



thebigword NHS Telephone Interpreting

thebigword is your sole supplier of telephone interpreting, a service which will enable you to help any client who may have limited English language skills.

When you need an interpreter please follow the instructions below:



• Dial **0800 757 3053 / 0800 694 5093**



• Enter your access code, followed by the # key
 Keep your access code here: #
 (If required, enter your PIN number, followed by the # key)

• Enter the language code from the list below, followed by the # key



• Once connected stay on the line

• Take note of the interpreter's identity number

• Direct your conversation to the client and NOT the interpreter

702	Albanian	94	Farsi (Persian)	733	Latvian	755	Slovak
91	Amharic	95	French	734	Lingala	757	Somali
92	Arabic	4	German	735	Lithuanian	1	Spanish
727	Bahasa Indonesian	993	Greek	97	Mandarin	998	Swahili
706	Bengali	738	Gujarati	533	Mirpuri	762	Tagalog
17	Bosnian	994	Hindi	741	Nepali	729	Tamil
707	Bulgarian	724	Hungarian	796	Oromo	992	Thai
708	Burmese	995	Italian	98	Pashto	773	Tigrinya
93	Cantonese	96	Japanese	5	Polish	764	Turkish
780	Creole (Haitian)	3	Korean	996	Portuguese	709	Twi
710	Czech	520	Kurdish (Kurmanji)	749	Punjabi	765	Ukrainian
713	Dutch	730	Kurdish (Sorani)	750	Romanian	999	Urdu
712	Farsi (Afghan)	731	Kurdish (Bahdini)	997	Russian	516	Welsh



Dial **700** followed by the # key if you cannot identify the language required.
 Dial **0** followed by the # key for further assistance.



If you have forgotten your access code or you have any questions following a call please contact:

- General Service Queries: **0800 757 3025**
- E-mail: **tis@thebigword.com**
- Web: **www.thebigword.com/publicsector**

If you have any questions please ensure that you have:

- the interpreter's ID number
- time of the call
- language you required