

Imperial College Healthcare NHS Trust Review of Patient Interpreting Services

Interview Schedule

Patient Focus Group with BSL interpreter

Monday 21st November 2022, 18.00 to 20.00

Two registered BSL interpreters will be attending the meeting. There will be breaks during the meeting whenever needed.

The group facilitator will confirm that they will be taking notes but will not be recording the group or any of the patients' names or any identifiable details.

The facilitator will also confirm that the treatment patients are currently receiving or may receive in future via the Trust will not be affected by anything they say or do not say during the meeting.

1. Can you tell me a bit about your communication needs?
2. Do you have any comments to make about how you were greeted on arrival at Imperial Healthcare NHS Trust?
3. Can you tell me about your experiences of getting support from a BSL interpreter at Imperial Healthcare NHS Trust? Who organised the interpreter for you?
4. Did the interpreter support you virtually by video? On a face-to-face basis?
5. Have any of you requested an interpreter with specific characteristics? Have your requests been met?
6. In order to learn more about your experiences can you tell me more about the following:
 - Were you able to communicate effectively via the interpreter?
 - Were you able to ask questions?
 - Were you able to share any concerns you had?
 - Were you able to share the information you wanted to with healthcare staff via the interpreter?
 - Do you think you had enough time?
 - Did you have different interpreters each time or the same one each time? How do you feel about that?
7. Do you have any comments about the amount of information that was shared with you via the interpreter?
8. What worked well when you had an interpreter supporting you?

9. What did not work so well when you had an interpreter supporting you?
10. Have you ever used a family member/friend to interpret for you at the hospital? Why?
11. Have staff ever used written notes/board/other means to communicate with you? Can you tell me more about that?
12. Have you ever used a phone app to help you communicate with healthcare staff? Examples like Ava, Otter, Rogervoice, Skype.
13. Have you ever used a hearing/audio induction loop in the hospital?
14. Have you ever had to telephone the hospital? How have you done so? Do you have any comments about that experience?
15. Do you have any suggestions about how the Interpreting Service could be improved?
16. Are there any other comments you would like to make?
17. Are there any questions you would like to ask me?