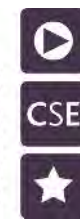




sussexinterpreting**services**

annual review april 2011-march 2012

CUSTOMER
SERVICE
EXCELLENCE





SIS MANAGEMENT COMMITTEE



CHAIR
Dr Sobhi Yagoub



TREASURER
Jen Henwood



Sylvia Alexander Vine



Julia Encarnação



Dr Wagdi Habib



Hülya Hooker



Dr Hong Lu



Farangiz Mohebat



Doris Ndebele



Nick Scott-Flynn
(until 09 May 2011)



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CO-ORDINATION SUPPORT WORKER
Kevin Dugdale
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kevin@sussexinterpreting.org.uk



SERVICE CO-ORDINATOR
Emili Budell
(until October 2011)

160

ACCREDITED COMMUNITY INTERPRETERS

50

ACCREDITED COMMUNITY TRANSLATORS

24

ACCREDITED BILINGUAL ADVOCATES

WITH ADDITIONAL THANKS TO:
Barbara Bargione, Leila Marshall, Debbie Sperring, Serena Turton



chair's message

It gives me great pleasure to address you for the third year. It is an opportunity to thank: Directors, Managers, Co-ordinators, Administrators, Service Users, Members, Trustees, Funders, Partners, and above all Community Interpreters, Translators, and now, Bilingual Advocates. Thank you all for your support and helping SIS to develop our highly regarded services, ethos and culture.

The last year has been busy. Despite the challenging financial environment, Directors and staff have worked hard to win important competitive tenders without diluting our service commitments and quality. This is only possible with the outstanding work and dedication of everyone associated with our organisation.

On behalf of you all, I'd like to welcome our new Trustees: Jen Henwood and Julia Encarnaçao. They have already amazed us with their hard work and dedication. We are confident that they will help SIS to progress from strength to strength.

In our Annual Review we report a 12% increase in community interpreting this year. To this success we have added a new Bilingual Advocacy Pilot for residents of East Sussex.

With our Service Users, Community Interpreters, Translators, Bilingual Advocates and Service Providers we will persevere with advancing the high standards we have set and build on our special strengths: affordability, sustainability and responsive services for our diverse local communities.

Dr Sobhi Yagoub, Chair



Pictured: Bilingual Advocates, Induction Session, Feb 2011

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.

pledge

We will continue to invest in professional relationships with all SIS community interpreters, based on respect, involvement, dignity and the highest affordable terms and conditions. Whilst managing significant cost savings we will not compromise quality or undermine face to face community interpreting as the most appropriate services to meet the needs of our vulnerable service users.





Pictured: SIS Team

“I work in a mental health rural community team. I use your service and find the interpreter professional and friendly. They are clear about what to expect and how best to work. I couldn’t provide what the client needs without your service; you actually improve the care and treatment given. I also find the admin staff helpful in using the web site and through email. Your service is open and friendly to new users like me. Thanks.” Allison Mackenzie,

Community Psychiatric Nurse, Sussex Partnership NHS Foundation Trust

Pictured: SIS Interpreter **Severine Crossman** with SIS Member **Maria Mata**, SIS AGM 2011



directors’ report april 2011-march 2012

meeting needs

As a charitable social enterprise we are proud of our partnership role, working with 600 public sector departments to deliver social care and health equalities across Sussex, **creating a fairer local society**. Our model of Community Interpreting ensures individuals benefit from a person centred, empathetic and culturally relevant focus on recovery, **fairness, respect, equality, dignity and autonomy** – the FREDa principles supported by the Human Rights Act. We are committed to supporting the vision of the NHS that it is *“easy to access, treats people as individuals and offers care that is safe and of the highest quality”*.

Many of the **2,666 Service Users we helped this year** are **vulnerable and isolated**. Significant critical work involved maternity, child health, accident and emergencies, trauma, domestic violence, severe and enduring mental health disorders, torture, terminal illness, bereavement, child abuse, homelessness and destitution.

There were 11,813 community interpreting sessions in 2011-2012. This is a 12% increase on 2010-2011. 10% of interpreting was provided for ante-natal, maternity and community midwifery appointments and emergencies and an estimated **30% involved mental health consultations**.

We supported an 82% increase in work with the Sussex Cancer Centre, a 73% increase at the Hurstwood Park Neurological Centre, a 46% increase across all Departments at the Princess Royal Hospital and a 19% increase for GP appointments in Brighton & Hove.

making a difference

This year we secured the contract with Sussex Community NHS Trust. **We now operate with all NHS Trusts across Sussex**

and work with many Local Authorities. This helps to increase our impact in delivering improved patient outcomes.

“Your interpreter has been wonderful as she is such a kind and caring person. She is very suitable for work involving counseling.” Georgia Powell, Therapist, Time To Talk, Sussex Community NHS Trust

We have focused on obtaining feedback from Service Users in order to understand their experience of our services. This has involved **surveys and focus groups for six different language groups** (pages 8-10). There has been a 50% increase in translations commissioned by SIS to support this engagement.

improving quality & engagement

We have worked hard to try to ensure that contracts contain service specifications for interpreting providers to have *“strong community links and a commitment to community interpreting that encourages the best possible outcomes for Service Users”*.

Building social capital is essential to our unique value as a local social enterprise. 35% of our individual members are Service Users or representatives from within BME communities. 70% of our Trustees are from BME communities bringing their experience and knowledge to governance. 85% of our Community Interpreters live and work in Sussex. **This year we invested £508,181 on contracting services from community interpreters, translators and bilingual advocates**.

“SIS has secured the top award of Compliance Plus in recognition of the lengths to which you go to involve and engage with your customers and users.” Assessor, Assessment Services, Customer Services Excellence



Pictured: Farsi speaking Service Users with SIS Interpreter **Nina Tahmasebi**, SIS AGM 2011

“I was in a bad way. The SIS Interpreter and other professionals have helped build my self-esteem, my independence and give me courage that I can build a better future. I don't feel as vulnerable and this has been good for my physical and psychological well-being.”

Bengali speaking Service User

Pictured below: Bengali speaking Service Users with SIS Interpreter **Mumtaz Ahmad**, SIS AGM 2011



Our AGM pioneers community engagement and offers a platform for partners to directly speak with beneficiaries.

We continue to support the voices of our Service Users through BME Health Day Events, Carers' Workshops, Community Mental Health Services Survey, Winter Emergency Response Service, 'We Live Here' Project, Neighbourhood Council initiatives, the Mental Health Forum and the Engagement & Equality Consortium.

We work to try to ensure that Clinical Commissioning Groups and Local Authorities appropriately integrate this evidence within the Joint Strategic Needs Assessments.

one year of the bilingual advocacy pilot

The new Bilingual Advocacy Service for residents of East Sussex has now run as a pilot for a year. We have supported 50 Service Users speaking seven languages with 195 Bilingual Advocacy sessions. **Over half of sessions have involved access to GP and dental practices, a key aim of the pilot.** The geographical spread of participating practices has grown steadily to 30 and staff are beginning to also use SIS Community Interpreters to ensure appropriate routine access to primary health care.

the future

Nationally, there is growing and widespread discontent amongst freelance interpreters with the driving down of terms and conditions. The Ministry of Justice has implemented contract changes that have compromised quality and increased costs. If local commissioning follows a similar procurement path there could be a profound disruptive effect on the sustainability of quality assured community interpreting services. **It is essential that commissioning develops a focus on local social capital and avoids national and European frameworks that exclude charities such as SIS that have a defined geographical area of benefit.**

“The Advocate was like an angel put on earth. My family and I have benefited immensely from the service provided. I would feel more secure if I knew that the Advocacy Service was there in future in case I need further support.” Portuguese speaking Service User

We are particularly concerned at the use of the Health Trust Europe Framework by Sussex Partnership NHS Trust to terminate the long standing contractual relationship with SIS in favour of a national provider with little or no local experience. **Proposed changes may negatively affect outcomes for some of the most vulnerable and stigmatised Service Users; disrupting therapeutic relationships, compounding feelings of loss and heightening anxiety.**

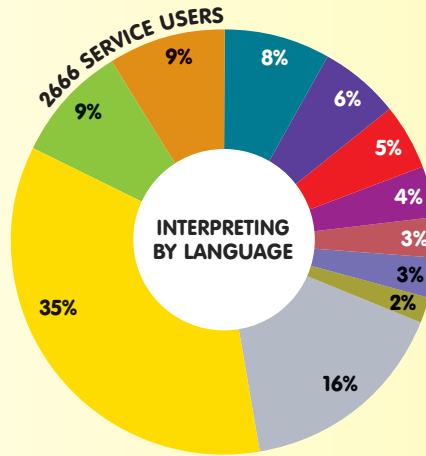
“With telephone interpreting I don't understand what they're saying. When the doctor explains in long sentences the interpreter just summarises in one short sentence. I can't ask questions... I worry they'll forget something important or not give me all the details I need. With face to face interpreting we can see each other - we have a better relationship and it's more secure.”

Chun Fan Pan, Cantonese speaking Service User

community interpreting april 2011-march 2012

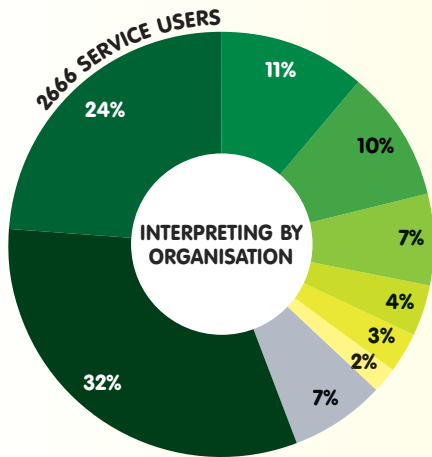
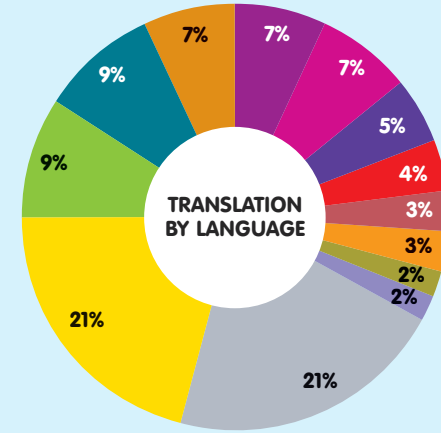


Pictured: SIS Interpreters, BME Health Day, July 2011



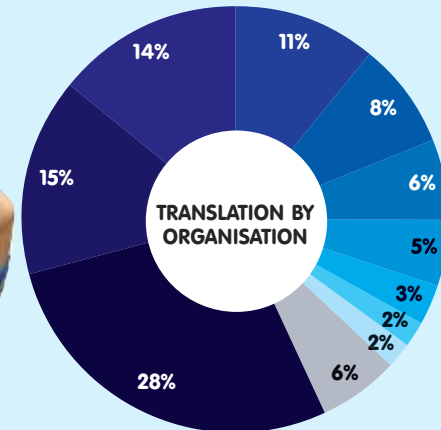
Language	Sessions	%
Arabic	4155	35%
Farsi	1043	9%
Bengali	1010	9%
Polish	951	8%
Cantonese	657	6%
Portuguese	531	5%
Mandarin	481	4%
Russian	372	3%
Turkish	363	3%
Lithuanian	251	2%
Other	1999	16%
TOTAL	11813	100%

community tra



Service Provider	Sessions	%
Brighton & Sussex University Hospitals Trust	3806	32%
Brighton & Hove Primary Care Trust	2845	24%
Sussex Community NHS Trust	1254	11%
Sussex Partnership NHS Foundation Trust	1173	10%
Brighton & Hove City Council	851	7%
Brighton Housing Trust	522	4%
East Sussex County Council Consortium	333	3%
Surrey & Sussex Probation Services	273	2%
Others	756	7%
TOTAL	11813	100%

Pictured: Celebrating Diwali in Brighton Museum, Feb 2011



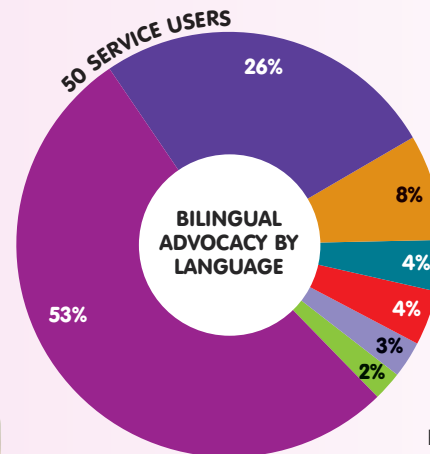
translation april 2011-march 2012

Language	Sessions	%
Arabic	140	21%
Farsi	60	9%
Polish	62	9%
Bengali	46	7%
Mandarin	46	7%
French	43	7%
Cantonese	34	5%
Portuguese	27	4%
Russian	20	3%
Spanish	20	3%
Lithuanian	15	2%
Turkish	15	2%
Other	129	21%
TOTAL	657	100%



bilingual advocacy april 2011-march 2012

Pictured: Cantonese speaking Service Users with SIS Interpreter Lai Lai Wu, BME Health Day, July 2011

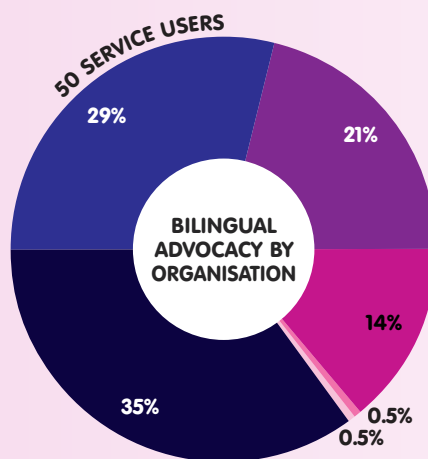


Language	Sessions	%
Mandarin	104	53%
Cantonese	51	26%
Bengali	15	8%
Polish	8	4%
Portuguese	8	4%
Turkish	5	3%
Farsi	4	2%
TOTAL	195	100%

Pictured: Cantonese speaking Service Users with SIS Interpreter Ping Cheung Tang, BME Health Day, July 2011



Service Provider	Sessions	%
Brighton & Hove City Council	182	28%
East Sussex County Council Consortium	99	15%
Sussex Interpreting Services	92	14%
Private Translation	74	11%
Brighton Housing Trust	53	8%
Surrey & Sussex Probation Services	37	6%
Sussex Partnership NHS Foundation Trust	31	5%
Brighton & Hove City Primary Care Trust	21	3%
Care UK	16	2%
Voluntary & Community Sector	16	2%
Others	36	6%
TOTAL	657	100%



Service Provider	Sessions	%
Hastings & Rother Primary Care Trust	68	35%
Hastings & Rother Primary Care Trust (Instruction Sessions)*	56	29%
East Sussex Downs & Weald Primary Care Trust	41	21%
East Sussex Healthcare NHS Trust	28	14%
East Sussex County Council Adult Services	1	0.5%
Sussex Partnership NHS Foundation Trust	1	0.5%
TOTAL	195	100%

*Initial sessions where Service Users give instructions to the Bilingual Advocates

SIS feedback timeline

APRIL 2011

Survey of Farsi and Polish speaking Service Users

MAY 2011



JUNE 2011

Survey of Arabic and Portuguese speaking Service Users

JULY 2011

Focus Group with Bengali speaking Service Users

AUGUST 2011



SEPTEMBER 2011

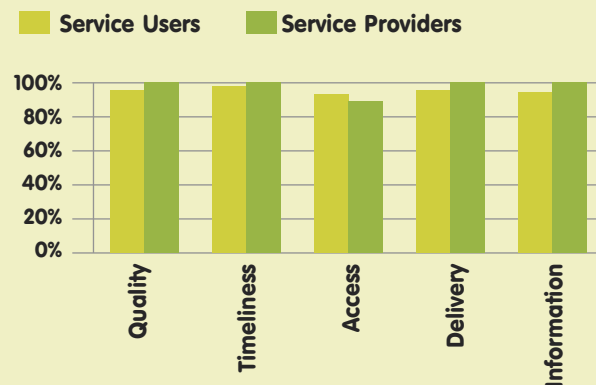
Interviews with Service Users

“Sussex Interpreting Services provides a fantastic, much valued service which we could not be without.” Annabelle Walker, Specialist Family Practitioner, Family Link at Safety Net

SIS collects customer feedback with a view to gauging satisfaction and opinions about quality, ensuring we meet needs, gathering evidence of SIS’s contribution to desired outcomes and driving continuous improvement.

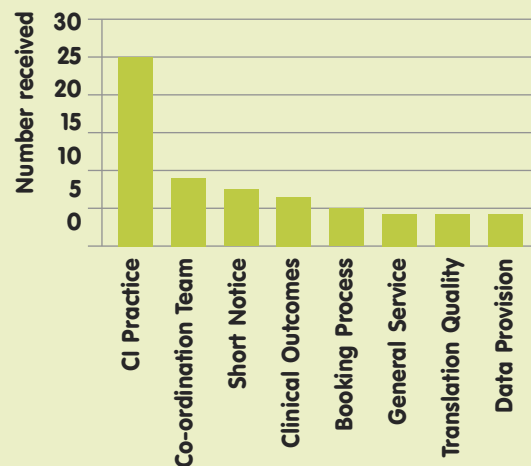
The survey results show satisfaction levels at an all-time high in all areas identified by the Customer Service Excellence standard as important to customers. These results met all our targets.

Customer Satisfaction Levels indicated in SIS Surveys



In addition to formal methods, SIS continuously receives unsolicited feedback from customers. Whilst some of the feedback is expressing dis-satisfaction, we receive three times that number in commendations.

Type of Unsolicited Positive Feedback 2011-12



The appropriate recipients of most of the positive feedback were SIS’s team of freelance Sessional Workers; Community Interpreters, Translators and Bilingual Advocates. This is a valuable motivator for them; they are on the front line of SIS service delivery but work independently and autonomously.

“I thoroughly enjoy each and every assignment I undertake as an Interpreter and always welcome any constructive feedback - positive or otherwise. This is the only way that we can monitor ourselves constantly whilst learning to appreciate the client/limited English-speaker perspective.

In the absence of such appraisal, we all run the risk of becoming completely oblivious to our own pitfalls, as indeed, our strengths.” Sathyarathi Chandrasedkara, Tamil & Japanese Community Interpreter

Pictured: promoting the Bilingual Advocacy Service in Hastings



OCTOBER 2011



NOVEMBER 2011

Focus Group with Chinese speaking Service Users

DECEMBER 2011



JANUARY 2012



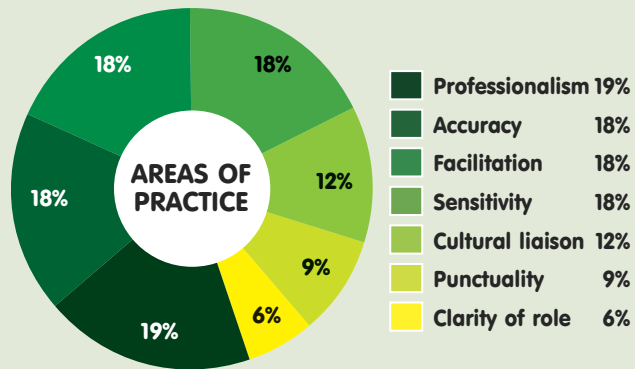
FEBRUARY 2012

Survey with staff of Sussex Partnership NHS Foundation Trust

MARCH 2012



Positive Feedback on Community Interpreting



That the Community Interpreter is trained to an accredited level was identified in the surveys as customers' top priority. All of the elements highlighted in the positive feedback are covered in depth on the Community Interpreters' Essential Skills and Knowledge (CIESK) course and 90% of SIS interpreting sessions are delivered by CIESK accredited interpreters.

"The booking process was efficient, clear and fast. We were contacted by telephone several times to confirm and gather information to pass on to the interpreter enabling them to prepare."

Pictured right: Oromiffa speaking Service Users with SIS Interpreter Birtukan Degafie, BME Health Day, July 2011

"The interpreter was prompt, friendly and well presented. She introduced herself and explained her role and her abilities clearly, whilst also enabling us to gather other important information. She was very helpful in explaining the cultural differences between the countries and the religious festival which was taking place at the time."

"I would be very pleased to recommend her and SIS to other professionals and look forward to working with you again in the future." Lucy Fox, Children's Services Caseworker, Youth Support Team East, Brighton & Hove City Council

The benefits of using a SIS Community Interpreter were identified as enabling the Service User to feel more confident, able to solve problems, have a clear understanding about their situation, to have everything accurately interpreted, be reassured that someone can help, to access other services through information provided by interpreters, feel less embarrassed when discussing personal issues, able to avoid misunderstandings and understand terminology and jargon.

"The presence of an interpreter makes me feel more confident and makes things easier for me. It ensures confidentiality for me and my family and I don't feel embarrassed discussing confidential information.

The interpreter knows my needs and helps me psychologically with sympathy and encouragement, as a brother would."

Michel Brais, Arabic speaking Service User

These benefits are closely aligned with the desired outcomes of Public Service providers particularly the NHS as cited in the Government White Paper *Equity & Excellence: Liberating the NHS*. SIS investigated how working with interpreters improves the outcomes for Service Users.



feedback

Service Providers gave encouraging feedback on improved outcomes; 86% – 100% of survey respondents agreed/strongly agreed that working with SIS helped with outcomes. Both customer groups provided additional qualitative insight into specific outcomes.

making an accurate assessment

"The interpreter we had is probably one of the best for relaying exactly what is being said." **Dr Janet Rich**, Clinical Psychologist, Sussex Partnership NHS Foundation Trust

"The dentist took out the wrong tooth because we couldn't communicate properly without an interpreter."
Chinese speaking Service User at the Focus Group

planning around what clients want

"It really makes a difference having impartial interpretation for elective patients." **Alison Bastians**, Staff Nurse, Brighton & Sussex University Hospitals NHS Trust

"I needed an interpreter to help me resolve my problems. My needs were met and I would like to thank SIS and wish them further success." **Farsi** speaking Service User

building a relationship of trust

Your interpreter was absolutely fabulous both in terms of sensitivity and facilitation. There's no doubt this made a significant difference to my ability to reach out to the patient." **Dr Lynne Danials**, GP, NHS Sussex

"Using the same interpreter makes me feel more secure that my case is kept private... it has helped me to be honest and open during my appointments."
Sarah Caetano, Portuguese speaking Service User



Pictured: Promoting the Bilingual Advocacy Service in Eastbourne

conveying complex concepts

"Some interpreters struggle to word questions in the intended context, leading to confusion ... However, your interpreter made the situation much easier."

PC Matt Cherryman, Sussex Police

"British born Chinese aren't always good in their mother tongue, my son described the 'tube/pipe' used by firemen to illustrate 'vein' because he didn't know the correct term." **Chinese** speaking Service User

creating a safe environment

"Sometimes sessions can be stressful for both client and therapist, but the interpreter's style meant we were both at ease and the assessment flowed very nicely."

Sarah Williams, Cognitive Behaviour Therapist, Sussex Partnership NHS Foundation Trust

"This valuable service helps create feelings of tranquillity and that is how people's lives can improve every day."
Riahi Qumars, Farsi speaking Service User

accessing services

"Your interpreter proved very beneficial for us but more importantly for the patient." **Dr Smith**, GP, NHS Sussex

"When my daughter was born, I didn't have an interpreter. I didn't know what they were talking about, or about other services like the Health Visitors."

Chun Fan Pan, Chinese speaking Service User

making informed choices

"Your interpreter was very professional. She liaised between our client and the barrister, clarifying expectations, the claimant's case and defence." **Marilyn Ozturk**, Legal Secretary, Advice Services, Brighton Housing Trust

"Your interpreter explains and gives me hope that I can understand and deal with the issue." **Abdezzarak Mentouri**, Arabic & French speaking Service User

understanding non-verbal communication

"Telephone interpreting would make non-verbal gestures/communication more difficult to access." **Aruna Wijetunge**, Consultant Psychiatrist, Sussex Partnership NHS Foundation Trust

"Your interpreters understand me intuitively even if I don't say anything! They check that I understand everything and wait to see if I want to ask questions."

Chun Fan Pan, Chinese speaking Service User

supporting clients with dignity

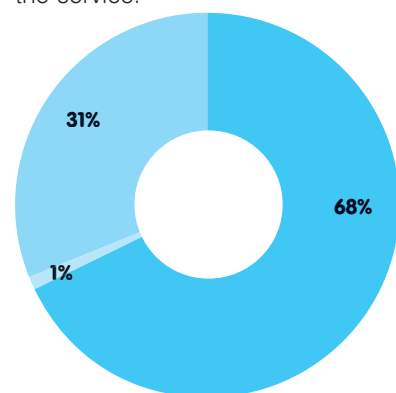
"Your interpreter is kind and empathic towards clients when they are distressed and always maintains a professional attitude." **Jennifer Skedding**, Cognitive Behaviour Therapist, Sussex Partnership NHS Foundation Trust

"I feel confident and treated without discrimination."
Elvira Zagnoli, Portuguese speaking Service User

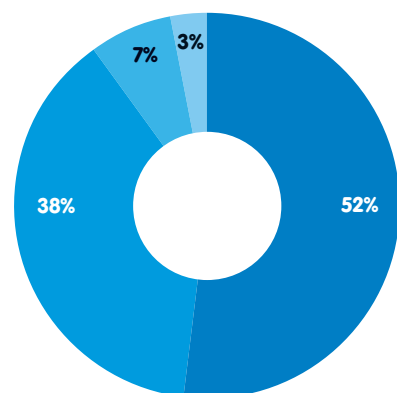
treasurer's report

The annual accounts show a surplus of £16,194 for the financial year 2011–12. This has been a challenging year for SIS. Our core contractors have faced even tighter budgets as public spending cuts have deepened, and they have looked to SIS to help them make savings. We have been able to reduce the cost of a session to our core contractors during this year, thanks to the economies of scale made possible by continued increases in the use of the service. In addition, we have not increased our main contract fee in 12 years, despite inflation over that period being around 33%. In this very difficult financial climate, a surplus of some £16,000, coupled with a 12% increase in the number of community interpreting sessions, is an excellent achievement.

There is no doubt that SIS will face even greater challenges next year, as the squeeze on public finances continue, and NHS re-organisation gets underway. In the past year, SIS has demonstrated our willingness and ability to work constructively and flexibly with partners in order to deliver quality interpreting and translating services for the local community at an affordable price. SIS will respond to the challenges ahead with the same flexibility, coupled with a determination to maintain standards and ensure the on-going sustainability of the service.



■ **Block Contracts** 68%
 ■ **Spot Purchase Fees** 31%
 ■ **Grants & Donations** 1%



■ **Sessional Worker Fees** 52%
 ■ **Employee Costs & Training** 38%
 ■ **Office Costs & Overheads** 7%
 ■ **Premises Costs** 3%

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2012

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
INCOMING RESOURCES				
Incoming Resources from Generated funds:				
Interest Receivable	216	-	246	216
Other Income	500	-	-	500
Incoming Resources from Charitable activities:				
Grants	602,504	-	671,555	602,504
Contract Fees	306,414	-	306,247	306,414
TOTAL INCOMING RESOURCES	909,634	-	978,048	909,634
RESOURCES EXPENDED				
Charitable Activities	903,110	-	959,039	903,110
Governance Costs	2,815	-	2,815	2,815
TOTAL RESOURCES EXPENDED	905,925	-	961,854	905,925
NET INCOMING RESOURCES FOR THE YEAR	3,709	-	16,194	3,709
ACCUMULATED FUNDS AT 1 APRIL 2011	243,895	-	247,604	243,895
ACCUMULATED FUNDS AT 31 MARCH 2012	247,604	-	263,798	247,604

BALANCE SHEET AS AT 31 MARCH 2012

	2012		2011	
	£	£	£	£
FIXED ASSETS				
Tangible Assets		1,661		2,888
CURRENT ASSETS				
Debtors	142,812		135,166	
Bank and Cash	249,187		225,737	
	<u>391,999</u>		<u>360,903</u>	
CREDITORS: Amounts falling due within one year				
Trade and other Creditors	129,862		116,187	
NET CURRENT ASSETS		<u>262,137</u>		<u>244,716</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>263,798</u>		<u>247,604</u>
RESERVES				
Unrestricted Fund - General		30,045		28,854
- Designated		233,753		218,750
		<u>263,798</u>		<u>247,604</u>

The financial statements are prepared in accordance with the Special Provisions of Part VII of the Companies Act 1985 relating to small companies and with the Financial Reporting Standard for Smaller Entities (effective January 2007). They are draft accounts however, and a full set will be available from SIS on completion of the annual statutory audit.

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**



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**

بإمكاننا مساعدتك للحصول على الرعاية الصحية التي تحتاج إليها

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

ARABIC

لحجز مناصر، اتصل على

01273 234802 أو **01273 473986**

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), Diş 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 Сассэксе, 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, zubařů, 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 মেন্টাল হেলথ সার্ভিসেস সহ এন এইচ এস-এর সকল বিনামূল্যের সেবা লাভ করতে পারেন তার জন্য গ্র্যাডভোক্রেটগেপ আপনাকে আপনার নিজের ভাষায় সাহায্য করবেন। **BENGALI**
একজন গ্র্যাডভোক্রেটের জন্য বুকিং দিতে হলে **01273 473986** বা **01273 234802** নম্বরে ফোন করুন।

ما قادر به یاری شما در دریافت خدمات

درماتی که بدان نیاز دارید، می باشیم اگر شما بیش از 18 سال دارید، در شرق ساسکس 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 **01273 234802** یا **01273 473986** تلفن تماس حاصل نمایند.

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**
预约一位代言人，请致电 **01273 473986** 或是 **01273 234802**

دەتوانین یارمەتیت بدەین سەرپەرشتی تەندروستی ڤیوستت بۆ دەستەبەریت نەگەر تەمەنت سەرۆو 18 سال و دانیشنووی نیست سەسکس بیت و زمانی لیبگیزی زمانی رگماکیت نەبیت، دەتوانین یارمەتیت بدەین. مافیەرۆهەکان بە زمانی خۆت پشتگیریت دەکەن بۆ تەوهی خزەمەتگۆزاریه تەندروستیه نیشتمانیه کانت بۆ دەستەبەریت، له وانه پزشکی سپۆر، پزشکی دان، نەخۆشخانه هەرۆهەا خزەمەتگۆزاریه کالی تەندروستی دەرۆونی. **SORANI**
بۆ هیچزکردنی مافیەرۆهەر، په یهۆندی بکه به **01273 473986** یان **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**