



## **POSITIVE FEEDBACK –4th QUARTER 2018-19**

### **SERVICE PROVIDERS**

#### **James Parlett - Approved Mental Health Professional, SPT (Mar 19)**

I just wanted to give some feedback for the Greek Interpreter [P] we had for the mental health act assessment on Friday last week.

The doctors, the care coordinator and I all felt P was fantastic. She was brilliant at conveying some very difficult Mental Health terms and legislation to the individual being assessed and she also had great interpersonal skills.

Having P there has improved our relationship with the client and he has now agreed to engage with our service again, I feel this was largely due to her involvement and her ability to build relationships in a very short space of time.

#### **Dawn Cooper - Midwife, Western Sussex Hospitals Trust (Feb 2019)**

Thank you very much for providing Turkish Interpreter [Q] for the maternity appointment at Princess Royal Hospital. It was great to have a face to face interpreter and made a huge difference to the appointment. It's a shame we are no longer able to support her in this way.

#### **Christine Long - Admin assistant, Bladder & Bowel Service, BSUH (Mar 2018)**

Your Urdu Interpreter [R] was very efficient and effective at our appointment last week.

3 x thanks for the Coordination Team for help and responses

### **SESSIONAL WORKERS**

#### **Arabic Speaking Sessional Worker (Mar 2018)**

Thank you so much for your kind massage... please pass my gratitude to all the team, this made me so emotional! I'm really so lucky to part of such a kind and supportive team. Really much appreciated for everything.

**Bengali Speaking Sessional Worker (Mar 2019)**

I would like to take this opportunity to thank you all for all the help and support that I have received over the years. I have thoroughly enjoyed my time as a community interpreter and hopefully I can still work with you in some way or another.

Being an interpreter has taught me so many skills and I have met some amazing people. It has been a wonderful journey for which I am forever grateful. I must also say how wonderful I have found the SIS team to be. You have all, always been so helpful, patient, understanding and kind throughout and I am honoured to have been a part of that.

**Greek Speaking Sessional Worker (Mar 2019)**

Hello, I meant to write you this e mail long time ago. I want to let you know that when I had time I went to two service's workshops promoted by SIS through emails community news... I found very useful the links you share with us and it is important for networking and professional development. Thank you.

**Arabic Speaking Sessional Worker (Jan 2019)**

Thank you very much for your email. I really appreciate it and it feels really good to know that my work is valued by SIS.

2 x thanks for the Coordination Team for help and responses