

NHS
Hammersmith and Fulham

h&f
hammersmith & fulham

Sign language interpreting service



This booklet tells you about a free BSL/SSE interpreting service in Hammersmith & Fulham

Who is the service for?

The service is for residents of the borough who have a hearing loss and need communication support.

What help is available?

We can provide a BSL/English interpreter to support you in a number of different situations.

We can come with you when you visit:

- council departments, such as community services or housing
- your NHS GP or NHS dentist
- NHS opticians
- antenatal clinic
- or when you attend parent/teacher or other important meetings.

If you need an interpreter in any other situation, please contact us. We will talk to you about the help you need. If you need support from a lipspeaker or notetaker please contact us and we will try to make arrangements for you.

How do I use the service?

If you would like to use the interpreting service, please contact the sensory impairment team at the address at the back of this booklet. We will send you a form like the one below to complete with details of when and where we are needed, how we can contact you and any additional requirements you may have.

BOOKING FORM	
  <small>putting residents first</small> Hammersmith and Fulham	
Hammersmith & Fulham Sign language interpreting service 145 King Street, Hammersmith W6 9XY Voice: 020 8753 5311 Fax: 020 8753 5069 Text: 020 8753 1655 Email: h&fadvice.care@lbhf.gov.uk	

Name _____ Date today _____

Ethnic origin _____

• What date?  _____

• What time?



Start _____ am/pm



Finish _____ am/pm

• Where do you want the interpreter to meet you?



• What do you want the interpreter for? (e.g meeting, doctor's appointment etc)
Formal/informal?

• How many deaf people?



1



2



3



4

Other _____

• Who do we contact for more information? (Name, address, fax)

• Please fax/send completed form to:

Sign language interpreting service, 1st Floor, 145 King Street, London W6 9XJ
Fax: 020 8753 5094

If you need support from a lipspeaker
or notetaker please contact us and we
will try to make arrangements for you.



Lipspeaker



Notetaker

How will I know if my request has been received?

Once we receive your booking form we will send you a letter confirming your booking. If we are coming to a meeting with you we may ask to see copies of any important papers to help us prepare.

How much notice is required?

For routine appointments, preferably we require five days notice to book an interpreter. All bookings are subject to availability of an interpreter.

What about other services for deaf people?

You can find out about other services and equipment for people with a hearing loss by calling the community services information team on 0845 313 3935 or fax 020 8753 5880. You can also find details on the council website at www.lbhf.gov.uk.

What if I have a comment on the service?

We welcome feedback, and your comments can help improve services for everyone.

If you are not happy with the service you have received or the way you have been treated, please talk to the person providing your service or their manager. They will do their best to put things right.

If you are still not happy you can take your complaint further by contacting the:

Customer Feedback Manager
4th Floor, Hammersmith Town Hall Extension
Hammersmith
London W6 9JU

Tel: 0800 587 0072

Email: ascustomerfeedback@lbhf.gov.uk

How to contact us

Sensory Impairment Team

Sign Language Interpreting Service
145 King Street
Hammersmith
London W6 9XY

Voice: 020 8753 5311

Text: 020 8753 1655

Fax: 020 8753 5069

Email: h&fadvice.care@lbhf.gov.uk

We are open 9.00am to 5.00pm Monday to Friday.

If you would like any part of this document produced in large print or braille, please telephone **0845 313 3935**

www.lbhf.gov.uk

Published by Hammersmith & Fulham Council. December 2015