
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:

CORNWALL

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 **Hearing Loss Cornwall** for:

- BSL Interpreters & Lipspeaking

Contact the customer service team on:

Telephone: 01872 225 868

Text Relay: 18001 01872 225 868

Email: info@hearinglosscornwall.org

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