

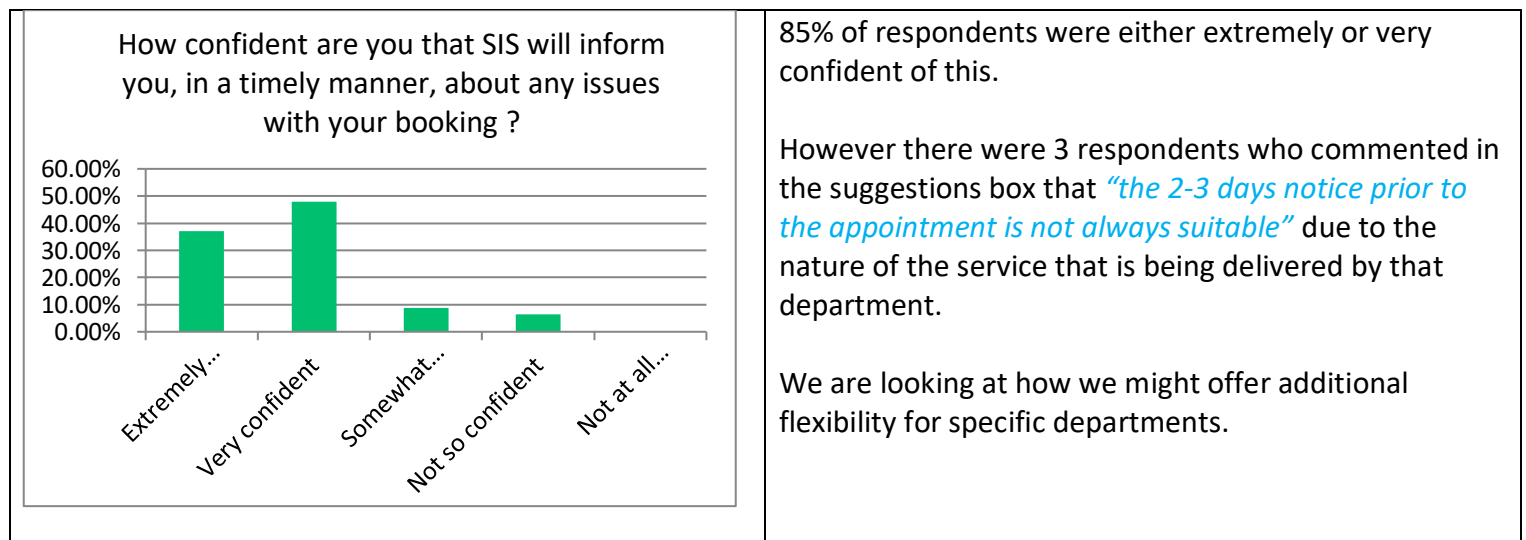
2022 Survey with SIS Service Providers

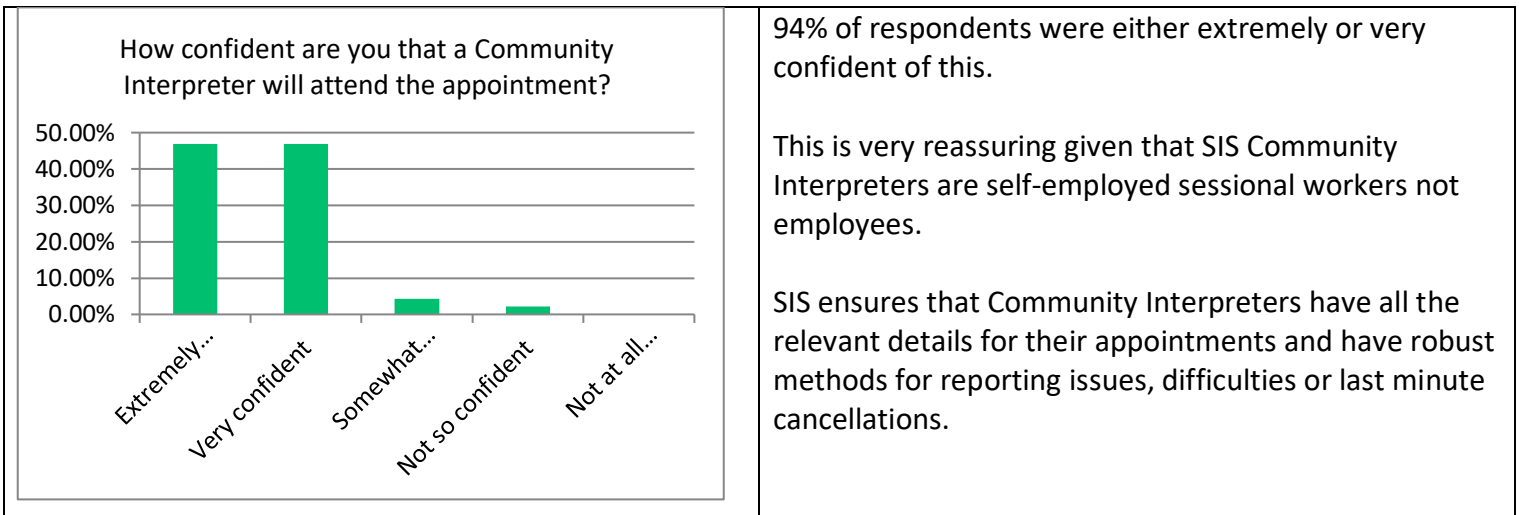
50 people completed the survey

Representing the following public services

- NHS England – dentistry
- Brighton and Sussex University Hospitals NHS Trust
- Sussex Community NHS Trust
- Sussex Partnership NHS Trust
- Brighton and Hove City Council

Bookings





Customers suggestions for improving the booking processes

All suggestions have been explored and, where possible, changes and enhancements have been implemented

- Updating clinician and admin staff details on E-Langserv
- Streamlining the process for making amendments to a booking
- Providing phone access to the coordination team for non-emergencies

3 respondents asked for information to access E-Langserv for smoother and more interactive bookings, details were sent to the individuals by SIS Digital Team.

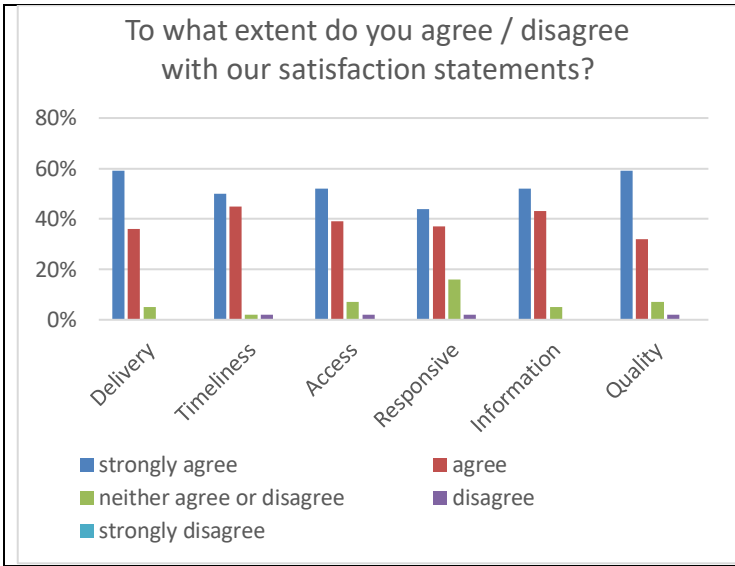
Additional positive feedback

- “I find it straightforward to use”*
- “[the booking process] is very well presented”*
- “None - service has been excellent”*
- “Staff are amazing thorough and always so helpful”*

Additional negative feedback

- “I don't find staff helpful and on occasion they have been rude if a last minute booking”.*

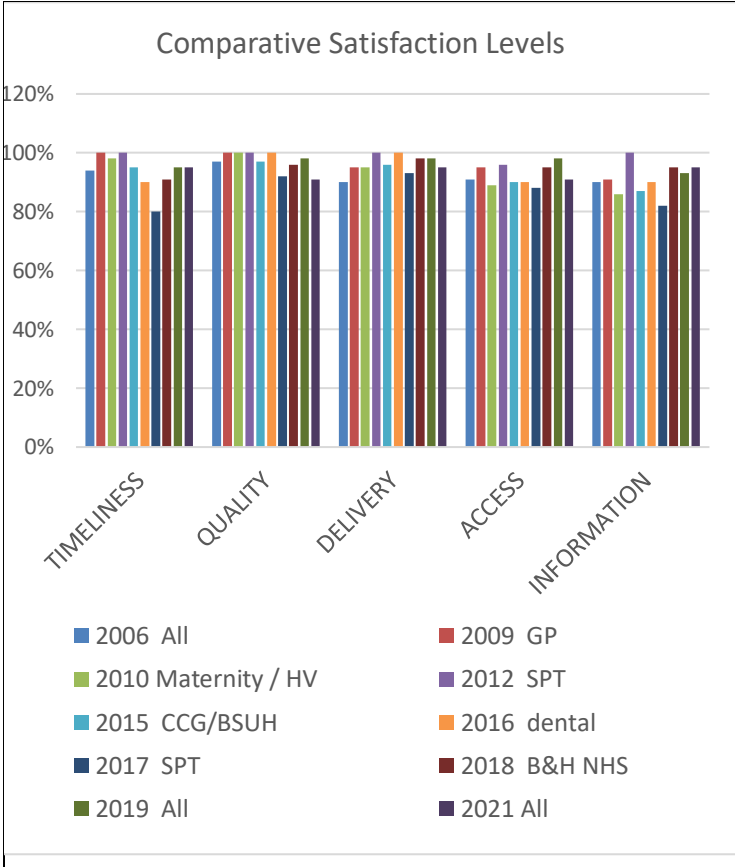
Satisfaction



Satisfaction scores were consistently high

Respondents were asked to state the degree to which they agreed or disagreed with the following statements

- SIS delivers professional services
- SIS provides prompt response to my needs
- SIS is easy to contact
- SIS respond proactively to feedback
- SIS explains it's service clearly
- SIS provides high quality services



SIS aims, year on year, to equal or better the % of respondents who agree or strongly agree with the satisfaction statements.

We narrowly missed these stretching and challenging targets, in some areas, between 2019 and the current 2022 survey. In the intervening period, which covers the pandemic, it was necessary to make many changes which may have affected satisfaction measures e.g.

- remote working and staff furlough will have affected delivery, access and timeliness
- social distancing, self- isolation and shielding will have affected delivery and timeliness
- introduction of telephone and video interpreting will have affected quality when compared with face to face interpreting

It is very reassuring that information provision continued at the same level as 2019, testament to efforts made in communicating changes and developments throughout the pandemic.

Customers suggestions for improving our service delivery

Suggested enhancements are already in place at SIS

- Keeping a data base of service user requirements e.g. dialect issues or interpreter preferences
- Ensuring interpreters have all the session details they need for each appointment

Additional positive feedback

“The SIS team do an amazing job - always extremely helpful and go out of their way to sort things out when there is a problem.”

“Continuity is very important in my work, and I'm very appreciative that SIS can usually provide a named interpreter

who has worked with the family before. I was also very impressed with the dedication of one particular employee, who worked alongside me, with pregnant Kurdish refugees, and travelled from London at every opportunity.”

“In my last SIS group call the interpreter went above and beyond to liaise with a parent to ensure the call/appointment went ahead and therefore a child got the support he needed.”

“Thank you for your excellent service, knowing we can rely on you makes booking an interpreter much less stressful”

“The interpreters are wonderful people”

“Excellent Service”

Additional negative feedback

“On odd occasions, interpreter turn up late or not at all, until you have chased them and they had forgotten.”

“One of the interpreters I have used has been very good- professional, and very attentive to the conversation. I have had one interpreter who I had to keep prompting as he just did not seem to be listening.”

“We cannot book by phone and SIS gives little notice of cancellations which can cause a great deal of stress for the patient as they often have transport arranged or family member to get them to their appointments ”

Net Promoter Score

Net Promoter Score (NPS) is a customer loyalty and satisfaction measurement taken by asking customers how likely they are to recommend SIS to a colleague. Respondents answer on a scale of 0-10 and a net promoter is calculated using a specific formula.

SIS scored 75 which means

“our customers love us and SIS is generating a lot of positive word-of-mouth from their referrals”

