## Telephone Interpreting

**Step by step guide**

| Getting started | Arrange loudspeaker on your phone (phones with this facility may be purchased for as little as £20)  
Loudspeaker facility will eliminate the need to pass the headset back and forth |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| **The Phone Call** | Freefone number – no cost to practice  
0800 028 0073 from desk phone and 02077152630  
The operator will ask you for your code  
Your code is ...the code that corresponds with your CHP on attached email........  
The operator will ask:  
which language you require  
the name of your organisation: you respond “NHSGG&C”  
And where are you calling from? You respond with the name of your surgery  
And finally your name: you respond Dr ............... |
| **Advantages of using this service** | You can call language line exactly when you need it  
If the surgery is running late there is no concern that interpreter has to leave to get to their next assignment  
There are only two not three people in the appointment  
There is no need to send a booking into interpreting services |
| Conference Call | Call 0800 028 0073 or if calling from a mobile, call 02077152630  
The same procedure as before  
The operator will ask you for your code  
Your code is ...the code that corresponds with your CHP (list is at end of this document)  
The operator will ask:  
which language you require  
the name of your organisation: you respond “NHSGG&C”  
And where are you calling from? You respond with the name of your surgery  
And finally your name: you respond Dr .............  
You then tell the operator that “the client is not with you “  
The operator will ask you for the client’s number and will ask you to stay on the line |
|---|---|
| Advantages of using this service | You can call the patient to make an appointment  
You can re-arrange an appointment  
You could carry out a telephone consultation |
| Transferring the call to another office | Before transferring the call to the GP tell the language line operator what you are about to do  
Then transfer the call as usual |
| Have a go! | Why not call a patient to remind them they have an appointment using the conference facility?  
Any problems let me know  
Eileen Carroll 0141 278 2561 Email: eileen.carroll@ggc.scot.nhs.uk |
<table>
<thead>
<tr>
<th>CHP/CHCP</th>
<th>Language Line Code</th>
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<tr>
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