

Opening Hours

Monday - Friday

8am – 6.30pm

Advocacy & Interpreting Service

We are a free and confidential service for anyone requiring additional support to access healthcare through one of our partner GP practices plus a small group of additional organisations in Tower Hamlets and Waltham Forest.

We operate an on-demand telephone service for Bengali/Sylheti, Somali, Spanish, Turkish, Chinese, Vietnamese, Arabic languages. To access this service, dial: 020 4526 8323.

We also use Newham Language Shop (NLS) for languages we do not employ in-house and during out of hours. Practices can access NLS, dial: 0203 3768185 and you must have an Access Code.

Use of Newham Language Shop for Bengali/Sylheti between 9am - 5pm is not allowed as the service has sufficient in-house capacity.

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 visiting: <https://tinyurl.com/Learn-Sign-Live>
- Deaf BSL patients who have used Sign Live before can scan the QR Code, shown here, and access the Sign Live service instantly.
- Face to Face BSL requests can be made through our Electronic Booking system – 'Interpreter Intelligence' in GPs, dial 020 4526 8323 or email: thgpcg.ais@nhs.net

