

Healthcare Localization

for United Kingdom Primary Access Care

OBJECTIVE

Localize Somali patient intake, referral, and educational documents for a compliance-focused LSP serving NHS primary care providers across the U.K.

APPROACH



Terminology Harmonization

Cross-referenced NHS guidelines with privacy clauses



Accessibility Audit

Advised layout changes to aid low-literacy & impaired users



Tone and Format

Delivered translations with culturally intuitive phrasing

MEASURES

- > Refined layout + terminology clarity
- > Simplified format + tone alignment
- > Reduced complexity via modular translation
- > Reframed tone and document flow

RESULTS

- Improved registration and referral accuracy
- Broader usability across Somali-speaking patients

“Clarity in translation is the first step toward equity in care. Localization builds trust where systems meet language.”

— Delivered by Abdifatah Aden