



Review of the Primary Care Interpreting & Translation Service in Lambeth, Southwark and Lewisham CCGs

LSL Engagement Report

16th April 2019

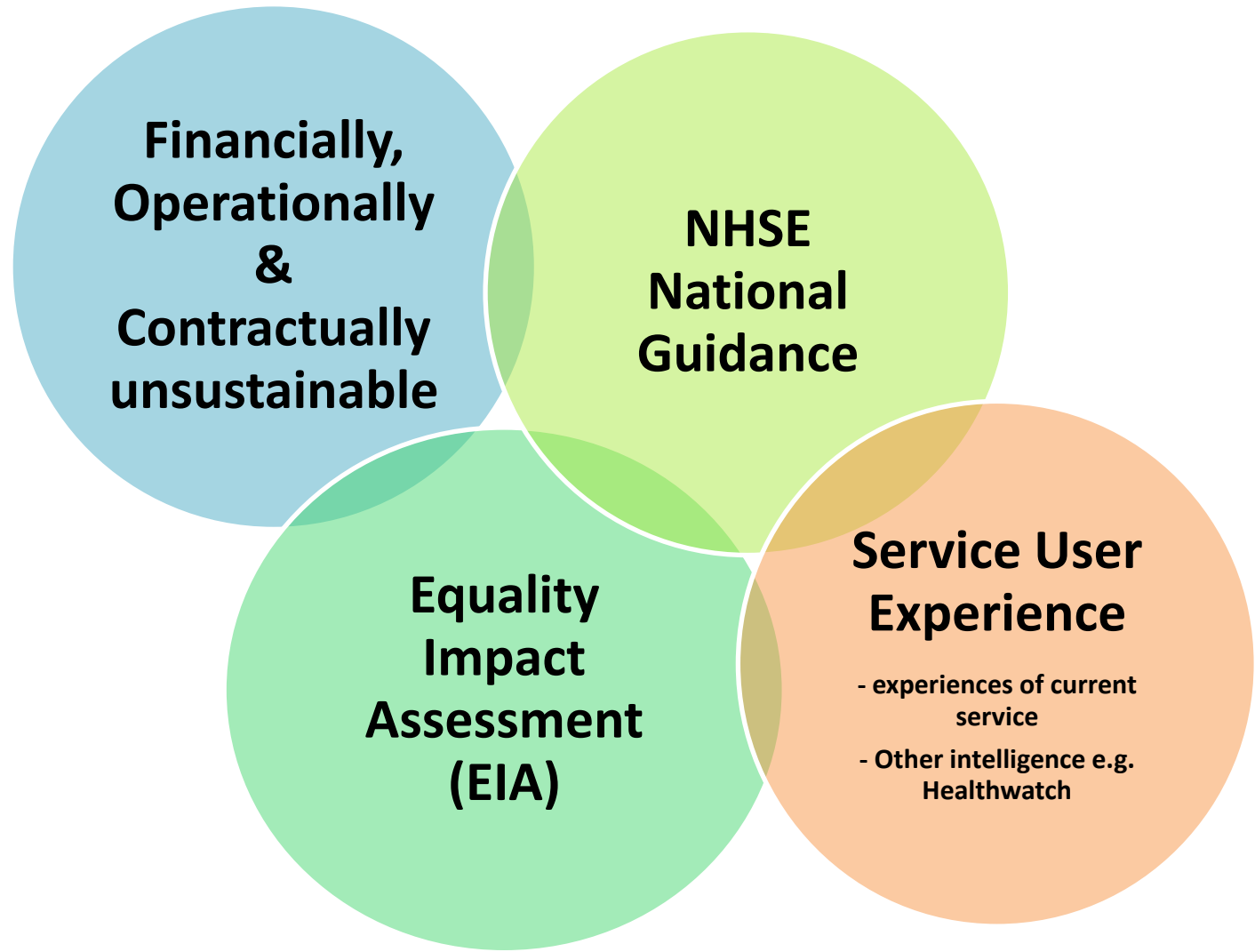
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BACKGROUND INFORMATION

Timeframe	Deliverables
July 2015	<ul style="list-style-type: none">• Transfer of contracts from NHS England to NHS Lewisham CCG (management /administration)• The service is for GPs, Dentists, and Optometrists as well as BPAS and Marie Stopes
April 2018	<ul style="list-style-type: none">• LSL Commissioners outlined their intentions to review the existing primary care interpreting service
July 2018	<ul style="list-style-type: none">• LSL CCGs reviewed 2017/18 activity and contractual arrangements.• LSL CCGs agreed to undertake a Service User Review to assist in informing of long term commissioning arrangements
Sept 2018	<ul style="list-style-type: none">• NHSE Guidance issued for commissioning of ITS (mapping exercise)• Mapping exercise identified gaps in current service provision
Sept 2018	<ul style="list-style-type: none">• LSL Engagement Working Group developed
Oct 2018 – Feb 2019	<ul style="list-style-type: none">• LSL Engagement activity undertaken
Mar 2019	<ul style="list-style-type: none">• LSL Engagement Evaluation Report

BACKGROUND INFORMATION - KEY DRIVERS



Project Approach - Development and Delivery

LSL Commissioners adopted a co-ordinated approach

- LSL engagement working group
- LSL Engagement Plan
- Individual CCG Engagement activity plans/engagement logs
- Agreed key messages for all materials, webpages, presentations and reports
- Developed LSL branding
- Independent provider (interpreters) to reduce conflict of Interest

Core Membership

Project lead (Chair)

Yvonne Davies (Lew)

Commissioning Leads

Antoinette Scott (Lam)

Engagement leads

Antonia Knifton (Lam)

Rosemary Watts, (South)

Dorothy Muir (Lew)

Weekly Meetings

Engagement Approach - Development and Delivery

LSL Commissioners adopted a co-ordinated approach

- **Actively engage with top 5 requested languages in each borough**
(approx. 62% of all 2017/18 activity)
- **Actively inform with top 6-10 requested languages in each borough**
(approx. 14.5% of all 2017/18 activity)
- **HealthWatch intelligence** - Applied findings of previous HW reports to inform of community groups to engage with
- **Service user Surveys** (paper and online) – translated into top languages
- **Focus groups/ community events**

Engagement Approach -Top requested languages

The most requested languages across LSL

Top 5 Languages To actively engage	Rank	LAMBETH	SOUTHWARK	LEWISHAM
	1	SPANISH	SPANISH	SPANISH
	2	PORTUGUESE	MANDARIN	MANDARIN
	3	POLISH	PORTUGUESE	VIETNAMESE
	4	ARABIC	CANTONESE	TURKISH
	5	SOMALI	VIETNAMESE	PORTUGUESE

Top 6-10 Languages To actively inform	Rank	LAMBETH	SOUTHWARK	LEWISHAM
	6	MANDARIN	TURKISH	ARABIC
	7	TIGRINYA	ARABIC	POLISH
	8	FRENCH	POLISH	ROMANIAN
	9	CANTONESE	ALBANIAN	CANTONESE
	10	ITALIAN	FARSI	ALBANIAN

Engagement Approach – What we asked

We asked service users for their views on;

- Information made available to them about the service
- The booking process
- Challenges they may have experienced
- Waiting times
- What is good about the service
- How the service could be improved
- Views on how technology might improve access

Engagement Approach – How we did it

Patients / Public

- Online/ paper survey
- Translated materials (Posters/ surveys/ webpages)
- Engagement events with known community groups
- Patient Reference Groups
- Social Media (Tweet schedule of key events)

GP Practices

- Online /paper surveys
- Membership meetings
- Emails, newsletters, practice visits

Dentists/ Optometrists / BPAS & Marie Stopes

- Online surveys
- Communication / email briefings
- Informal meetings (Health promotion clinics)

Wider Stakeholders

- Briefings/ presentations
- Email communications
- Key messages advertised via stakeholder communication channels

Example materials

Vietnamese

Tiếng Việt

NHS

A joint service review by: NHS Lambeth Clinical Commissioning Group, NHS Lewisham Clinical Commissioning Group and NHS Southwark Clinical Commissioning Group

Xem xét lại Dịch vụ Thông dịch và Dịch thuật dành cho Y tế Ban đầu tại khu vực Lambeth, Southwark và Lewisham

Xem xét lại Dịch vụ Thông dịch và Dịch thuật tại khu vực Lambeth, Southwark và Lewisham.

Cuộc khảo sát này chỉ riêng về Dịch vụ Thông dịch và Dịch thuật cho Y tế Ban đầu là chăm sóc sức khỏe đầu tiên cho hầu hết mọi người, bao gồm trạm xá Bác sĩ gia đình, Nha sĩ và chuyên gia Nhận khoa. Đây không phải là cuộc khảo sát về dịch vụ thông dịch cho bệnh viện.

Thông dịch viên giúp bệnh nhân về việc giao tiếp với Bác sĩ, Nha sĩ, Nhân khoa và các nhân viên khác. Thông dịch Ngôn ngữ ký hiệu Anh (BSL) giúp những người khiếm thính sử dụng BSL để giao tiếp với mọi người. Thông dịch viên thông dịch ký hiệu ngôn ngữ Anh sang ngôn ngữ riêng của người khiếm thính.

Chúng tôi cần được nghe ý kiến của quý vị, sự góp ý của các quý vị giúp chúng tôi cải thiện và đảm bảo dịch vụ thông dịch cho mọi người khi gặp Bác sĩ, Nha sĩ hoặc Bác sĩ Nhận khoa trong khu vực Lewisham, Southwark và Lambeth. Chúng tôi cần điều tra để được biết những dịch vụ này đạt được yêu cầu hay không.

1. Xin quý vị bắt đầu bằng khảo sát này bằng cách cho chúng tôi biết quý vị nói ngôn ngữ nào. Quý vị có thể sử dụng hộp Ý kiến dưới đây cho chúng tôi biết nếu quý vị nói một phương ngữ khác. *

<input type="checkbox"/>	Tiếng Phổ thông
<input type="checkbox"/>	Tiếng Quảng đông
<input type="checkbox"/>	Tiếng Tây Ban nha (Vùng Châu Âu)
<input type="checkbox"/>	Tiếng Tây Ban nha (Vùng Châu Mỹ La tinh)
<input type="checkbox"/>	Tiếng Bồ Đào nha (Vùng Châu Âu)
<input type="checkbox"/>	Tiếng Bồ Đào nha (Vùng Châu Mỹ La tinh)
<input type="checkbox"/>	Tiếng Thổ Nhĩ kỳ
<input type="checkbox"/>	Tiếng Việt Nam
<input type="checkbox"/>	Tiếng Ả Rập
<input type="checkbox"/>	Tiếng Somali
<input type="checkbox"/>	Tiếng Ba Lan
<input type="checkbox"/>	Ngôn ngữ Ký hiệu Anh (BSL)
<input type="checkbox"/>	Ngôn ngữ khác (Xin cho biết):

Ý kiến: Cho chúng tôi biết quý vị nói phương ngữ nào

NHS

Lewisham

Clinical Commissioning Group

Better health, best care

for Lewisham people

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Public Reference Group

Review of interpreting and translation service



NHS Lewisham Clinical Commissioning Group (CCG) is working with NHS Southwark and NHS Lambeth CCGs to review the interpreting and translation service for patients in GP surgeries, dentists and opticians.

Revisión del servicio de traducción e interpretación de cuidados primarios para Lambeth, Southwark y Lewisham.

Los intérpretes pueden ayudar a las personas comunicarse con los médicos, con los dentistas y con los ópticos al igual que con los demás. Los intérpretes del lenguaje de signos británico ayudan a las personas sordas a comunicarse



Necesitamos tus opiniones para asegurarnos de que las personas reciben servicios de interpretación en las consultas médicas, dentistas o los ópticos cuando lo necesitan en las zonas de Lewisham, Southwark y Lambeth

Por favor complete nuestra encuesta en línea en

<https://www.smartsurvey.co.uk/s/ITSLSL/>

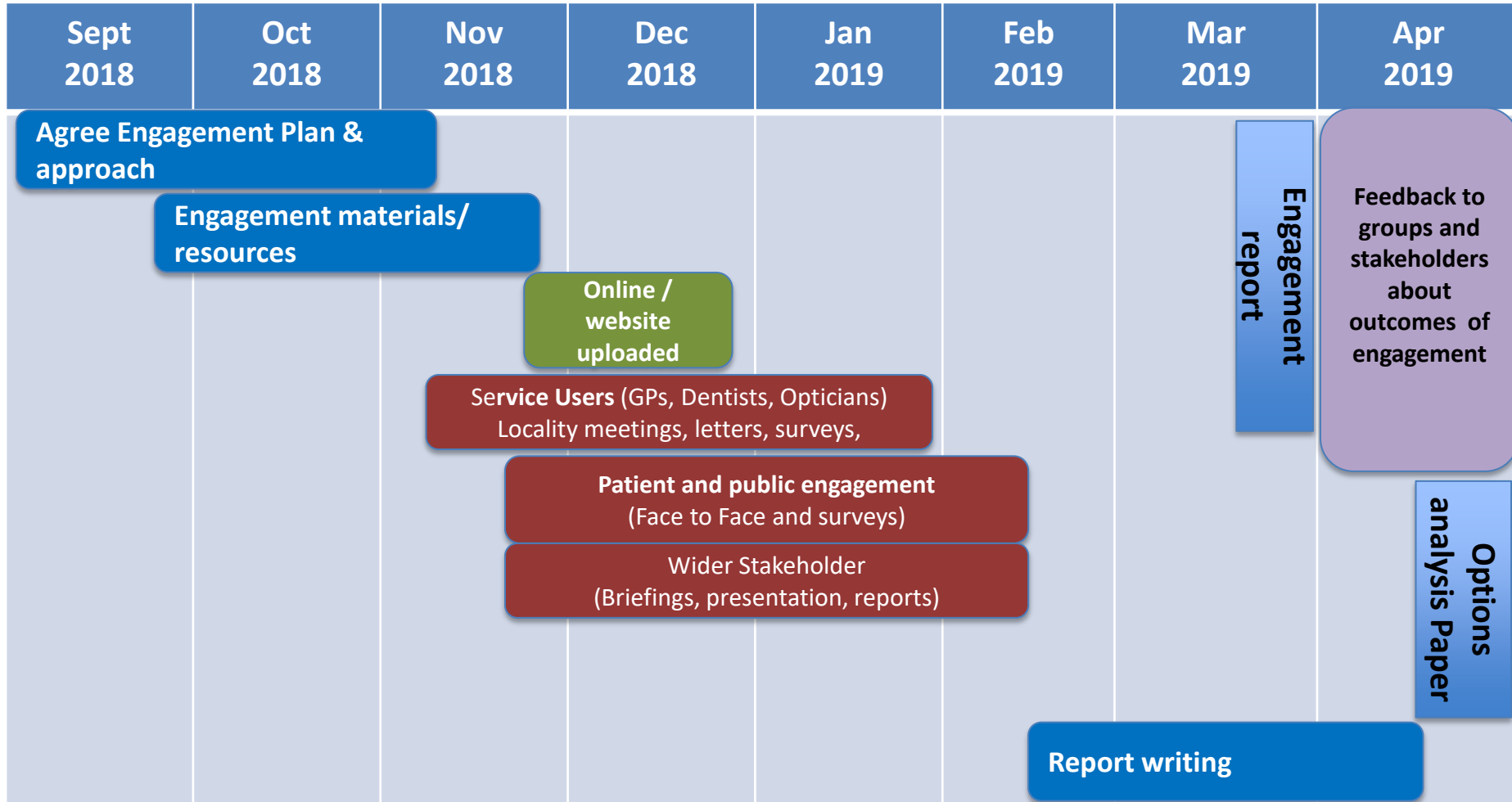
Spanish

Español

A joint review by: NHS Lambeth, Lewisham and Southwark Clinical Commissioning Groups

NHS

Engagement Approach – TIMELINES



The engagement review ran from October 2018 until February 2019

Evaluation - Governance

LSL Commissioners adopted a co-ordinated approach

Authorisation:

CCG Commissioning Leads /
Working group

For Information:

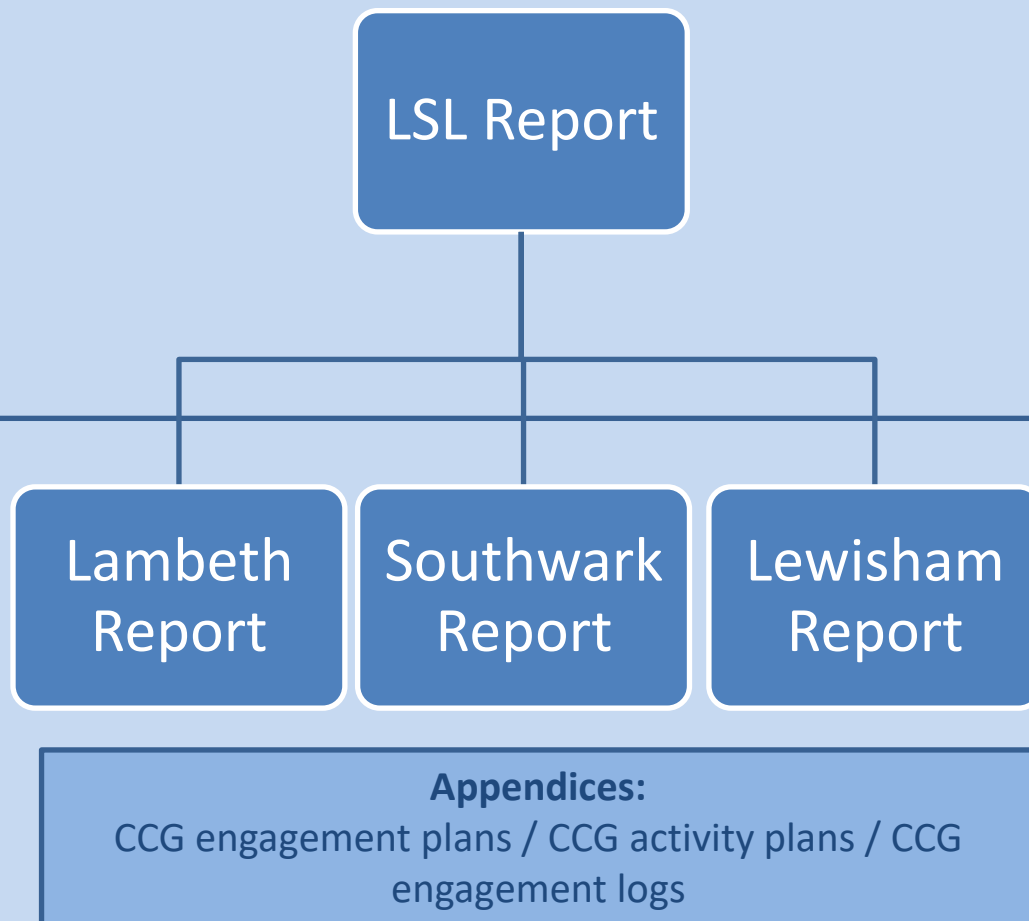
Governing Bodies

Authorisation:

CCG Primary Care
Commissioning Committees

For Information:

CCG Patient Engagement
and Equalities Groups



KEY FINDINGS

Overall Summary

Key findings - Summary

Information issues

- A lack of information about what is available at registration with GP
- Reception staff not consistently offering ITS
- A lack of awareness of or being offered interpreting at Dentist or Optician appointments.

Booking issues

Waiting times

- Delays for people using BSL and face to face interpreting
- Variation of waiting times for some services in each CCG area

Booking process

- Telephone interpreting system log in process is viewed as too lengthy

Key findings - Summary

Quality issues

- Patients suggesting more provider quality checks on qualifications, language ability and knowledge of medical terms for interpreters
- Impact on patient of inaccuracy in language request information or ITS provider sending wrong interpreter
- Impact of GP late running delays on face to face interpreting and reports of interpreters rushing to next face to face appointment
- People being asked or choosing to use family members as unofficial interpreters and the risks of poor translation, confidentiality and safeguarding
- Privacy concerns re video interpreting
- Need for Deaf awareness training for GPs and primary care staff

Key findings - Summary

Technical issues

- Some poor telephone connection and connectivity
- People willing to consider video interpreting but concerns around technical capabilities for video IT

Health Promotion Clinics

- There is variation in what is provided, and more data is required on their impact for patients.
- Apart from one Health Promotion Clinic in a Lambeth location, there were no responses from the on-line survey or visits that interpreting was used for health promotion activities.
- Fixed session interpreting was used for individual's GP and nurse appointments.

Key findings - Summary

Summary of suggestions made by patient respondents

Suggestion	Consideration
More interpreters to be employed by the NHS or GP practices	The number of languages required across LSL mean that it would not be possible for the NHS or individual practices to directly employ large numbers of interpreters.
Better training for interpreters and checks on qualifications	Ensuring suitably qualified staff and robust quality checks can both inform the service specifications for commissioning. Ensure that interpreters undertake training in racial awareness and unconscious bias
Some training for receptionists in cultural awareness	Consideration could be given to updating training for reception staff
More accurate recording of exact language needs including dialects	Consideration could be given to raising awareness of the range of dialects and importance of accurate recording on patient record and request from. Consider how local organisations might support delivery of this
Deaf awareness training for staff reception and clinical	Consideration could be given as to how to achieve this locally and how local organisations might support this
Ensure that technical needs for a video relay can be met	Consider testing

KEY FINDINGS

Patients and Public

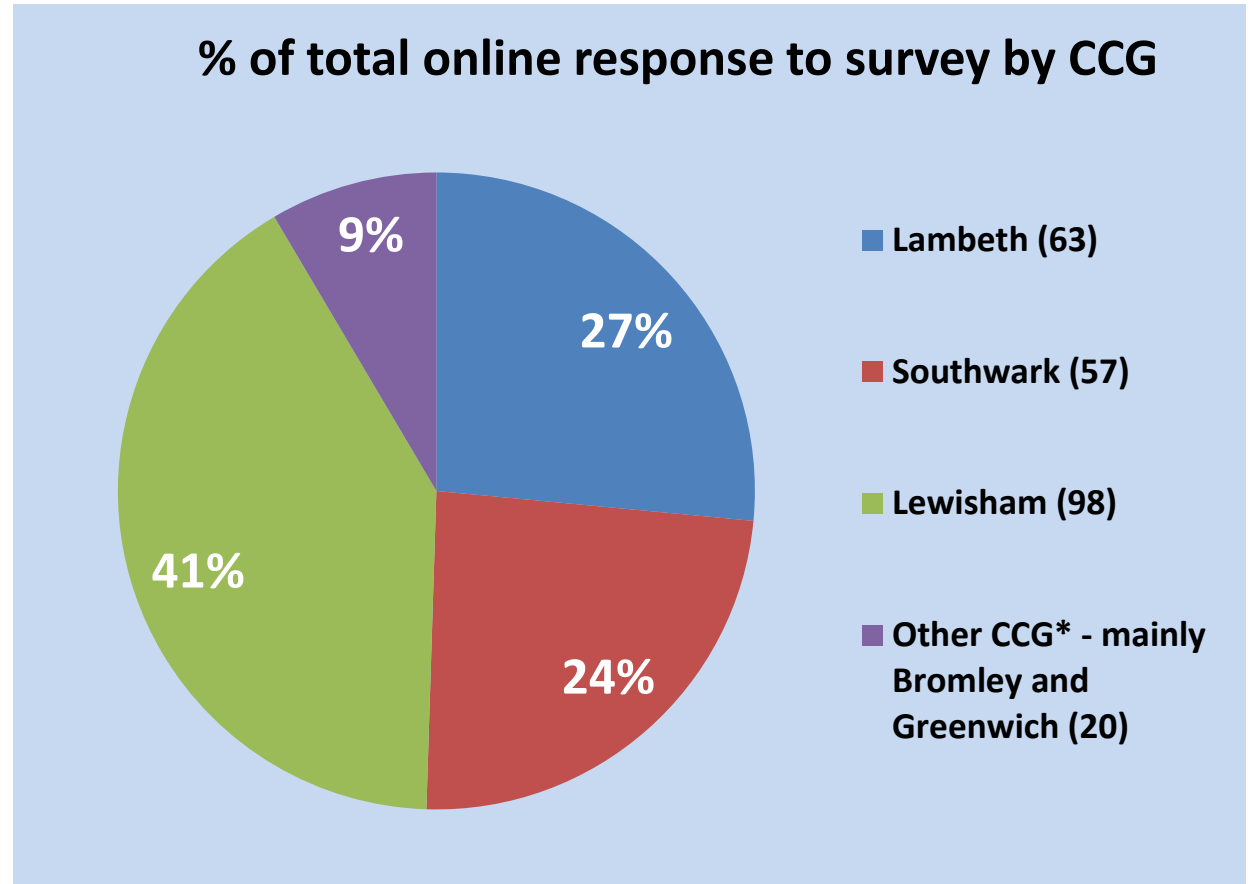
Key findings – Community events

- wide range of community groups and organisations
- Spoke directly with 360 people at 22 events

Lambeth	Southwark	Lewisham
<ul style="list-style-type: none"> • The Clapham Deaf Group • The Chinese Association • A Latino Legal advice drop –in • Spanish speaking churches • Local Polish supermarkets (Streatham) 	<ul style="list-style-type: none"> • Advising Communities English Class for Spanish people • Turkish Cypriot Elders Group • Vietnamese Mental Health Services • Advising Communities Spanish Advice drop-in • Latin American Disabled Person Project • FULA (Age UK Latin American Group) • Latin American Women’s Rights Service • Southwark Day Centre for Asylum Seekers 	<ul style="list-style-type: none"> • Deaf is Cool • Turkish Elders Group • Lewisham Multi Lingual Advice Service • Lewisham Refugee and Migrant Network • Advice Lewisham • Adult Learning ESOL • Afghanistan and Central Asian Association • Lewisham Deaf Forum • Patients attending Health Promotion sessions in Vietnamese
193 people	88 people	81 people

Key findings – online responses

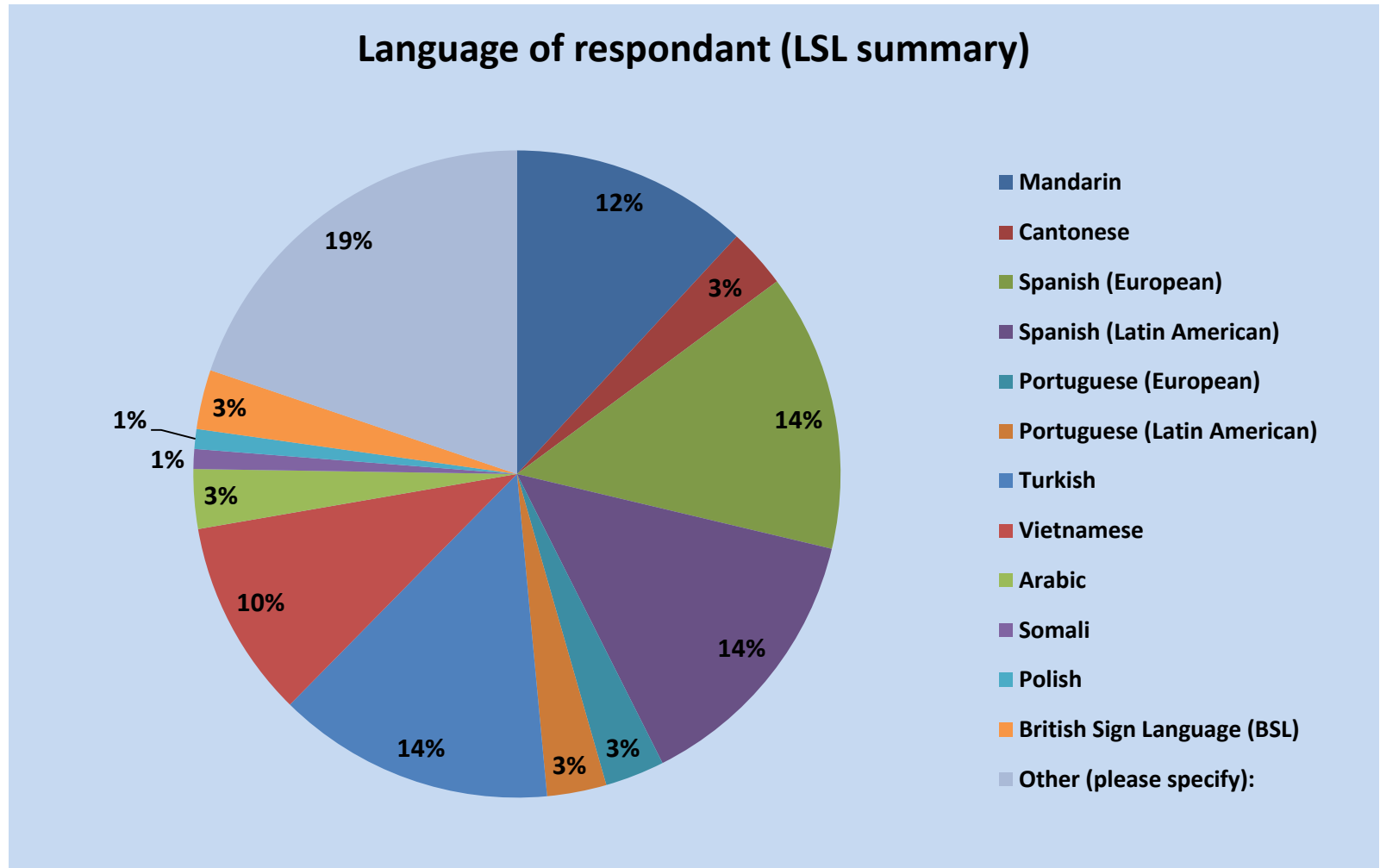
- 238 Online responses
- Heard from speakers of all top 10 languages (via online responses and events)



Key findings – online responses by CCG

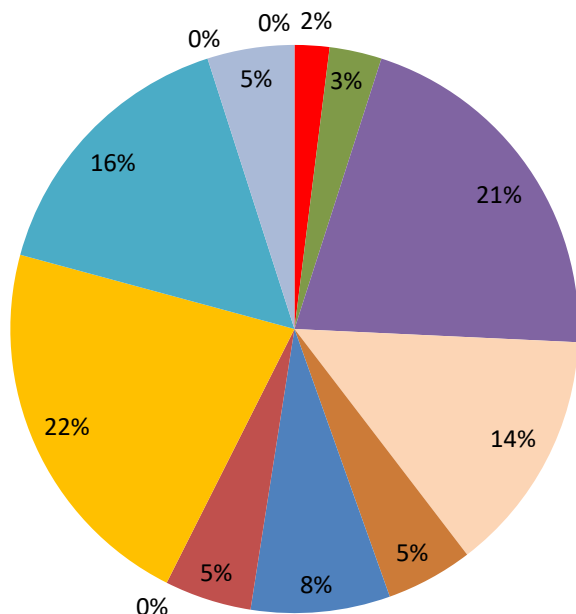
Total across LSL area			Each CCG's respondents					
Language of respondent	% of total	Number	Lambeth % / number		Southwark % / number		Lewisham % / number	
Mandarin	12%	28	21%	13	4%	2	11%	11
Cantonese	3%	7	3%	2	2%	1	3%	3
Spanish (European)	14%	33	22%	14	18%	10	7%	7
Spanish (Latin American)	14%	33	16%	10	23%	13	7%	7
Portuguese (European)	3%	7	8%	5	0%	0	2%	2
Portuguese (Latin American)	3%	6	5%	3	2%	1	2%	2
Turkish	14%	33	0%	0	25%	14	15%	15
Vietnamese	10%	23	5%	3	11%	6	14%	14
Arabic	3%	6	0%	0	4%	2	4%	4
Somali	1%	2	0%	0	0%	0	2%	2
Polish	1%	3	5%	3	0%	0	0%	0
British Sign Language (BSL)	3%	8	2%	1	11%	6	1%	1
Other (please specify):	20%	48	14%	9	4%	2	30%	29
TOTAL	100%	237	100%	63	100%	57	100%	97

Key findings – online responses by Language

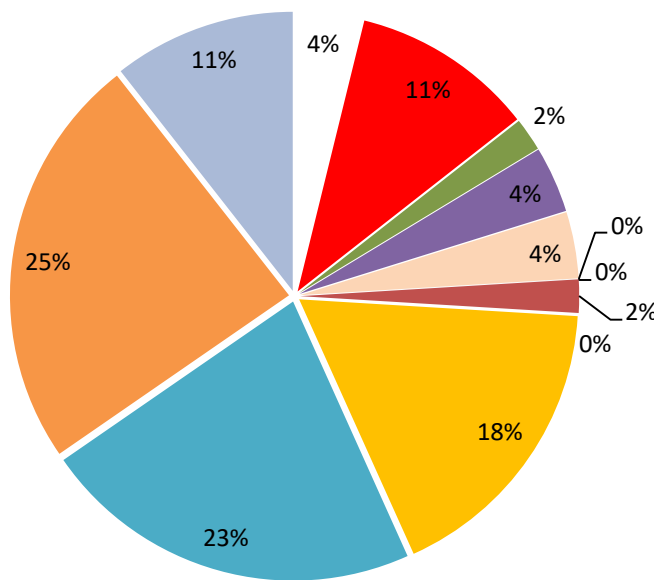


Key findings – online responses by CCG

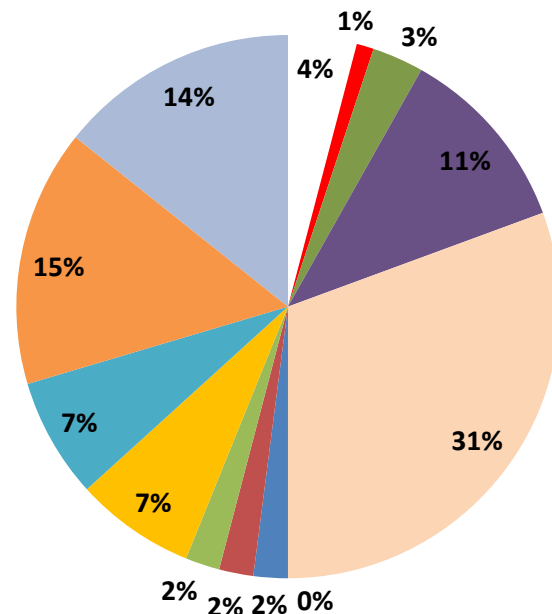
LAMBETH



SOUTHWARK



LEWISHAM



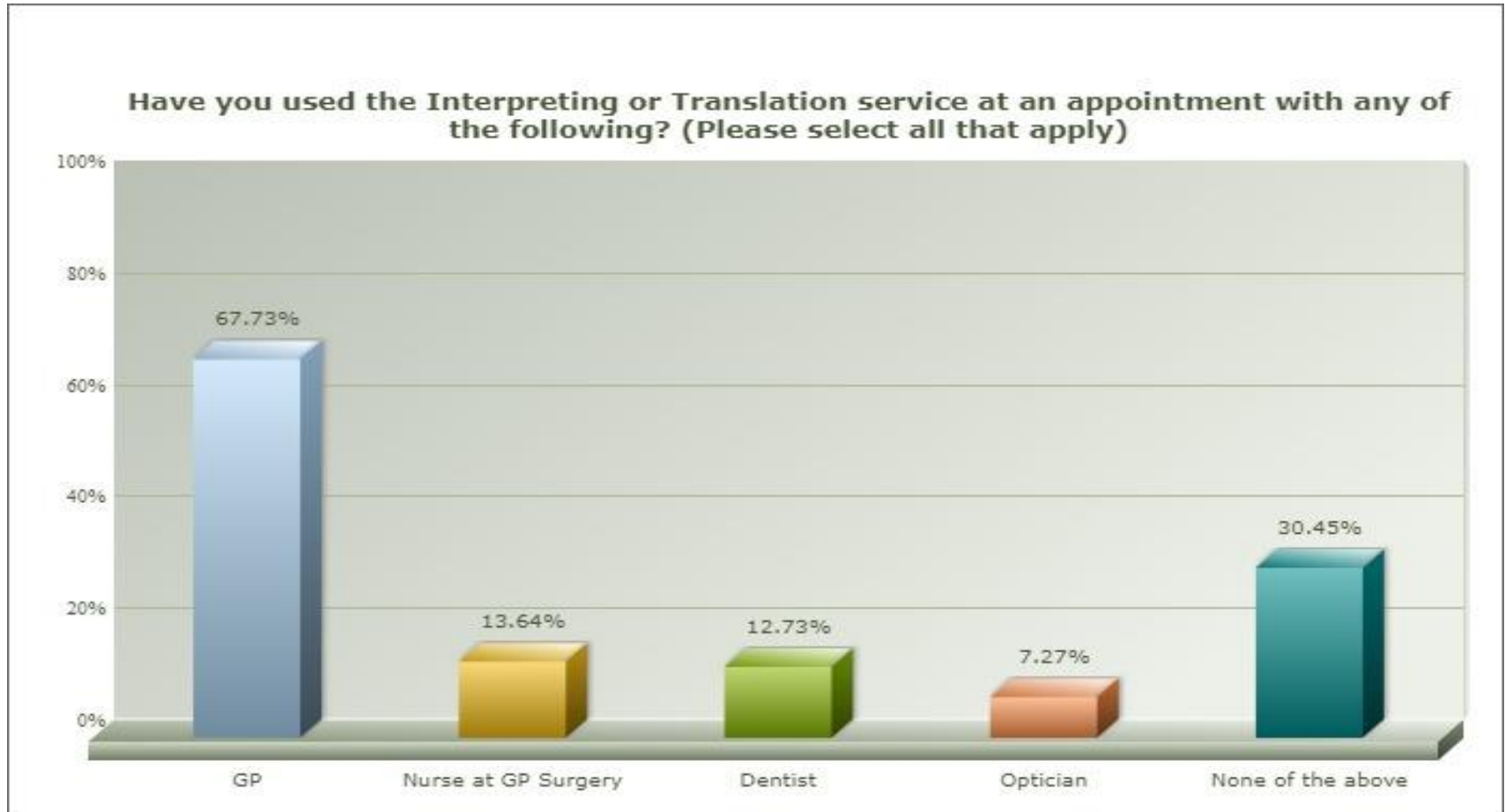
Arabic
 Mandarin
 Portuguese (European)
 Spanish (European)
 Vietnamese

British Sign Language (BSL)
 Other (please specify):
 Portuguese (Latin American)
 Spanish (Latin American)

Cantonese
 Polish
 Somali
 Turkish

Key findings – Use of service

- The majority of respondents had used the service with their GP.
- There was low use at opticians.



Key findings – Awareness of service

- 55% (120/ 219) of patients had used telephone interpreting
- 46% (102/221) of respondents said that they had not been told about the Interpreting and Translation Service when they registered at their GP practice
- 47% (114/216) of respondents said that they did not need an interpreter to book an appointment.
- At engagement events the “support” people told us they needed was to be able to speak with a receptionist face to face to book, as people struggled to understand when booking on the phone.

Key findings – Experience of service

Telephone

- Experiences of telephone interpreting were broadly similar in the three CCG areas.
- 14% of respondents were told that they could not have an interpreter when requested
- 7% had an appointment cancelled because an interpreter could not be booked
- 7% were asked by their GP practice to bring a family member or friend to interpret
- 8% experienced an interpreter that did not speak or understand their dialect
- 66% of people accessed telephone interpreting the same day but 5% had waited longer than 2 weeks for a telephone interpreter.

Comments included

" I had a telephone interpreter who could not interpret. I had a good friend with me (at appointment) who said that the person interpreting could not speak English! I have not used telephone interpreting since"

"Sometimes it is difficult to understand phone interpreting due to bad line or different accent"

"Interpreting over the phone is not as good, especially with the medical terminologies"

"An interpreter via telephone could not understand me and hung up"

Key findings – Experience of service

Face to Face

- 21% of respondents across said they had been told they could not have an interpreter
- 20% of respondents experienced an interpreter not turning up
- 24% reported being asked to bring family members or friends to interpret
- 15% had an appointment cancelled because an interpreter could not be booked

Comments included

“Yes, I was told that there was no Cantonese interpreter available”

“When thereon the day was not an interpreter available on the day , Dr asked me to bring someone in to help interpreting”

“I am very happy with the service and attention in my surgery and I am happy that an interpreter is always available”

“I have always rely on family members to help me with interpreting, the only issue is the appointment has to suit their schedule. I have heard of many other people's bad experiences of interpreters not turning up at appointments”

Key findings – Experience of service

BSL

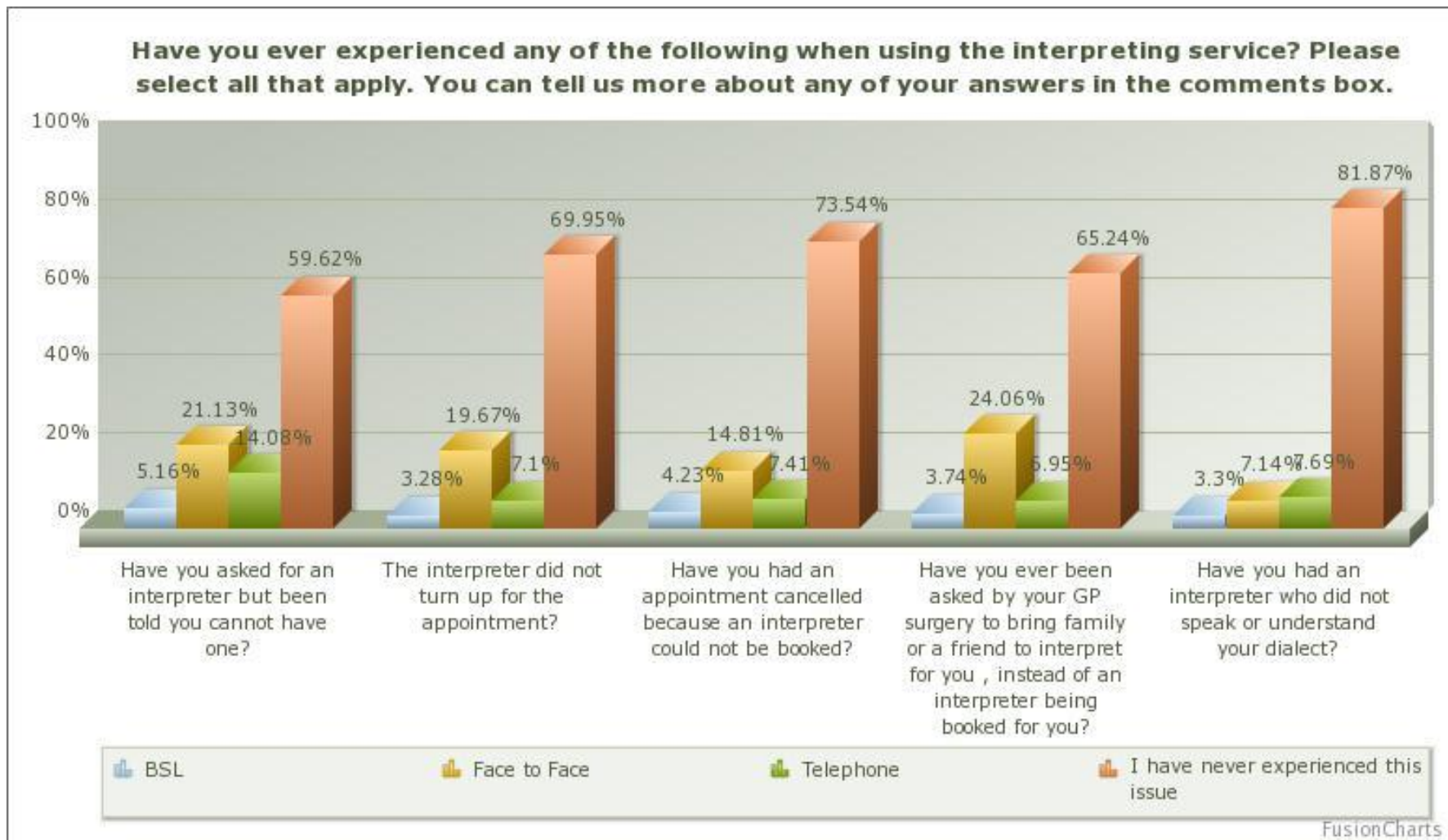
- 5.2% of respondents had been told that they could not have an interpreter
- 32% of respondents indicated that they can get an interpreter on the same day which was unexpected given previous intelligence and ITS service data that indicated waits of 2-3 weeks were common for BSL interpreters
- 25% of BSL respondents said that they waited between 1 and 2 weeks and 11% longer than 2 weeks.

Comments included

“Imagine emergency without interpreter BSL. I need to book for a BSL interpreter for a few days”

“I have gone to hospital and BSL interpreter has been cancelled. Have not turned up sometimes at GP”

Key findings – Experience of service



Key findings – Video Interpreting

- 70% of total respondents would consider using a video service (Lambeth (60%), Southwark (65%) , Lewisham (76%))
- Speed of access and strength of Wi-Fi were the most important influences for people in deciding whether they would use it
- Speed of connection was an issue for BSL users

Reasons for NOT using it included;

- Concerns about freezing or poor signal
- Preferring a person to be present in the room
- Concerns about recording and privacy



Key findings – what works well?

Key themes included;

(130/238 patients responded)

- Improving communication
- Supported better understanding of the patient of their condition.

Comments included

“I can have a better understanding of my own condition”

“I can understand my problem clearly and understanding what they are saying to me and asking me”.

“The translation, I understand what the doctor says about my symptom”

Key findings – what could be improved?

Key themes included;

(119/238 patients responded)

- Ensuring the correct language and dialect is requested
- Quality checking of interpreters, their skills and knowledge of English and medical terms (Interpreter training)
- Improve speed of access

Comments included

“The interpreter needs to understand our (Sri Lankan) Tamil. Some interpreters not understanding Sri Lankan Tamil”

“Interpreter needs more training and they need to interpret correctly, sometimes they do not listen to the client what do they say”.

“Many times, the interpreters don't know what some words used mean”

“Make sure the interpreter is qualified and can speak and understand the languages”

Key findings – Demographics of respondents (online)

Ethnicity of all LSL survey respondents (21 people skipped this question)					
White British	3%	7	White Spanish	7%	15
White Irish	0.5%	1	White Latin American	10%	22
White Welsh	0%	0	White Portuguese	2%	5
White Scottish	0.5%	1	Mixed White and Black African	0.5%	1
White Northern Irish	0%	0	Mixed White and Black Caribbean	0%	0
Black British	1%	2	Mixed White and Asian	0%	0
Black African	6%	12	Asian or Asian British	3%	7
Black Caribbean	1%	3	Chinese	15%	33
White Turkish	5%	10	Vietnamese	11%	24
White Turkish Cypriot	6%	13	Any Other Ethnicity	28%	61
White Kurdish	0%	0	"Other Ethnicity included 12 people who identified as Latin American, 6 people who identified as Albanian and 4 people who identified as Italian"		

Gender	%	number
Female	76%	162
Male	22%	46
Other	0%	1
Prefer not to say	2%	5

Gender reassignment differs to birth sex	%	number
Yes	3%	6
No	93%	177
Prefer not to say	4%	1
Question skipped by 48		

Key findings – Demographics of respondents (online)

Sexual Orientation	%	number
Homosexual	2%	3
Heterosexual	78%	141
Bisexual	2%	3
Prefer not to say	11%	20
Other*	7%	13

* these other responses included “correct sexuality”

This question was skipped by the 58 people.

Marriage or civil partnership	%	Number
Single	16%	34
Married	54%	113
Living Together	6%	12
Separated	5%	10
Divorced	6%	13
Widowed	9%	19
In same sex relationship	0.5%	1
Prefer not to say	4%	8

AGE	%	Number
18-29	1%	1
30-50	64%	50
51-70	26%	23
Over 70	9%	8

Religion or Belief	%	number
No Religion	12%	25
Christian	35%	74
Hindu	2%	5
Buddhist	16%	13
Muslim	24%	50
Prefer not to say	4%	9

Carer	%	number
Yes	21%	17
No	79%	63

Disability	%	number
No disability	65%	133
Deafness / partial hearing loss	7%	14
Blindness/ partial loss of sight	3%	6
Physical	14%	28
Mental ill health	4%	8
Long term illness / condition	10%	21
Learning Disability	2%	4
Other*	7%	11

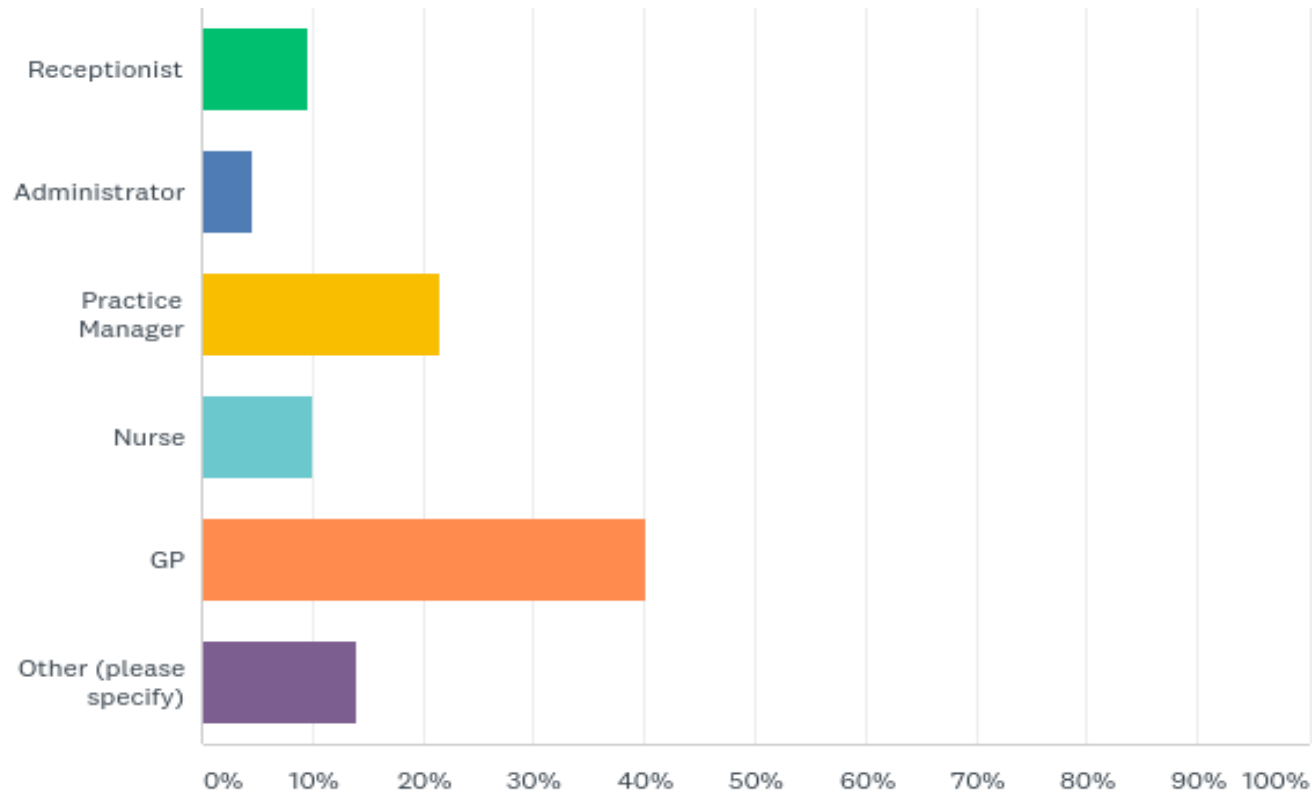
* This included comments where people had recorded specific conditions which could have been recorded as long-term illness/ condition

KEY FINDINGS

General practice

Key findings – responses

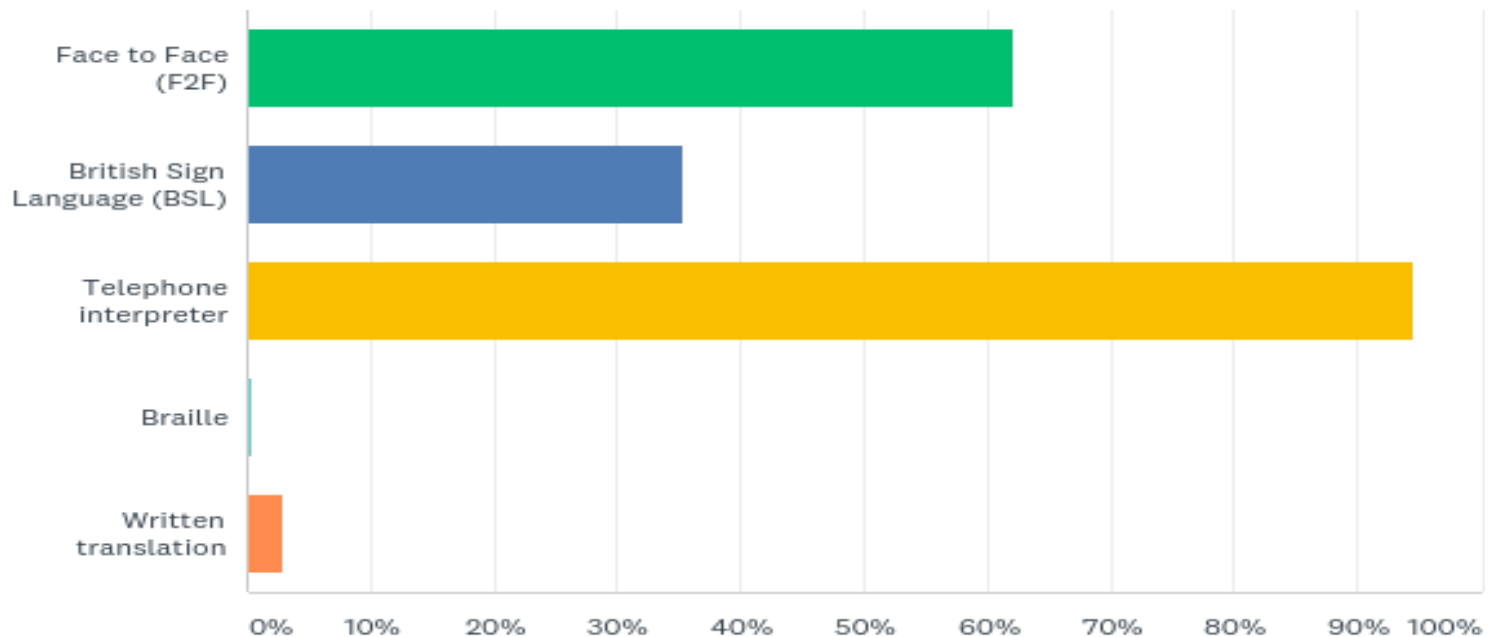
- 255 responses across LSL (88 Lam, 80 South, 87 Lew)
- Responses by respondents role



Key findings – Access

- Telephone identified as most requested, easiest to book & most readily available

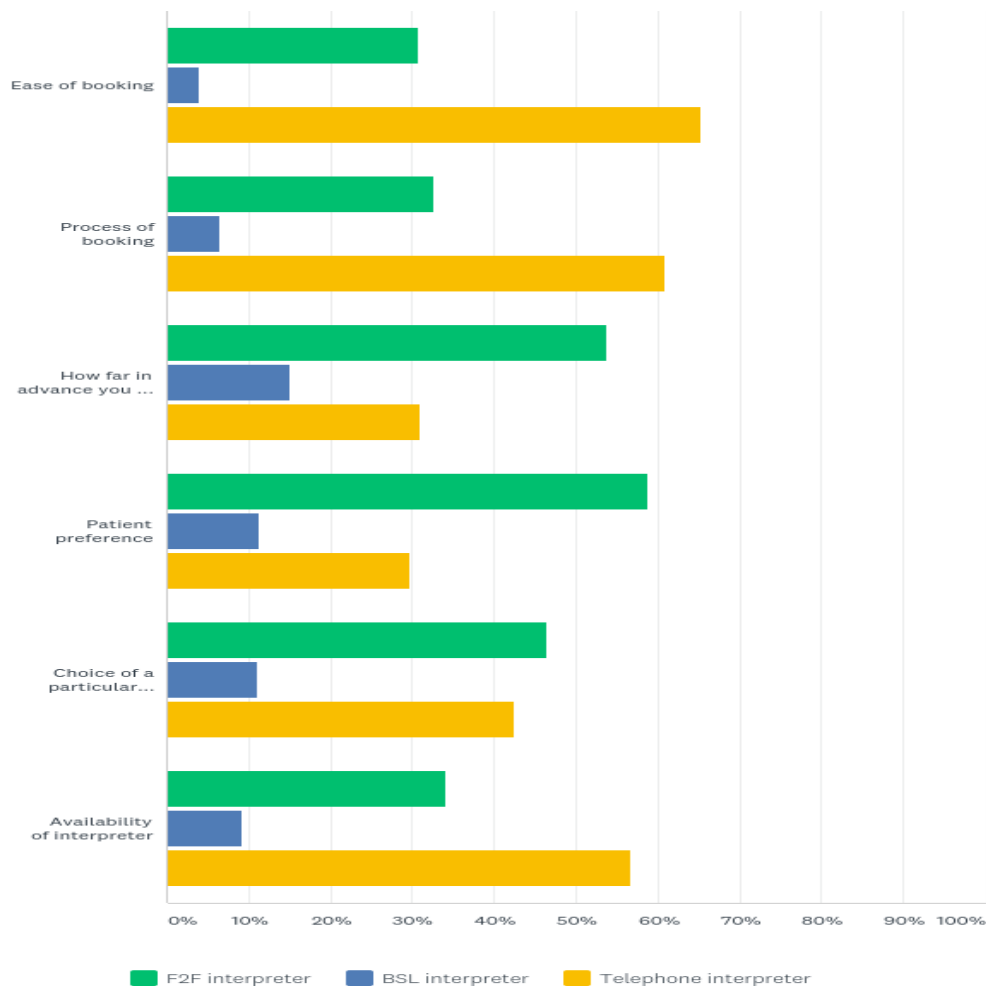
Most requested booking types



ISSUE: Length of time to log-in for telephone booked as an issue echoed across LSL

Key findings – ease of booking

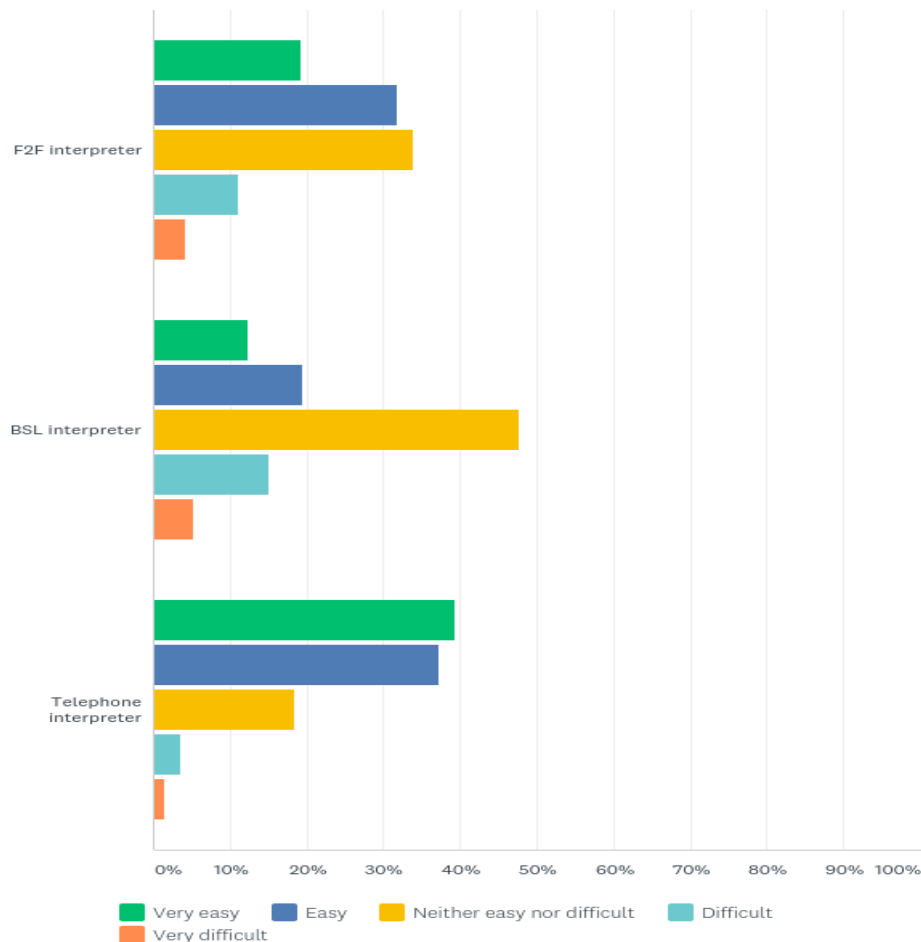
Q: When deciding to book an interpreter, what influences your decision?



- 73% of respondents booked double appointments
- Patient preference was a significant factor for when choosing F2F
- Online bookings was the preferred process for booking an interpreter
- Booking on the day was the preferred timescale for booking an interpreter

Key findings – ease of booking

Q: Please rate below how easy or difficult it is to book an interpreter.



Comments included

'There would always need to be access to a same day element for urgent cases.'

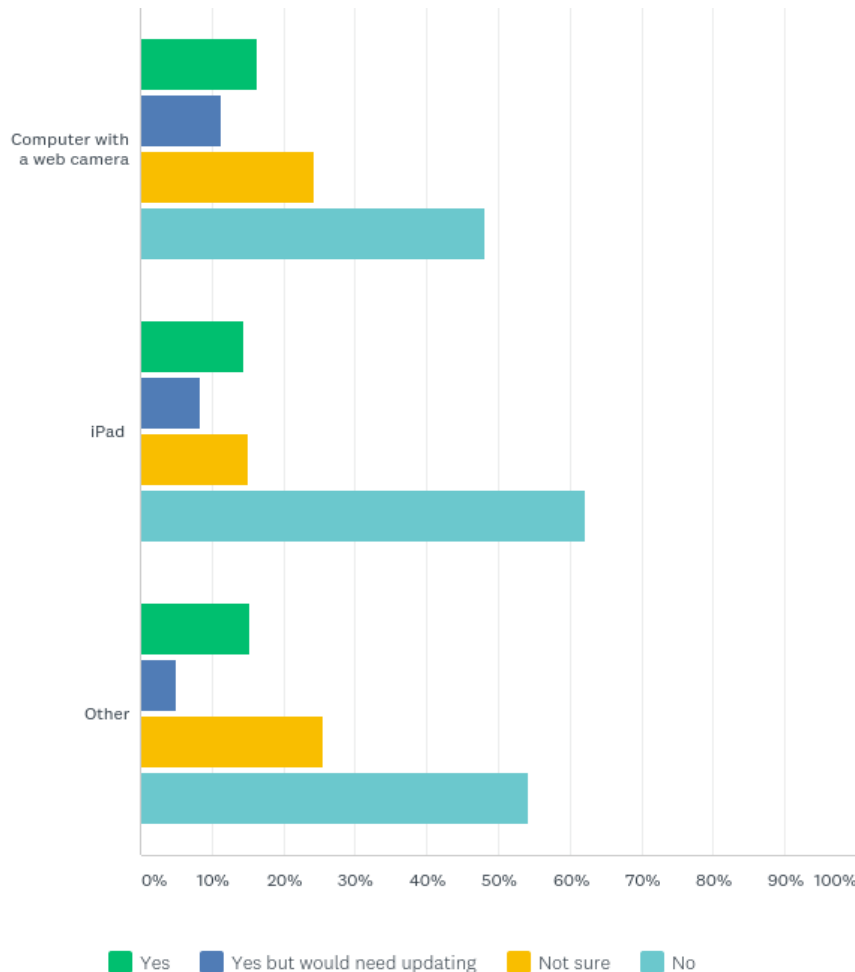
'Booking too far in advance or even at all could be a waste of time if patients cancelled or did not attend.'

'Timescale depended on the medical condition'

'Waiting times for BSL need to be improved'

Key findings – practice equipment

Q: Please indicate whether your practice has access to the following equipment?



- The majority of practices have a telephone with a speaker (81%) and 13% have a manual handset
- The vast majority of practices stated that they do not have an ipad or computer with a webcam
- 54/90 staff said they do not need any training with regards to booking/using the service
- Some stated training would be needed if new technology was used

Key findings – Video Interpreting

- 221 responses (Q: consideration to use of video interpreting)
 - 57.5% said they would consider using video consultation
 - 14% would not use it & 28.5% were unsure
- Despite high response the majority of comments were negative and had reservations about the quality of signal and requirement to date IT equipment

Comments included

“Don't have time in 10 min consultations to set up. Software would need to be perfect, ha ha. never would be.”

“Likely time consuming without additional value, would rely on internet connection which can be slow and also logging into additional programme”

Computer screen already in use for notes. Don't want another screen. iPad would get lost/stolen/ be in wrong room. No WiFi in most practices”

“Really depends on the needs of the consultation and if a video consult adds anything positive to this or not”

BSL identified as the main group that could benefit from video interpreting

Key findings – what works well?

Face to Face	Telephone	BSL
<p><i>‘Good for booking in advance’</i></p> <p><i>‘very reliable and flexibility’</i></p> <p><i>‘Reliable Service, Great Availability’</i></p> <p><i>‘Easy request form. Interpreting team are very quick, efficient and respond almost straight away’</i></p> <p><i>‘Better communication during the consultation’</i></p> <p><i>‘Using a reliable and regular interpreter who the patients know well and trust. Reliability and level of professionalism of interpreters that we use. Ability to communicate well with patients and explain concisely and clearly what is going on’</i></p>	<p><i>‘easy quick and effective’</i></p> <p><i>‘Simple process to book interpreter. Fairly short wait times dependent on language’</i></p> <p><i>‘Overall effective service’</i></p> <p><i>‘WORKS WELL, AVAILABILITY EXCELLENT’</i></p> <p><i>‘Usually interpreting request can be met immediately’</i></p> <p><i>‘ease of access , fast response time’</i></p> <p><i>‘Hard to critique. It works very well’</i></p>	<p><i>Excellent quality of interpreter very rare that interpreter does not attend</i></p> <p><i>Excellent. Patient benefits, communication can take place</i></p> <p><i>Have to book in advance, but professional, prompt, polite, generally knowledgeable.</i></p> <p><i>Helpful to have this service available</i></p> <p><i>Wonderful- used It recently- don’t cut it!</i></p>

Key findings – what needs improving?

Face to Face	Telephone	BSL
<p><i>‘Quicker response time/waiting time’</i></p> <p><i>‘Booking appointments can be time consuming’</i></p> <p><i>‘interpreter not always available for some languages’</i></p> <p><i>‘Not always available at time of appt and needs to be booked quite far in advance’</i></p> <p><i>‘some interpreters do not understand medical terminology’</i></p> <p><i>‘continuity, literal and actual translation can sometimes vary’</i></p>	<p><i>‘To improve response time’</i></p> <p><i>‘More languages at short notice’</i></p> <p><i>‘Accessibility, not so long waiting for the interpreter to take the call’</i></p> <p><i>‘Connection can sometimes be poor and i have been cut off several time. when I call back I have to go through the whole process again and usually start with a new interpreter’</i></p> <p><i>‘Quality, availability of language specialist and connection’</i></p> <p><i>‘Accessibility, not so long waiting for the interpreter to take the call’</i></p>	<p><i>‘Time frame for booking appointments’</i></p> <p><i>‘If patient has a problem on the day not easy to access BSL’</i></p> <p><i>‘can be a long wait for patients to get appointment due to interpreter availability’</i></p> <p><i>‘More information on how to arrange appointments’</i></p> <p><i>‘need video interpretation for urgent med needs’</i></p> <p><i>‘Needs to book 2 weeks in advance’</i></p>

KEY FINDINGS

Health Promotion* Clinics

- *A small number of GP practices provide an interpreter at what have historically been identified as 'Health Promotion Clinics'.*
- *Health promotion clinics is where practices 'block book' an interpreter to allow patients that do not speak English as a first language to see a GP or nurse with interpreting support*
- *These arrangements were in place when Lewisham CCG took over the administration of the ITS contract from NHS England in 2015.*

Key findings - summary

- 6 / 8 Health Promotion clinics continue to operate in Lambeth and Lewisham
- 5 online responses received (4 from Lambeth and 1 from Lewisham)

<i>Lambeth (5 clinics)</i>	<i>Southwark (0 clinics)</i>	<i>Lewisham (1 clinic, 1 LES)</i>
Cantonese, Spanish, Portuguese	Previously had 2 clinics (Spanish & Vietnamese) which both ceased operation in September 2018	1 Vietnamese 1 LES (Vietnamese)

- All of the Lambeth clinics have operated for more than 10 years
- The Lewisham clinic and LES have operated for 5-10years
- The clinics are only available to patients registered at the GP practice where the clinic is located
- Clinics vary in terms of prebookable or drop in sessions
- No recent HP Clinic patient feedback captured

Key findings - Lewisham

- 1 online response from HP clinic
- Engagement carried out at both the HP clinic and also the practice that have a LES

Health Promotion Clinic - Vietnamese	Local Enhanced Scheme -Vietnamese
<ul style="list-style-type: none"> • 2 engagement events • Offers face to face interpreting at 5 x 3 hr GP sessions per week (Mix of drop-in / prebookable) <p>Spoke with 6 patients (5 Vietnamese, 1 Cantonese)</p> <ul style="list-style-type: none"> • 1 happy with service and stated nothing to improve • Book their appointments around interpreter (not aware of ITS service) • Prefer F2F but would consider video <p><i>“As it would be convenient when the interpreter was not available (in the practice)”</i></p> <p><i>“I prefer video than telephone, as you can see the interpreter for body language”.</i></p> <ul style="list-style-type: none"> • On one visit the interpreter was booked (& stays) 9am – 12noon but no patients were booked in. 	<ul style="list-style-type: none"> • 1 engagement event • Offers face to face interpreting (1 x week) • Prebookable appointments • Assist with GP/Nurse / HCA appointments, health promotion & booking appointments/ helping patients with documents <p>Spoke to 3 patients;</p> <ul style="list-style-type: none"> • All happy with the service • Prefer to telephone because of <i>“misunderstanding”</i> and <i>“having to repeat myself”</i> • Would be open to video interpreting <p><i>“As now I usually book on a Wednesday only to see a GP, so if video interpreting is available. I will not have to wait “</i></p>

Key findings - Lambeth

- Paper surveys made available at reception in all clinics
- Interpreters in clinics sat with patients to complete the paper surveys

	Languages /clinic frequency	Services	Staff comments
Practice A *	<ul style="list-style-type: none"> • Portuguese 1 x 2-hour session Vietnamese 2 x3 hour session • Cantonese 3 patients per session per week • Other languages 4- 10 patients per session per week • There are long standing interpreters who are well known to the practice who provide interpreting support and additional support to admin staff contacting speakers of other languages. 	<ul style="list-style-type: none"> • Pre – bookable appointment only. • Offer; GP consultation /Nurse Consultation / Health Advice 	<ul style="list-style-type: none"> • drop ins will be seen • COPD singing class available for Cantonese and Portuguese patients • Stop smoking advocate is Portuguese • Not sure if patient feedback • Staff value and trust their interpreters. • Interpreters are established and well known to the patients.
Practice B *	<ul style="list-style-type: none"> • Portuguese 1 x 3-hour clinic and some afternoon clinics • Spanish 4 x 3-hour clinic. • Portuguese 4 per session and Spanish 3 per session. • There are long standing interpreters who are well known to the practice who provide interpreting support and additional support to admin staff contacting speakers of other languages. 	<ul style="list-style-type: none"> • Pre – bookable appointment only. • receptionist speaks Spanish • Nurse & administrator speak Portuguese 	<ul style="list-style-type: none"> • Patients value F2F interpretation. • Staff describe the service as “ gold standard” • Patient survey 3 years ago • Staff value and trust their interpreters. • Interpreters are established and well known to the patients.

Key findings - Lambeth

	Languages /clinic frequency	Services	Staff comments
Practice C	<ul style="list-style-type: none"> Portuguese and Spanish – 2 x sessions. (1x3hr & 1x3.5hr) Vietnamese session 	<ul style="list-style-type: none"> Mix of pre – bookable and drop in. 	No patient survey
Practice D	<ul style="list-style-type: none"> Portuguese –varying length sessions (approx 13 hours a week) Spanish – as above covering 7- 8 hours 	<ul style="list-style-type: none"> Mix of pre bookable and drop in 	<ul style="list-style-type: none"> Regular team of trusted interpreters Saves time on our appointments plan rota /capacity in advance No patient survey

Patients comments

- Spoke to 4 Portuguese patients; who like the service and had no complaints
- Spoke to 2 interpreters in the Spanish clinic who fed back that patients were happy with the service. A patient feedback to add *“They have time for people who don’t speak the language”*.

KEY FINDINGS

Dentist, Opticians, BPAS, MSI

Key findings

- 7 staff responded to online survey / 2 email responses from BPAS
- No response from opticians or Marie Stopes
- NHS England assisted in disseminating the online survey (Dentist/Opticians)

Key Themes

- Difficulty in accessing face to face interpreters
- The dentist found all services difficult to book
- For pregnancy advice services the lack of availability after 5pm was an issue
- Would want a future service to have same day telephone interpreting and next day face to face.

BPAS	Dentist
<p>Reservations were expressed on the potential use of video as opposed to telephone :</p> <p><i>"I feel it could be more intimidating for any vulnerable clients who do not wish people to know they are accessing our services"</i></p> <p>With regards to equipment the BPAS service had a speaker phone, no web cam, but did have an iPad.</p>	<ul style="list-style-type: none">• use F2F and book double appointments,• Better if patients book themselves• Would consider video interpreting

Next steps

NEXT STEPS

- An options paper outlining future commissioning options will be drafted for commissioners to consider. This will incorporate findings from the engagement.
 1. Do nothing
 2. Procure a new LSL service (revised service spec)
 3. Individual CCGs to procure their own service
 4. Procure a service at a South East London (SEL) level to align to Sustainability and Transformation Plan (STP) approach

QUESTIONS

Key Contacts

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LSL

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Lambeth

The Clapham Deaf Group, The Chinese Association, A Latino Legal advice drop –in, Spanish speaking churches, Local Polish supermarkets (Streatham), Lambeth residents, Clergy, congregations and patients at local Catholic Churches, Lambeth Patient Participation Group Network, Lambeth Council, Lambeth Healthwatch, Lambeth Health Promotion clinics (Staff, patients and Interpreters), Lambeth residents

Southwark

Advising Communities, Advising Communities English Class for Spanish people, Turkish Cypriot Elders Group, Vietnamese Mental Health Services, Advising Communities Spanish Advice drop-in, Latin American Disabled Person Project, FULA (Age UK Latin American Group), Latin American Women's Rights Service, Southwark Day Centre for Asylum Seekers, The Forum for Equality and Human Rights in Southwark, Healthwatch Southwark, Southwark residents

Lewisham

Deaf is Cool, Turkish Elders Group, Lewisham Multi Lingual Advice Service, Lewisham Refugee and Migrant Network, Advice Lewisham, Adult Learning ESOL, Afghanistan and Central Asian Association, Lewisham Deaf Forum, Lewisham Healthwatch, Lewisham Health Promotion clinics clinics (Staff, patients and Interpreters), Patients attending LES practice, Lewisham residents