



Leeds
Health & Care
Partnership

Language Empire Cancer Screening Champions

September 2022

#TeamLeeds

Language Empire Services for General Practice

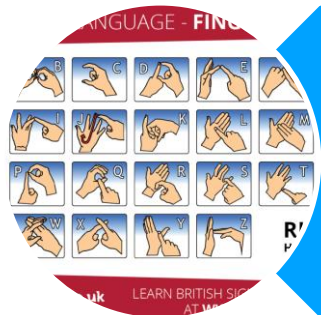
Note this service cannot be accessed for other appointments or activities which are outside the remit of General Practice and Primary Care Networks



TELEPHONE
INTERPRETING (TI) -
(SPOKEN)



FACE TO FACE
INTERPRETING (F2F) -
(SPOKEN AND NON-
SPOKEN)



British sign language
interpretation

Pre booked appointments
through the
portal or phone line

On demand
(same day appointments)
through the portal or phone line

If you cannot access our online portal
you can send a completed
Interpreter Request Form to
bookings@language-empire.com

Language Empire: How to access

All Practices received an electronic pack in Sept 2020, which provided the unique code

You will need to have .

1. **Your Location ID – this is an eight-digit access code**
2. **Your name and the department from which you are calling**
3. **The language you require interpreting – if you need help to identify the correct language you can refer to our Language ID Chart for help**

If the person that requires the TI (telephone) service is not with you, and you want a three-way conversation, let us know and we will ask you for their contact details

Email: bookings@empire-groupuk.com

Telephone: **0330 20 20 270 or 0800 1601 786**

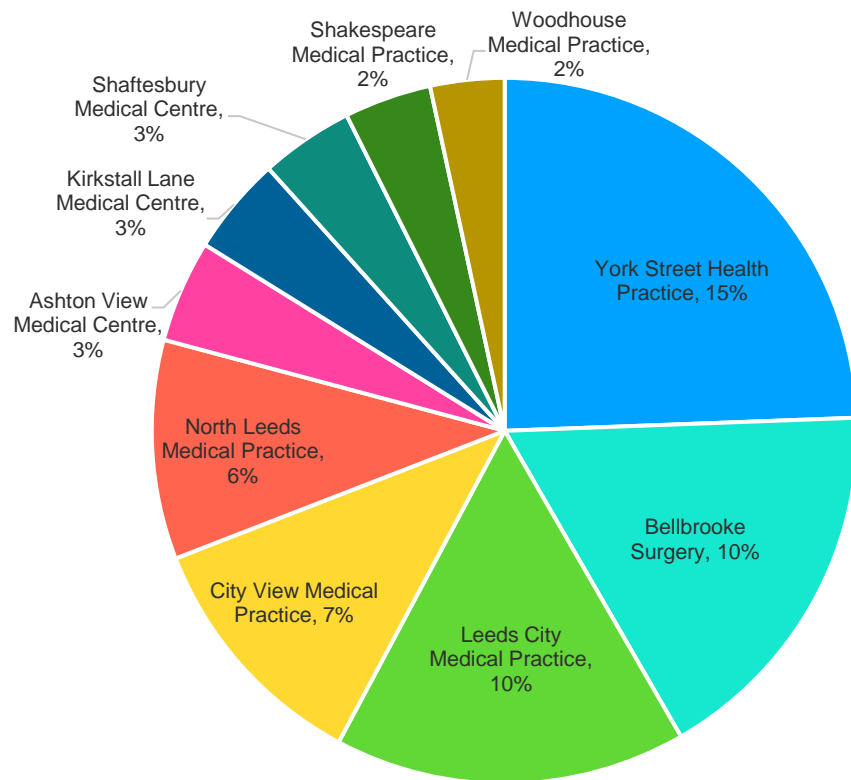
A tutorial on how to use the portal can be found through the following link, this was recorded in Aug 2020:

<https://vimeo.com/451466484/089c0938f7>

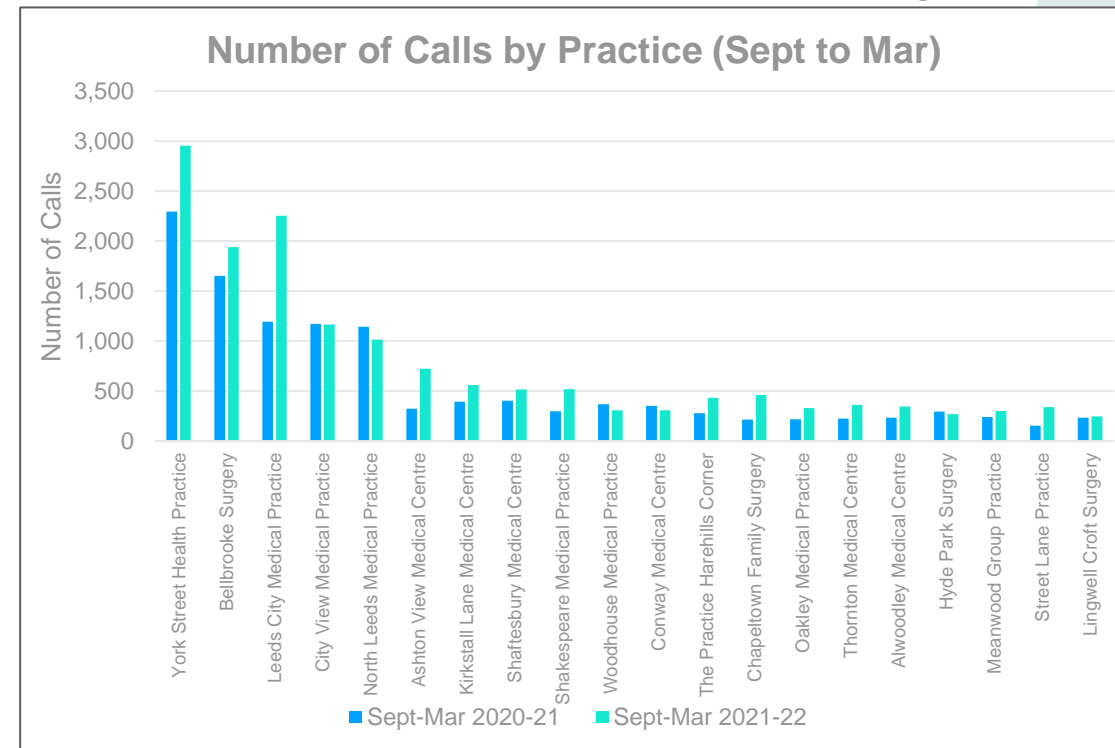
Call Data – Practice Breakdown

York Street Health Practice is the highest user – accounting for 15% of calls since September 2020
Leeds City Medical has seen the highest increase usage in 2021-22, with a further 1,058 calls compared to the 2020-21

Top 10 Practices – Overall Usage

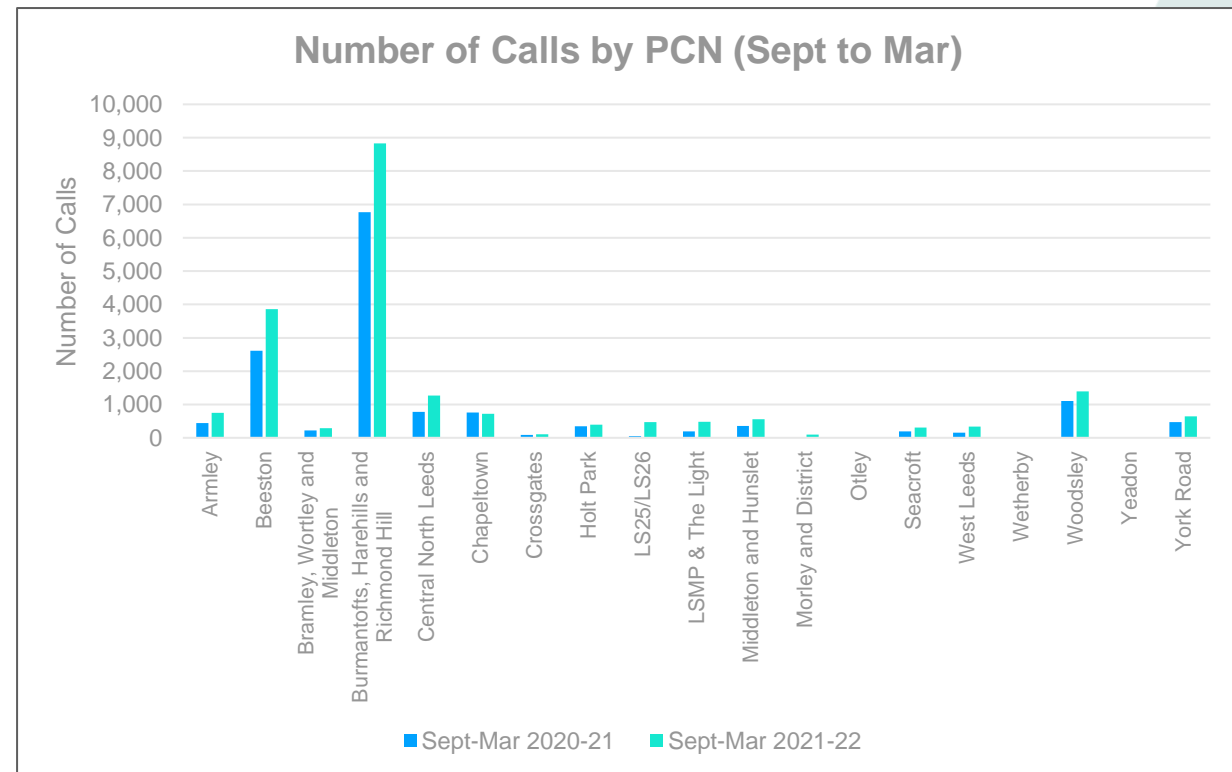
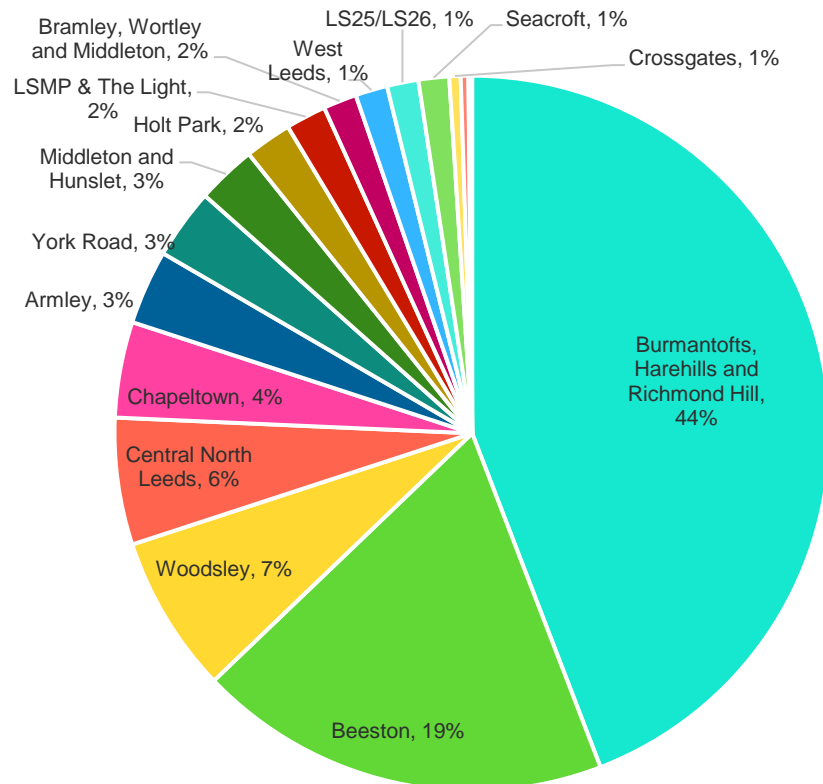


Top 20 Practices – Year on Year Usage



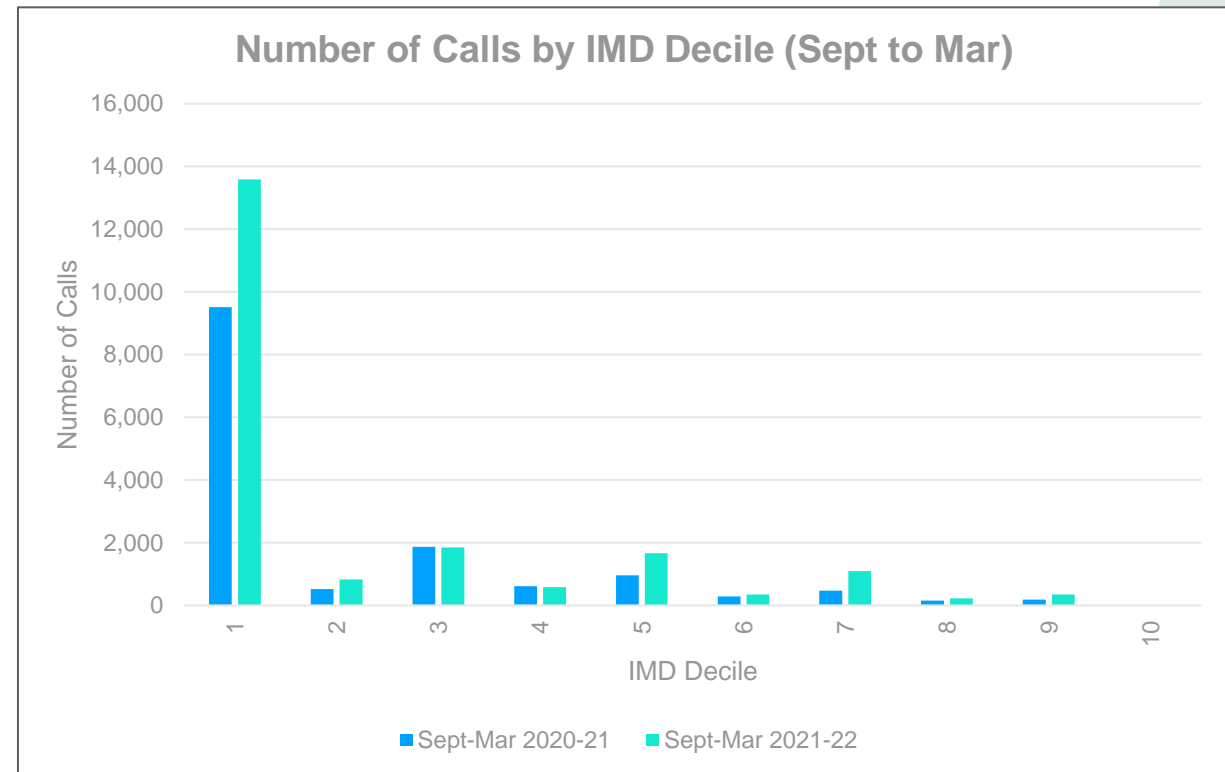
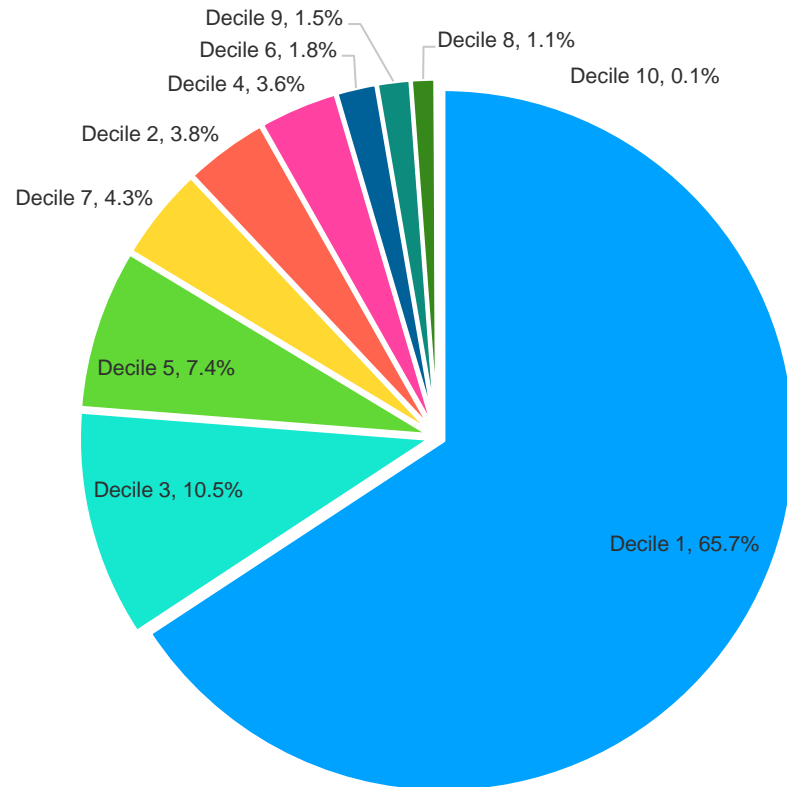
Call Data –PCN Breakdown

BHR PCN are the highest using PCN – accounting for 44% of the calls
In 2021-22 for BHR the number of calls has increased by 2,069 compared to 2020-21



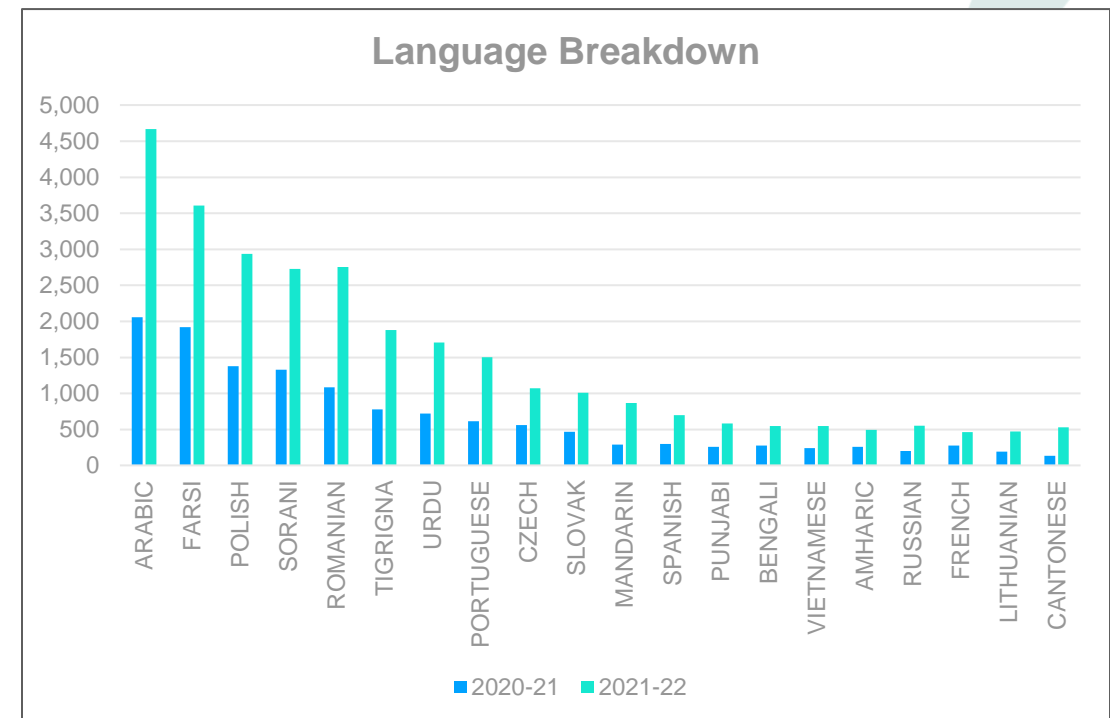
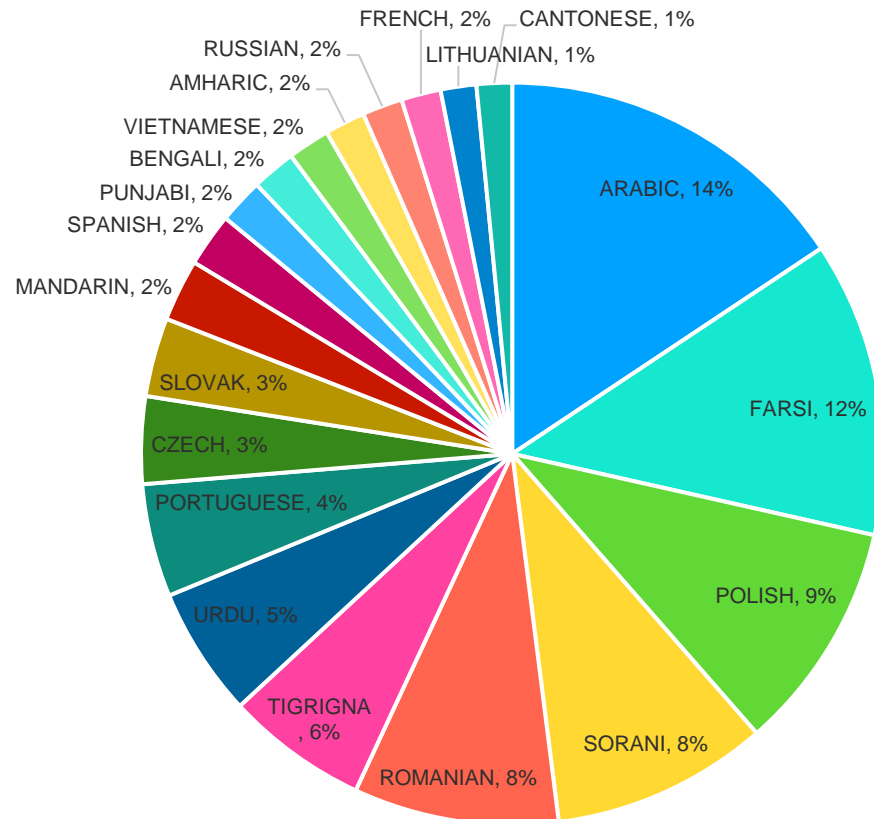
Call Data –IMD Decile Breakdown

Practices in IMD Decile 1 account for 65.7% of the calls



Call Data – Language Breakdown

Below are the top 20 languages required
Arabic accounts for the highest proportion, 14%



Finally,



Things to consider when potentially using the service:

- When you would use the service and what other alternatives have you used such as Easy Read leaflets
- Think about how can it contribute to supporting the improvement in uptake?
- Consider how you can share feedback on the use of the service for you and the patients
- Include the relevant clinical system read code within the consultation record

Please do not use this for group conversations without discussions with the Primary Care Integration Unit contact: wyicb-leeds.primarycare@nhs.net