
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 service commissioned for:

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Contact **Language Empire** for:

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

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

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