

**From:** SWDENTAL, England (NHS ENGLAND & NHS IMPROVEMENT - X24)

**Sent:** 27 September 2019 12:54

**Subject:** Dental Special Bulletin SW32b - Update re Primary Care Translation and Interpretation services in BNSSG, Somerset, Devon, Cornwall

*For attention of all NHS dental practices/providers in Bristol, North Somerset, South Gloucestershire, Somerset, Devon, Cornwall and Isles of Scilly. Please cascade to relevant staff.*

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# Special Bulletin



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NHS England and NHS Improvement - South West

Dear contractor

## **Translation and Interpretation Services in BNSSG, Somerset, Devon and Cornwall**

Further to the bulletin SW31a at the end of August, we are providing further information about the new service provider, Language Empire, and their online portal.

Language Empire will be providing:

- Spoken face-to-face interpreting
- Telephone interpreting
- Translation/transcription services

In order to book, manage, track, or cancel a linguist request, please sign into Language Empire's online LE-LSM portal - <https://www.language-empire.net/site/index.html>

You can also find helpful service support materials and additional information on the [Language Empire site](#), such as:

- How to Request Language Services
- On Demand Telephone Access Cards
- How to Request Translation Services
- Best Practice Guides for Using Interpreters
- Language ID Charts

You will shortly be receiving individual communications from Language Empire to provide you with the Practice specific username and password required for accessing the services.

If you have any questions in regards to the services, please do not hesitate to contact us at [england.primarycaremedical@nhs.net](mailto:england.primarycaremedical@nhs.net), or Language Empire who are available 24 hours a day, 7 days a week on a dedicated customer services telephone line and email:

Email: [bookings@empire-groupuk.com](mailto:bookings@empire-groupuk.com)

Telephone: 0330 20 20 270

As noted previously, the service to be provided by Language Empire does not include British Sign Language (BSL), the current BSL providers will continue to provide this service.

Kind regards,

Dental Commissioning Team (South West)

NHS England and NHS Improvement