

UNSOLICITED POSITIVE FEEDBACK

Interpreting Service

April 2022 – March 2023

The interpreter was so well prepared for the appointment with notes on otology, ear anatomy and even went out of her way to add some additional terminology after a brief discussion about a poster on the wall. **It was so reassuring to see that an interpreter would prepare so well and be so familiar with the terminology we use in other languages.** Excellent! (May 2022)

Sophie Brinkworth, Audiology, BSUHT

I've been meaning to feedback about your volunteer linguists who was so helpful and really **went above and beyond** trying to get hold of the client due to an issue we had with tracking down a PIP form. Without her help and perseverance in trying to get hold of the client we would not have been able to track it down in time of the appointment. (April 2022)

Grace Smyth, Service Delivery Manager, St. Luke's Advice Service

I would like to leave some feedback for an interpreter I had the pleasure of working with recently - H. H was incredibly professional. During the time before our appointments with my client, we went through the purpose and format of our calls and he allowed me to ask any questions. During the call, **his interpreting was smooth, clear and concise. He came across as empathic and cared about the client's experience of the call.** (June 2022)

Alexi Filsell, Health in Mind, SPFT

I just wanted to provide some feedback for an interpreter who assisted with an appointment for my patient earlier today. **He was so calm and patient during quite a difficult appointment, he made the patient feel at ease and he was very clear and concise.** He did a brilliant job. (June 2022)

Ro Kirkham-Leahy, SPFT

This service was most beneficial as it meant the parent was able to speak freely in her own language and express her issues and concerns in detail. **The parent felt it was so valuable to have her voice heard.** Amaze were then able to communicate her wishes to the school.

A second session enabled the parent to discuss the needs of her child so that we could put a profile together and support the family with making a DLA claim. **Using the interpreter was an efficient and stress-free way of communicating and achieving positive outcomes for the family as a whole.** (July 2022)

Kacey, Amaze SENDIASS

At a meeting to discuss safeguarding concerns regarding the care being provided by a family, the interpreter approached the situation with warmth and sensitivity. I know the client asked if the interpreter could visit again but obviously she explained that she couldn't. **J was creative and proactive in following a complex discussion where a lot of people were talking at once and asked useful additional questions to tease out a full understanding of the situation.** (July 2022)

Lucy Evans, Social Worker, RSCH

The interpreter was incredibly helpful during the course of the appointment from greeting the family in the waiting area to supporting them during the appointment and she was a pleasure to work with. (July 2022)

Stephanie Murphy, Audiology and Sp EYP's Administrator, SPFT

I just wanted to feed back that this interpreter was absolutely fabulous, nothing was too much bother, **she was flexible in her approach and understanding of mental health and the limitations of her role.** (Aug 2022)

Jenny Gillies, CAMHS nurse, SPFT

I would like to provide feedback on H who has interpreted at numerous appointment with me. H has provided an excellent service to our clients and to our team. **He is consistently calm, friendly and professional and it is always a pleasure to work with him** in appointments. I would not hesitate in recommending him. (Sept 2022)

Ann Snelson, Lead Nurse, East Assessment & Treatment Team, SPFT

I would like to give some positive feedback about the last two interpreter I used through SIS.

One was so professional and interpreted to a very high standard. **Even though the client's husband spoke English she was very particular in conveying the information directly to the client.**

Two's style was very engaging and again interpreted to a high standard. It was a telephone session which can be tricky sometimes but she was very thorough in ensuring the clients understood the information conveyed to them. (Sept 2022)

Peggy Osborne, Community Midwife, BSUHT

I wanted to add that D was an excellent interpreter, one of the best I have used. I speak a little Spanish so was able to tell – **she repeated what I said efficiently and precisely.** (Sept 2022)

Frank Bowmaker, Paralegal, Lawstop

I hope you are well. I wanted to write this email to say how happy I am with M as interpreter. I have worked with him twice now in person and he is a joy to work with. It is really great to work with M as **he is incredibly professional and translates everything perfectly. Even when the client asks for some clarification in Arabic, he is explaining to me what the confusion is about.** He is very punctual and does not intervene in the conversation at all. His great work enabled me to have constructive conversations even though the topics were heavy and difficult. (Sept 2022)

Pien Kuipers, Refugee Radio

Thank you very much for looking at this again. **We recognise that interpretation is vital to their ability to settle and understand their lives here...**we hadn't appreciated how much support would be needed for benefits, health and generally making sense of their new lives. (Oct 2023)

Sally Miller, South Downs Refugee Project

The interpreting service has been a crucial part of the support process for our client, helping us to understand his concerns and needs. Our client has multiple complex needs and without the support of SIS **we would not have been able to communicate meaningfully** with him. **The interpreter was patient and helped the client understand what was happening and for us to hear his voice.** (Dec 2022)

John Moore, Team Manager, Housing Support Services, Southdown

Please can you feedback to the Portuguese Interpreter that she has been a pleasure to work with. She is very **professional, calm, and has the perfect tone** for interpreting in an emotionally sensitive environment/therapy room.

I have had such positive experiences with her and another Polish interpreter that I have **encouraged my team to use SIS as a first point of call**. The Sussex Interpreting online booking form is also really straight forward and quick to use. (Dec 2022)

Amy Bailey, Senior Psychological Wellbeing Practitioner, Time to Talk Coastal, SCFT

It is extremely helpful to our service to have interpreters when we assess clients who do not speak English, as we are able to **understand a person's journey**, find out their needs and then we are able to link them with the right services to address those and/or put support in place to improve their mental health and wellbeing.....which **has given the client hope** and the chance to connect to his local community. (Dec 2022)

Olivia Kain, Recovery Worker, BHT Sussex

Caring responsibilities often result in isolation, due to the time taken up with a caring role - and when English is not a first or fluent language, the feeling of isolation can be intensified. Through ongoing interpreting support, our Service User was able to join in carer activities to support her mental and physical wellbeing. The sessions also assisted her in growing her network of friends and contacts within her local community. (Dec 2022)

Claire Donaldson, The Carer's Centre

I booked an interpreter for a client who had very little English and he can be quite difficult due to dependency problems. I was assisting him to complete a PIP form so I had to ask him a lot of questions. It was very important to get accurate information from him for the form but also to give him information so that he understood the process and would know what happens next. **The interpreter was very patient and professional**. (Jan 2023)

Lorraine Guy, Specialist Benefit Advisor, Hastings Advice & Representation Centre

We would like to thank the Arabic interpreter and to compliment him on his excellent service. We were very impressed with how **kind and supportive** he was with the family and appreciate how smoothly things went during the appointment. (Jan 2023)

Stephanie Murphy, Audiology, SCFT

Thank you to the SIS team of interpreters who supported a new arrival in hospital this weekend. It was an extremely sensitive and difficult situation, the interpreters were amazing, **their help and support was so important, we couldn't have coped without them**. They responded quickly to the emergency and put in some really long shifts at the hospital. (Jan 2023)

Iryna Plyanovska, Stand 4 Ukraine

The French interpreter was very helpful when a patient didn't attend their appointment. She helped us get hold of the patient and communicate over the phone and arranging the next appointment ... she was really great and the time before she **built a really easy and quick rapport** with the patient and her partner. (Jan 2023)

Lucy Trotman, MAS Team Midwife, BSUHT

Your service is very **efficient** and all the interpreters I have had have been very **professional and excellent**. (Feb 2023)

Sally Armstrong, School Staff Nurse, SCFT

The interpreter was **extremely professional** and always arrived at least 10 minutes before the sessions began. I think Hocine provided a brilliant service and I would like to share this with you. I hope to work with him again in the future. (Mar 2023)

Emily Bearne, Psychological Wellbeing Practitioner, SPFT

I wanted to say your interpreter was absolutely amazing! ...The interpreter was so **supportive and relatable** to the client which brought him a lot of comfort through a very difficult time in his life. I cannot thank her enough for the support, she did go above and beyond to translate but also very kind to the client. (Mar 2023)

Claire Guy-Smith, Welfare Benefits Advisor, Hastings Advice & Representation Centre

Thank you so much for offering us this session for **free**, as a hospice we are always trying to save money and this will really help. Dr Merritt usually visits Romani at home and has always said that the interpreters are **invaluable**. (Mar 2023)

Lisa Keeble, Martlets Hospice

Our clients often prefer to see a face to face interpreter – and as case workers, we feel it is easier too. When discussing delicate or complex matters we feel **better outcomes are often achieved when using a face to face interpreter rather than a telephone interpreter**. So much can be lost through telephone interpreting – body language is integral to clear, successful, sensitive interactions. Refugee Radio support clients who have post-traumatic stress disorder. Our clients are often very distressed and are giving us information that is upsetting for them. In-person interpreters mean that looks of confusion or anxiety, and the need for short breaks in the conversation can be picked up easily. (Mar 2023)

Jane Smith, Refugee Radio

I have used your service regularly over the last few months and have been lucky enough to work with a Lithuanian Community Interpreter who has consistently provided excellent support. The standard of her interpreting has been extremely high, often translating very **complex ideas and emotive content** without hesitation. She has been **highly professional, empathic and sensitive in her approach, adjusting to a therapeutic context with ease**. I am very grateful for her support and value her contribution highly. (Mar 2023)

Fiona Rogers, Chestnut Tree House Childrens' Hospice