



BRICK LANE E.I.

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How to contact us?

Opening Hours

Monday - Friday 8am - 6.30pm

Telephone

020 4526 8323

Email the team

thgpcg.ais@nhs.net

Website

www.gpcaregroup.org

Social media

Follow us    @THGPCareGroup



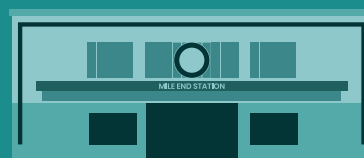
Advocacy & Interpreting Service

A free and confidential service ensuring everyone in Tower Hamlets can access primary healthcare



TOWER HAMLETS
**GP CARE
GROUP** cic

LOCAL PEOPLE, LOCAL HEALTH





Who are we?

The Tower Hamlets Advocacy and Interpreting Service (THAIS) is a free and confidential service for anyone requiring healthcare who is registered with one of our partner GP practices plus a small group of additional organisations.

We provide bilingual advocacy, interpreting and translation services either face-to-face, over the telephone and via email.

Our health advocates, many of whom are degree qualified in the subject, use a range of skills, knowledge and experience in support of their multi-lingual abilities.

As well as being trained in interpreting techniques, specialist terminology and managing three-way communications, they are also a valuable source of cultural background information.

What do we do?

We facilitate communication between health professionals and people by bridging language and cultural barriers, enabling service users to achieve better access to their local primary health and social care services.

The service also helps individuals to make informed choices about their health with full involvement in their care plan and treatment.

What languages do we speak?

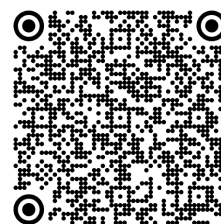
From Acholi to Zulu we provide access to more than 150 languages, including:

Cantonese | Bengali | Mandarin
| Spanish | British Sign Language
| Russian | Arabic | Portuguese |
Italian | Somali | Polish | Sylheti
| Romanian | Farsi | Bulgarian
| Lithuanian | Urdu | Albanian
| Kurdish | Punjabi | French |
Hindi | Pashtu | Tamil | Turkish

British Sign Language (BSL)

This support can now be accessed through **Sign Live**. Deaf BSL patients can learn how to use **Sign Live** to call into their GPs by clicking on <https://tinyurl.com/Learn-Sign-Live>

Those deaf BSL patients, who have used **Sign Live** before can scan the QR Code shown and access Sign Live service instantly:



Face to Face BSL requests can be made through our Electronic Booking system – 'Interpreter Intelligence' in GPs or dial **020 4526 8323** or email: thgpcg.ais@nhs.net

