



### **Unsolicited Feedback about SIS Community Interpreting Provision**

We would like to extend our compliments to the interpreter we used today. **The interpreter put the patient at ease and had a lovely professional manner.**

*(April 2024)*

**Stella Toth, Wellbourne Health Centre**

Can I just take this opportunity to thank the interpreter for today's session. **There was some difficult content, but the interpreter did a great job and remained professional throughout.** *(July 2024)*

**Philip Burrow – Cognitive Behaviour Therapist, NHS West Sussex Talking Therapies**

**The client said the interpreter was very kind and translated really well for her over the weeks. She expressed a lot of gratitude for the support.** I would also personally like to add that she translated very well for me, and was very professional. *(July 2024)*

**Amy King – Lead Psychological Wellbeing Practitioner – NHS Talking Therapies Supervisor**

Please do feedback to the interpreter that they were immensely supportive and flexible to accommodate for our needs. **The interpreter was very engaging with the client, and enabled the session to run smoothly. He supported our understanding of the events more, and was able to facilitate seamless communication.** Thank you again for his support *(Aug 2024)*

**Valeria Yuen – Clinical Lead, West Assessment and Treatment Service, SPFT**

The interpreter for Tuesday's appointment was superb, **she was very professional and a delight to work with.** *(Aug 2024)*

**Grace Smyth – Service Delivery Manager, St. Luke's Advice Service**

I have just used an excellent Polish interpreter for a lengthy appt that also involved completing the AQ50 (Autism Spectrum Quotient). **Both me and the**

**patient agreed that she was fantastic and I'd just like the service to know,** I think when someone shines they need to know about. *(Sept 2024)*

**St Peter's Medical Centre**

**The interpreter demonstrated warmth and understanding** with the parents. She communicated wonderfully with me and the parents and translated the information very well and clearly. **Everyone in the room came away with a really good understanding and found reassurance related to the nature and content of the meeting and interpreter's careful communications.** *(Sept 2024)*

**Helen Ward - Educational Psychologist, West Sussex County Council**

The assessment went very well. The interpreter was very patient when responding to questions and very thorough with her interpreting. **I felt the client was very reassured by the presence of the interpreter and more understanding of the services that we could offer.** *(Sept 2024)*

**Pauline - Crossroads Care.**

**The interpreter has educated not only myself but also a nurse colleague in how to ensure a session with an interpreter present can work best. He explained clearly and succinctly to us and I feel better equipped now for all the sessions I do with an interpreter present.** Please pass on this complement and my thanks. I would like to write a brief article together for my speech and language therapy colleagues to share my learnings. *(Sept 2024)*

**Heather Robinson - Specialist in Stammering and Dysfluency, Adult Community Speech and Language Therapy**

I just wanted to say how great the interpreter was yesterday. I have never worked with a translator before and it was an eye-opening experience to watch! **We gathered so much useful information and this wouldn't be possible without her.** *(Oct 2024)*

**Zoe Gilboy - Occupational Therapy Student, Amberstone Rehabilitation Hospital**

Just a big thank you for the work of the interpreter. **She had attended 16 sessions with this patient and we couldn't have got the good results without her hard work and effort,** so many, many thanks. *(Nov 2024)*

**Karen Shute - Cognitive Behavioural Therapist, Health in Mind**

Please pass on our thanks to the interpreter, she did an amazing job. Our school staff and the parent really appreciated her help and we hope to be able to work with her as needed in the future. (Nov 2024)

**Hana Adler – West Sussex Schools**

I just wanted to write to give some feedback on the interpreter – he was brilliant! **He had a really open, friendly air about him, whilst of course, being professional.** I hope I get him. (Dec 2024)

**Jess Winstanley – Psychological Wellbeing Practitioner. NHS West Sussex Talking Therapies**

I was writing to compliment the interpreter I had in my appointment last Wednesday. **He was calm, explained things very well** (Dec 2025)

**James Williams – First Contact Physiotherapist, Crawley Hospital**

I just wanted to take the time to highlight the wonderful work of your interpreter. He supported me in completing a challenging mental health assessment for a refugee and in 2 subsequent follow-up calls.

He was an excellent interpreter. **I could tell that he was translating my words directly; when I used the patient's name or expressed empathy in my tone this carried this across. He also double-checked with me often to make sure he understood me. If he ever broke off to have an exchange with a patient, he informed me that he had been clarifying/repeating something. It always felt like a 2-way conversation with the interpreter skillfully facilitating this. He also gave me some important contextual information about the patient's country of origin which helped me to better understand the patient's problems.**

The interpreter was thorough, attentive, and very helpful and flexible, and dealt with some difficult subject matter with grace and kindness. He was an absolute delight to work with. (Feb 2025)

**Danni Cooper-Evans – Senior Psychological Wellbeing Practitioner, NHS West Sussex Talking Therapies**

The interpreter that came to our session this afternoon showed up early and was friendly and professional throughout the meeting. He did an amazing job

interpreting and we managed to get through a lot of dense paperwork faster than we had expected. **He seemed to have good rapport with our client and we found him incredibly helpful.** *(Feb 2025)*

**Portland road GP Surgery**

### **Recipients of the NHS Sussex Funded Discretionary Grant for VCSE Organisations**

The client was very isolated and vulnerable – a survivor of domestic abuse and sexual abuse. Her mental health and physical health were affecting her badly. The interpreting meant we could identify the client's needs and provide comprehensive support for her. **The client felt less alone and more hopeful with the interpreter's support.** *(April 2024)*

**Siri Arelertworakul – Caseworker & Cost of Living Programme Project Lead,  
Network for International Women**

As an organisation we have felt that our Polish speaking clients have been at a disadvantage due to the communication barrier. Using Google translate affects the flow of a conversation and I find I'm having to shorten what I am trying to get across which leaves me wondering whether the full message has been received.

**Having the translator has created an easier exchange of information as there are no massive delays while I type into Google Translate** and then have my client type his response plus, it is very impersonal, especially when we are having to discuss real life issues. *(July 2024)*

**Elise Cooper – Turning Tides (West Sussex Homelessness Charity)**

These sessions with an **interpreter helped us to fully understand our clients needs and the support he requires.** *(Oct 2024)*

**Ella King, Refugee Radio**

The interpreter was fantastic. It felt like an easy, and smooth process – she was warm, friendly and caring.

Being able to access this free service meant that we were able to support the client, and through the interpreter, understanding her needs well. **We want to make sure as many people as possible, from different backgrounds can access mental health support, and your service has enabled this to happen** – thank you! *(Nov 2024)*

**Louise Flowers, West Sussex Mind**

The client was applying for a college course to develop their skills in the construction sector. The forms can be challenging to fill out especially because of sector specific language, **The interpreter was essential to help them achieve their education goal – aiding with the filling out of the form and understanding the process. I'm confident this would not have been successful or achievable without the interpreter.** *(Nov 2024)*

**Will Vaughan – Senior Coach, EVOLVE, YMCA Brighton**

The interpreter was really great. It was for a group event and we had several Arabic speakers attending, **the interpreter meant we were able to converse easily and provide support right there and then. We would have been lost without the interpreter!** *(Dec 2024)*

**Jo Muntus – CAB Energyworks**

I am writing to ask that you pass on a huge thank you to the interpreter. The conversation with the client was more complex and lasted far longer than expected, but the interpreter maintained empathy and professionalism throughout the meeting. **She was truly a massive help to create a supportive environment for someone during a very difficult situation.** *(Feb 2025)*

**Em Di Giovanna – LGBTQ+ Independent Domestic Violence Advisor, Switchboard**

The interpreter showed up early and was friendly and professional throughout the meeting. He did an amazing job interpreting and we managed to get through a lot of dense paperwork faster than we had expected. **He seemed to have good rapport with our client and we found him incredibly helpful.** *(Feb 2025)*

**Tobias Bannister-Parker, Cover Staff, Archway Project, BHT Sussex**

Interpreting support from SIS allows us to ensure that all parent carers are better able to understand their situation, and receive quality information and advice.

*(Mar 2025)*

**Amaze SENDIASS Team**