**Kent and Medway ICB**

**Interpreting and Translation Contact Details 2023**

*Please save this document with your access codes and prior approval forms for ease of access to the services*

**Telephone Interpreting (TI) No prior approval required**

**The Big Word:**

* TI Telephone: 0333 344 5710
* TBW Helpdesk support: 0333 344 9470
* *Add your unique access code here:*

**Medway CIS:**

* Direct Dial TI Telephone: 01234 230992
* *Add your unique access code here:*

**British Sign Language (BSL) – No prior approval required**

**Royal Association for Deaf people:**

* Email booking form to [interpreting@royaldeaf.org.uk](mailto:interpreting@royaldeaf.org.uk)



* Queries Telephone: 0300 688 2626.
* You have the option of booking a video call if preferred

**The Big Word:**

* Telephone: 0800 757 3100. You have the option of a video call if preferred
* <https://gms.thebigword.com>
* Helpdesk support: 0333 344 8479

**Medway CIS:**

* Telephone: 01634 335577
* [cis@medway.gov.uk](mailto:cis@medway.gov.uk)

**Face to Face (F2F) Prior approval MUST be sought from the ICB before booking**

**The Big Word:**

* Telephone: 0800 757 3100
* <https://gms.thebigword.com>
* Helpdesk support: 0333 344 8479

**Medway CIS:**

* Telephone: 01634 335577
* [cis@medway.gov.uk](mailto:cis@medway.gov.uk)

**ICB F2F Request Form:**



ICB Queries:

**Translation: Prior approval MUST be sought from the ICB before booking**

**ICB Translation Request Form:**



ICB Queries: [kmicb.gpcontracting@nhs.net](mailto:kmicb.gpcontracting@nhs.net)

***Please note that it is the Practice’s responsibility to book the interpreters.***

**Language Codes for TBW and Medway CIS – Please contact provider if you have any queries. These lists may not be exhaustive.**

|  |  |
| --- | --- |
| **The Big Word – followed by #** | |
|  |  |
| Albanian – 702 | Lithuanian – 735 |
| Amharic – 91 | Mandarin -97 |
| Arabic – 92 | Mirpuri – 533 |
| Bahasa Indonesian – 727 | Nepali – 741 |
| Bengali – 706 | Oromo – 796 |
| Bosnian – 17 | Pashto – 98 |
| Bulgarian – 707 | Polish – 5 |
| Cantonese – 93 | Portuguese – 996 |
| Czech – 710 | Punjabi – 749 |
| Dutch - 713 | Romanian - 750 |
| Farsi (Afghan) - 712 | Russian - 997 |
| Farsi (Persian) - 94 | Slovak - 755 |
| French - 95 | Somali – 757 |
| German – 4 | Spanish – 1 |
| Greek – 993 | Swahili – 998 |
| Gujarati – 738 | Tagalog – 762 |
| Hindi – 994 | Tamil – 739 |
| Hungarian – 724 | Thai – 992 |
| Italian – 995 | Tigrinya – 764 |
| Japanese – 96 | Turkish – 764 |
| Korean – 3 | Twi – 709 |
| Kurdish (Kur Manji) – 520 | Ukrainian – 765 |
| Kurdish (Sorani) - 730 | Urdu – 999 |
| Kurdish (Badini) - 731 | Vietnamese – 2 |
| Latvian – 733 | More Languages – 0 |
| Lingala - 734 | Cannot identify - 700 |

|  |  |
| --- | --- |
| **Medway CIS** | |
|  |  |
| Arabic - 533 | Kurdish (Sorani) – 580 |
| Bengali – 108 | Latvian – 422 |
| Bulgarian – 113 | Lithuanian - 423 |
| Chinese (Cantonese) – 613 | Pashto – 144 |
| Chinese (Mandarin) – 612 | Polish – 147 |
| Czech - 118 | Portuguese – 148 |
| Dari – 146 | Punjabi – 142 |
| Farsi – 145 | Romanian – 150 |
| French – 124 | Russian – 152 |
| German - 126 | Slovak – 159 |
| Gujarati – 128 | Spanish – 163 |
| Hindi – 129 | Thai – 333 |
| Hungarian – 223 | Turkish – 338 |
| Italian - 132 | Urdu - 342 |