

Spoken Language Interpreters in Health Services: Newcastle and Gateshead

Where can you request an interpreter?

- At the doctor



- Calling 999/111



- At the dentist +
eye doctor



- In an ambulance



- At a pharmacy



- At the hospital



Information you will find in this leaflet

- How to request an interpreter at different NHS services
- Who to contact if you need more help
- How to complain if a health service doesn't give you an interpreter

At the GP

- When you call to make an appointment, say 'interpreter' followed by your language. For example: 'interpreter, Spanish'.
- Ask for a double appointment if you're using an interpreter, as it will take longer.



At the dentist

- When you call to make an appointment, say 'interpreter' followed by your language.
- Only NHS dental patients can get interpreters.



At the eye doctor

- When you call to make an appointment, say 'interpreter' followed by your language.
- Only NHS eye patients can get interpreters.



At a pharmacy

- You can ask for an interpreter when you walk into a pharmacy by saying 'interpreter' followed by your language.
- The pharmacist will then get a telephone interpreter for you.



Calling 999/111

- You can ask for an interpreter when calling 999 and 111 by saying 'interpreter' followed by your language.
- Stay on the phone and you will be connected to a telephone interpreter.
- If you ask for an interpreter it will not delay getting help.



In an ambulance

- When an ambulance arrives, the paramedics can also call an interpreter if necessary
- It is important to request an interpreter if you need one, so that any need for life-saving care is communicated clearly.



At the hospital

If you have an appointment:

- Tell your GP to say that you need an interpreter and the language required for your hospital appointment when the GP makes their referral.
- Tell your GP if you would like a male or female interpreter
- The hospital will then make arrangements for either a face-to-face or telephone interpreter.
- You can also contact PALS (Patient Advice and Liaison Services) or the hospital department to ask if there is an interpreter scheduled and, if not, request one.



If you do not have an appointment:

- When you arrive, ask for an interpreter by saying 'interpreter' followed by your language.
- You will be connected to a telephone interpreter as soon as possible.

How to complain if you can't get an interpreter

Options to make a complaint about a hospital in Newcastle

You can also complain directly to the hospital:

- Email: nuth.patient.relations@nhs.net
- Telephone: 0191 223 1382

To complain about an experience calling 999/111

- Visit www.nears.nhs.uk/patient-info/patient-feedback/complaints,-compliments-and-comments.aspx
- Email: patient.safety.team@neas.nhs.uk

Options to make a complaint about a hospital in Gateshead

You can also complain directly to the hospital:

- Email: gan-tr.ghnt-complaints@nhs.net
- Telephone: 0191 445 6047

To complain about primary care :

- Complain directly to the practice
- Complain to the ICB
 - Email: necsu.pccomplaints@nhs.net
 - Telephone: 0191 512 8277

Who to contact if you need more help

Connected Voice Advocacy

- For people living in Newcastle or Gateshead
- To help you access the health and care services you need
- To help you understand your rights



PALS (Patient Advice and Liaison Services)

- Covers all NHS services in the North of Tyne
- For people who have concerns about care and treatment
- Can help arrange an interpreter
- Can help when an interpreter has not turned up to an appointment



If you need support making a complaint

For all NHS services in Newcastle

- You can speak to an advocate from the [Independent Complaints Advocacy Service \(ICA\)](#) who will help you to make a complaint.
- Email: ica@carersfederation.co.uk
- Telephone: 0800 802 3000

For all NHS services in Gateshead

- You can speak to an advocate from [Your Voice Counts, NHS Complaints Advocacy Gateshead](#) who will help you to make a complaint.
- You can ask your advocate or the receptionist for an interpreter.
- Email: nhsadvocacy@yvc.org.uk
- Telephone: 0191 478 6472

What to expect if you complain

- If you complain, you will receive either a written response or an invitation to a meeting to discuss the response.