



Translation and interpretation procurement

Stakeholder letter – views on current services

Dear Practice Manager,

PROCUREMENT OF TRANSLATION AND INTERPRETATION SERVICES FOR PRIMARY CARE

NHS England and clinical commissioning groups will be procuring translation and interpretation services for primary care, covering:

- Bristol, North Somerset and South Gloucestershire
- Somerset
- Devon
- Cornwall and Isles of Scilly

Current services vary widely, with different levels of service and standards across the South West. Some were commissioned by primary care trusts, before the NHS reconfiguration in 2013. Some contracts are also due to end shortly.

The aim is to secure a provider or providers to take on services from 1 October 2019, so patients who require these services can draw on consistent and high-quality support when they have contact with:

- GP practices
- Dental practices
- Pharmacists
- Optometrists

We are now seeking views on current services, to support the procurement process. This will help us secure the best outcome for patients and for primary care providers.

We would therefore be grateful for your responses to three questions:

- Have you used the translation and interpretation service for your patients?
- What has been good about the service?
- What could have been improved and why?

If you wish to send feedback, please email the NHS England Primary Care team at: england.primarycaremedical@nhs.net and use 'Interpretation' in the subject title. The deadline for responses is Friday 25 April.

Thank you.