have any other needs.

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e) NHS England recommendations (including recording of patients' interpreting needs on EMIS)

- NHS England has outlined core recommendations for interpreting services for primary care https://www.england.nhs.uk/publication/guidance-for-commissioners-interpreting-and-translation-services-in-primary-care/

- Through the commissioning of this service and through continued service improvements we are aspiring to achieve these recommendations.

EMIS:
- A patient's language and communications needs are to be recorded in a patient EMIS records outlining the requirements needed. They should include:

  - Their language and communication requirements
  - If they have a preference of gender for an interpreter
  - Any cultural/religious requirements that may impact their access to an interpreter
  - Any other special circumstances, e.g., whether the patient must have a face-to-face linguist rather than a remote interpreter.

- Please ensure that the relevant **READ (SNOMED**) codes are assigned to a patient's record to reflect their language and communication needs. This will assist us in understanding the number of registered patients that have interpreting needs and also how we can ensure these needs are met as part of continued service improvements.

APPOINTMENTS
- Where possible a double appointment should be made available for any patient that has requested to book an appointment with a GP or nurse at their surgery and require interpreting support.
- Where it is not possible to allocate a double appointment (Urgent/ on the day), telephone or on demand video interpreting should be used.

13. Background information

NHS Commissioners across Lambeth, Lewisham and Southwark have reviewed interpreting and translation service for patients in GP surgeries and worked together to make improvements to the service to ensure that it meets the needs of the local population.

We spoke to and surveyed people to understand their experience of interpreting services in GP surgeries and whether they were aware of the service. We also spoke to GPs, nurses, and receptionists as well. What people told us helped us to develop a new service and we have appointed DA Languages Ltd who will provide the service from March 2020.

Interpreting Services provided by
D A Languages Ltd

Service Review 2018-19

Between October 2018 – January 2019, we listened to and talked with people that use our interpreting service to tell us about their experience of the service and whether it meets their needs. We also discussed whether people were aware of the service and whether they used it. People filled in copies of the survey that were available in the languages below both electronically and as paper copies.

We asked to hear from people who use the service, particularly those who speak the most requested languages. Across Lambeth, Lewisham, and Southwark these are Arabic, Cantonese, Mandarin, Polish, Portuguese, Somalian, Spanish, Turkish and Vietnamese.

This was an opportunity to tell us what they thought about interpreting and translation support and help us shape local services.

You can read a copy of the **report of the findings from the engagement in the review across Lewisham, Lambeth and Southwark**.

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