

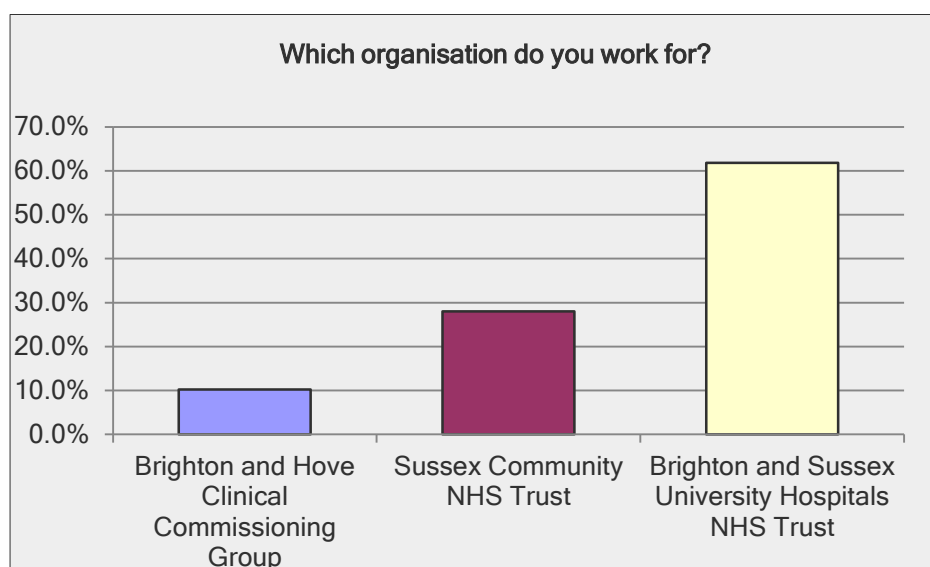
Evaluation of B&H Primary and Secondary Care Providers

Survey 2015

Positive Feedback

2	Jun 10, 2015 8:28 AM	All the interpreters I have worked with have been very professional and helpful. Thank you. Working with SIS has been very valuable to me in ensuring I am offering the best outcomes for the children I work with. They have always been incredibly knowledgeable and very good at handling sensitive issues with the parents.
3	Jun 9, 2015 4:22 PM	I could not do my job without the assistance of SIS at some appointments and home visits. The children on my caseload would be significantly at risk if the families do not receive the same information that I give my English speaking families. The SIS service is highly valued by me and my colleagues.
5	Jun 9, 2015 10:51 AM	
6	Jun 9, 2015 10:18 AM	
7	Jun 9, 2015 10:17 AM	Staff always friendly and helpful. Very rarely are they unable to provide an interpreter. I have booked a few interpreters and everything has worked out fine - thanks
8	Jun 9, 2015 9:58 AM	can only compliment interpreters you provide to level 7 they polite courteous and friendly in my opinion thankyou
9	Jun 5, 2015 5:06 PM	Thank you for your service you already provide an efficient service so nothing else to add.
15	Jun 3, 2015 10:27 AM	

186 responses

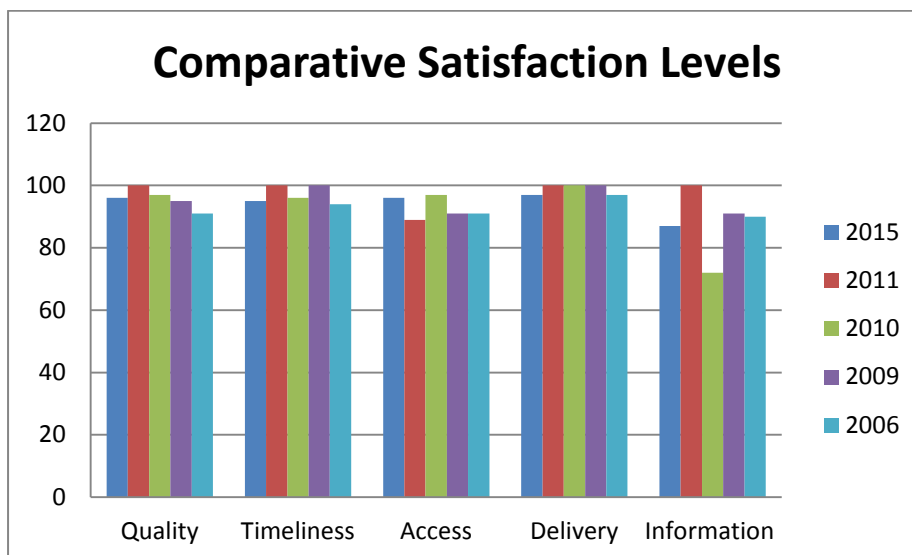


- 88% of SPs are experienced users (10% for more than 10 years)
- 91% heard about the service via their profession (mainly from colleagues 60%)
- 100% were likely to recommend SIS – 93% very or extremely likely

- 30% work with CIs (as practitioners), 70% book CIs only

Satisfaction

- All 5 criteria at around 95% except “information” – “SIS listens to me and explains its services clearly” at only 87% - SIS needs to investigate this change more fully
- There was one “strongly disagree” for all the satisfaction questions – this may be all the same customer and it is an error
- Compared to 2012
 - improvement for access “SIS are approachable and easily contactable”
 - Difficult to maintain 100% satisfaction particularly when 2012 was a very small sample (only 9 forms)
- Compared to other years
 - Maintaining similar high levels of satisfaction



Priorities

Training & Continuity continue to be the top two priorities for SPs. This has been the same in all previous surveys

10 Jun 9, 2015 11:17 AM

Very useful to have the same interpreter for the same families when discussing family issues or child development. It means that each time I visit I can build on previous information. Having the same interpreter means that I have a rapport with them which helps me to work better with the family.

2 Jun 11, 2015 9:49 AM

It is vital to build a good relationship with our patients, many of whom are very anxious. Continuity of care, with the same interpreter present, means that the patient is receiving the best possible care

Next priorities - Late notice booking / cultural information

11 Jun 9, 2015 11:10 AM

As dietitian appropriate cultural information is really important when discussing patients diet e.g. that the interpreter can explain cultural foods / dishes / eating habits.

Lowest priorities - 24 hour service / pre-session

13 Jun 9, 2015 10:58 AM

Short pre session is helpful to explain what is needed

Other Priorities Identified

1 Jun 10, 2015 1:15 PM

interpreter is impartial

2 Jun 9, 2015 4:18 PM

Knowing when interpreters are available.

3 Jun 9, 2015 12:09 PM

The Interpreter is experienced in working with children and translating their talk.

5 Jun 9, 2015 10:58 AM

Interpreters need to be comfortable to play with children and sit on the floor as we work with preschool age children and their parents

4 Jun 9, 2015 12:02 PM

That the interpreter is punctual to appointment

8 Jun 5, 2015 7:42 AM

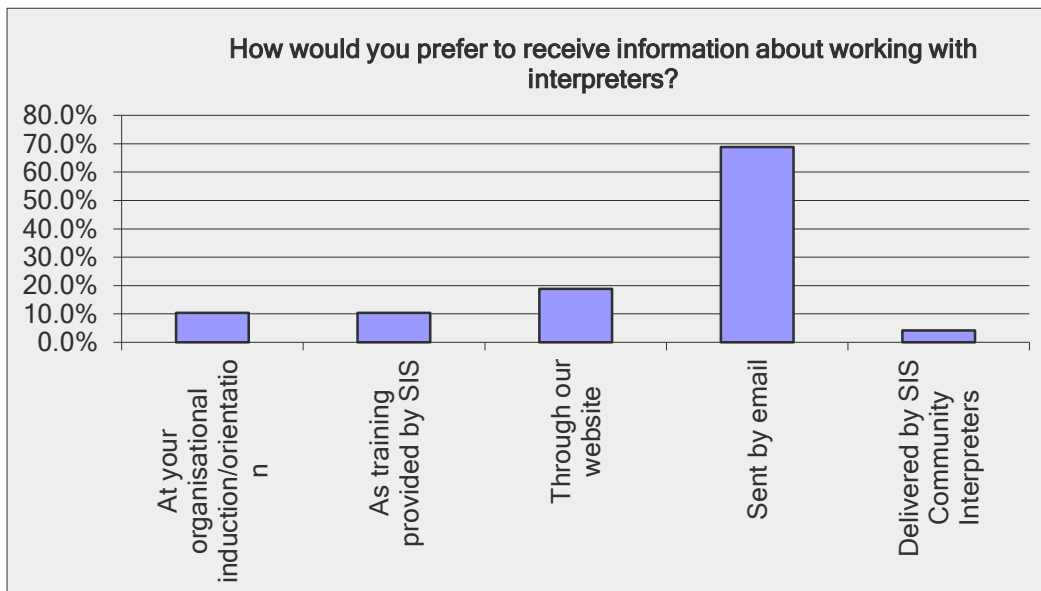
Arrive on time and flexible. Be prepared to interpret on matters that may be difficult and challenging regarding ethical / religious areas

9 Jun 4, 2015 3:59 PM

Friendly and approachable

Guidelines for using SIS interpreters

- 96% (who appeared to have read the guidelines) found them useful or very useful
- 45% "didn't know" if they were useful or not – indicating they had never seen them
- This is the same as in previous surveys despite various measures to promote them more widely
- 0% didn't think they were useful



Indicates that the planned training to be delivered by SIS isn't wanted by practitioners (verifies the assumption made as a result of low uptake of recent training offer)

Advocacy Services

SPs identified various areas where advocacy may be an effective alternative

- Refugees & Asylum Seekers
- Domestic Violence
- Special Educational Needs
- Mental health / mental capacity issues
- Isolated individuals with no additional support

13 Jun 9, 2015 11:00 AM

- Child Protection
- Discussing health/treatment options

For families who have wider needs or need to be signposted to other services and who do not have relatives or social networks to help them get the services they need.

One concern rose about advocacy provision

7 Jun 9, 2015 11:58 AM

Sounds good but must remember that what people want is not always what they can get from us e.g. I have had clients demanding housing or money which we cannot offer, only support to access

The advocates are trained to deal with unrealistic expectations and to give SUs realistic options

Telephone Interpreting Services

SPs identified various areas where telephone interpreting may be an effectively used

- Appointments
 - making,
 - reminding,
 - confirming,

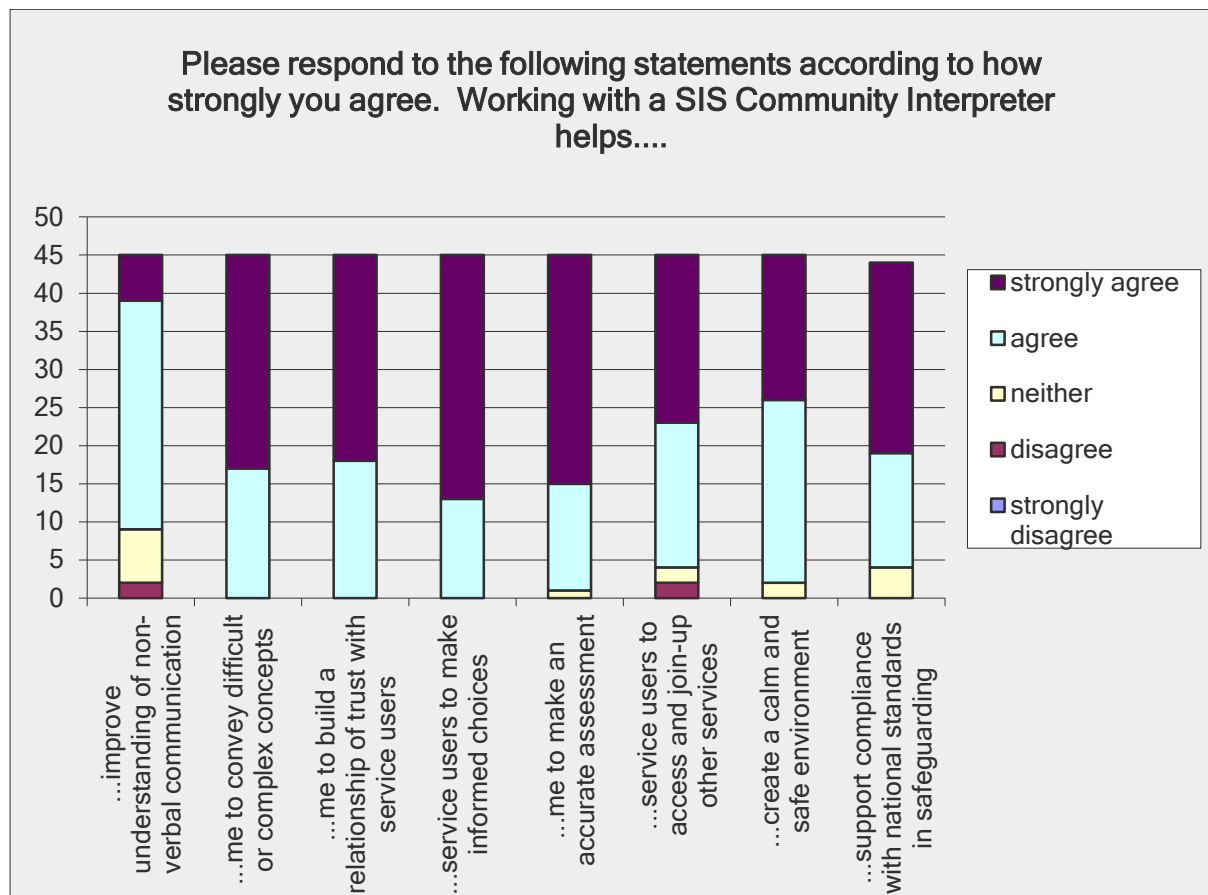
- following up on dna,
- giving directions,
- pre appointment info,
- Clinical
 - Night-time emergencies
 - Consent for treatment
 - Any changes to treatment between appointments
 - General advice to new mothers – weaning, sleeping etc
- Telephone review
- General advice – diet, dental care, minor illnesses
- Test results
- Telephone appointments / consultations

There didn't seem to be any suggestions that telephone interpreting was an effective alternative to face to face

21 Jun 4, 2015 4:03 PM

I think face-to-face is ideal, if this is not possible the telephone interpreting would be better than none.

Impact of SIS



Suggestions for improvement

10 Jun 5, 2015 7:46 AM

We have had very difficult situations where the interpreter has had to leave because they have another appointment and this was very difficult. This is rare however - Mostly interpreters are very professional and will stay as long as they are needed. I really value the service

The booking form has a section for duration of session. Without this information we are unable to plan the appointment schedule of CIs effectively. We would never knowingly book a CI into a second session prior to the first finishing. However, if there has been waiting time or unexpected issues arising then this can happen.

11 Jun 4, 2015 1:38 PM

Yes please make your online booking form retain information, so we do not waste time, inputting the same data each time.

The on-line booking portal has this function and we are encouraging staff to switch to this method of booking (there are other advantages too)

14 Jun 3, 2015 2:09 PM

It would be helpful if you could update us when you are experiencing difficulties in finding interpreters for less common languages so we can plan and consider alternative resources to ensure the patient receives the care and treatment needed.

SIS CT is mindful of this and does their best to give adequate notice. We will look at what other precautions could be taken.

1 Jun 17, 2015 11:19 AM

Sometimes the interpreters have gone into the address...and I'm waiting outside for them! Not a big problem but are they all asked to wait outside the property?

CI Code of practice states that CI should NEVER enter a home address without the SP or be alone with the service user at any time.