

POSITIVE FEEDBACK –2nd QUARTER 2017-18

SERVICE PROVIDERS

3 x Thank yous for information provided and responsiveness of the service

Sara Gordon – Diabetic Retinopathy, RSCH, BSUH (Sept 2017)

FANTASTIC!

You guys never let us down

Catherine Brown - Casework Manager, Voices in Exile (July 2017)

Thank you to SIS for all your support - access to the free interpreting (via CCG Discretionary Grant for V&C groups) has proved a lifesaver on many occasions.

Claire Huggett - Cardiac Rehabilitation Sister, PRH, BSUH (August 2017)

I would just like to take this opportunity to say how good the interpreters we have had recently have been. The patients who needed them found them extremely helpful and pleasant. Thank you.

Stephanie Hunt - Lead Practitioner, Assessment & Treatment Centre, Millview, SPFT (Aug 2017)

Arabic Community Interpreter [Q] was fantastic and really great at listening to service users. Q was very sensitive towards the service user during what was a complex session lasting one hour and forty minutes. Q's dialect was the same as the service user's which was great as it avoids potential misrepresentation.

Dr Genevieve Allum - Salaried GP, Brighton Health and Wellbeing Centre (July 2017)

I just wanted to give some feedback about an Arabic community interpreter [W]. I have been seeing a patient for approximately 18 months who has always used W as his interpreter and I have found him to always be very professional and helpful, allowing me to build up a good relationship with the patient in question. Also I know that the patient is unwilling to see me with a different interpreter as he has been able to build a great rapport with W. I wouldn't hesitate to recommend W to any other Arabic speaking patients who were struggling with their interpreter. I also appreciate that W has knowledge of local services for refugees (e.g. Voices in Exile, Refugee Radio) that I was initially not familiar with myself.

Lucy Bryson - Community Safety Manager, Refugees and Migrants, BHCC (July 2017)

I just wanted to express my appreciation of the interpreting work of Arabic Community Interpreter [E] who helped me carry out a visit to one of the Syrian households the other day. E's approach was so clear and so focused on ensuring mutual understanding. I particularly liked the way that he picked out individual words in Arabic and explained their meaning in some depth. Being a linguist myself, I could appreciate another lover of language! I don't often use community interpreters in my work, so it was good to be a client of SIS for a change

Michelle Pooley - Community Engagement Co-ordinator, BHCC (July 2017)

It is great news that SIS is thinking of working with the bilingual community researchers initially trained for the BHCC commissioned International Migrants Needs Assessment. Please keep us updated on how it goes as we want to make sure that we have chances to ensure that the skills of these researchers get used.

SERVICE USERS

Mandarin Speaking SU (July 2017)

Thank you very much to SIS for the quick respond to my emergency need for an interpreter in maternity at 2am this morning and for the interpreting throughout the night until my baby was born.

Russian Speaking SU (September 2017)

It is great that SIS is helping people continuously; that we know the drop-in will be available twice a month for us to access this help. It is a pleasant all round experience to come to the drop-in because the Volunteer Linguists have a positive, empathic attitude and are always willing to help.

I feel that SIS has a more action-orientated approach; there is not too much bureaucracy to go through before receiving the necessary support.

I see SIS as the centre point that links me to all the other services in the city. As long as this service exists, it will be so much easier for residents to navigate the city; without the service, there can be so much stress for the service users and their families.

Feedback from 35 Service Users in 7 languages who attended the SIS Service User Day on 25th September 2017 will be reported separately.

SESSIONAL WORKERS

Polish speaking Community Interpreter (May 2017)

I really loved to work for SIS and it was so difficult for me to leave my interpreting job to go to a permanent position.

I would like to say thank you for all the support and understanding I received during all these years and I hope I see you again.

Exit questionnaire comments (anon) (August 2017)

The SIS coordination team are all very professional, polite, friendly and kind. Whenever I called they were happy to talk with me and when I needed any information during my sessions I was always given good guidance.

I was always paid on time and the payslips were clear, I never needed to query anything.

Exit Questionnaire from Spanish/Italian speaking Community Interpreter (August 2017)

I really valued the support given by the friendly and professional staff who were always available.