

sis : SERVICE USER DAY

31st MAY 2012, 30 SERVICE USERS SPEAKING 7 LANGUAGES HELPED BY 10 SIS COMMUNITY INTERPRETERS

The Impact of SIS



Using SIS interpreters has broadened opportunities for us, helping us to lead full lives and integrate into English-speaking society. We have gained in confidence and in feeling secure. *Russian speakers*

I am able to cope with life and deal with my problems because SIS helped me gain access to the services I need. There are a lot of changes with the provision of interpreters and I am feeling stressed ... It's affecting my health. *Portuguese speaker*

Having a SIS interpreter does not stop us learning English but helps us to improve our understanding. We pick out words then try to use them. *Oromo speakers*



What is most important to Service Users

continuity

If I use the same interpreter, I can open up I'm much less inhibited and embarrassed.

Polish speaker

face to face interpreting

We prefer face to face it's really difficult to trust someone you can't see. They can also transfer emotions and body language more easily.

Farsi speaker

confidentiality

We feel really confident SIS interpreters will keep information private. SIS recruits professional interpreters, we trust them totally.

Turkish speakers

information provision

We don't know about the law and other things in the country, SIS interpreters provide correct information and signpost to services.

Farsi speaker

impartiality

I used a friend to interpret.... she gave her own suggestions and opinions. SIS interpreters don't do this.

Russian speaker

accuracy

I always have a sense of relief when a SIS interpreter is present. I feel reassured that all my needs will be accurately explained.

Arabic speaker

Additional Needs

What Service Users said they would like	What SIS has been doing to help
A bilingual advocacy service (in addition to interpreting)	Passing this request to funders in B&H Providing evidence about the advantages of advocacy Partnership working to design a complaints advocacy service
Help understanding appointment letters	Providing bilingual appointment letters (11 languages) for Service Providers
Opportunities to talk with service providers and be involved in decision making	Helping NHS funders organise a Service User Day on 13th March 2013 Ensuring Service Users' needs are considered in Service Providers' plans Partnership working to secure funds for more engagement opportunities
Better information from public & community services	Consultation work with other services to improve their information Exploring options for an information event in Summer 2013
Publicise SIS services better, especially to newly arrived immigrants	Planning visits to work places that employ large numbers of migrants Using community groups, shops, churches, schools etc to publicise SIS
SIS to be used by other services, such as education and benefit	Publicising our services Partnership working



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