

How do I get a Telephone Interpreter?

You can access an interpreter by calling the Interpreting Service, during office hours on **024 7678 6878** and out of hours on **0798 4166959**.

What if I need a written translation?

CITU provides high quality written translation of various leaflets, assessments, letters etc into various community languages.

For further information, **please ring 024 7678 6878**.

Providing a quality service

- All our interpreters arrive shortly before the appointment time, so that they can be briefed
- Where possible could you cluster appointments, so that the interpreter can attend more than one appointment in the same visit
- Should the interpreter fail to turn up, please call us on **024 7678 6878**
- At the end of the appointment, please complete and sign the interpreter's referral form

We have produced our own Code of Practice which includes *"Guidelines for Working with Interpreters"*.

We also provide training on, *"How to work effectively with Interpreters"*. Please contact us for further information.

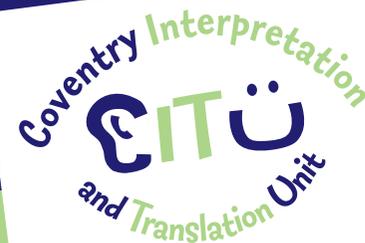
Note: Unfortunately we are unable to undertake translation work direct from members of the public.

CITU's opening hours:

Monday to Thursday: 9.00am to 5.00pm

Friday: 9.00am to 4.30pm

Out of office hours service can be accessed by ringing the mobile number: **0798 4166959**



Information for Practitioners

44 languages

CITU

(Coventry Interpretation and Translation Unit)

2nd Floor, James Brindley House

Canal Basin, Draper's Field

COVENTRY

CV1 4LY

Tel: 024 7678 6878

Fax: 024 7652 0952

Out of hours mobile: 0798 4166959

How to use the Interpretation and Translation Service

telephone interpreting

10/10/1930



Coventry Interpretation and Translation Unit (CITU) is a partnership between NHS Coventry and Coventry City Council. The partnership was formed to deliver a cost effective interpreting and translation service to all Coventry based statutory, voluntary, private sector and other organisations.

CITU exists to provide an accessible, confidential, equitable, quality service to people whose first language is not English or who have a sensory impairment. The Provision includes sign language, audio tapes and Braille.

You can book an interpreter if you work for:

- University Hospitals Coventry and Warwickshire
- NHS Coventry
- Coventry and Warwickshire Partnership Trust
- Community Services (Health)
- General Practitioners
- Community Services, Social Care, Coventry City Council
- Public and Private Sector (Price list is available on request)

Why do I need an interpreter?

People whose first language is not English can find it difficult to access services and to discuss their needs with practitioners.

Without a properly trained professional Interpreter people may rely on a member of the family or a friend 'and confidentiality could be breached'.

What will the interpreter do?

Qualified and experienced Interpreters working for CITU provide accurate interpretation between patients/service users and practitioners. They are committed to CITU's Code of Practice, which includes maintaining confidentiality of the patient/service user.

What languages can we provide?

At present CITU provides interpretation and translation services in more than 44 languages and it always endeavours to add more languages to its list, based on local needs.

How do I book an interpreter for a face-to-face appointment?

Help us by booking as far in advance as possible.

It is good practice to **book at least 24 hours** in advance of the appointment.

Try and group together the appointments of the same language.

Unfortunately, we cannot guarantee to provide an interpreter at less than 24 hours notice, although we will do our best to do so.

When you book an interpreter, you will need to provide:

- The name and contact telephone number for the person booking the interpreter
- The name of the professional who will be holding the appointment
- The language you require and country of origin (if known)
- The name of the patient/service user and their Hospital Number, if known
- The time, date and estimated length of the appointment
- The venue, and where the interpreter should report to.
- **The patient's/service user's phone number, if you would like the interpreter to call them to confirm the appointment**
- Any additional information you think the service or interpreter needs.

To book numerous appointments please send a fax with all the above details.

- **You can fax on 024 7652 0952** with full details of your requirements (as outlined above)
- **You can e-mail:** CITU@coventry.gov.uk
- **You can telephone: 024 7678 6878**
- **Out of hours: 0798 4166959**

When referrals are taken the system will generate a job reference number which will be given to you. If for any reason you need to ring us please quote this number. Once the referral is taken, appointments are considered as booked. If there is any problem we will contact you.

Cancellation of appointments?

We will always inform you if there is a problem at our end. If you have a problem, or you need to cancel the appointment, please call during office hours on **024 7678 6878** quoting the relevant job reference number. Appointments cancelled with less than 24 hours notice will be charged.

Comments, compliments and complaints

Your feedback is important for us. We welcome comments, compliments and complaints about our service and will investigate any complaints fairly and promptly.

To make a comment or complaint, please write to:

Sam Chakravarty, CITU Manager

What to do in an emergency or out of hours?

If you require an interpreter for face to face interpreting in an emergency or out of normal office hours please ring **0798 4166959**.