Booking System for Interpreters/ Communicators
Commencing 1st October 2011 – Supersedes all previous booking information

1. Booking System for Spoken Language Interpreter
   - Identify the Language via Language Card
   - Identify type of interpreting required
   - Telephone Interpreting
     - CONTACT: Language Line 0800 028 0073
     - No code? Contact the Interpreting Service, telephone: 0141 347 8811 to receive a code within 3 working days.
   - Face to Face Interpreting
     - Core hours: 0800 - 2030 7 days
     - Out-of-hours: 2030 - 0800
     - CONTACT: Interpreting Services Call Centre
     - Email: InterpretingServices@ggc.scot.nhs.uk
     - Telephone: 0141 347 8811
   - Receive a unique Booking Reference Number (BRN)
   - Receive confirmation from Interpreting Services Call Centre no later than 24 hours before Interpreter’s assignment

2. Booking System for British Sign Language (BSL) interpreter and other forms of Communication Support
   - Identify and contact the preferred provider
   - Centre for Sensory Impaired
     - Core hours: 0845 - 1645 Monday - Friday
     - Tel: 0141 276 5260
     - Out of hours: Tel: 0800 81 1 505
   - Deaf Connections
     - All hours: Tel: 0141 420 2820
     - Tel: 0141 276 5260
     - Tel: 0141 332 8889
     - OR
     - Global Languages 0141 429 3429
   - BSLIS Scotland Interpreting and Translation
     - All hours: Tel: 0141 554 6611
     - Note: Send BSL invoices to: NHSGGC Corporate Inequalities Team JB Russell House
   - Other Individual BSL interpreter or agency nominated by the patient

3. Booking System for Deafblind Communicator
   - Contact Deafblind Scotland
     - Core hours: 0900 - 1700, Monday - Friday
     - Tel: 0141 777 6111
     - Out of hours: Tel: 0800 811 505

For full User Guide go to StaffNet / Info Centre / Interpreting Services or www.equality.scot.nhs.uk