



POSITIVE FEEDBACK April 2021 – March 2022

SIS Service Users

I also want to take this email to formalize a compliment to E. **E does the perfect interpreting job, she doesn't take or put anything in the middle of my sentences, she passes on to the other person exactly what I said.** I can see that, as it's been more than a year having an interpreter in the area health care in all my appointments.

E is professional, and has exemplary conduct while working. It's very difficult for an interpreter to be that good. I've had many... (July 2021)

Portuguese Speaking Service User

Thank you so much for always being there when I need anything, I hope to soon be able to learn the language and not have to bother you so much. You don't know how much it means to me to know that I have you – you are my only support here in England. (July 2021)

Spanish Speaking Service User

So I would like to once again to thank you for all your kindness and attention for trying to help me! I will be forever grateful to you! **It's always great to know that there are still such good people to help in difficult times!** A big hug! (Aug 2021)

Spanish Speaking Service User

I'd like to compliment one of your employees for the excellent service she provided me last session in Hove Polyclinic and for all booking for me and my family. She helped me to sort out the issue I had with dialogue provided for me from hove polyclinic service. Her professionalism and ability to get to the bottom of the situation quickly and emailing me confirmation of booking with the right interpreter .

I have always been pleased with the service I receive from SIS and I would especially like to commend this employee for her professionalism and superlative skills. (Jan 2022)

Arabic Speaking Service User

SIS Customers

I just wanted to pass on my feedback on how brilliant your interpreters have been when we have used your services. **They have all been attentive, caring and always professional.** (July 2021)

Elaine Ortiz, The Hummingbird Refugee Project

I just wanted to say what an amazing job K did today. He was very professional and it was so refreshing to be able to have someone help us to understand our patient. Please send onto K our thanks and warm wishes. (Aug 2021)

The Nursing Team, St Raphael Ward, Conquest Hospital, SPFT

I would like to commend interpreter N who went above and beyond in her role supporting a client who we worked with. **She was empathic and warm and built a really strong rapport with the client and was extremely helpful and supportive towards me as well.** I have worked with many interpreters and N was an example of what a truly expert interpreter is and can achieve. (Sept 2021)

David Hempshall, NHS Primary Care

I just wanted to take the time to give some feedback with regard to our first non-English classes. They were attended by three Arabic speaking women with a fourth attending the BF class with her partner. I tried to keep the format similar to the English classes. We overran on both days as there was lots of questions!

I would also like to say how brilliant S was in both classes. **They were both lengthy sessions but S remained engaged and focused and even managed to interpret my silly jokes in a timely manner!** Overall, it was very successful and I look forward to facilitating more classes over the next few months. (Oct 2021)

Peggy Osbourne, Community Midwife, BSUHT

Having SIS support with this client has been absolutely invaluable – **much of our work has centred around advocating for her feeling heard and so being able to offer sessions in which she can freely express herself in her first language has been really powerful. The interpreter we have been working with has been empathetic, non-judgemental, and so patient with both of us.** I really do thank her and your organisation for your support. (Nov 2022)

Maddie Hawkes, Multiple and Complex Needs ISVA, Survivors Network

Please can you pass on my praise for interpreter B. She is the best interpreter I have ever had the pleasure to work with. **She cares passionately about the people she works with. Treats all involved with respect, empathy and always goes the extra mile to assist with our assessments.** (Nov 2021)

Karen Churcher, Dementia Assessment Service, SPFT

We were only talking about your good work at a meeting this morning and the support we need to provide to our new asylum seekers. The reach you have achieved to the 2050 individuals ...and the social media too is brilliant. (Nov 2021)

Annie Sparks, Public Health, BHCC

I just wanted to contact you and say what a positive experience I have had working with J. . J has been very sensitive in her interpretation, allowing the client to try out her English which has helped her confidence to grow. **She also came up with the idea of referring to a befriending service in either English or Bengali, as the counselling came to an end;** which the client was so very thankful for as she was fearful about the ending of the counselling

support. **The client said that she had felt very well cared for throughout the sessions and had felt a great trust in both J and myself; and that she has always felt supported by our talks.** She said that she was always feeling less troubled after she had spoken about the things that upset her. The client's daughter also thanked us for supporting her mother. I would also like to thank the booking team for always being so helpful and sorting out any muddles I made with my bookings. (Nov 2021)

Kate Charlton, Psychotherapeutic Counselling, Health in Mind, SPFT

I have spoken to other Trusts in the UK who do not have access to Interpreting services such as SIS. This has made me realise what a valuable service it is and **how fortunate we are in this Trust to be able to have such a rewarding and collaborative relationship.** (Feb 2022)

Peggy Osbourne, Community Midwife, BSUHT

I think you provide a very useful service, and I find it really helpful that we are able to access you on the day by telephone. Great service (March 2022)

Janice Chapman, Associate Therapy Practitioner, SCFT

I just wanted to thank you for your excellent service last week. A was an excellent interpreter. **She was clearly highly skilled and made the job of an Annual Review of an EHCP on Teams, much easier than it might have been!** I was just keen that you knew. (Jan 2022)

Lucy Roberts, Acting SENCo, Hertford Infant School

11 x thank you emails to the Coordination Team and other staff for their responsive services

Additional Feedback from the SIS Customer Survey

“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”

“Service has been excellent”

“Staff are amazing thorough and always so helpful”

SIS Linguists

I would like to take this opportunity and thank you and everyone involved in SIS for doing such a good job and helping so many people. I really enjoyed speaking with my befriending match and I benefited from it too. (Oct 2010)

Polish Speaking Linguist on withdrawal from SIS Telephone Befriending Service

You are all so kind at SIS. I don't know of any other agency being this accommodating and flexible. Thank you so much for your patience with me. (Sept 2021)

French/Spanish Speaking Linguist