



## 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:

#### SOMERSET

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

Contact **Capita Translation and Interpreting Service** for:

- BSL Services

Book via:

Online Portal: [www.capitatranslationinterpreting.com/login/](http://www.capitatranslationinterpreting.com/login/)

Telephone: 0800 004 2000

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](mailto:england.pharmacysouthwest@nhs.net)