



CUSTOMER
SERVICE
EXCELLENCE



POSITIVE FEEDBACK –1st QUARTER 2019-20

SERVICE PROVIDERS

Nigel Morris, Community Psychiatric Nurse, SPFT (April 2019)

I have had the pleasure of working with Arabic Interpreter [B] over the past twelve months.

His involvement in the case was integral to its successful outcome. He and the client were originally from the same part of the world and interpretation was most effective as a consequence of this. It helped me immensely to form a therapeutic relationship with the client that is essential to aid recovery.

On a personal note [B] improved my knowledge of Algerian Arabic especially with the seamless incorporation of French words and phrases into the translation. Following this it was clear why the client asked for him specifically. It is also something that has informed my practice and I will take country of origin and dialect into account when thinking about translation services.

I hope to work with him again should the occasion arise in the future.

Clare Gourlay, midwife, RSCH, BSUHT (June 2019)

I would like to book Albanian Interpreter [C] for the next appointment. It has been wonderful wonderful to have had [C] as an interpreter - she is very helpful and clear in her communication - thank you!

Sally Ashe, Approved Mental Health Professional, Adult Social Care, BHCC (May 19)

Thank you so much for your help today, you made the process very easy, which I appreciated.

The Albanian Interpreter [D] was a great help under difficult circumstances and was very clear about his role and responsibilities which was critical for this piece of legal work.

Rachael Coker, South East Strategic Partnership for Migration (May 19)

We would just like to say a huge thank you much for your very interesting presentations yesterday. The combination of scene setting and hearing from Arabic Interpreter [E]'s own experience worked really well.

To hear an example of where these services are working well and have been well thought out, gives a model for other areas to consider. We felt it also complemented the other presentations very well.

Helen Philips, Hearing Screener, BSUH (June 2019)

There is an Arabic interpreter [F] who often comes to our department. I have worked with her many times over the last 4 years and she provides such excellent interpreting service,

I am never hesitant that she is doing a really good job and truly cares for the service user. She goes above and beyond- has come back to me to help translate for a patient that we forgot to make a booking for, and she builds good relationships with the patients. I always feel happy when I see that she is the interpreter.

What a wonderful person to have, especially when patients are vulnerable and need kindness and a competent interpreter. Thank you.

SERVICE USERS

Portuguese Speaker about the Community Navigation Plus - Social Prescribing

First of all, I am very grateful for your commitment, and for the great example you provide how to look after and help people.

We are very happy for you to be part of our every achievement and of each journey we complete. We are certain of one thing; we came from a very distant place and we were not sure of our purpose in life.

Here in England we are learning the true meaning of how to look after people. We are feeling welcomed and embraced by you, as you show so much generosity.

May God bless all your lives. Grateful and wishing you happiness.