

# How to Make a Call to One of Our Services Using an Interpreter



Call: XXX



The operator will ask you to enter  
your 6-digit Patient Pin Number.

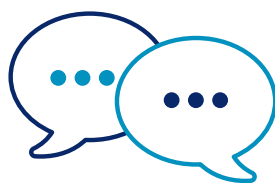
This is 182987.



You will be connected to an interpreter in as little as 15 seconds.



Tell the interpreter your  
name and the telephone  
number you want to call,  
for example 111 (NHS 24).



The interpreter will speak to the  
staff first in English to let them know  
you are calling and then tell you to  
go ahead with your conversation.



Let the staff and  
interpreter know when  
you have finished  
the conversation.