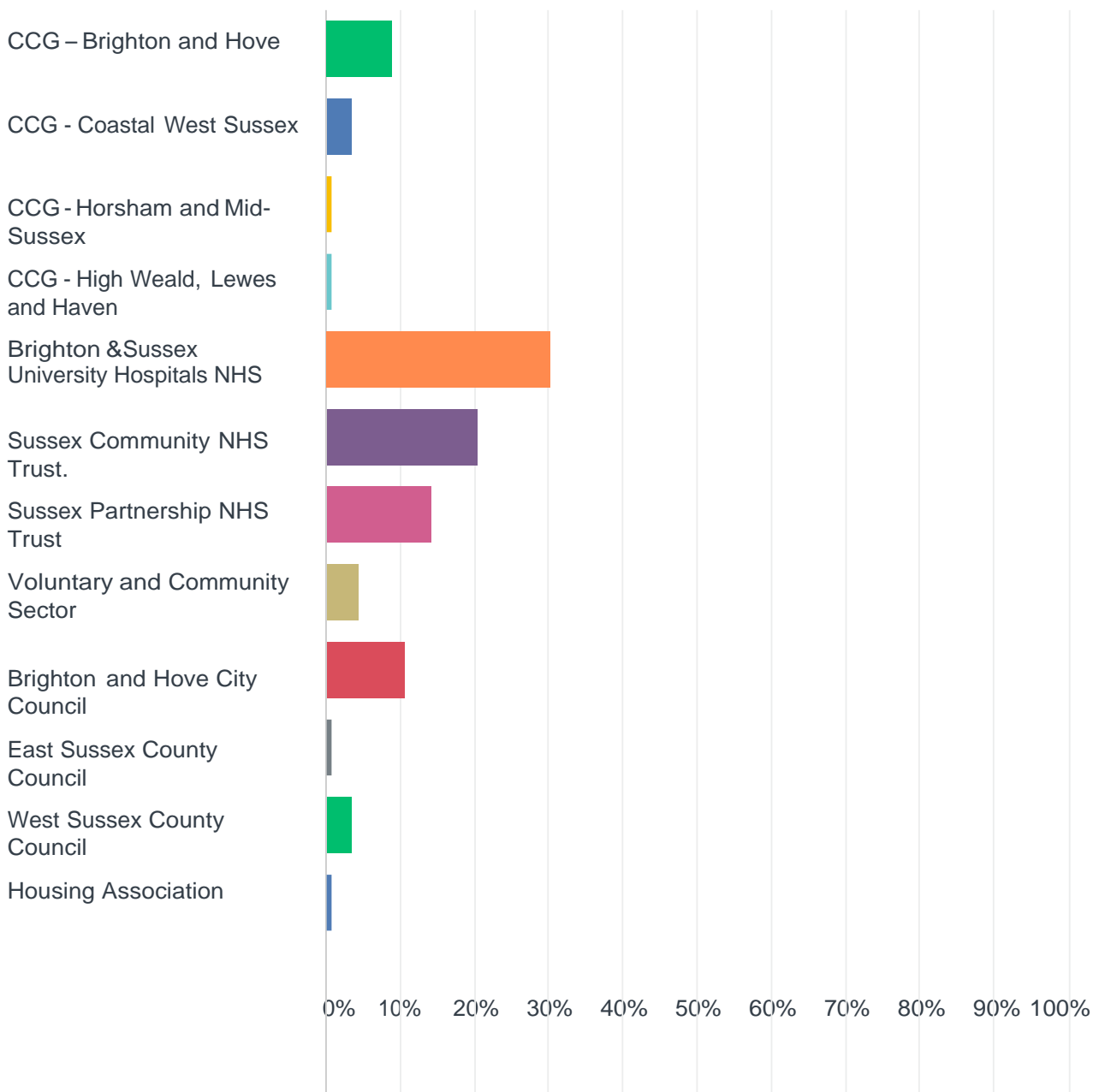


## 2019 Survey with NHS customers

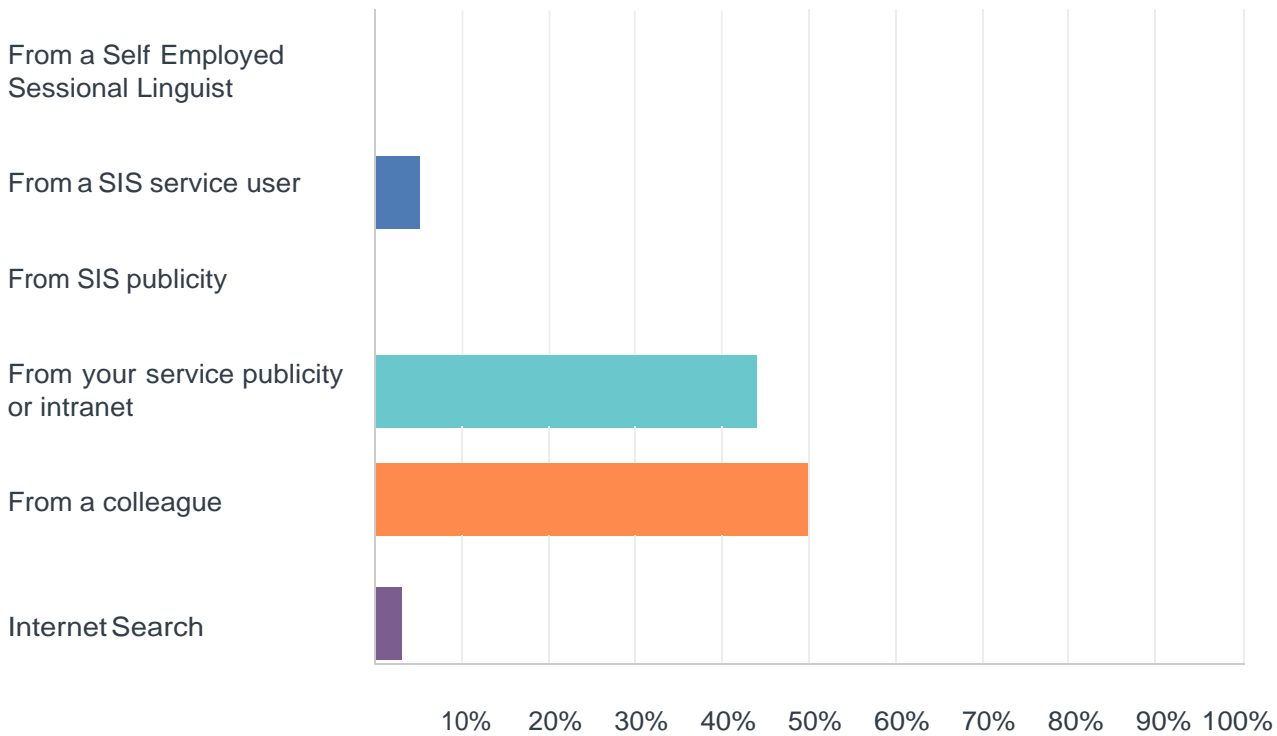
168 people started the survey  
91 people completed the survey

Q4 Which public service do you work for or are most closely associated with?



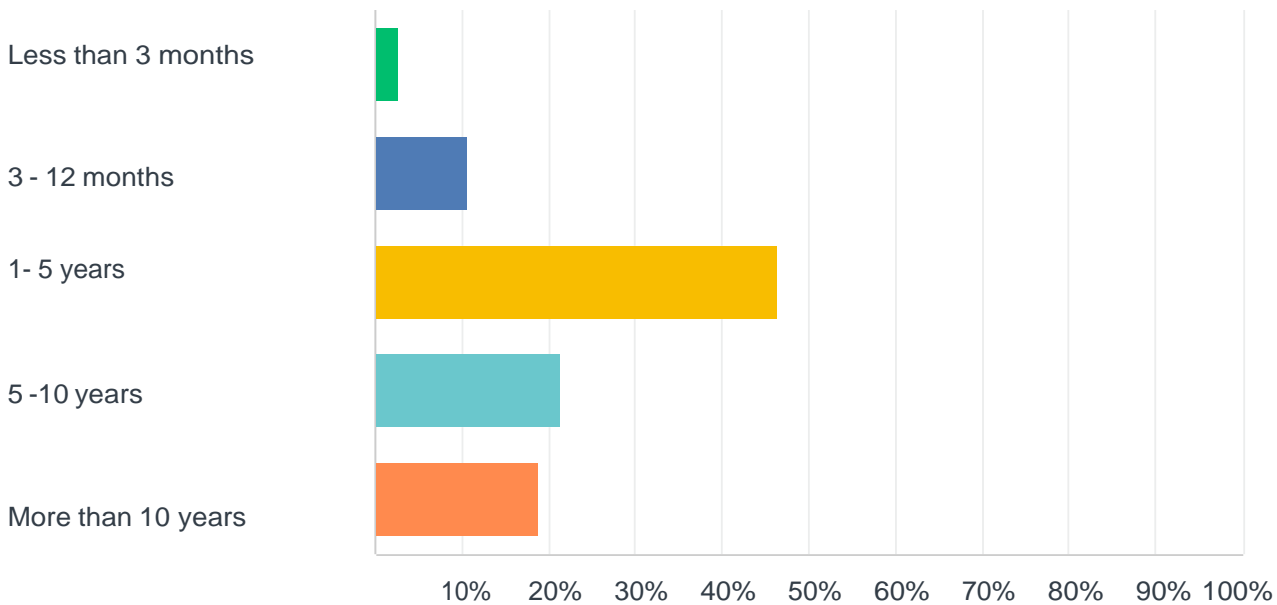
*Varied sources of respondent indicates a more reliable sample*

### Q5 How did you find out about SIS?



*Indicates good information sharing from commissioners and colleagues*

### Q6 How long have you been using SIS?



*Indicates a good level of engagement from many long-term customers*

## Q7 What three things do you like best about SIS?

ease of booking	51
Quick and timely responsive	28
Professionalism of staff; friendly, empathetic, gentle, reliable, non-judgemental, helpful, happy, polite, well trained	37
Professionalism of Interpreters; high quality, punctual, friendly, sensitive, effective, reliable, excellent, well trained, highly skilled	29
Flexible / adaptable	15
Reliable	14
Great Customer Service	13
Communication	11
Efficiency	8
Confirmation by e mail	6
wide range of languages	5
Consistency of interpreters	5
Price	2
Understanding cultural difference	1
Range of support services	2

*Confirms that SIS's biggest asset is out staff and self-employed sessional linguists who act as ambassadors for SIS and offer great customer service supported by robust systems and infrastructure.*

*These results reflect very strongly the results from the last survey.*

## Q8 What three things would you like to see developed at SIS?

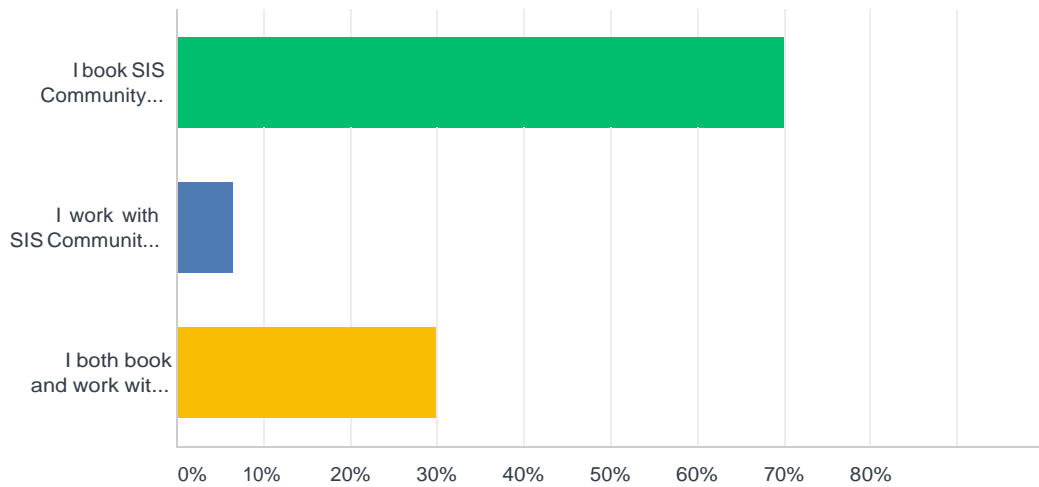
Nothing that comes to mind	15
Better booking system; see progress of a booking, auto completion after 1 <sup>st</sup> booking, increase margin before the form “times out”, ability to cancel on-line, block booking facility (2), condense forms with less repetition, interpreter availability calendar (2), easier log in, more info given to CI about SU,	13
more languages and interpreters	8
Additional services; befriending, getting feedback from service users (2), attending group clinics (2), training for teams, improved CI service knowledge (3), more advice drop ins, advocacy	8
Immediate confirmation or notification that no CI is available	6
Telephone interpreting	4
Reduced price; for block booking or for small charities	3
Easier payment e.g. card payment	2
able to use same interpreter for each appointment	2
Customer service training for staff	2
a weekend/bank holiday service / emergency	2
Translations	1
Direct contact with interpreters	1
short notice interpreters to be available	1
Better CI boundaries	1
Feedback from interpreters	1
Continuity of interpreters	1

*A number of these development needs already exist within SIS indicating a need to communicate better with customers and provide clear information*

*Although 51 people particularly like the ease of booking, there are further suggestions for development (some already exists as part of E-Langserv) which, in combination to the answers from Q13, the digital manager can consider.*

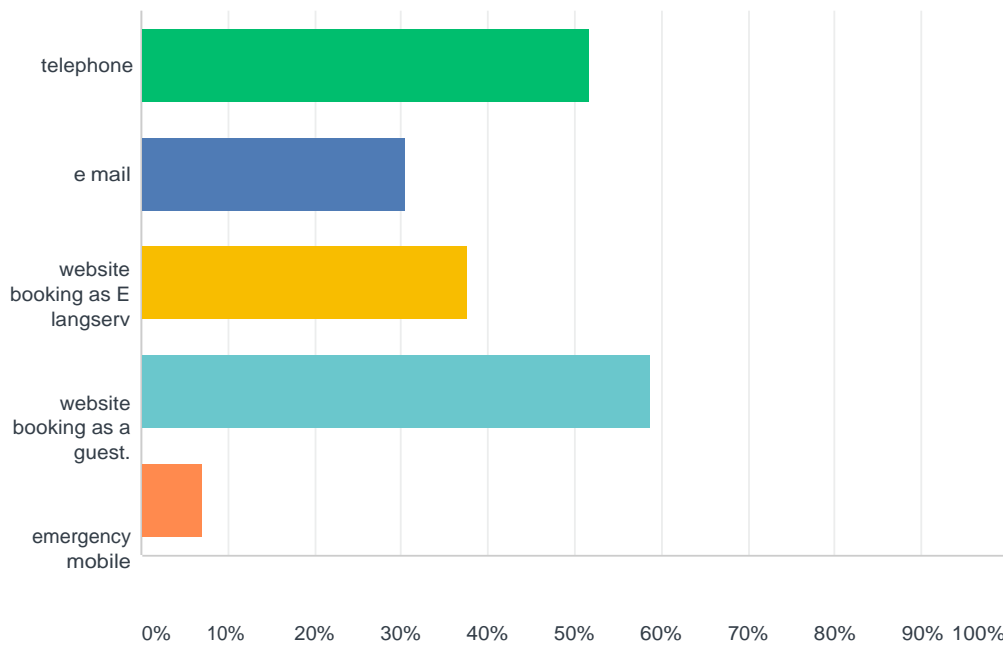
*These results reflect very strongly the results from the last survey and help SIS to get a true understanding of the needs of customers and where we need to focus resources.*

## Q9 What is your working relationship with SIS? to direct you to the appropriate questions



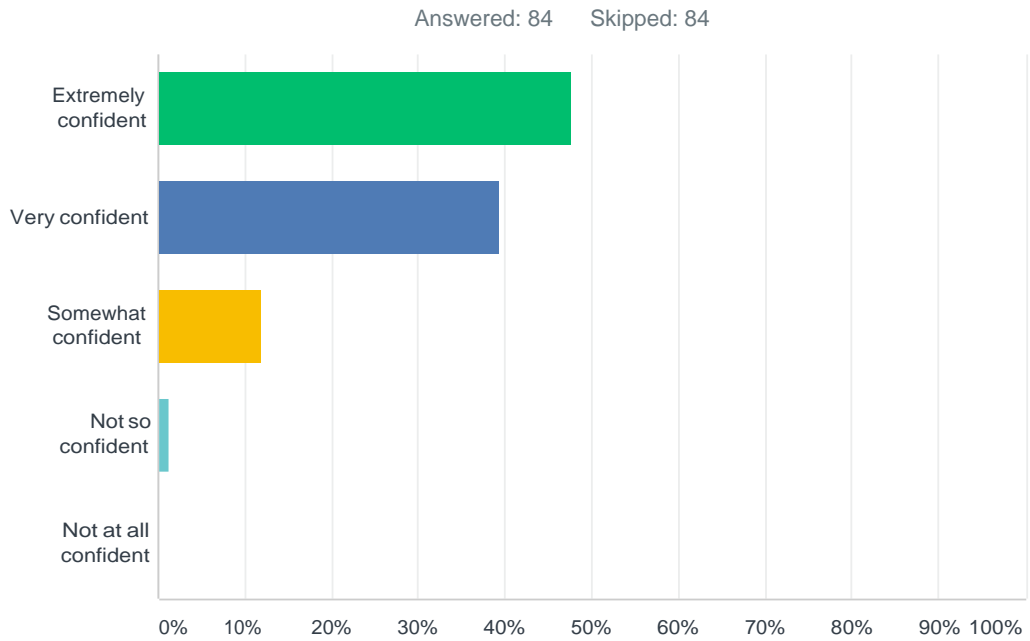
*It is a shame that we do not have more feedback from practitioners.*

## Q10 Which booking methods have you used? (tick all options you've used)

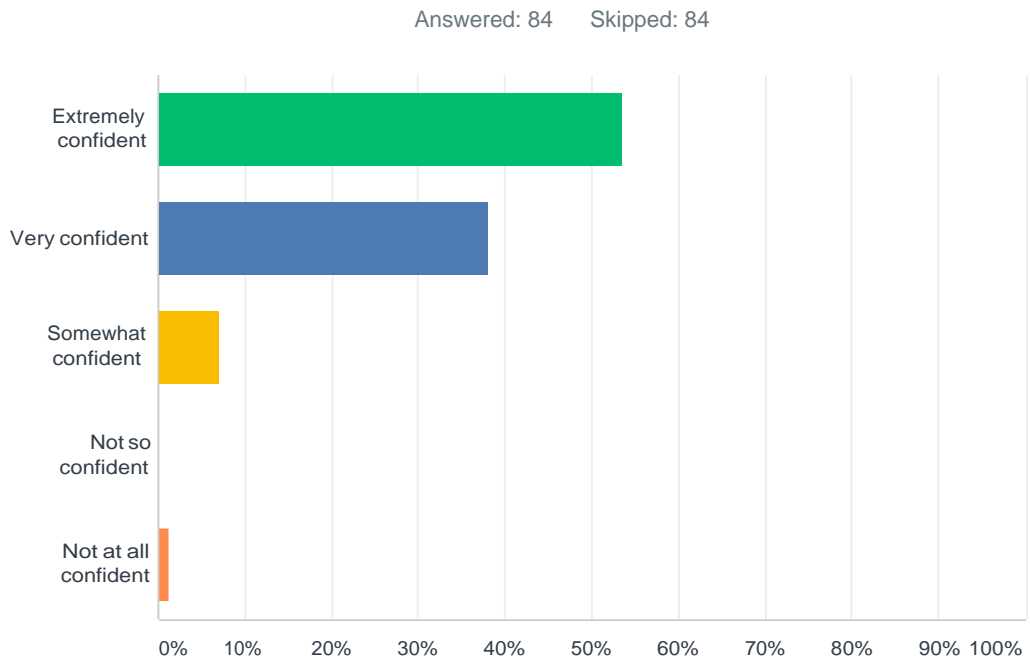


*This years results show more people booking as guests than previously. The number of services we surveyed this year is bigger. We should expand our promotion of E-Langserv to more providers (see Q14)*

### Q11 How confident are you that SIS will inform you, in a timely manner, about any issues with your booking ?



### Q12 How confident are you that a Community Interpreter will attend the appointment?

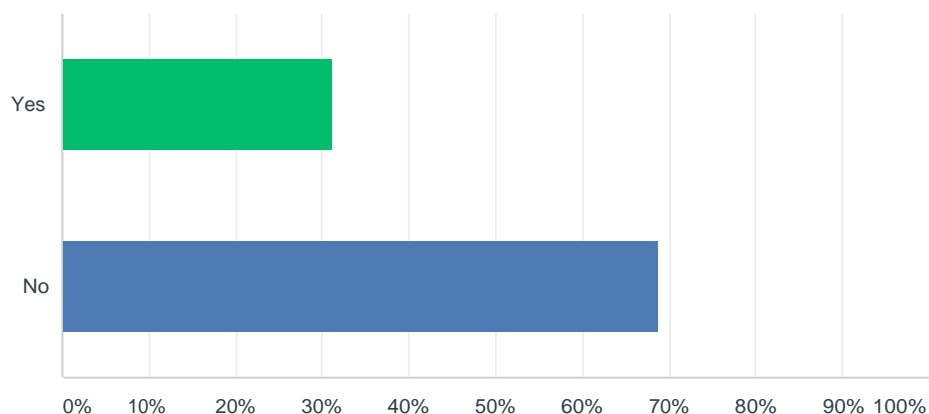


*We will follow up directly with the “not so confident” and “not at all confident” to rebuild trust.*

## Q13 Please let us know of any ideas of suggestions you have for improving the booking process

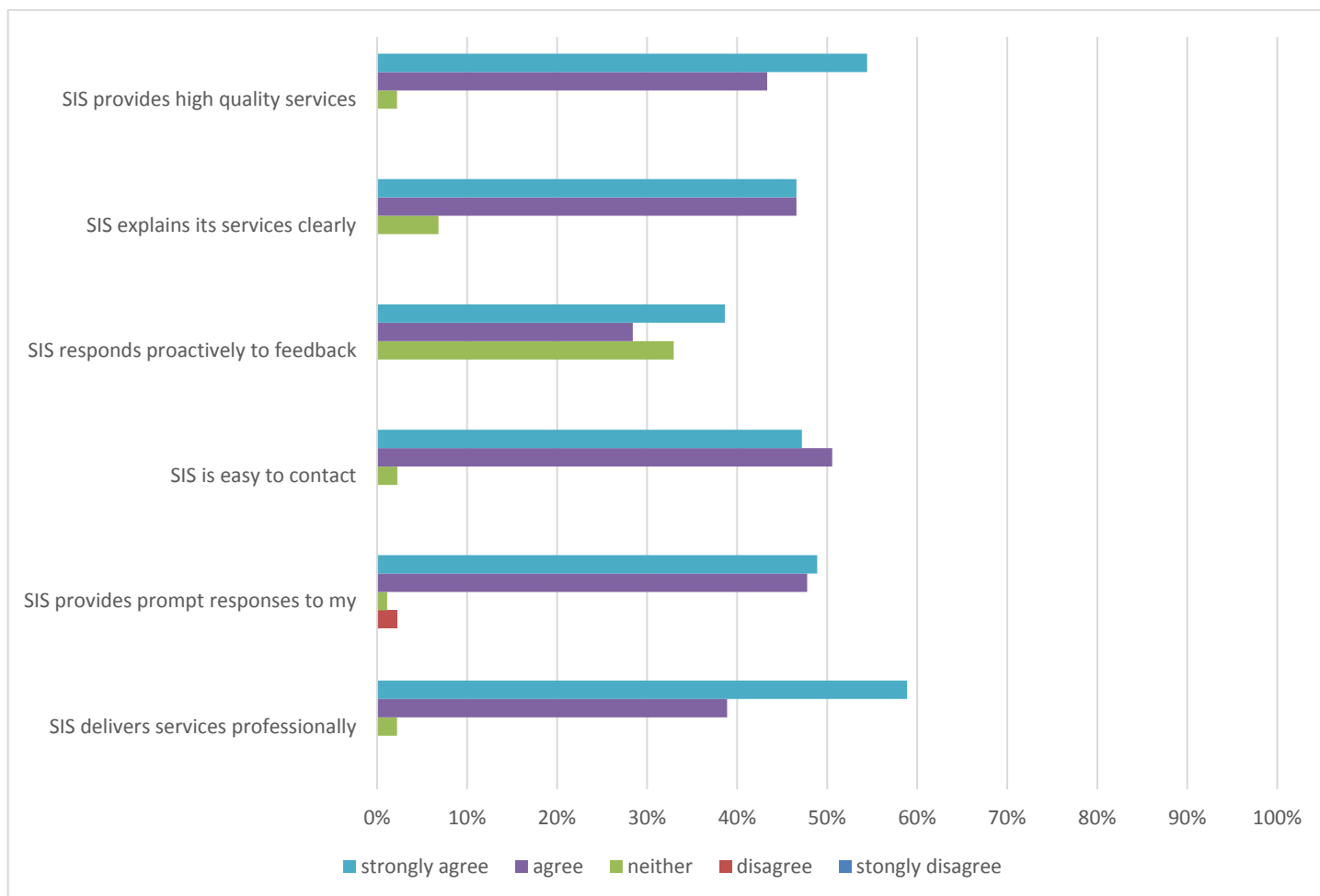
None - it all seems to work well as it is, excellent service, happy with what happens now, already efficient, I think it works well,	7
Less information needed on booking form, i.e. religion	2
email the interpreters with a weekly timetable - if possible. text / emails sent to them that morning as a reminder to help reduce any non- attendance	1
Booking without a password	1
See progress of the booking	1
Book emergencies via telephone during the business day	1
Interpreter availability calendar for provision dates	1
I like the simple phone referral, then I know you have received the booking. Booking form is not lengthy but leaves scope to point out any issues eg smoking family, dog owners, religious sensitivities.	1
Prompt confirmation of interpreter attendance	1
increase the length of the time on the online booking form as it times out too quickly. I only ever book 3 sessions on the form at a time because of this	1
Accept card payment	1

## Q14 Would you be interested in knowing more about registering for elangserv?



*SIS Digital Manager will contact all those who have replied yes*

## Q15 To what extent do you agree/disagree with the following statements?



the website seemed a bit daunting at first, ie signing in as a guest but by doing it regularly I soon got the hang of it. At the beginning of this financial year, ie April 2019 I was advised that a session that I had booked could not go ahead as your organisation needed a new code because we were in a new financial year. I was surprised at the urgency of it all as I had been using an interpreter whilst working with this particular family since November 2018 on a weekly basis. It took us a while to find the code as our admin person only works part time ...

The only issue I have had is once I had to wait for a response but it was the easter weekend.

Thank you for always responding to our service which is usually at very short notice due to our service users being very poorly.

Nothing to add, I have been very impressed. On one occasions when we had to complain, it was dealt with efficiently and effectively.

I have worked with interpreters for families and always find the service so helpful.... I have been able to work with the same interpreter for one mother and this enabled us over months of visiting to build up a very positive relationship.

I have always found SIS to be helpful, friendly and efficient.

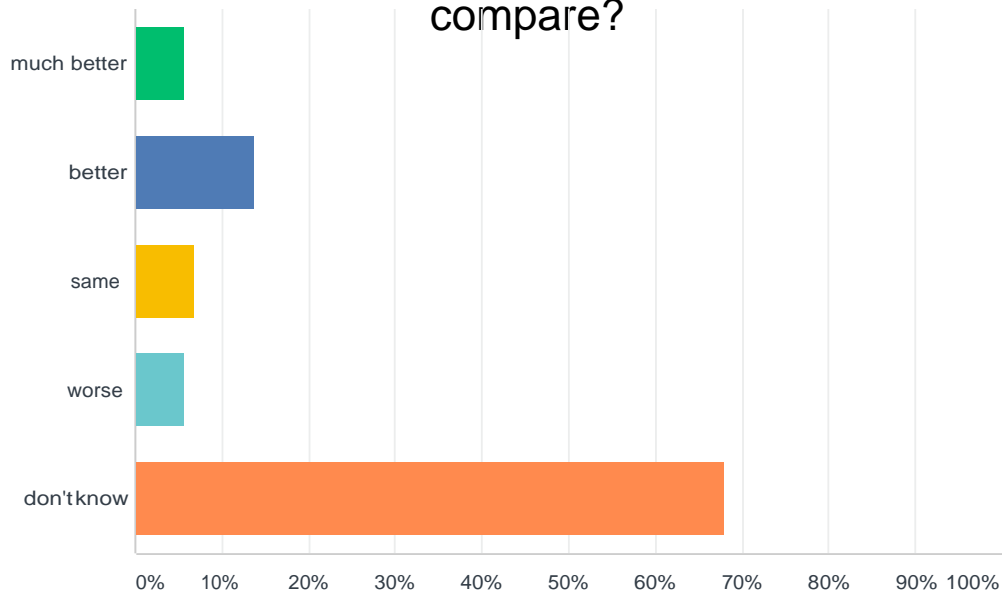
Last minute cancellations are very unfortunate for our families.

Always an excellent service when I have spoken to SIS on the phone - easy to book online with E Langserv

*SIS will contact all those who have replied "neither" or "disagree" to explore this further and ensure customers know where to find information on the SIS website.*



## Q16 If you have used another interpreting service how does SIS compare?



I use big word phone service when I call clients on the phone

I try not to use your services due to the fact that I booked a French interpreter nearly two months in advance for a meeting for which members of the family were coming from France and was informed 2 days before the meeting that there wasn't a French speaker available.

There is an Arabic interpreter who often comes to our department. Her name is ..... if I'm not mistaken. I have worked with her many times over the last 4 years and she provides such excellent interpreting service, I am never hesitant that she is doing a really good job and truly cares for the service user. She goes above and beyond- has come back to me to help translate for a patient that we forgot to make a booking for, and she builds good relationships with the patients. I always feel happy when I see that she is the interpreter. What a wonderful person to have, especially when patients are vulnerable and need kindness and a competent interpreter. Thank you.

I have used another service when SIS could not provide an interpreter. I have booked these by email. The other service does not require you to complete an online form, just an email which is easier, but I think a form might be better for auditing/info governance purposes. I think the other service might provide for a wider range of languages.

Other services have been able to confirm bookings regularly within a day.  
5/24/2019 11:10 AM

Only in comparison to a telephone interpreting service which can be a bit hit and miss sometimes.  
5/24/2019 10:26 AM

have not used any other service previously. always used SIS  
5/24/2019 10:26 AM

Havent directly used others, hear they arent as good

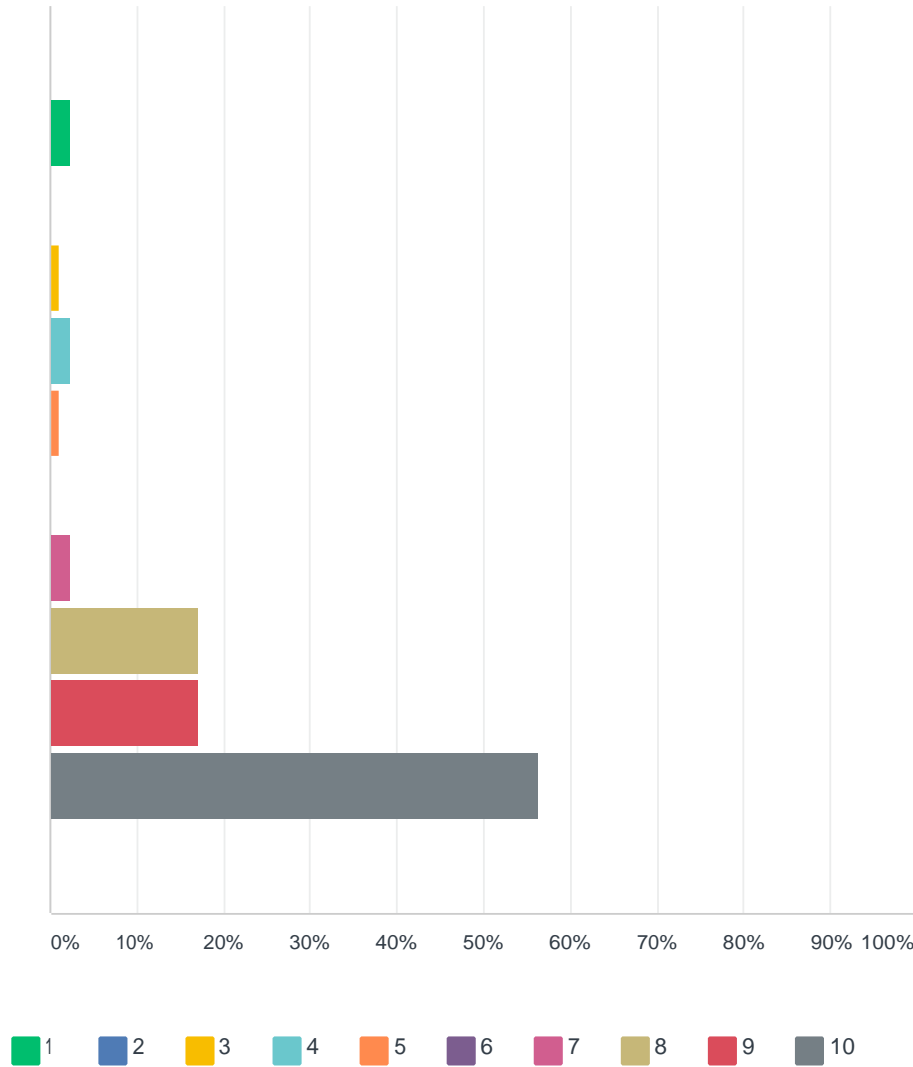
5/24/2019 9:59 AM

*These comments indicate how easily one poor experience can effect a customer relationship.*

*Most of the comments are regards booking processes rather than interpreting provision.*

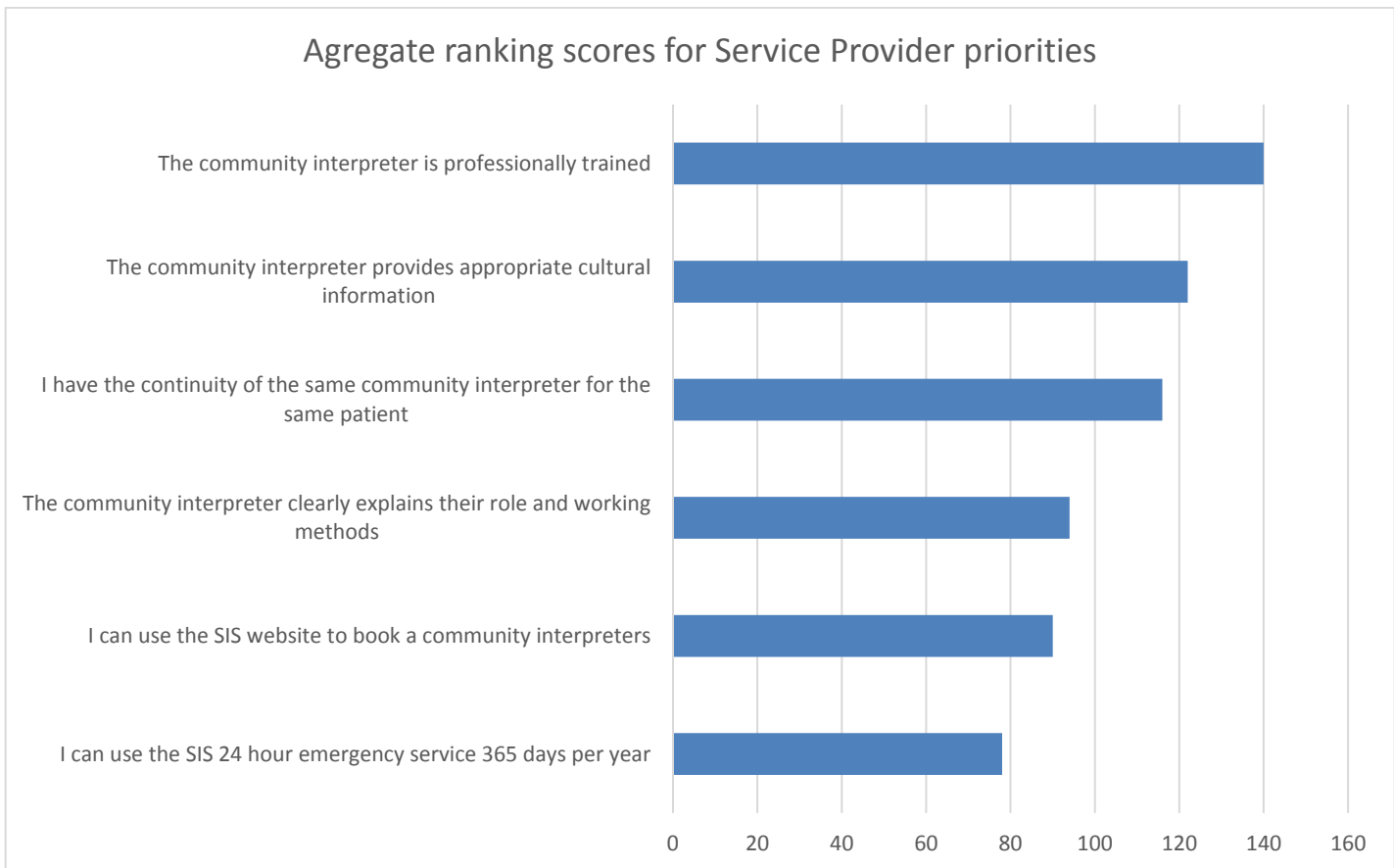
Q17 On a scale of 1 to 10 stars, how likely is it that you would recommend SIS to a colleague? where 1 is not likely at all and 10 is extremely likely

Answered: 87 Skipped: 81



*This gives a Net Promoter Score of 66.7 which is an improvement from the previous survey of 60.9*

## Q19 Please indicate the priority order for these factors using a scale of 6 - 1



*Priorities remain the same as for all previous surveys*

## Q20 Please indicate any other priorities or preferences that are important to you.

That the interpreter does not make any assumptions about the client or the situation. My clients 'lack capacity' around a specific decision and have some kind of impairment of brain/mind and therefore it is important the interpreter doesn't try to fill in the gaps.

Midwives are having to investigate models that ensure 35% of women in our care will receive 'continuity' by 2020. Having the same interpreter also will make a huge difference, especially in 'high risk' clinical scenarios

The interpreter can build a good rapport with the client.

I feel that it important to have continuity with the same interpreter, especially as the clients that we work with have trust issues due to what they have gone through. Also I feel that it is important to ensure that there is clear dialogue between the client and the team when trying to find out information and to share what is going on with the client.

## Q21 If possible please provide an explanatory comment or case example for the most important factors from Question 19 & 20.

Answered: 5 Skipped: 163

Consistency of interpreter is really important and it is difficult to state this in the booking form. I have never had an interpreter discuss culture information, but I have never asked. It is very important and I will ask in the future.

---

I have recently worked with a couple of interpreters whilst visiting a new baby. I was surprised when they picked up the baby and cuddled it until I had to ask them to hand the baby over to the mother, Not only did they not wash their hands but more importantly part of our assessment is to look at the bond between mother and baby which includes how they handle the baby and how they react to their babies cues. I have also experienced an interpreter giving advice telling a mother that what they were experiencing is normal ( in this case with the baby's medical history, it was far from normal ) It is important they understand our role and also to not discuss their personal opinion

---

I once had an interpreter who did not interpret in a neutral way. They became emotionally involved in the subject and took the words of client at face value whilst they had a significant cognitive impairment. This was unusual though. Perhaps I need to put more on the booking form so that the interpreter is aware of issues around capacity.

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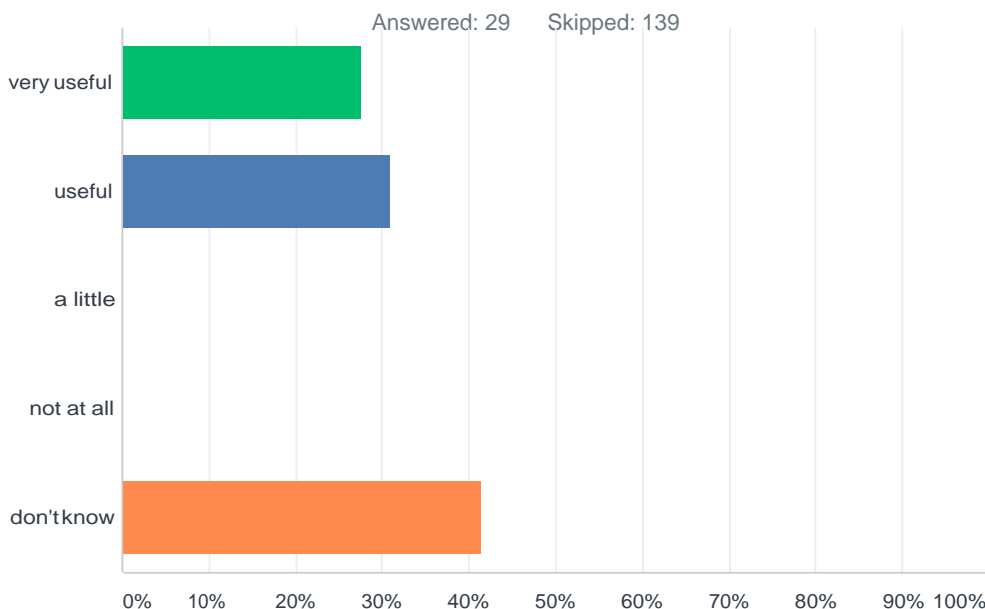
It's been very helpful to have a very professional interpreter who explained her role clearly and reassured the person she was interpreting for that everything said would be treated in strictest confidence.

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One family I worked with .....there were difficulties visiting the family, safeguarding issues and feelings of professional mistrust for the mother. Due to a very high quality of interpreter, I established a monthly visiting pattern to this mother and the interpreter helped me give lots of health care advice to mum and her baby. We developed a very happy, positive and enjoyable rapport and were able to book our next visit as we left the home, so mum knew when we were calling to see her again. Mum had very strong views of her own, so the professional training and understanding of the interpreter was excellent and enabled us to work successfully with mum and her son.

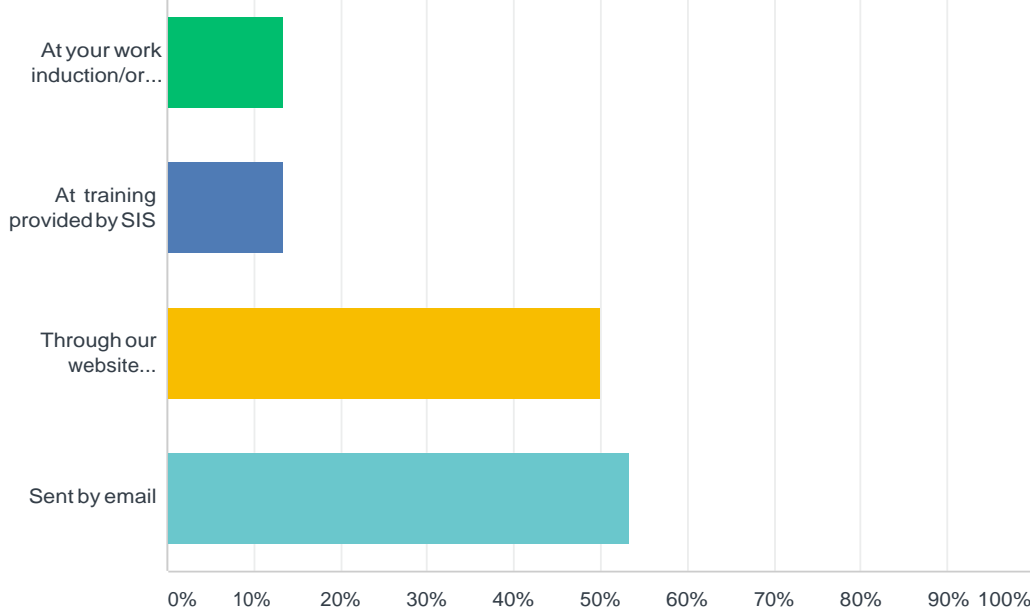
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## Q22 How useful are the SIS Guidelines for working with Community Interpreters and Preparations Checklist? (available at [sussexinterpreting.org.uk/guidelines/](http://sussexinterpreting.org.uk/guidelines/))



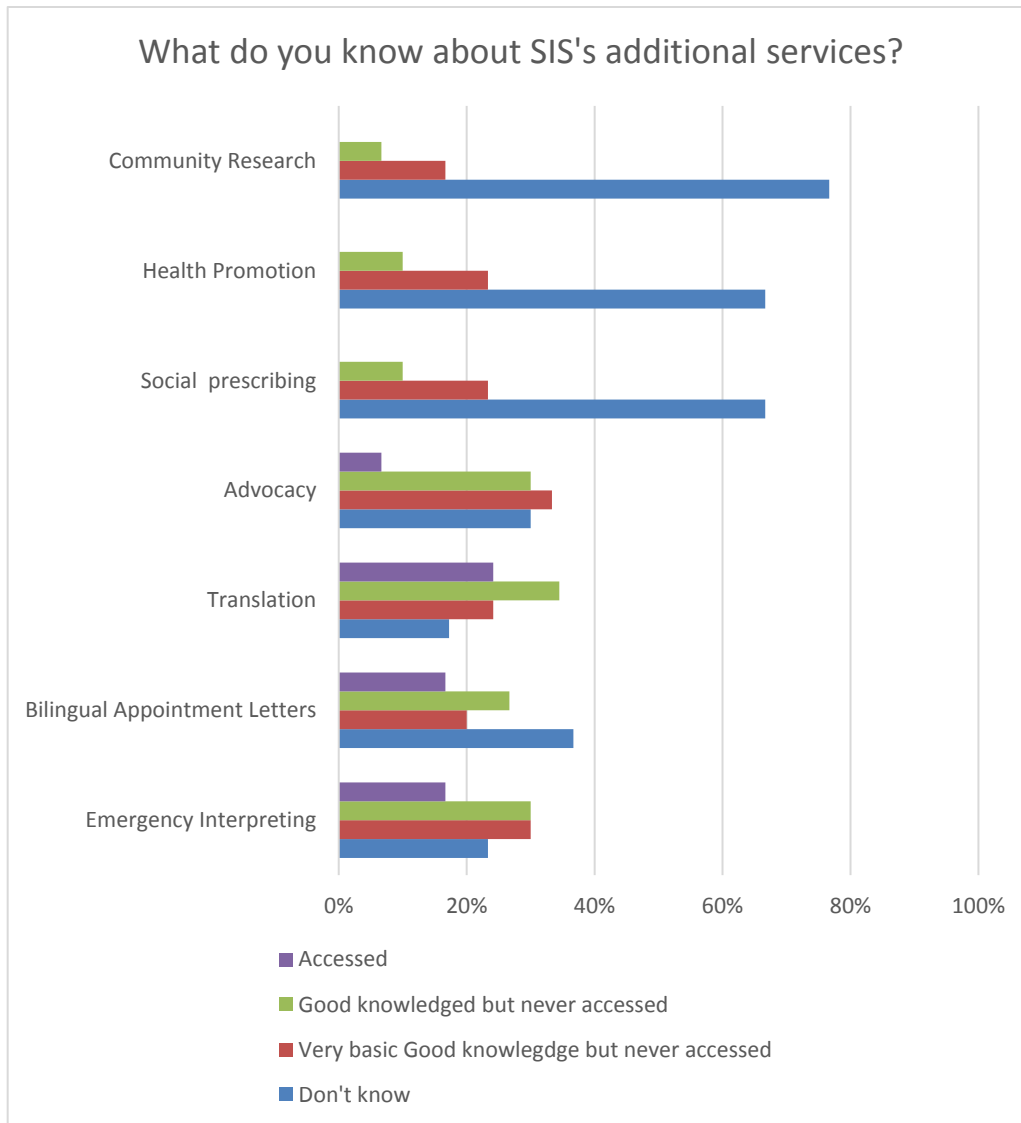
*High % responding “don’t know” maybe a reflection that most respondents book rather than use interpreters.*

## Q23 How would you prefer to receive these guidelines or other information about effective use of SIS Community Interpreters?



*A web link to the Guidelines is included in the booking confirmation e mails so we are generally meeting this need in the preferred format.*

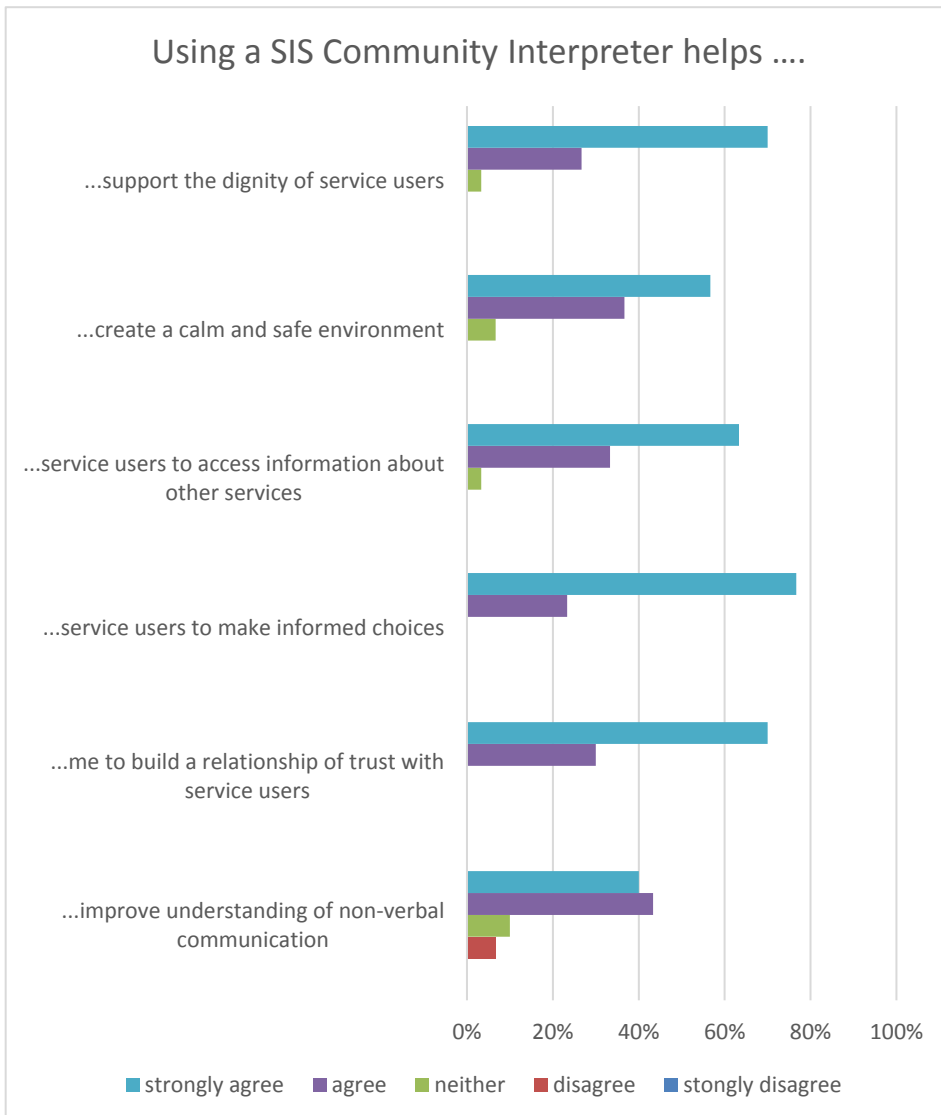
## Q24 What is your level of knowledge about SIS's other bilingual services?



*For all services the number of respondents who didn't know about the service has dropped by an average of 15% showing a great result for our marketing and awareness raising campaigns.*

*However, the number of respondents accessing these services has also dropped or remained unchanged – this may be due to more respondents booking rather than using services.*

## Q26 To what extent do you agree/disagree with the following statements. Working with a SIS Community Interpreter helps....



I find it really useful when interpreters explain to me some cultural variations

Having a SIS Community Interpreter is vital in the service user being empowered to make informed decisions about their life.

By reducing language barriers, non verbal communication can be misinterpreted without an interpreter.eg lack of eye contact may be cultural. I think it provides a safe opportunity for families who may have immigration concerns, needing complicated help where to go for advice, or for women who may be afraid and have no one else to disclose domestic violence to, depression or isolation.

With the interpreters that I have met, they have all been very helpful and also ensuring that both sides understand each other effectively. One of the interpreters also worked in health care as well, which meant we did not have to explain so much of what was happening to the person

*Results here are similar to previous years with a significant increase in respondents who agree interpreters help improve understanding of non-verbal communication*

