

## GRIP customers receive...

- A **dedicated and experienced operations team** who process and confirm bookings at very short notice. Bookings can be made 24/7 by faxing a completed booking form, as for NHS providers, they can also access the GRIP online services to make bookings directly.
- **Qualified interpreters** recruited with a strict selection process, and who have immigration, CRB and Occupational Health clearances (vaccinations, health checks, etc)
- **Reliable and punctual** interpreters who will attend at the appropriate venue and will introduce themselves using a **GRIP NHS ID card**.
- **Simple and transparent charges** inclusive of all expenses i.e. travel and waiting time, and the **same for all languages**. Payments are charged per booking in full for the first interpreting hour, subsequent hours are paid pro rata and rounded up to the nearest 15 minutes.
- **60 days of Interest free payment period:** monthly invoices are sent to customers after the service has been provided, and payment is due within 30 days of the invoice being issued.
- **Fully itemised report** with the invoice, listing details of each booking for the required payment. In addition **annual analysis** reports of language use/trends, department use, cost analysis, booking outcomes, etc are available upon request.

### For further information please contact:

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