

Interpreting Services

Direct Dial System

Oxfordshire CCG has a Direct Dial Service to speed up access to language and Deaf interpreting services for GP practices. Please note the number for Telephony, Face to Face or Deaf interpreting.

0845 603 7915

A revised list of **individual practice codes** is shown overleaf. Using your practice code, you can access this service **free of charge** for appointments with members of the practice (*please note that attached staff such as district nurses, health visitors, midwives & counsellors use their own codes*). Please follow the protocol when choosing between face to face and telephony, with telephony always being considered as a first option for consultations lasting under an hour except in certain specific circumstances (*see below*).

How to Use the Service

For Telephony **Press 1**

You will be asked by the Language Line operator to provide customer ID number, organisation name, language required and your initial and last name.

For Face to Face **Press 2**

You will automatically be put through to Hertfordshire Interpreting and Translation Services (HITS). Please give your customer ID number.

For Deaf Interpreting **Press 3**

You will automatically be put through to Deaf Direct. Please give your customer ID number.

When to use a **telephone interpreter**

- If you anticipate the session will last less than an hour
- In cases where anonymity is preferred
- For unplanned or 'walk-in' consultations
- When your client is not present; use of a telephone interpreter saves time as the non-English speaker is not required to travel to an interview
- For a wider selection of languages.

When to consider using a **Face to Face interpreter**

The 'Face to Face' service may be the best choice for more complex and time-consuming issues and for sensitive appointments and interviews such as:

- Mental Health assessments
- Working with survivors of torture
- Bereavement and breaking bad news
- For group sessions (e.g. Syrian refugee families)
- Where the client has cognitive impairment
- Where the client has speech difficulties

Rare languages

If the language of your patient is not available, please check if they speak another language, e.g. East Timorese community members may request **Tetum** or **Fataluku**, but they may also speak **Indonesian** or possibly **Portuguese**. The CCG is working with service providers to extend the range of rare languages provided.

If you have any queries or comments about interpreting services please contact:

jill.gillett@oxfordshireccg.nhs.uk or
Maggie.dent@oxfordshireccg.nhs.uk

Language & Deaf Interpreting Client ID Numbers @ 1st July 2018

Client Name	Client ID (Access Code)
GP - 19 Beaumont Street Surgery	291347
GP - 27 Beaumont Street Surgery	291348
GP - 28 Beaumont Street Surgery	291349
GP - Abingdon Surgery	291350
GP - Alcester Medical Group	291391
GP - Bampton Medical Practice	291351
GP - Banbury Health Centre	291352
GP - Banbury Road Medical Centre	291353
GP - Bartlemas Surgery	291354
GP - Bell Surgery	291355
GP - Berinsfield Surgery	291356
GP - Bicester Health Centre	291357
GP - Bloxham Surgery	291358
GP - Botley Medical Centre	291359
GP - Broadshires Health Centre	291360
GP - Burford Surgery	291361
GP - Charlbury Medical Centre	291363
GP - Chipping Norton Health Centre	291365
GP - Clifton Hampden Surgery	291368
GP - Church Street Practice	291366
GP - Cowley Road Medical Practice	291370
GP - Cropredy Surgery	291371
GP - Deddington Health Centre	291372
GP - Didcot Health Centre	291374
GP - Donnington Medical P'ship	291375
GP - Eynsham Medical Centre	291377
GP - Goring & Woodcote Practice	291378
GP - Gosford Hill Medical Centre	291379
GP - Hart Surgery	291381
GP - Hedena Health (Bury Knowle)	291362
GP - Hightown Surgery	291382
GP - Hollow Way Medical Centre	291383
GP - Horsefair Surgery	291384
GP - Islip Surgery	291385

Client Name	Client ID (Access Code)
GP - Jericho Health Centre (Dr Leaver)	291386
GP - Key Medical Practice	291389
GP - King Edward Street Surgery	291390
GP - Leys Health Centre	291392
GP - Long Furlong Medical Centre	291393
GP - Luther Street Medical Centre	291394
GP - Malthouse Surgery	291395
GP - Manor Surgery	291396
GP - Marcham Road Health Centre	291404
GP - Mill Stream Surgery	291408
GP - Montgomery House Surgery	291409
GP - Morland House Surgery	291411
GP - Nettlebed Surgery	291412
GP - Newbury Street Practice	291424
GP - Nuffield Health Centre	291427
GP - Oak Tree Health Centre	291428
GP - Observatory Medical Practice	291387
GP - OXFED	299201
GP - Rycote Practice	291434
GP - Sibford Surgery	291435
GP - Sonning Common Health Centre	291436
GP - South Oxford Health Centre	291438
GP - St Bartholomews Medical Ctre	291440
GP - St Clements Surgery	291441
GP - Summertown Health Centre	291444
GP - Temple Cowley Health Centre	291445
GP - Wallingford Medical Practice	291448
GP - Watlington & Chalgrove Surgeries (Chiltern Surgery)	291364
GP - West Bar Surgery	291449
GP - White Horse Medical Centre	291453
GP - Windrush Med. Practice (Witney)	291455
GP - Windrush Surgery (Banbury)	291457
GP - Woodlands Med. Centre (Didcot)	291459
GP - Woodlands Surgery (Banbury)	291461
GP - Woodstock Surgery	291462
GP - Wychwood Surgery	291464