

LSL ITS Engagement Log

CCG: NHS Southwark CCG

Stakeholder/ committee / meeting / activity	Date	Delivered by	Purpose	Content	Key points / issues	Numbers of participants / attendees
Southwark Practice Managers Forum	6 Sept	RD	Highlight impending review and review current data	Presented 17/18 data and discussed why there was difference in f2f and telephone use across practices.	Use of the service currently based on historical processes and clinicians' preferences.	Approx. 15
Forum for Equality and Human Rights	18 Sept	RW	Highlight impending review	Short verbal update to meeting to highlight that the CCG with L&L CCGs will be reviewing the interpreting service in general practice and will want to engage with users and may be in contact with some of the organisations in the room in order to do this.	No questions	Approx 16 people including a few council officers and mostly VSC organisations
Email to FEHRS, CAB and council	24 Sept	RW	Asking for contact	Email to ask whether they know any community groups working with top 5 languages which were enlisted as we are about to engagement on our interpreting review		
Commissioning Intentions letters	28 Sept	JY / CG	Giving notice of review & expectation to implement any findings	"The CCG is in the process of reviewing the interpreting and translation services working with our GP practices, GP federations and patients. We will expect practices to work with us to implement the outcomes of this review in 19/20 helping to communicate		To PMs in all Southwark GP practices and the two GP federations in Southwark.

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				with patients who use these services. The CCG recognizes there may be a training requirement and [will] work through the Practice Manager Forum on what will enable practices to implement any changes."		
Engagement Advisory Group	11 Oct	JY / RW	Sharing engagement plan for further advice	Engagement plan shared and JY reported context and RW highlighted key points in engagement plan including proposals to target engagement on top 5 requested languages. RW asked whether members had contacts for Cantonese / Mandarin groups, Latin American groups, Turkish or Vietnamese groups	CS / council had a large meeting for members of Latin American community and will give contact details. RW recommended to ask JS at Vietnamese MH Project for contacts. Reported that council reviewing ITS and RW to follow up. HW stated that people had reported difficulty in making appointment without interpreters.	FEHRS, Community Southwark, council, HW
Primary Care Commissioning Board	23 Oct	JY	Sharing engagement plan and scope of review	Engagement plan shared and scope of review. PCCB supportive.	Healthwatch highlighted ability for patients to book appointments who need these services	12
North locality meeting	25 Oct	CG	Giving context for review and receiving views of service	Engagement plan shared	Members asked were curious as to why this is specifically NHS services. There was a view that it would be helpful to do this review with the council. CG noted that there will be issues of alignment in terms of purpose, procurement etc, but would ensure that is explored and explained. It was noted by members that lots of clinical work is driven by a "telephone first" contact. This has changed the way that practices work – but we have not changed the way	7 GPs, 2 PMs, 2 CCG, 2 clinical leads

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					<p>that we are operating interpreting services. This more immediate contact might require a different approach and should be taken account of.</p> <p>It was noted that common languages are easy to get services for, some languages very hard to get.</p> <p>TW noted that at Villa St, they have just rejigged the access process, all people to be seen on the same day have to be triaged and on Language Line</p> <p>GPs enquired if trauma and psychological interventions such as services like IAPT whether they have their own interpreters.</p> <p>In relation to the engagement piece of work members asked that we:</p> <ul style="list-style-type: none"> ○ Use models of good practice as examples of how it might change ○ Ask some open questions in the questionnaire to pull out the issues ○ we think about practices who be representative of the population, particularly in relation to practice with high usage ○ explore neighbourhood approaches – e.g. a geographically based team for neighbourhoods ○ provide training for receptionist staff to support interpreting ○ We need to be specific about the training that interpreting staff get, and how they are quality assured ○ It was noted that it might be helpful to increase recruitment into practices from the local population 	

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South locality meeting	25 Oct	JY	Giving context for review and receiving views of service	Engagement plan shared.	<ul style="list-style-type: none"> F2f provides a 'gold standard service' Provide training on how to do a consultation using phone translation Speaker phones would enable phone translation use Training for reception staff needed 	12 GPs, 2 PMs, 2 clinical leads, 4 CCG
Practice Nurse Forum	30 Oct	KMB/ AN	Giving context for review and receiving views of service	<p>Provided the printed copy of the brief with the agenda, discussed the purpose of the request for feedback and importance that each staff group takes part.</p> <p>The short outline and link to the survey will be sent to all PNs and HCAs following the forum.</p>	<ul style="list-style-type: none"> The experience of using service so far is good There is an awareness that f2f appointments get cancelled Accessing the service over the phone is good in standard working hours, but not great after 4 pm Link to the previous comment – extended services may have more difficulties arranging phone appointments. 	20
Practice Managers Forum	1 Nov	JY / RD	Giving context for review and receiving views of service	<p>Provided the printed copy of the brief which was sent to the whole mailing list the weekend after the meeting.</p>	<p>Member encouraged to fill in survey and noted that link is in GP bulletin</p> <p>One PM briefly spoke about the very large Spanish speaking population around Elephant and Castle, he felt this was why the interpreting service was used a lot at his practices. A few practices mentioned that they had issues using the telephone translation service either because they didn't have good phones, or the phones were not well located in consulting rooms.</p> <p>Two practices said that they use google translate on reception and show patients the screen and said that google translate is good. They followed up to a clarifying email to PM chair to say:</p> <p>"we use [google translate] at ... reception, but I can see how it would be helpful in</p>	16 people representing 17 practices

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					<p>consultation.</p> <p>I think both myself and ... raised it and said it was being used in practices as an alternative. It is immediate and has a speaking function so minimal room for error.</p> <p>Would be useful as a function in EMIS. We encourage all receptionists to added it to their desktop/phones so they have easy access to it.</p> <p>Makes interactions with non-English speaking patients easier and minimises the amount of time spent on each interaction”</p>	
North Southwark PPG	7 Nov	RW	Highlighting review and approach to engagement and most requested languages	Brief verbal update	<p>One question on why only looking at top languages. Explained that a lot of other languages are requested by the numbers are relatively small.</p> <p>Was told about first Anglican bi Lingual (Spanish / English church at E&C – St Mathews at the Elephant) and could leave translated surveys there.</p>	8 patients, 2 QHS, 1 GP and 2 CCG.
South Southwark PPG	13 Nov	RW	Highlighting review and approach to engagement and most requested languages	Brief verbal update	<p>One member asked why we are not including French (she is from Cote d'Ivoire) and RW clarified that French is a requested language but not one of the most requested languages but happy for her to fill in survey..</p>	12 patients, 1 practice staff, 1 clinical leads, 1 CCG
Advising Communities – Latin American Group at Pembroke House	27 Nov	RW	Highlighting review, taking views of service and promoting survey	<p>Played audio in Spanish. Went through presentation slowly (it is an English class so coordinator wanted presentation in English and she clarified where there were questions in Spanish).</p>	<p>One woman from Lewisham noted that she goes for blood test ... and she says she needs an interpreter and it can take up to half an hour to get a telephone one.</p> <p>One Southwark patient takes her brother as interpreter and said it is not ideal when talking about female medical issues.</p> <p>One woman has her husband who interprets</p>	<p>7 women – all Spanish speaking plus coordinator from Advising Communities. 5 from Southwark and 1 from Lewisham and one from north London.</p> <p>6 completed paper surveys.</p>

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					<p>for her and uses telephone interpreting when he doesn't go. Not a problem for her using husband.</p> <p>One woman automatically gets face to face and wasn't aware of telephone and often has to wait 8 days for an appointment because of this.</p> <p>One woman acts as interpreter for family and friends (not trained) and sometimes find medical terms difficult. She asked about double appointments but I replied that I don't think Villa St offer double appointments (according to their survey response) but their regular appointments are 15 minutes</p>	
Southwark Cyprus Turkish Community Association	29 Nov	RW	Highlighting review, taking views of service and promoting survey	<p>Played audio in Turkish. Coordinator gave out surveys and helped people fill them in. Interpreter arrived and also helped people fill in survey. RW answered questions through an interpreter on a one to one basis.</p>	<p>Coordinator explained that a lot of people use family members and this is normal and people are comfortable with it.</p> <p>One woman at a Lewisham surgery said that the GP tells her to bring someone to interpret.</p> <p>One woman at a Lewisham surgery calls her son on phone to interpret – the older GP accepts that but the younger GP doesn't.</p> <p>One woman at a north Southwark practice mostly doesn't use the ITS but doesn't understand everything. Has used telephone ITS twice but prefers face to face as can explain more but has not been offered it.</p> <p>One husband and wife at a north Southwark surgery where man often interprets for wife but not always. Sometimes use interpreter and have used face to face and telephone</p>	<p>17 women and 14 men – mostly Southwark and some Lewisham. One women from north London. Some people do not use ITS</p> <p>21 completed paper surveys</p>
Southwark PMs	4 Dec 2018	JY	Letter sent out to PMs with link to			

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			survey			
LMC	4 Dec 2018	JY	Letter sent out to PMS with link to survey	Discussion / feedback at January meeting	Via email "It's good that all practices have chance to comment. I gather from reception that booking is by Email and they have to wait for confirmation before they book with the patient. (so a little long winded). When they come, they are very good. Occasionally they let you down which wastes a double appointment"	
CCG engagement mailing list	4 Dec 2018	RW	Key messages and link to web page highlighting langs audios and surveys available in and BSL film	Please promote to orgs and groups that are relevant. Happy to come to meetings	One person responded to ask whether we had considered using speech to text typing as part of review.	
FEHRS newsletter	5 Dec 2018	Tim Clarke	Key messages and link to web page highlighting langs audios and surveys available in and BSL film	Please promote to orgs and groups that are relevant. Happy to come to meetings		
Vietnamese MH Service	6 Dec 2018	RW	Highlighting review, taking views of service and promoting survey	Played audio in Vietnamese and went through highlights from presentation. Answered questions. Interpreter and coordinator helped people fill them in.	There was a general question about the length of time to get GP appointments. Answered by saying that this is the same for a lot of people. Talked about 8 – 8 service in Southwark, GP hubs in Lambeth and there will be something similar in Lewisham. Also said that if people use tel service their appointment wouldn't be delayed by having to book a F2F. One woman from Lewisham said she is happy with service at GP but doesn't get ITS at Lewisham hospital for OP appointment (even if GP requests it).	15 people including 3 men and including from 5 Lambeth, 5 from Southwark and three from Lewisham. 13 completed surveys and some people took more for members of the family to fill in and RW also left some for the VHMS to give out to other clients.

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					<p>One person said that their GP tells them to bring someone to interpret for them when asked three others in the group said that their GP does the same.</p> <p>One person says that it is not always clear on the phone and so can be difficult to understand</p> <p>One man and woman from Peckham go to Croydon to see a Vietnamese dentist and this takes a whole day to go there and back and is very tiring. They also went into an optician who told them to leave. No-one has been offered ITS at opticians or dentists and everyone else takes family or friends.</p> <p>One man had a F2F who did not understand the medical terms being used.</p> <p>One woman spoke about a friend in Lambeth where the interpreter was running late so she sat waiting for her appointment until she came and then the interpreter left so as not to be late for her next appointment so friend did not have her GP appointment.</p> <p>One woman gave contact details for:</p> <p>Lambeth Elderly Association from Vietnam: 56B Courland Grove, SW8 2PX. 020 7498 2465 myd@leav.org.uk which was passed on to Lambeth.</p>	
Engagement and Patient Experience Committee	7 Dec 2018	RW	To highlight context and engagement already taken place	Presentation, engagement plan and engagement log	<p>Issues raised in discussion with members of the committee include:</p> <ul style="list-style-type: none"> • People's working lives doesn't make it easy for people to engage and there are a lot of illegal workers who may well be 	4 local people, 1 HW, 1GP, 1 Lay member and 2 CCG

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					<p>using the interpreting service.</p> <ul style="list-style-type: none"> • RW noted that she had sent out the links to the website which has audio files on it in the tops 10 languages across Lambeth, Southwark and Lewisham so that if anyone on the engagement mailing list has friends or neighbours with links into other communities in they can forward it on to try and maximise the reach on the engagement in the review. • JE noted that she has asked that training is built into the future service or specification so that admin staff / receptionists are more aware of the service, people's need of the service, and how to book etc • There was a discussion on google translate as some members were concerned about GP admin staff using Google Translate at the front desk. RW reported that when she met the University of London researcher based with Southwark Council for two days a week working with the Latin American community they had had a similar conversation, but the researcher noted that Google Translate is good quality and well used. • It was noted that NHS Choices enlists languages available in GP surgeries by doctors who speak other languages. • There was some discussion about women using male family members or adults using children to interpret and how this is not appropriate. It was noted that 	

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					<p>we are exploring this issue as part of the engagement.</p> <ul style="list-style-type: none"> It was queried whether we can reach out to students who may use the service? RW noted that we want to have a presence at Southwark College as part of enrolment week in January to try and reach this group of people. NL will give any contact details that Healthwatch have that are not already enlisted on the engagement plan. 	
FEHRS	11 Dec	RW	To highlight reviews, context and make contact with any relevant groups	Presentation	<p>A member from Solace and IRIS who provide training for GPs around domestic violence noted the importance of not using family members esp men as interpreters.</p> <p>There was a query about whether we are using social media and targeting younger people. RW noted that we have a web page with audio files and links to survey in different languages and are tweeting links to it.</p> <p>Southwark Disablement Association noted the issue of lack of BSL interpreters in A&E. Focus group or drop in when deaf users use centre. Deaf people can have difficulty contacting GP practice to make appointments in first place and contact SDA by text message to make an appointment on their behalf.</p> <p>RW to email FEHRS with covering email link to web, posters and surveys in translation</p> <p>RW given contact for FULA (Latin American Older Person's Group) at Stone's End Day Centre</p>	17 people – incl 2 council and 14 VCS, 1 community activist

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					RW given contact details for SIDA – The Somali Integration and Development Association.	
Healthwatch	12 December 2018		To highlight review and how to respond	Included link to survey and link to their website with more information		
PM mailing list	18 December 2018		To highlight patient survey link and send posters in different languages	Included link to survey and link to their website with more information		
Southwark News advertorial	20 December 2018		To highlight review and how to respond	Included link to our website with more information		
FEHRS	8 Jan 2019		Sent out surveys and posters in translation to their members			
Advising Communities Spanish advice session	11 January 2018	RW	To encourage people to fill in survey	Handed out surveys to people waiting for advice from LSL		7 completed surveys
Latin American Disabled Person's Project	11 January 2018	RW	To highlight review, context, take questions and encourage people to fill in the survey	No-one turned up. LADPP organised the meeting despite not opening properly until 14 January which we didn't know when the date was set.	Spoke to the Volunteer Coordinator and the Health and Wellbeing manager. Issues raised included: - They have volunteer interpreters and sometimes people request an interpreter and when their volunteer turns up an interpreter is already provided by the service – it was unclear whether this referred to GP. - RW explained how it should work at	2 Left Portuguese and Spanish surveys for their staff to promote to clients when they attended sessions. Received 4 Portuguese surveys plus two from out of area and 13 Spanish surveys plus two

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					<p>GPs</p> <ul style="list-style-type: none"> - One member of staff used to work at a refugee organisations and they used Language Line sometimes - they are also native Portuguese speakers and she noted that sometimes LL interpreters do not always interpret what is being said. 	from out of area
FULA	16 January 2019	RW	To highlight review, context, take questions and encourage people to fill in the survey	Played audio file to individuals and then highlighted key issues from presentation before taking questions		10 people, 2 Lambeth 3 Southwark and everyone else out of area
LAWRS Portuguese focus group	19 January 2019	RW	To highlight review, context, take questions and encourage people to fill in the survey	Played audio file to individuals and then highlighted key issues from presentation before taking questions and having a discussion.	<p>One woman noted that the Spanish community are not learning Spanish so much. It was noted that often free classes are in the evening and family and when people are working (as cleaners).</p> <p>One woman noted that she doesn't need an interpreter at the GP but when she was referred to hospital it was harder to understand the medical terminology of what was happening as more complex. She was very nervous. Some discussion about the difference between an interpreting service and the need for advocacy / support and how nerves affect one's ability to speak / understand and take in information.</p> <p>A lot of concern about phobia and CT scans and how to explain this to hospital workers if you are anxious and do not speak English very well.</p> <p>One woman who has used the ITS service over the years and it is less friendly so if she sees the interpreter she cannot have a</p>	4 women: 3 Spanish - 3 Lambeth 1 Portuguese – north London

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					<p>friendly conversation beforehand and it is more mechanical. RW explained that is a more formal and professional service and not an advice or advocacy service. But the user may feel it is a less friendly service and more alienating. She also noted that it is difficult to understand the interpreter over the phone. After further questioning she said it becomes quite disruptive as they have to pass the phone over and ta takes away the flow and it's not an organic conversation. The group agreed that passing the handset happens a lot.</p> <p>One woman at KCH has not been offered ITS. The interpreter explained that only offered tel for OP appointments and will only be offered face to face for a procedure.</p> <p>One woman asked whether you can request Brazilian Portuguese. Gave example of her mother and difference of her.</p> <p>One woman has been here 4 years and has intermediate level English and ask her GP to write things down for her to make sure she is taking correct dosage of medicine etc.</p> <p>Tamya – the issue of learning English is an economic one as free English classes are often when they are working as they might be having a number of cleaning jobs or child care is not offered. Many people are very educated from their country of origin.</p> <p>Some issues from Brazilian group:</p> <ul style="list-style-type: none"> • 4/5 have experienced some form of violence in their home or workplace. Brazilians are the highest number of LA living in UK. (nearly 53,000 in UK and most in London). Most 	

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					<p>things that are offered are for Spanish speakers.</p> <ul style="list-style-type: none"> • May people are not registered with GP – fear of immigration status, • One woman went to GP and didn't see any information about interpreters • Went to receptionist and they were not been accommodating (she lives in Southwark) • One woman has been denied interpreting service and when she is offered she needs an interpreter who has an understanding of MH needs • Issues of male / female interpreters and choice • One woman through that interpreters should be trained on race equality issues and unconscious bias. (child note this – comments about her appearance, comments about her papers) • Inappropriate if a survivor if the perpetrator goes – some women find it easier to make private arrangement for a Brazilian Portuguese speakers rather than not being provided one at GP or one who speaks European Portuguese • Poster with main languages on should be provided centrally for GP practices advertising interpreting services 	
LAWRS Spanish focus group	19 January 2019	RW	To highlight review, context, take questions and encourage	Played audio file to individuals and then highlighted key issues from presentation before taking questions and having a discussion.	<ul style="list-style-type: none"> • One woman didn't know she had the right to an interpreter so doesn't go to the doctor – she hasn't registered locally after a bad experience elsewhere • 2 women used interpreting service 	11 women 9 Spanish speakers (including one who filled in survey at Advising Communities last week) 2 Portuguese (Brent)

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			people to fill in the survey		<ul style="list-style-type: none"> • 2 woman not registered • 1 woman brings her son as she was used telephone interpreting service and it was too difficult. The person on the phone was not understanding what she was saying as she repeated it back in Spanish and not correct. It is difficult and embarrassing for her son and last time she had a smear test. She is currently going through menopause. She would still prefer to use son even though embarrassing rather than using phone interpreting. • One woman has had no problems - a year ago went to have test and had a Spanish speaking GP. And someone phoned her form GP practice with results (one serious) and spoke Spanish on the phone. • One woman supports others at GP. She knows of instances where interpreters have been late and therefore miss appointments. • One suggestion was that when appointment text messages are sent out that there is confirmation that an interpreter is booked / will be provided. • On woman had a GP practice call her and she couldn't understand and would prefer a text as can put that in google translate for example. • One woman in temporary accommodation has been moved 4 -5 times and has had 4 -5 different GP practices. Her latest GP told her she needed to book a double appointment. She can speak a bit of English and the GP has assumed she doesn't not need an interpreter. • Issue about whether telephone 	<p>5 Lambeth 2 Croydon 4 Southwark 1 Wandsworth</p>

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					interpreting is available for telephone triage conversations.	
Southwark Day Centre for Asylum Seekers – advice session drop-in	29 January 2019	RW	To highlight review, context, take questions and encourage people to fill in the survey		<ul style="list-style-type: none"> Has used telephone interpreting at Southwark GP. But hard to understand as different dialects and come from different parts of the world so the Arabic that the interpreters speak can be fairly different. This happened to a friend of his this morning – also with a Southwark GP. 	<p>2 men and both registered with Southwark GPs. 2 completed surveys.</p> <p>There were a number of Farsi speakers</p>