

A close-up photograph of two hands in sign language. The left hand is on the left side of the frame, with the index and middle fingers extended upwards and slightly to the right. The right hand is on the right side of the frame, with the index and middle fingers extended downwards and slightly to the left. The background is black.

# Adult Social Services & Primary Care Trust

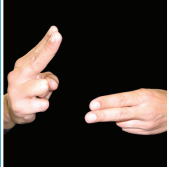
## Sign Language Interpreting Service

Information for Deaf users

Islington  
Primary Care Trust



ISLINGTON



**Islington's Sign Language Interpreting Service provides interpreters to Islington Council and the Primary Care Trust (PCT). If you need a Sign Language Interpreter for your council or health appointment please get in touch with us (see back page for contact details).**

### **Where can I use the interpreter?**

You can use the Sign Language Interpreter for anything to do with Islington Council or the PCT.

### **Islington Council**

- Social Services (eg appointments with Social Workers)
- Housing (eg rent arrears, repairs and tenants meetings)
- Schools
- Sports and Leisure Centres (Aquaterra)
- Council Tax/Housing Benefit

### **Islington Primary Care Trust**

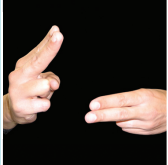
- GP appointments
- NHS dentists
- NHS optometrists (eye tests)
- Health centres

**We are sorry but we CANNOT interpret for HOSPITAL appointments. The hospital must book the interpreter for you.**



### **Confused?**

**Not sure if you can use the Sign Language Interpreting service for your appointment? Please contact us to ask!**



## **Free**

This service is free to Deaf people. It can be used by any Deaf person using any Islington Council or Islington Primary Care Trust (PCT) service.

## **Confidential**

Everything that happens in your appointment is confidential. The interpreter will not discuss the details of your appointment with anyone without your permission.

## **Independent**

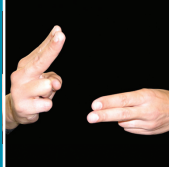
Although the Sign Language Interpreting Service is at the same office as the Social Workers, you do not have to ask the social worker to book an interpreter. The Sign Language Interpreting Service is different from the Social Workers.

## **Complaints**

If you are not happy with the service you have received, you can make a complaint. Firstly, you can make an informal complaint to the manager of the service. If you feel that the problem has not been sorted out, you can make a formal complaint by letter, fax, video or face to face.

## **Don't be disappointed**

When you need to book an interpreter, please give us as much notice as possible. If you can give us two – three weeks notice, we will find it easier to find an interpreter for you.



## How can I book a sign language interpreter?

If you want to book an interpreter, please contact us:



(020) 7527 3396 **(voice)**



(020) 7527 6067 **(minicom)**



(020) 7527 3275 **(fax)**



07816 820795 **(mobile)**



[interpreter.signlanguage@islington.gov.uk](mailto:interpreter.signlanguage@islington.gov.uk) **(email)**



### **Sign Language Interpreting Service**

166 Upper Street, London, N1 1XU



**When booking a Sign Language Interpreter,  
please give as much notice as possible in  
order to avoid disappointment.**