New service for people who use British Sign Language (BSL)

We have a new service to help people who use BSL talk to their GP surgery.

How to Use the Service

- Go to our website and click the link.
- You can use the service from 8:00am to 6:30pm, Monday to Friday.
- You will be asked a few questions.
- You will be connected to a BSL interpreter.
- Tell the interpreter which GP surgery you want to talk to.
- The interpreter will call your GP surgery and help you talk to them.

BSL Interpreters for Appointments

- We can give you a BSL video interpreter when you come for your appointment. You do not need to book this in advance.
- If you want an interpreter to come in person, please tell us as soon as you can. We usually need 2–3 weeks to book a face-to-face interpreter.
- Sometimes, we cannot get a face-to-face interpreter because there are not enough BSL interpreters. If this happens, we will give you a video interpreter.

Need More Help?

If you need information in a different format or language, or if you have special communication needs, please tell us. We will do our best to help you.