

INTERPRETING & TRANSLATION SERVICES POLICY

APPENDIX 1 – GOOD PRACTICE GUIDE FOR WORKING WITH INTERPRETERS

Remember that many service users do speak English. It is essential that the service user's understanding of English is clarified prior to booking an interpreter

Try to book interpreters as far in advance as possible

Remember to give the reason for an interpreter when booking for example, consent and discussing treatment to provide medical information

Allow additional time for appointments where an interpreter is needed. Time is required to provide a short briefing session, see the patient and then allow time to debrief the interpreter afterwards

Introduce the interpreter to any staff who will be involved in the patient's clinical care

Indicate to the interpreter how long the session might take. When the consultation is expected to be lengthy ask the interpreter if they are likely to need a break

Be aware of the environment and seating arrangements. Sitting in a triangular formation is a good idea and remember that people who are lip reading or use a signer find plenty of light helpful

Speak directly to the patient rather than the interpreter

Speak in clear sentences and give the interpreter time to get a response from the patient

Take extra care in explaining procedures and sensitive issues

Check that the patient has understood everything

Remember confidentiality. Only information that is essential to the interview should be divulged.

Don't use jargon or euphemisms. For example don't say 'waterworks' when you mean 'bladder'

Be aware of cultural differences

Try not to get suspicious or frustrated when a question needs a long discussion between the interpreter and the patient

Don't shout at people who have hearing impairments