

Service proposals – You said We did!

	You Said!	We Did!
Bookings Process	<ul style="list-style-type: none"> Multiple booking routes (telephone/ email) 	<ul style="list-style-type: none"> Single point of access via online platform Telephone / online support
Training	<ul style="list-style-type: none"> Some training for receptionists in cultural awareness Deaf awareness training for staff reception and clinical More accurate recording of exact language needs including dialects 	<ul style="list-style-type: none"> Practice staff training to be rolled out including how to access the service, how the service works, who can use the service, recording of language needs, dignity, respect, cultural and individual need (e.g. deaf) awareness Staff user guide to be developed and made available with provider support available
Interpreter qualifications & experience	<ul style="list-style-type: none"> Better training for interpreters and checks on qualifications Qualifications & experience (including working in a healthcare setting) of interpreters vary (multiple providers) 	<ul style="list-style-type: none"> Required qualifications, competencies and experience are detailed in new specification and will be monitored regularly to provide assurance

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Times	Monday – Friday 8am – 6pm	8am – 8pm, 7 days a week
Booking / waiting Times	Variable depending on booking type i.e. BSL required 5 days, F2F required 2 days etc.	Equitable access to an interpreter to meet all interpreting needs supported by innovative technology
Awareness	Both patients and practice staff were not aware of what services were available i.e. F2F, BSL, Telephone	<ul style="list-style-type: none"> Marketing and communication materials for all service users Service User representatives to be involved in development
Video interpreting	<ul style="list-style-type: none"> Not part of existing service model Users had concerns regarding access to equipment and connectivity 70% users would consider using it 	Included as part of new proposal as continued service development
User Experience	User experience not routinely collected through current service	<ul style="list-style-type: none"> Regular service user feedback to be collected to support on-going service improvements Methods will be adapted to meet service user needs