

As the sole supplier for Interpreting and Translations service for Birmingham and Solihull Mental Health NHS Foundation Trust this FAQ sheet is designed to give you information on how to access our services. If there are any other questions that you have regarding our services please feel free to contact us on 01635 246 700.

## **How do I book an interpreter for a Face to Face appointment?**

You can book interpreters via our on-line portal at [www.prestigeportal.co.uk](http://www.prestigeportal.co.uk) or if urgent by telephone on 01635 246 700.

## **How do I get access to the on-line portal to book an interpreter?**

All you need to do is register on our website <http://www.prestigenetwork.com/BSMH-NHS-FT-Registration.aspx> and once you have registered we will e-mail you your login details and instructions on how to access the portal.

## **Is the on-line Portal easier than booking via telephone?**

Yes, you can make a booking within one minute on the portal, as well as being able to track the status of current bookings and historic bookings.

## **When can I access this service?**

We operate between the hours of 8:30am to 5:30pm Monday to Friday excluding Bank Holidays

## **How much notice do I need to give for a booking?**

For non-urgent bookings we would require 5 days notice and urgent bookings 1 days notice but we are always happy to try and supply an interpreter even if it's less than 1 days notice.

## **Do I receive a confirmation that there is an interpreter attending before a booking?**

Yes, you will receive an e-mail confirming the date, time, location and the interpreters name within 3 days for non-urgent bookings and 3 hours for urgent bookings. You will also be able to check if a booking has been confirmed by logging into the portal.

## **Can I request an interpreter that I have used before?**

Yes, we understand that you may require the same interpreter for consistency with patients and we always try and rebook the same interpreter for patients that have already worked with. But if you would like to make sure you get the same interpreter, please inform us at the point of booking by using the Any Information section of the on-line booking form or informing your Booking Coordinator if you are booking via the telephone phone.

## **When booking can we give the patients name or NHS number?**

No, because of data protection users are not able to supply this information but please supply us with the patients RIO number.

## **At the end of an appointment do I need to sign the interpreters timesheet?**

Yes, the interpreter will bring a completed timesheet with them to the appointment and all you will need to do is date, time and sign the timesheet and return it to the interpreter.

## **If I need to speak to a patient urgently or for a short period of time, what can I do?**

As well as having access to face to face interpreters, you also have access to our on demand telephone interpreting service. To use the service all you need to do is call 01635 246 700 and have your access code to hand. For more information on telephone interpreting,

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