



sussexinterpreting**services**

annual review
january 2010-march 2011





SIS MANAGEMENT COMMITTEE



CHAIR
Dr Sobhi Yagoub



Michael Benis
(until Mar 10)



TREASURER (until Apr 10)
Naz Khaliq



Sylvia Alexander Vine



Nick Scott-Flynn



Hülya Hooker



Farangiz Mohebati



Doris Ndebele



Dr Hong Lu



Dr Wagdi Habib



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WITH ADDITIONAL THANKS TO:
Elena de la Vega
Joseph Fraser
Leila Marshall
Debbie Sperring

151

ACCREDITED COMMUNITY INTERPRETERS

55

ACCREDITED COMMUNITY TRANSLATORS

25

ACCREDITED BILINGUAL ADVOCATES

SIS is a BME Social Enterprise, Company Limited by Guarantee 3893084, and a Registered Charity 1081284

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chair's message

It has been a year since I became SIS Chair, a year of continuous flourishing despite a challenging financial environment and constant change.

Linking our values to robust practice has enabled us to retain the prestigious Customer Service Excellence (CSE) Quality Mark. The CSE gives confidence to all our customers and helps drive the success of new initiatives like the East Sussex Migrant Communities Bilingual Health Advocacy Pilot (see page 5).

I thank all the Staff, Directors, Trustees, Community Interpreters and Translators for their tremendous effort and commitment which enables us to achieve such high standards in supporting our vulnerable beneficiaries. We will all miss Michael Benis and Naz Khaliq who have stepped down after years of dedication and commitment. Michael was Chair for almost ten years during which SIS sustained rapid growth as a direct result

of his leadership. Naz was a Trustee and Treasurer whose expertise was a great asset to SIS. On behalf of the Trustees, Directors, Staff and Members of SIS I give my cordial thanks to Michael and Naz for their invaluable contribution. I also acknowledge the contribution made by Elena de la Vega as SIS Co-ordinator who left us in April 2010.

With our interpreters, translators, service users and providers we are confident that we will continue to prosper.

Dr Sobhi Yagoub, Chair

“I will remember SIS as an organisation with the human touch that I enjoyed sharing with.”

Renata Korpak, Czech and Slovak SIS Community Interpreter, Jan 2010



Pictured below: presentation of CSE Quality Mark, SIS AGM, Feb 2010

sis vision & values

vision

We desire an inclusive and diverse society where people of all cultural and linguistic backgrounds are able to live in harmony, play a full and valued role and enjoy the same rights.

mission

SIS exists to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life.

values

- 1 INCLUSIVENESS** - SIS values the linguistic and cultural diversity of our society and communities and strives to be inclusive in all aspects of our work.
- 2 RIGHTS** - SIS believes in the right of every individual to be treated with respect and to equality of access to services.
- 3 COMMUNITY** - SIS prizes its contribution to strengthening multicultural communities and promotes community interpreting and translating as keys to cultural understanding.
- 4 LEARNING** - SIS understands that feedback, development and innovation are crucial to learning and service improvement.
- 5 PARTICIPATION** - SIS believes that services are strengthened when stakeholders are offered opportunities to participate and collaborate and that this will be the key to the way we work.
- 6 ACCOUNTABILITY** - SIS wishes to be accountable through the involvement of our trustees, members and communities.



Pictured above: SIS Team

“Just want to express how grateful I am to be part of SIS’ family. The team spirit was evident at the AGM amongst the staff and and Directors in particular. You acknowledge one another and give credit to the team which has inspired me a lot.”

Tella, Mandarin and Cantonese speaking SIS Community Interpreter, Mar 2010

“During our visit SIS customers from the voluntary and statutory sector consistently praised SIS for its focus on the needs of users.”

David Thornton, CSE Assessor, Jan 2011

directors’ report january 2010-march 2011

meeting needs

SIS provides interpreting 24 hours a day, every day of the year. We meet the communication needs of service users and public service providers in order to improve quality of life. **There has been an 11% increase in interpreting provision** compared to the previous 15 month reporting period. This is spread evenly across all of our partners. We are now coordinating **10,000 interpreting bookings a year for 2800 named service users**. In addition we support a significant volume of interpreting for groups. To sustain this growth we recruited and inducted 24 new community interpreters and successfully managed significant changes within the permanent staff team. **The total number of words translated has increased by 22%**, with the average translation text increasing by 30%.

improving quality

In these challenging times survival may depend on continual service improvement. SIS demonstrates this by **retaining the prestigious Customer Service Excellence (CSE) Quality Mark**. One example of evidence involves a **Survey of Health Visitors in October 2010**. Satisfaction levels were compared with a previous survey of GPs in 2009. The results help us to set further challenging customer satisfaction targets.

capturing value

We have made progress in agreeing which measures best record the difference we make. We will consult with service users to include their ideas of the **important changes to wellbeing which result from using SIS** (see service user stories on pages 8 & 9).

Our IT systems are now faster and stronger.

We can respond to enquiries such as;

- *What is the average length of an interpreting session?*
- *What are the principal interpreting needs in an area?*
- *Can you identify service users so that we can conduct a survey?*

By the end of 2011 we will make further improvements to customer care, reporting and efficiency.



Survey Responses	Health Visitors 2010	NHS GPs/Dentists 2009
SIS provides services which are:	Agree/strongly agree	Agree/strongly agree
Consistent, trustworthy and professional	97%	95%
Prompt responses to my needs	97%	100%
Approachable and easily contactable	97%	90%
Respectful, polite and friendly	100%	100%
Essential to delivering targets	97%	N/a

(See page 7 for qualitative feedback from the Health Visitors’ Survey)



Pictured above left–right: **David Thornton**, CSE Assessor, **Sarah Cataeno**, Portuguese speaking service user and **Jane**, Portuguese speaking SIS Community Interpreter

“The delivery of excellent levels of service against a background of constrained resources continues to be the subject of much praise by customers and partners alike.”

David Thornton, CSE Assessor, Jan 2011

Pictured below: participants and trainers on the SIS Bilingual Advocacy Accredited Programme, Mar 2010



engagement

Engagement is central to the SIS values of learning, inclusiveness and participation. **20% of the individual members of SIS are now service users.** 30% are Community Interpreters and Translators. Our 2010 AGM was attended by many service users. We will continue to support their involvement in this important event. We now have regular meetings of SIS Managers, and Trustees have agreed to abide by the Code of Good Governance of the National Council for Voluntary Organisations. All of this will **strengthen engagement and help us to sustain our effort in these challenging times.**

new service

east sussex migrant communities bilingual health advocacy pilot

“Advocacy is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need. Advocates and advocacy schemes work in partnership with the people they support and take their side. Advocacy promotes social inclusion, equality and social justice.” (Advocacy Charter - Action For Advocacy)

A new **Bilingual Advocacy Service** is now operating for residents of **East Sussex**. The purpose of the ten month Pilot (until end of August 2011) is to improve access to health care for people with language support needs, principally EU Migrants. Bilingual Advocates are supporting service users to identify desired outcomes and plan access to healthcare. During the Pilot, Bilingual Advocates work over a maximum of six face to face sessions to **support patient choice**. This may include help to **register with a GP or dentist**, support to decide on **treatment options** alongside health professionals or help to ensure receipt of the **full range of health services**.

SIS has trained 25 Bilingual Advocates.

“We have had a great opportunity to discuss and raise many questions in order to get a clear image of bilingual advocacy and its differences with community interpreting.” Training participant

“The trainer was exceptional. She kept the class lively and is very knowledgeable in this area.”

Training participant

The Pilot is partly a response to *Exploring The Needs Of New Migrant Communities In East Sussex* (University of Hertfordshire) which found that; **“Some GPs and hospital staff were seen to be ignoring migrants’ health issues and being reluctant to refer people for examination/tests. Confidentiality and patients rights weren’t always respected.”**

REFERRALS can be made from any source, including directly from service users, **CALL: 01273 234 802** and leave your name and contact telephone number
(see back page)

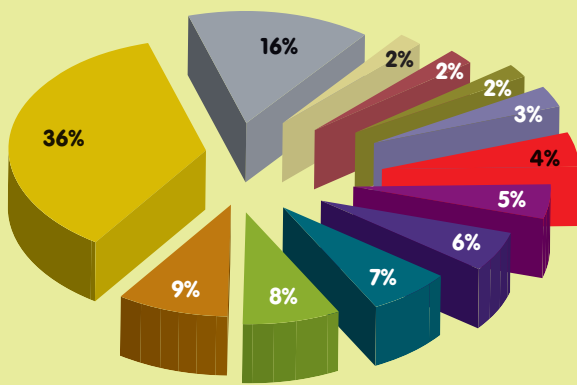
“The interpreter could not have shown more patience and understanding with her skilled timing and accurate portrayal of verbal and non verbal communication, please say a big thank you from us.”

Simon Anne, Staff Nurse, Caburn Ward, Sussex Partnership NHS Foundation Trust, Sept 2010

Pictured below: **Patricia** (2nd left) and **PC** (far right) SIS Community Interpreters with Mandarin and Cantonese speaking service users, SIS AGM, Feb 2010.



community interpreting january 2010-march 2011

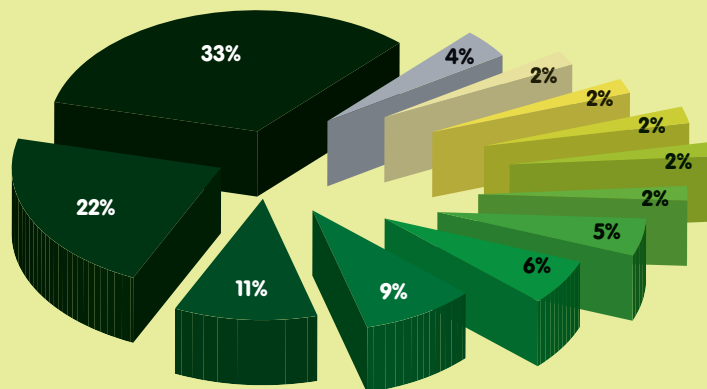


INTERPRETING SESSIONS BREAKDOWN BY LANGUAGE

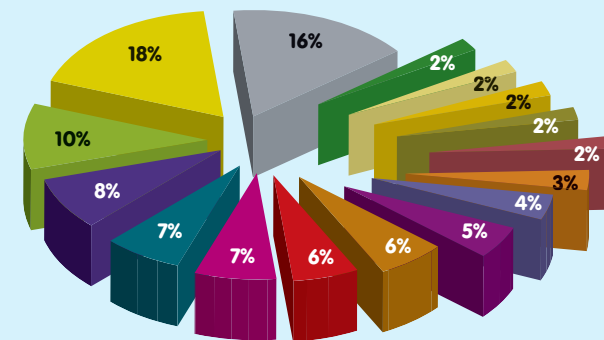
ARABIC	4702	36%
BENGALI	1192	9%
FARSI	1040	8%
POLISH	877	7%
CANTONESE	823	6%
MANDARIN	678	5%
PORTUGUESE	601	4%
TURKISH	366	3%
SORANI	306	2%
RUSSIAN	265	2%
OROMIFA	218	2%
OTHER	2068	16%
TOTAL	13136	100%

INTERPRETING SESSIONS UPTAKE BY ORGANISATIONS

Brighton & Sussex University Hospitals NHS Trust	4307	33%
NHS Brighton & Hove	2948	22%
Sussex Community NHS Trust	1474	11%
Sussex Partnership NHS Foundation Trust	1251	9%
Brighton & Hove City Council	831	6%
Brighton Housing Trust	651	5%
ESCC Consortium	284	2%
Surrey & Sussex Probation Trust	237	2%
Voluntary & Community Sector	236	2%
Supporting People (B&H)	232	2%
West Sussex Hospitals NHS Trust	220	2%
Others	465	4%
TOTAL	13136	100%



community translation






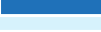







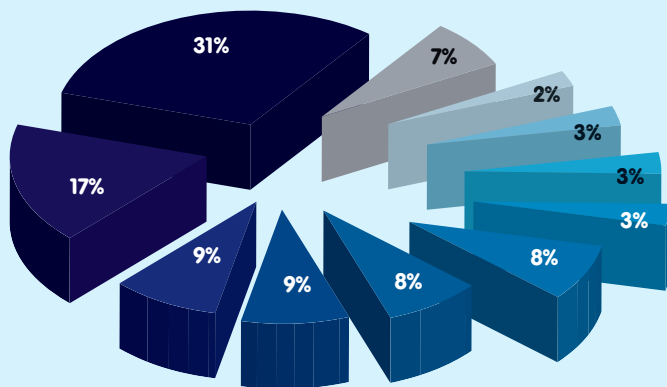
TRANSLATION JOBS BREAKDOWN BY LANGUAGE

ARABIC	155	18%
FARSI	89	10%
CANTONESE	68	8%
POLISH	58	7%
FRENCH	58	7%
PORTUGUESE	55	6%
BENGALI	50	6%
MANDARIN	48	5%
TURKISH	38	4%
SPANISH	28	3%
RUSSIAN	20	2%
SORANI	19	2%
URDU	16	2%
OROMIFA	15	2%
ITALIAN	14	2%
OTHERS	146	16%
TOTAL	877	100%

january 2010-march 2011

TRANSLATION JOBS UPTAKE BY ORGANISATION

	Brighton & Hove City Council	274	31%
	ESCC Consortium	150	17%
	Brighton Housing Trust	82	9%
	Sussex Partnership NHS Foundation Trust	75	9%
	Private Translation	72	8%
	Sussex Interpreting Services	69	8%
	Supporting People (B&H)	27	3%
	Voluntary & Community Sector	24	3%
	Brighton & Sussex University Hospitals NHS Trust	24	3%
	Surrey & Sussex Probation Trust	15	2%
	Others	65	7%
	TOTAL	877	100%



feedback from health visitor survey 2010

“SIS Interpreters enable professionals to describe activities in the local community so that clients can access these to benefit their child’s social, emotion and physical development.”

Julie Roberts, Health Visitor,
Tarnar Children’s Centre

“Telephone interpreting would not work as I have to ask some very personal and sometimes difficult questions and I think gestures and facial expression can be very important in conveying meaning.”

Health Visitor,
anonymous

“I feel the training SIS Interpreters undergo is vital for communication... family/friends tend to answer for the client sometimes.”

Neil Boardman, Health Visitor,
Roundabout Children’s Centre

“We are able to rely on the trained SIS Interpreter to relay information correctly and confidentially to build the client’s trust in our service and be receptive to further visits.”

Julie Roberts, Health Visitor,
Tarnar Children’s Centre

“The clients we use SIS for are often vulnerable and traumatized so SIS providing the continuity of the same interpreter is valued.”

Candy Barrett, Health Visitor,
Moulescoomb Children’s Centre

“We would not be able to communicate with our clients putting their children at greater risk and disadvantage within the community.”

Louise French, Health Visitor,
Conway Court Clinic



Pictured above left-right: Tarnar Early Years team; Lee Garwood (Early Years Visitor), Julie Roberts (Health Visitor), Angela Laycock (Early Years Visitor), Louise Stewart-Roberts (Health Visitor), Ruth Best (Health Visitor), Mel Briers (Health Visitor), Amanda Brooks (Health Visitor) and Jane Parkinson (Children’s Centre Service Manager).



Pictured above: **Manal**, Arabic speaking SIS service user, SIS AGM, Feb 2010

“The SIS AGM, with so many different language groups represented, was inspiring. A moving presentation from a young woman who uses our services was a good illustration of what we can achieve by working together.”

Andy Porter, Deputy Director Social Inclusion, Sussex Partnership NHS Foundation Trust, Feb 2010

“Sometimes sessions are difficult and I have always found SIS supportive. The staff are always available to talk to over the phone so I do not feel isolated.”

Shipa (below), Bengali speaking SIS Community Interpreter, Nov 2010



the difference sis makes

manal haydr's story

There are favourable outcomes service users experience from their engagement with SIS. Manal's testimony reveals the individual way these outcomes can manifest and make a positive impact on health, education and overall quality of life. Manal has used SIS for many years and spoke at the 2010 AGM.

*“SIS is a brilliant support for my family. They help me feel important and **respected** as an individual. It has a really **positive impact on my life**. I feel there is someone on my side that will support me when I'm in need.*

*“I have very complicated health issues, and my two sons have some **learning difficulties** so we have a lot of appointments. In the past my husband interpreted for me, but he is also our **carer** and this is really hard work.*

*“One of the big advantages of using SIS is **independence**. My husband is now free to spend time helping the kids, rather than interpreting for me.*

*“Having the same interpreter is helpful. I feel very **comfortable and secure** with her, she knows all the issues and background so I don't have to explain it each time. I feel more **powerful and stronger** because I'm confident my message is clear and understood.*

*“Working with an interpreter has **improved my knowledge of English**. I have learnt new words because what I've said in Arabic I then hear in English.*

*“SIS really helped to **build my confidence** by asking me to speak at the AGM. I was able to prove myself and feel proud. I came back after giving my **speech in English** and was so happy I couldn't sleep!”*

“Both interpreters impressed us with their efficient and professional manner. They demonstrated excellent communication skills and worked well with everyone involved in the meetings. We would be happy to use your services again and recommend your organisation to others.” **Angela Gaitani**, Economic Development Officer, Employment, BHCC, Nov 2010

Pictured left-right: **Shahin**, Bengali speaking SIS Community Interpreter, **Zina**, SIS Service Manager, **Mumtaz**, Bengali speaking SIS Community Interpreter, Moulescoomb Bengali Women & Children's Event, Feb 2011





Pictured above left–right: **Misfa**, Bengali speaking SIS Community Interpreter, **Elena**, SIS Co-ordinator, **Shipa**, Bengali speaking SIS Community Interpreter, Apr 2010

“May I thank you for your consistency in being accommodating and reliable, so appreciated.” Despina Socratous,

Early Intervention in Psychosis Service, Sussex Partnership NHS Foundation Trust, Apr 2010



ladder of change

jannat's story

Access to interpreting helps empower service users. Here is the story of Jannat's journey towards independence.

isolated and feeling unable to discuss concerns or engage with support

*“I arrived in the UK, young and newly married in February 2008. This was my first journey abroad alone! Being questioned by Immigration Officers was **intimidating**. I felt anxious as I spoke very little English.*

*“Initially I didn't like it here. I had no friends, was lonely and dependent on my husband for everything like shopping and registering with the GP. I had no family, felt **isolated and emotionally vulnerable**. I didn't use an interpreter because I felt I could get by with the small level of English I had.”*

accepting help for complex problems drives the need for change

*“My **confidence was low** and I had complex health, social care and immigration problems. When I became pregnant I used an interpreter for the first time. I realised then how not having an interpreter before had limited my **access to information** and **awareness of rights**.”*

*“When my daughter was born my GP referred me to a social worker to support my **wellbeing and health**. As my husband was away on business a lot, I had anxieties about how I would manage without him, but having an interpreter gave me **courage** to take up help offered by the health visitor and social worker.”*

believing positive change is possible comes from increasing self-awareness

*“I started feeling **safer** with the interpreter. I felt **reassured** that my **comprehension** of what professionals advised was correct, and that misunderstandings would not escalate my problems.*

*“Being able to express my feelings and emotions openly in a safe environment helped with quickly **resolving problems** which I felt previously to be insurmountable. The support of the interpreter made me believe that I could better my position.”*

learning and improved knowledge motivates and strengthens ability to take control

*“An added benefit of having the interpreter was concentrating more on taking responsibility for my own **goal setting** and hopes for the future. The presence of the interpreter also **provided an opportunity** to **improve my English**. I became familiar with new vocabulary and learnt how to structure English sentences correctly.”*

self reliance builds hopefulness and positive action

*“The SIS interpreters and other professionals helped build my **self-esteem, independence** and **courage**. I don't feel as vulnerable. This has been good for both my **physical and psychological well being**.”*

*“I am now taking **English classes** at Honeycroft and a childcare course from September. I hope to fulfill my parents' **ambition and hopes** and stand on my own feet, particularly as I would like to be a **role model** to my daughter.”*



Pictured above left-right: **George**, Arabic speaking SIS Community Interpreter with SIS service users at a Black & Minority Ethnic Community Partnership Elders Day Event

“A local interpreting service, where practitioners can build up a relationship with Community Interpreters who work with them regularly, is a massive advantage to feeling secure and trusting in their integrity to convey the messages clearly.” Dr Hefin Pritchard

supporting general practitioners

In Brighton & Hove 44 surgeries use SIS Community Interpreters, some on a daily basis. In the previous eight years there has been an average 12% annual growth in interpreting need.

SIS spoke with GPs at Hove Medical Centre and Portslade Health Centre on what makes a successful interpreting service, and the importance of having face to face interpreters.

*“The interpreters have a very difficult role and need a great deal of sensitivity and delicacy particularly when required to intervene to re-focus the patient on the question or to clarify information. **Non-verbal communication is so essential and is already more difficult to gauge through an interpreter because the conversation isn’t direct but this would be***

so much worse if the interpreter was on the phone. It’s a brilliant service. More of the same please.”

Dr Andrew Mahony

*“Using an interpreter facilitates true understanding, enabling patient and doctor to reach a consensus. If a patient speaks a little English and no interpreter is booked we may only scratch the surface of the issue and accurate diagnosis is difficult. **Telephone interpreting wouldn’t work at all – it would be a total disaster.”** Dr Susie Rockwell*

*“Requests for Community Interpreters are patient driven. I keep up to date with patients’ level of English and whether they attend classes. On some occasions I’ve discussed these issues with patients and they have agreed they no longer need interpreting support. However, if a patient feels they need one, then an interpreter will be booked. **General Practice is about human relationships and our whole ethos centres on seeing people face to face. I can’t see how telephone interpreting would work.”** Dr Sue Mills*

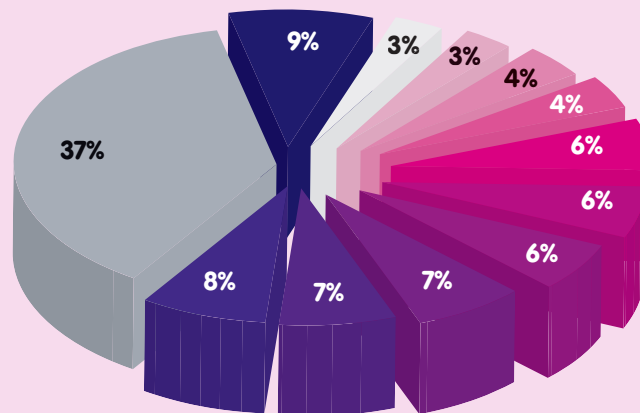
*“There can be honest and truthful disclosure of information which may be compromised if a family member is interpreting.” **Senior Practice Nurse Cheryl Pike***

SIS’ enhanced database can provide more detailed monitoring e.g. language breakdown or numbers of service users. Such data can help surgeries adapt and tailor their services to meet the specific needs of their diverse patient groups.

If you would like detailed monitoring information for an individual GP practice, please contact the SIS Quality Assurance Manager: vikki@sussexinterpreting.org.uk

BREAKDOWN OF 2409 GP INTERPRETING SESSIONS JAN 2010–MAR 2011

■ Pavilion Surgery	227	9%
■ Hove Medical Centre	207	8%
■ Charter Medical Centre	160	7%
■ St Peters Medical Centre	157	7%
■ Albion St Surgery	141	6%
■ Brunswick Surgery	137	6%
■ Portslade Health Centre	135	6%
■ Wish Park Surgery	97	4%
■ Goodwood Court Medical Centre	86	4%
■ North Laine Medical Centre	80	3%
■ Sackville Road Surgery	72	3%
■ 33 Other Surgeries	910	37%

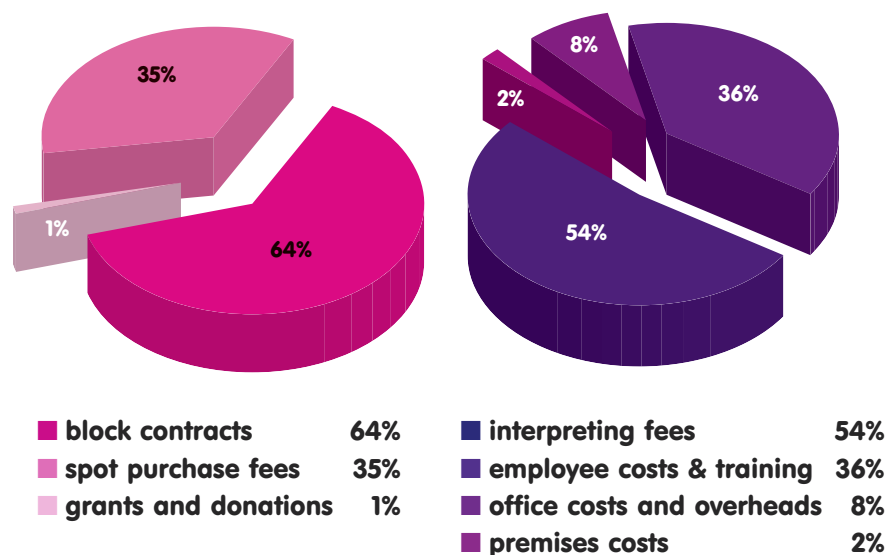


treasurer's report

In a year which saw the start of a massive programme of cuts in Public Expenditure, we were able to avoid making a loss on our income and expenditure this year (09/10), finishing the year with another small surplus (£864).

We still have not increased our main contract fee in our 11 years of independence, despite inflation over that period being around 30%. This represents a real achievement in delivering a quality interpreting and translating service for the local community at a reasonable price. Next year is likely to be even harder economically, with so many uncertainties surrounding public sector spending - but with careful and flexible planning we are hopeful that financial considerations will not drain the quality of the service.

Looking after our finances remains an important but secondary activity for us, with our prime motivation still being to provide an excellent service to our community, albeit within the constraints of our budget and those imposed externally.



STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2010

	Unrestricted Funds £	Restricted Funds £	Total Funds 2010 £	Total Funds 2009 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	208	-	208	6,995
Other Income	-	-	-	90
Incoming Resources from Charitable activities:				
Block Contracts	568,872	-	568,872	522,044
Spot Purchase Fees	305,858	-	305,858	275,146
TOTAL INCOMING RESOURCES	874,938	-	874,938	698,845
RESOURCES EXPENDED				
Charitable Activities	871,259	-	871,259	684,776
Governance Costs	2,815	-	2,815	2,990
TOTAL RESOURCES EXPENDED	874,074	-	874,074	687,766
NET INCOMING RESOURCES FOR THE YEAR	864	-	864	11,079
ACCUMULATED FUNDS AT 1 APRIL 2009	243,031	-	243,031	231,689
ACCUMULATED FUNDS AT 31 MARCH 2010	243,895	-	243,895	242,768

BALANCE SHEET AS AT 31 MARCH 2010

	2010		2009	
	£	£	£	£
FIXED ASSETS				
Tangible Assets		4,912		7,220
CURRENT ASSETS				
Debtors	166,393		251,862	
Bank and Cash	183,941		71,632	
	350,334		286,921	323,494
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	111,351		87,643	
NET CURRENT ASSETS		238,983		235,811
TOTAL ASSETS LESS CURRENT LIABILITIES		243,895		242,768
RESERVES				
Unrestricted Fund - General		10,145		42,881
- Designated		233,750		200,150
		243,895		242,031

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

we can help you to get the healthcare you need

If you are over 18, live in East Sussex and English is not your first language, we can help. Advocates will support you in your own language to access free NHS services including GPs, dentists, hospital and mental health services.

to book an advocate, call 01273 234802 or 01273 473986

Vandu
Language Services
01273 473986

sis

sussexinterpretingservices

01273 234802



Możemy Ci pomóc w uzyskaniu potrzebnej opieki zdrowotnej
Możemy pomóc, jeżeli masz powyżej 18 lat, mieszkasz w hrabstwie East Sussex i język angielski nie jest Twoim językiem ojczystym. Rzecznicy zdrowotni (Advocates) udzielą Ci wsparcia w języku polskim w uzyskaniu dostępu do bezpłatnych świadczeń Publicznej Służby Zdrowia (NHS), w tym: świadczeń lekarzy rodzinnych (GPs), lekarzy stomatologów, świadczeń szpitalnych oraz świadczeń w zakresie zdrowia psychicznego. **POLISH**
W celu zamówienia Rzecznika zadzwoń pod numer 01273 473986 lub 01273 234802

بامكاننا مساعدتك للحصول على

الرعاية الصحية التي تحتاج إليها

إذا كان سنك فوق 18 سنة، وكنت تسكن في إقليم إيست سسكس (East Sussex)، ولم تكن الإنجليزية لغتك الأولى، فيمكننا أن نساعدك سديعاً من أجل حصولك على خدمات مجانية من خدمة الصحة القومية (NHS) وتشمل أطباء الأسرة (GPs)، وأطباء الأسنان، وخدمات المستشفى والصحة العقلية والنفسية.

ARABIC

لحجز متاصر، اتصل على

01273 473986 أو 01273 234802

İhtiyacınız olan sağlık bakımına ulaşabilmenizde size yardımcı olabiliriz. Eğer 18 yaş üzeri iseniz, Doğu Sussex'te yaşıyorsanız ve İngilizce konuştuğunuz ilk dil değilse, yardımcı olabiliriz. Temsilciler, mahalle doktorları (GP), Diğ Hekimleri, hastane ve ruh sağlığı hizmetleri gibi ücretsiz Ulusal Sağlık Hizmetlerinden (NHS) faydalanabilmeniz için, size kendi dilinizde destek sunarlar. **TURKISH**
Temsilci ayarlamak için, 01273 473986 veya 01273 234802 nolu numaraları arayınız.

Podemos ajudá-lo a obter os serviços de saúde que precisa
Se tem mais de 18 anos de idade, vive em East Sussex e o Inglês não é a sua língua materna, podemos ajudá-lo. Os representantes (advocates) podem apoiá-lo na sua língua a ter acesso gratuito aos serviços do Serviço Nacional de Saúde (NHS) incluindo médicos de clínica geral (GPs), dentistas, hospitais e serviços de saúde mental. **PORTUGUESE**
Para solicitar um representante telefone para: 01273 473986 ou 01273 234802

Мы можем помочь Вам получить необходимую медицинскую помощь
Если Вы старше 18 лет, живете в Восточном Сассексе, и английский не является Вашим родным языком, мы можем Вам помочь. Говорящие на Вашем родном языке советники помогут Вам получить доступ к бесплатным услугам государственной службы здравоохранения, в том числе к врачам общей практики, стоматологам, больницам и службам охраны психического здоровья.

RUSSIAN

Чтобы заказать советника, позвоните по номеру 01273 473986 или 01273 234802

Pomůžeme Vám získat potřebnou zdravotní péči
Pokud jste starší 18 let, bydlíte ve východním Sussexu a angličtina není Váš rodný jazyk, můžeme Vám pomoci. Poradci ve Vašem jazyce Vám pomohou získat přístup k bezplatným službám NHS, včetně lékářů, zubářů, nemocnic a služeb pro duševní zdraví. **CZECH**
Schůzku s poradcem si můžete objednat na čísle 01273 473986 nebo 01273 234802

আপনার জন্য প্রয়োজনীয় স্বাস্থ্য-সেবা পেতে আমরা সাহায্য করতে পারি
আপনার বয়স যদি ১৮ বছরের বেশী হয়ে থাকে, যদি ইস্ট সাসেক্সে বসবাস করেন এবং ইংরেজী আপনার প্রথম ভাষা না হয়, তবে আমরা সাহায্য করতে পারি। আপনি যাতে জিপি, ডেন্টিস্ট, হাসপিটাল এবং সেটাস হেল্পথ সার্ভিসেস সহ এন এইচ এস-এর সকল বিনামূল্যের সেবা লাভ করতে পারেন তার জন্য এ্যাডভোকেটগন আপনাকে আপনার নিজের ভাষায় সাহায্য করবে। **BENGALI**
একজন এ্যাডভোকেটের জন্য বুকিং দিতে হলে
01273 473986 বা 01273 234802 নম্বরে ফোন করুন।

ما قادر به یاری شما در دریافت خدمات

درمائی که بدان نیاز دارید، می باشیم

اگر شما بیش از 18 سال دارید، در شرق سسکس East Sussex زندگی می کنید و انگلیسی زبان اول شما نیست، ما قادر به یاری می باشیم. نمایندگان حقوقی بیماران، به زبان شما، شما را در دستیابی به خدمات رایگان بیمه خدمات درمانی NHS از جمله پزشکان، دندانپزشکان، بیمارستان ها و خدمات بهداشت روان، حمایت خواهند نمود. **FARSI**

جهت تعیین وقت ملاقات با یک نماینده، با شماره

تلفن 01273 473986 یا 01273 234802

تماس حاصل نمائید

我们可以帮助您得到您所需要的医疗保健

如果您是18岁以上，居住在东萨塞克斯郡，并且英语不是您的母语，我们可以帮助您。代言人将帮助您用您的语言获得免费的国民保健服务（NHS），包括家庭医生、牙医、医院以及心理健康服务 **MANDARIN**
預約一位代言人，請致電
01273 473986 或是 01273 234802

دهتوانین یارمهتیت بدهن سهرپهرشتی
تهندروستی ینویستت بؤ دهسته بهر بیت
تهگر ته مهنت سهر وو 18 سال و دانیشووی نیست
سه سیکس بیت و زمانی نیگلیزی زمانی زگماکیت
تهیت. دهتوانین یارمهتیت بدمن. مافه رومردکان
بهرمانی خوت پشنگریت دهکن بؤ نهووی
خرمه تگوراره نهندروستیته نیشلیمانه کانت بؤ
دهسته بهر بیت، لهوانه بزیشکی پسور، بزیشکی دان،
نه خوشخانه ههروها خرمه تگوراره کانی
تهندروستی نهروونی. **SORANI**

بؤ حیجز کردنی مافه رومر، په مهوندکی بکه به

01273 473986 یا 01273 234802

Nous pouvons vous aider à obtenir les soins de santé dont vous avez besoin
Vous avez plus de 18 ans, vous habitez dans le East Sussex et l'anglais n'est pas votre langue maternelle, alors nous pouvons vous aider. Des médiateurs vous aideront à recourir, dans votre langue, aux services gratuits du NHS, comme les médecins, les dentistes, les hôpitaux et les services de santé mentale. **FRENCH**
Réservez ce service en appelant 01273 473986 ou 01273 234802

Podemos ayudarle a conseguir el cuidado de salud que necesita
Si es mayor de 18, vive en East Sussex, e inglés no es su lengua materna, podemos ayudarle. Los asesores le apoyarán en su idioma, para acceder gratis a los servicios del NHS (Servicio Nacional de Salud), incluyendo médicos (GPs), dentistas, hospitales y servicios de salud mental. **SPANISH**
Para pedir cita con un asesor, llame al 01273 473986 o al 01273 234802