

## Primary Care Interpreting across Lambeth, Lewisham, and Southwark

### Trouble Shooting – Telephone interpreting.

This document aims to assist practices with some common questions we get asked about accessing interpreting services.

#### Why am I being connected to the operator?

There are a number of reasons

- 1) you have not entered your practice PIN,
- 2) you have not entered the [language code](#)
- 3) there is not an interpreter available

Please email your primary care commissinging lead if you are unsure of your pin.

Language codes are available on our [Interpreting webpage](#) for Health Care Professionals

#### I have been disconnected from the interpreter and have to start again

We recommend at the beginning of a call that you take note of the interpreters ID number.

If you get disconnected during your call, you can simply enter the interpreters ID number when promoted and be connected back to the same interpreter.

#### Why is it taking so long to connect to an interpreter?

There are a number of reasons

- 1) you have not entered your practice PIN therefore are diverted to an operator (see above)
- 2) you have not entered the language code therefore are diverted to an operator (see above)
- 3) there is not an interpreter available.

You should be directed to an interpreter within 3 minutes (180seconds).

Please do not hang up but stay on the line and you will be connected as soon as an interpreter is available.

If you hang up and redial you are rejoining the queue and will experience longer waits.

If you experience significant waits please email [complaint@dalanguages.co.uk](mailto:complaint@dalanguages.co.uk).

#### Key contacts

If you have any feedback, questions or concerns please email DA Languages direct on [feedback@dalanguages.co.uk](mailto:feedback@dalanguages.co.uk) and cc in NHS SEL ICB service lead Yvonne Davies ([Yvonne.davies@selondonics.nhs.uk](mailto:Yvonne.davies@selondonics.nhs.uk)).

Lambeth	Janita Patel	<a href="mailto:Janita.patel@selondonics.nhs.uk">Janita.patel@selondonics.nhs.uk</a>
Lewisham	Yvonne Davies	<a href="mailto:Yvonne.davies@selondonics.nhs.uk">Yvonne.davies@selondonics.nhs.uk</a>
Southwark	Sarah Cofie	<a href="mailto:sarah.cofie@selondonics.nhs.uk">sarah.cofie@selondonics.nhs.uk</a>