



D.A. Languages Limited
Translation & Interpreting Services



SEL ICB & DA Languages

**Primary Care Interpreting Services across
Lambeth, Southwark and Lewisham**

User Training for GP Practice staff

Jan-Feb 2024

Contents

1. Introduction
2. Services available
3. Aims of the service
4. Who is the service for?
5. NHS England Guidance for GP Practices
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Introduction

- DA Languages is your interpreting and language provider, services include:
 - telephone interpreting,
 - face-to-face interpreting,
 - video remote
 - translation/transcription.
- We have been in place since March 2020.
- Provided over 200,800 interpreting requests across Lambeth, Lewisham and Southwark since contract live date

Services available

Telephone

Video

British Sign Language

Face-to-face

Written Translation

Available 24/7, 7 days a week, 365 days a year.

Spoken Languages

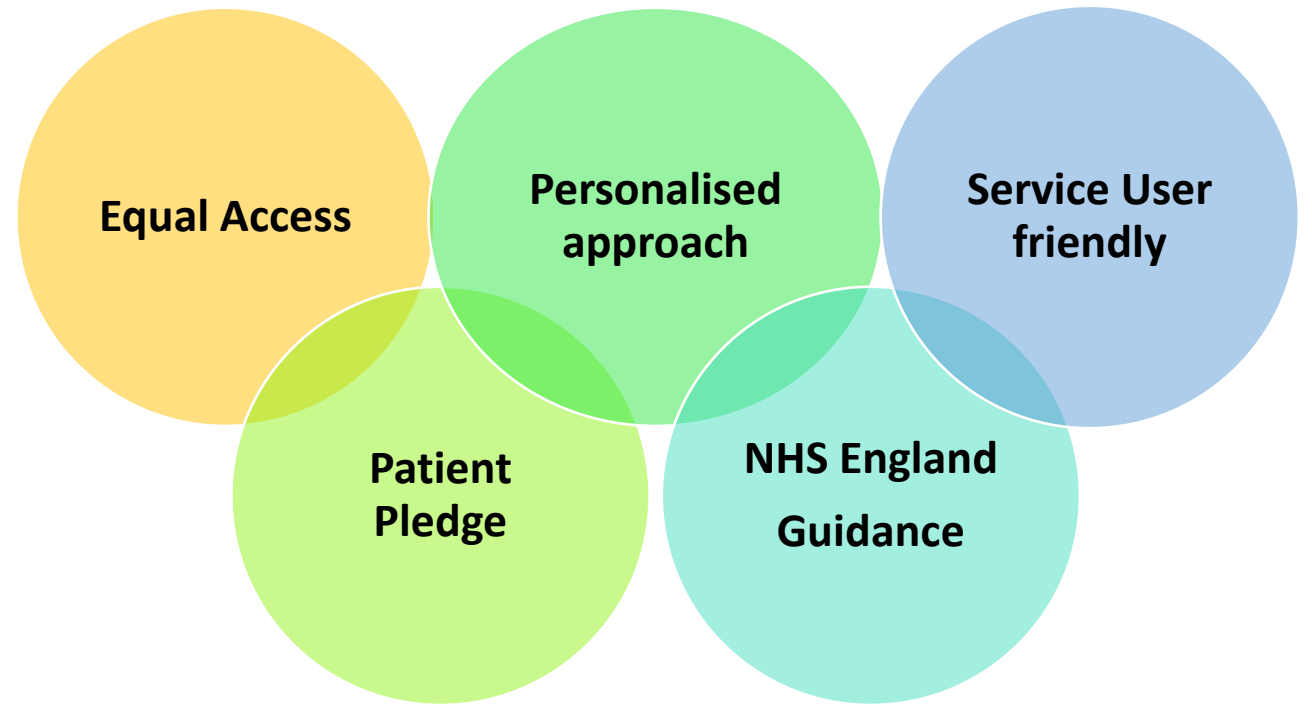
- Telephone
- Video (VRI) on demand (no booking required)
- Video (VRI) prebookable
- Face to Face (prebookable)

Non-Spoken Languages

- BSL VRI On-demand (Video)
- Face to Face (prebookable)

Aims of the Service

- Provide equal access to all
- Personalised approach
- Easy for you to use!
- Dignity, respect and unconscious bias
- NHS England recommendations



Who is the service for?

- The 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

- The service is **not** available for any community-led services that happen to be located at a GP practice.

Languages

- A total of **131 languages** have been requested since March 2020
- Includes 6 types of non-spoken language support (BSL, sign support, deaf blind, deaf relay, BSL in other languages)

Top 10 requested languages			
LSL	Lambeth	Lewisham	Southwark
Spanish	Spanish	Spanish	Spanish
Portuguese	Portuguese	Chinese Mandarin	Portuguese
Arabic	Polish	Vietnamese	Arabic
Chinese Mandarin	Arabic	Arabic	Chinese Mandarin
Polish	Somali	Portuguese	Bengali
Vietnamese	Tigrinya	Turkish	Vietnamese
Somali	Chinese Mandarin	Romanian	Kurdish Sorani
Turkish	French	Albanian	Farsi
Bengali	Bengali	Polish	Turkish
Farsi	Farsi	French	Chinese Cantonese

Service rates

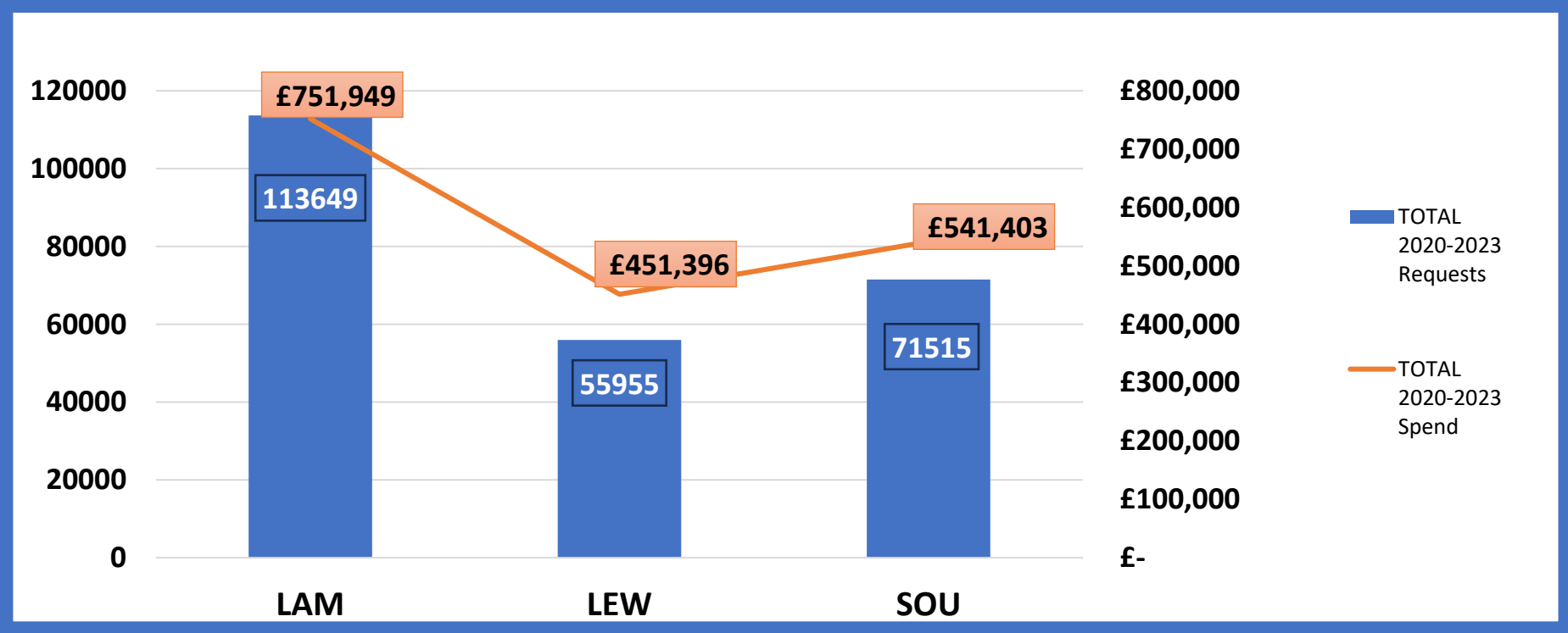
Spoken Languages	Face to Face	Pre bookable	£27.00/h	Minimum 1 hour
	Telephone	On-demand	£0.45/minute	No minimum duration
	VRI (Video)	Pre bookable	£15.00/ 15 minutes <i>increments of £15/ 15 minutes</i>	No minimum duration
Non-Spoken Languages (British Sign Language & Other sign support)	Face to Face	Pre bookable	£150.00/2 hours	Minimum 2 hours
	BSL VRI (Video)	Pre bookable	£150.00/2 hours	Minimum 2 hours
	BSL VRI on demand	On-demand	£3.00/minute	No minimum duration
Translation	Translation	Pre bookable	£7.00/ 100 words, <i>increments of £0.07/word</i>	(minimum of 100 words)
	Proofreading	Pre bookable	£3.00/100 words, <i>increments of £0.03/word</i>	(minimum of 100 words)

Cancellation fees applicable (varies per service type). Examples include

- Patient DNA
- Double booking
- Appointment not cancelled
- Wrong language booked

High Level Summary – LSL

Total requests and spend (Apr'20 – Dec'23)



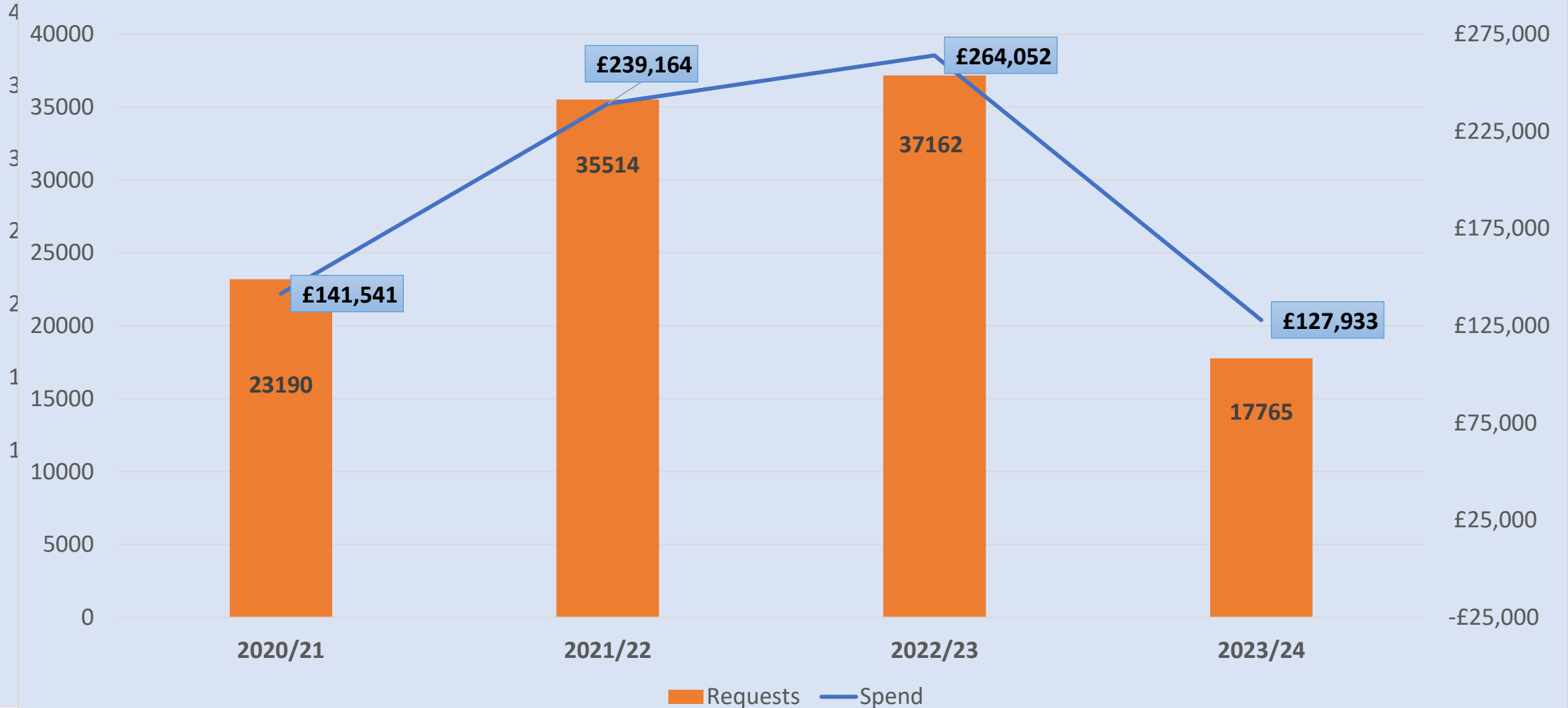
	LAMBETH	LEWISHAM	SOUTHWARK	TOTAL
REQUESTS	113649	55955	71515	241119
SPEND	£751,949	£451,396	£541,403	£1,744,748

LAMBETH - Service activity (Apr'20-Dec'23)

- Lambeth have made 113649 requests at a total spend of £751,949 since April 2020
- Since April 2020 requests have increased by 53% and spend by 84%
- Telephone interpreting is the most requested service type (98% of all requests = 86% of total spend)
- BSL Face to Face is the most expensive service type (0.5% of all requests = 10% of total spend)

Service Type/ Year		2020/21		2021/22		2022/23		2024/23 (M1-6 only)		TOTAL		% split 2023/24	
		Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend
Spoken	Telephone	22994	£126,681	35049	£188,544	36554	£233,034	17562	£112,264	112159	£660,523	98.8%	86%
	Face to Face	88	£1874	273	£4937	380	£6020	66	£938	807	£13,769	0.4%	1%
	Video (pre-booked)	1	£18	2	£34	8	£258	10	£300	21	£610	0.1%	0%
	Video (On-demand)	N/A	N/A	N/A	N/A	0	£0	0	£0	0	£0	0.0%	0%
	Translation	6	£134	1	£7	0	£0	2	£74	9	£215	0.0%	0%
Non-Spoken (BSL)	Face to Face	76	£9798	163	£19,182	157	£19,182	85	£12,960	481	£61,122	0.5%	10%
	Video (prebooked)	25	£3036	26	£3312	33	£3613	4	£640	88	£10,601	0.0%	0%
	Video (On-demand)	N/A	N/A	N/A	N/A	30	£1943	54	£3165	84	£5,108	0.3%	2%
TOTAL		23190	£141,540	35514	£216,016	37162	£264,051	17783	£130,342	113649	£751,949	100.0%	100%

Lambeth requests and spend (Apr'20-Dec'23)

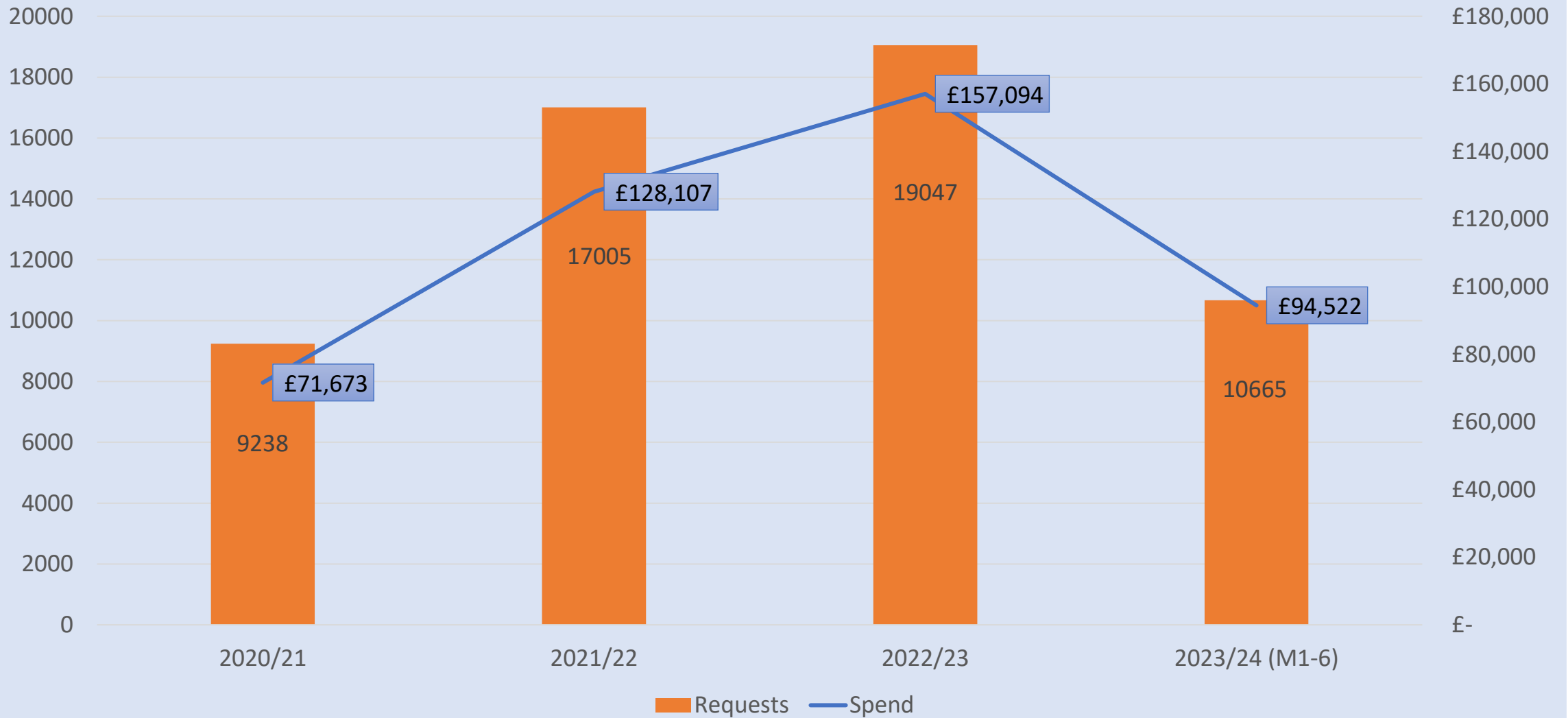


LEWISHAM - Service activity (Apr'20-Dec'23)

- Lewisham have made 55955 requests at a total spend of £451,396 since April 2020
- Since April 2020 requests have increased by 131% and spend by 164%
- Telephone interpreting is the most requested service type (99% of all requests = 87% of total spend)
- BSL Face to Face is the most expensive service type (1% of all requests = 9% of total spend)

Service Type/ Year		2020/21		2021/22		2022/23		2024/23 (M1-6)		TOTAL		% split 2023/24	
		Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend
Spoken	Telephone	9124	£58,538	16712	£103,707	18739	£127,302	10548	£82,089	55123	£371,636	99%	87%
	Face to Face	4	£86	7	£80	20	£354	8	£135	39	£655	0%	0%
	Video (pre-booked)	4	£33	2	£0	1	£0	1	£60	8	£93	0%	0%
	Video (On-demand)	N/A	N/A	N/A	N/A	0	£0	0	£0	0	£0	0%	0%
	Translation	12	£837	87	£4034	2	£138	0	£0	101	£5,009	0%	0%
Non-Spoken (BSL)	Face to Face	40	£5175	140	£14,352	142	£16,739	64	£8880	386	£45,146	1%	9%
	Video (prebooked)	54	£7004	57	£5934	68	£7237	7	£1120	186	£21,295	0%	1%
	Video (On-demand)	N/A	N/A	N/A	N/A	75	£5323	37	£2298	112	£7,621	0%	2%
TOTAL		9238	£71,673	17005	£128,107	19047	£157,094	10665	£94,522	55955	£451,396	100%	100%

Lewisham requests and spend (Apr'20-Dec'23)

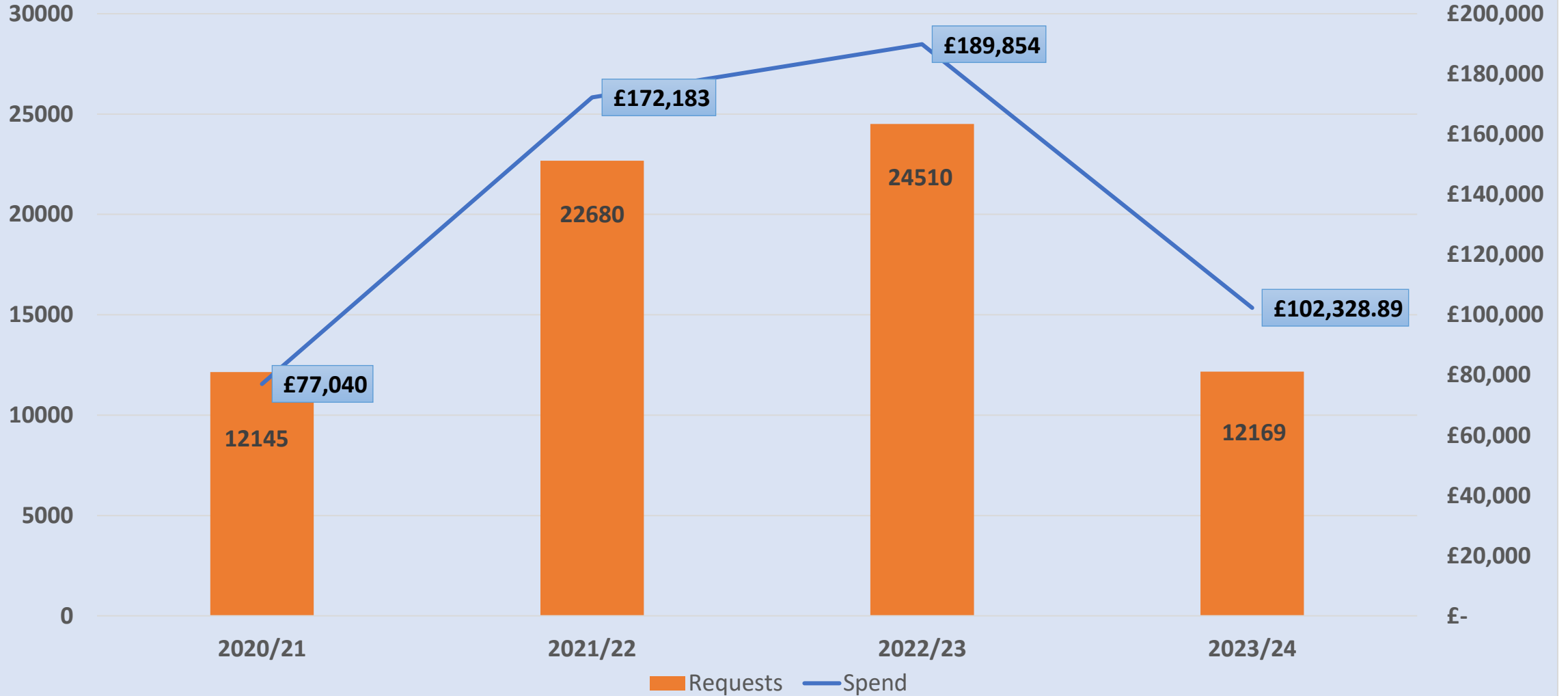


SOUTHWARK - Service activity (Apr'20-Dec'23)

- Southwark have made 71515 requests at a total spend of £541,403 since April 2020
- Since April 2020 requests have increased by 101% and spend by 166%
- Telephone interpreting is the most requested service type (98% of all requests = 74% of total spend)
- BSL Face to Face is the most expensive service type (1% of all requests = 19% of total spend)

Service Type/ Year		2020/21		2021/22		2022/23		2024/23 (M1-6)		TOTAL		% split 2023/24	
		Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend	Requests	Spend
Spoken	Telephone	12072	£70,136	22254	£124,952	24118	£145,243	11941	£75,719	70385	£416,050	98%	74%
	Face to Face	19	£402	249	£23,081	205	£21,412	102	£6332	575	£51,227	1%	6%
	Video (pre-booked)	1	£15	4	£69	1	£15	3	£30	9	£129	0%	0%
	Video (On-demand)	N/A	N/A	N/A	N/A	0	£0	0	£0	0	£0	0%	0%
	Translation	1	£0	11	£4191	2	£230	0	£0	14	£4,421	0%	0%
Non-Spoken (BSL)	Face to Face	39	£5106	135	£16,560	166	£20,851	128	£19,547	468	£62,064	1%	19%
	Video (prebooked)	13	£1380	27	£3329	13	£1615	3	£400	56	£6,724	0%	0%
	Video (On-demand)	N/A	N/A	N/A	N/A	5	£486	3	£300	8	£786	0%	0%
TOTAL		12145	£77,040	22680	£172,183	24510	£189,853	12180	£102,328	71515	£541,403	100%	100%

Southwark requests and spend (Apr'20-Dec'23)



NHS England Guidance for GP Practices

NHS Recommendations

Commissioners and primary care providers

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/>

NHS Recommendations

Commissioners and primary care providers

EMIS

A patient's language and communications needs are to be recorded in a patient EMIS records.

This should include:

- Their language and communication requirements (Use relevant READ (SNOMED) codes)
- 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.

NHS Recommendations

Commissioners and primary care providers

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

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.

CORE PRINCIPLES

Practice Guidance

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, safeguarding concerns.

HOW TO BOOK AN INTERPRETER


Resource Guide

A service user resource guide can be found on the [GP intranet pages](#) providing information on;

- What interpreting services are available,
- How to book an interpreter,
- Marketing Materials (Posters and leaflets),
- Service support,
- [NHS England Guidance](#) which outlines recommendations and responsibilities for primary care providers.

D.A. Languages Limited
Translation & Interpreting Services

Version 1.6 12/10/20



Interpreting Service for GP Practices in Lambeth, Lewisham and Southwark

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On-Demand services (no booking required)

Benefits of Remote Services

On-demand Telephone and Video Interpreting

Remote Services (RS)

Accessibility- Greater access for communities

Flexibility- Around the clock & emergency availability

Efficiency- Access to a wider variety of languages. Access Interpreters quickly to meet a range of needs.

Effectiveness - Reduces admin work staff must undertake. No need to pre book

Cost Effective- Eliminates any time & travel expenses, less pollution

Rare Languages- Excellent solution for harder to source languages without geographical limitations

Sensitivity-Whether your client is unable to meet in person or is uncomfortable with another person in the room.

Telephone Interpreting

How to book



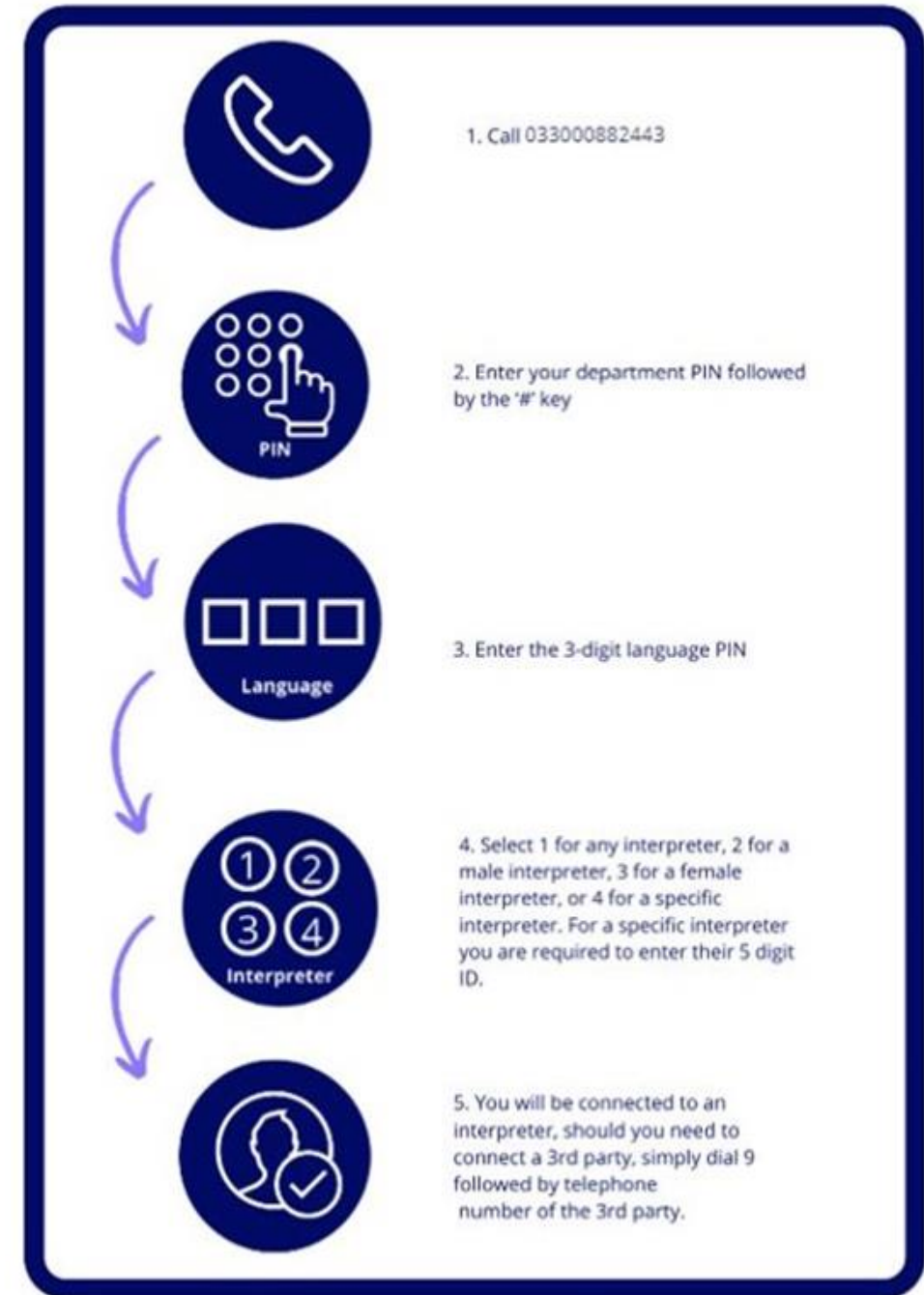
Telephone interpreting is completely on demand – you do NOT need to pre-book.

- Please note that interpreters are instructed to provide their PIN and first name when they answer the call.
- If the information is not provided by the interpreter, please ask the interpreter to state their PIN. This helps if you are disconnected.

WHAT HAPPENS IF I AM DISCONNECTED?

If the interpreter gets cut off from the call you have the option

- to reconnect to the same interpreter, (if you use the stated interpreting PIN)
- another interpreter,
- speak with an operator or rate the call.



Telephone Interpreting Language codes

If a language code is not entered, then you will be transferred to an operator which will delay your connection to an interpreter.

Please make sure you have both your department PIN and language PIN at hand before making the interpreting call.

Available to download on GP Intranet
https://selondonccg.nhs.uk/covid_19/interpreting-services-primary-care/

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	H		Luganda	010	Somali	053
Amharic	004	Hausa	121	M		Soninke	238
Armenian	035	Hebrew	221	Macedonian	031	Swahili	041
Azeri	006	Hindi	032	Malay	205	Swedish	042
B		I		Malayalam	123	Sylheti	111
Bambara	087	Ibibio	131	Malinke	055	T	
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	J		Mina	069	Telugu	125
Burmese	231	Japanese	122	Mirpuri	101	Thai	120
C		K		Moldovan	073	Tigre	038
Catalan	213	Kannada	203	Mongolian	218	Tigrinya	022
Congolese Swahili	201	Khassonke	099	N		Tswana	208
Croatian	106	Khmer	232	Nepalese	030	Turkish-Cypriot	209
D		Kibajuni	086	Norwegian	227	Turkmen	229
Danish	217	Kibernbe	204	O		Turi	219
Dari	043	Kikongo	096	Oromo	090	U	
Dioula	007	Kinyawanda	058	P		Ukrainian	060
Dutch	104			Pahari	052	Uzbek	242
E		Kituba	127	Pashto	015	V	
Estonian	228	Konkani	224	Pativa	107	Vietnamese	034
Ewe	064	Korean	071	R		W	
F/G		Kosovan	210	Russian	074	Wolof	057
Farsi	012	Krio	011	S		X	
Filipino	202	Kurdish Bahdini	021	Sanskrit	092	Xhosa	094
Finnish	233	Kurdish Kurmanji	059	Seraki	128	Yiddish	236
Flemish	103	L		Serbian	108	Z	
Fula/Foulani/Poular	062	Lari	088	Sethoso	206	Zaghawa	225
Georgian	080	Latvian	079	Shona	207	Zulu	028

Telephone – 3way calls

How to Book

- Telephone interpreting has the capability to invite multiple people known as 3way calls.
 - This is helpful for clinicians that maybe remote working providing virtual consultations
- 1) Follow steps 1-5 on accessing a telephone interpreter
 - 2) Press '9' and dial the patient's number
 - 3) The patient will then be connected, and the interpreter will support the translation requirements

BSL On-demand Video (VRI) InterpretersLive!



This service does not require prebooking and can be accessed via your web browser

https://connect.interpreterslive.co.uk/vri_atw

InterpretersLive! **Video Remote Interpreting (VRI)**



How does it work?

The Deaf customer, client or employee will be able to communicate with you in-person, via a live BSL video interpreter, using any video device in front of them. Enabling smooth communication between the deaf and hearing person at the venue.

Video Interpreter Window Stickers

All InterpretersLive! clients are provided with window stickers, so that Deaf people using your services, are made aware there is a video BSL service available.

This is only provided to customers who use VRI services



BSL On-demand Video (VRI) InterpretersLive!

Step 1
Click this link
https://connect.interpreterslive.co.uk/vri_atw

Alternatively
Download the Interpreterslive!
app and click




IMPORTANT!
You must enter the following
details

Account type = **Corporate**
Organisation = **Your borough**
Department = **Practice name**

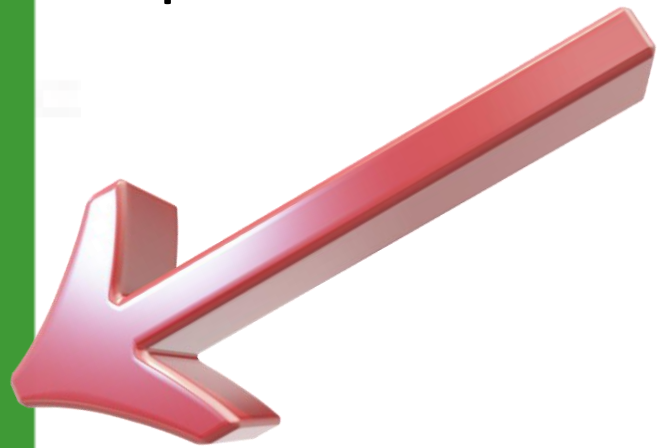
Step 3
Click to connect and allow access to your
camera and microphone

Step 2

1. Add your personal details
2. Select Corporate
3. Click **Connect Now**



Step 4
You will enter the waiting area and the
next available Interpreter will collect you



Pre-bookable services

Pre-bookable services



All pre-bookable requests are made via the DAL Portal

<https://link.dalanguages.co.uk>



Sign in via the Client Portal



Client portal

Sign in here if you are a client of DA Languages

Sign in

Request invite

Create New Booking

Select which booking you wish to make



Translation / Transcription



Video Remote Interpreting



Carbon Spend: 0.3KG CO2 per booking



Telephone Interpreting



Carbon Spend: 0.1KG CO2 per call



Face-to-Face Interpreting

Carbon Spend: 10.3KG CO2 per booking



Review Existing Bookings

You can also review existing bookings



Example: Face to Face Booking

- Try and book as far in advance as possible
- Enter relevant details to make your booking and add as much information as possible.
- You can enter a preferred interpreter if you know the details

Please ensure you select

- Borough
- Practice/PCN Name



Interpreter Request

Interpreting language from *
English

Interpreting language to *
Select an Option

Appointment type *
[Dropdown]

Appointment date and time *
[Calendar icon]

Estimated duration HH:MM (e.g. 00:10 for 10 minutes) *
[Dropdown] : [Dropdown] ASAP

Appointment venue *
Enter Address postal code [Text] United Kingdom [Dropdown] Search for venues [Button]

NHS Number *
[Text]

Preferred interpreter gender NOT PATIENT GENDER *
N/A [Dropdown]

Dept to attend (N/A if not applicable) *
[Text]

Appt. with (N/A if not applicable) *
[Text]

Preferred interpreter if available (an alternative will be booked if preferred is unavailable)
Preferred Interpreters [Dropdown]

Alternate notification email(s)
[Text] [Copy icon]

If F2F not available select an alternative. *
Select an Option [Dropdown]

Billing information

Borough *
Lambeth [Dropdown]

Practice Name/PCN *
[Text]

Please state why telephone/video interpreting isn't an option for this

Service support & resources

Service Support

- You have multiple channels to reach out to, to support you with the service.
- Service is being monitored by the Client Regional Lead.
- Any positive/negative feedback please do share that with us so that we can continue to improve the service.

Portal Access	
Portal	admin@dalanguages.co.uk
Bookings	
Telephone	telephoneinterpreting@dalanguages.co.uk
Video interpreting	dalvriappointments@dalanguages.co.uk
Face to face	teamsouth@dalanguages.co.uk
Written translation	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

FEEDBACK

If you or a patient would like to feedback about the service, please contact DAL direct on the following contact details and cc in the NHS SEL ICB commissioning lead;

Key leads

DA Languages

Oana Lazar

Client Regional Lead

Oana.Lazar@dalanguages.co.uk

SEL ICB

Yvonne Davies

NHS SEL ICB Lead for LSL interpreting services

Yvonne.davies@selondonics.nhs.uk

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

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.

Resource locations

GP Intranet Page

<https://www.selondonics.org/icb/healthcare-professionals/interpreting-services/>

Public Pages

<https://www.selondonics.org/our-residents/your-health/care-and-support/primary-care-interpreting-service/>

Thank you

Questions & Answers