

Hampshire and Isle of Wight:

ICS/STP leaders and primary care leads

HOSC/HASCs

Healthwatch

Health and Wellbeing boards

Directors of Public Health

LDN/LPN/LON

LDC/LPC/LOC

MPs

England.se.primarycare@nhs.net

4 November 2020

Dear colleague

Re-commissioning of translation and Interpreting services in primary care

NHS England and NHS Improvement South East commission translation and interpreting services to support patients whose first language is not English when they are at an appointment with a dentist, pharmacist or optician.

We will shortly be recommissioning these services to ensure consistency across the South East region. Hampshire and Isle of Wight CCGs will also be working closely with us, as they too recommission translation and interpreter services for patients attending appointments with their GPs. We are keen to gain a range of views on the services provided which will then be used to inform the commissioning of new contracts.

Having an interpreter present can help patients to communicate with healthcare staff and make informed decisions about their care and treatment. This includes people whose first language is not English or who are deaf/blind and who might use British (or another form of) Sign Language.

We've set up two online surveys so that patients and people representing patients can share their views on the following services:

- Face-to-face interpreting for patients whose first language is not English
- Video interpreting services
- Non-spoken face-to-face interpreting for deaf and hard of hearing patients
- Telephone interpreting and
- Written translation of clinical documents

Speakers of community languages whose first language is not English [can provide feedback here](#).

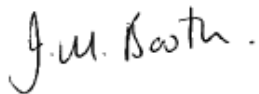
People who use sign language or lip reading can [provide their feedback here](#).



Patients can either complete the survey themselves using online translation services or ask someone they know to complete it on their behalf. The surveys are open now and close on 29 November 2020.

We would also be keen to hear of any feedback you have on these services. If there is anything you would like to share with us or if you would like any more information on the services being commissioned please contact us at England.se.primarycare@nhs.net

Yours sincerely

A handwritten signature in black ink that reads "J.M. Booth". The signature is written in a cursive style with a period at the end.

Julia Booth

Head of Primary Care (HIOW, BOB and Frimley)
South East Regional Lead for Community Pharmacy and Optometry