
Interpretation and Translation Services



NHS England and NHS Improvement – South West

Interpretation and translation services are available for Pharmacy, Optometry and Dental Practices when treating NHS Patients. These services are commissioned and paid for by NHS England and NHS Improvement. To access the services commissioned for:

BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE

Contact **Language Empire** for:

- Spoken face to face interpreting (excluding BSL)
- Telephone interpreting
- Translation/transcription services

To book, manage, track or cancel a linguist request use the Language Empire online portal: <https://www.language-empire.net/site/index.html>

For telephone interpreting: 0330 20 20 345*

** Please note that you will require your 8-digit access code*

Or contact the dedicated customer services team:

Telephone: 0330 20 20 270

Email: bookings@empire-groupuk.com

Contact **RNID** (previously known as Action on Hearing Loss) for BSL Services:

To book Monday to Friday, 8.30am to 5pm:

Telephone: 0845 685 8000

Textphone: 18001 0845 685 8000

Email: communication.services@hearingloss.org.uk

Text: 07537 410086

To book out of hours, 24/7 service:

Telephone: 0700 341 8352

Textphone: 18001 0700 341 8352

This information is also available on our website

<https://www.england.nhs.uk/south/info-professional/pharm-info/language-and-intepretation/>

If you have any queries or issues, please contact NHS England South West by emailing england.pharmacysouthwest@nhs.net