



POSITIVE FEEDBACK –2nd QUARTER 2017-18

SERVICE PROVIDERS

1 x Thank yous for information, responsiveness, politeness of the service and staff

Julia Davis – Claude Nicol Centre, RSCH, BSUH (Oct 2017)

I would like to provide some positive feedback on how impressed I was by Romanian CI [A]'s professionalism, tact and kindness during an appointment he attended.

Please pass on our thanks

Emma Baker - Independent Sexual Violence Advisor, Survivor's Network (Dec 2017)

My experience of using Turkish CI [B] as an interpreter was extremely positive. The content of the session included very sensitive discussions relating to domestic abuse and sexual violence. My experience of B's style was that sensitivity was displayed throughout, through tone and non verbal communication. This included displaying empathy and warmth when hearing the nature of the abuse. I was struck by her skill in conveying long sentencing from the client to me, whilst displaying said empathy. The client appeared to be able to share her story with two strangers, thus demonstrating a level of trust of the interpreter.

The nature of the intervention meant that assessment wasn't needed but the presence of the interpreter enabled the client to access of our service which she wouldn't have been able to otherwise. Given that we were discussing serious sexual assault, reporting options and suicidal ideation the meeting was very much needed and the style of the interpreter provided a safe space in which to have these discussions.

Thank you all for providing this service.

Sally-Ann Lewes – West Sussex Social Services (Nov2017)

We used an Italian CI [C] recently and the member of staff (Charlotte) who worked with her was very impressed and said she was very helpful and professional.

Thanks, hopefully we will work with her again in the future.

Georgia Aloof - Trauma & orthopaedics, Princess Royal Hospital, BSUH Nov 2017)

Thank you for sending Arabic Community Interpreter [D]. She delivered an amazing service for us. We had been struggling to engage effectively with our patient who was very fearful and worried. D's empathetic approach to her work helped to make the patient feel more relaxed and had a really positive impact on their general wellbeing.

Norah Carr – BNCC (Oct 2017)

Although I've used your service to get a library flyer translated I've never been on your website until now...it's great. Really interesting and informative. I'll be checking it out regularly!

SESSIONAL WORKERS

Portuguese speaking Community Interpreter and Bilingual Advocate (Jan 2018)

The Project Coordinator's contribution and support for the bilingual advocates and volunteer linguists have been invaluable.

Arabic/Spanish/Portuguese Volunteer Linguists (Jan 2018)

Thank you [Quality Assurance Manager] and the Project Coordinator immeasurably for your efforts over the last few years with all that entails with the Health Promotion Project.

All the Volunteer linguists absolutely love doing the work, attending the drop in, the reference groups and going on the training opportunities. The project has become a significant part of our lives and we are thrilled that it is set to continue and grow for at least another year.

Exit Questionnaire from French/Creole speaking Community Interpreter (Nov 2017)

The things I valued the most about working for SIS was being part of a process that brought clients and service providers together to expedite their needs. On the side of service users, I could bring them insights into the English language and British culture and on the side of the service providers an insight into linguistic and cultural differences. Most of all just bridging two languages to have one understanding and the joy of aiding and abetting in order to generally improve their situation. Thank you SIS, for the privilege.