

Improving the Interpreting Service Provided to Turkish speakers undertaking Counselling and Therapy

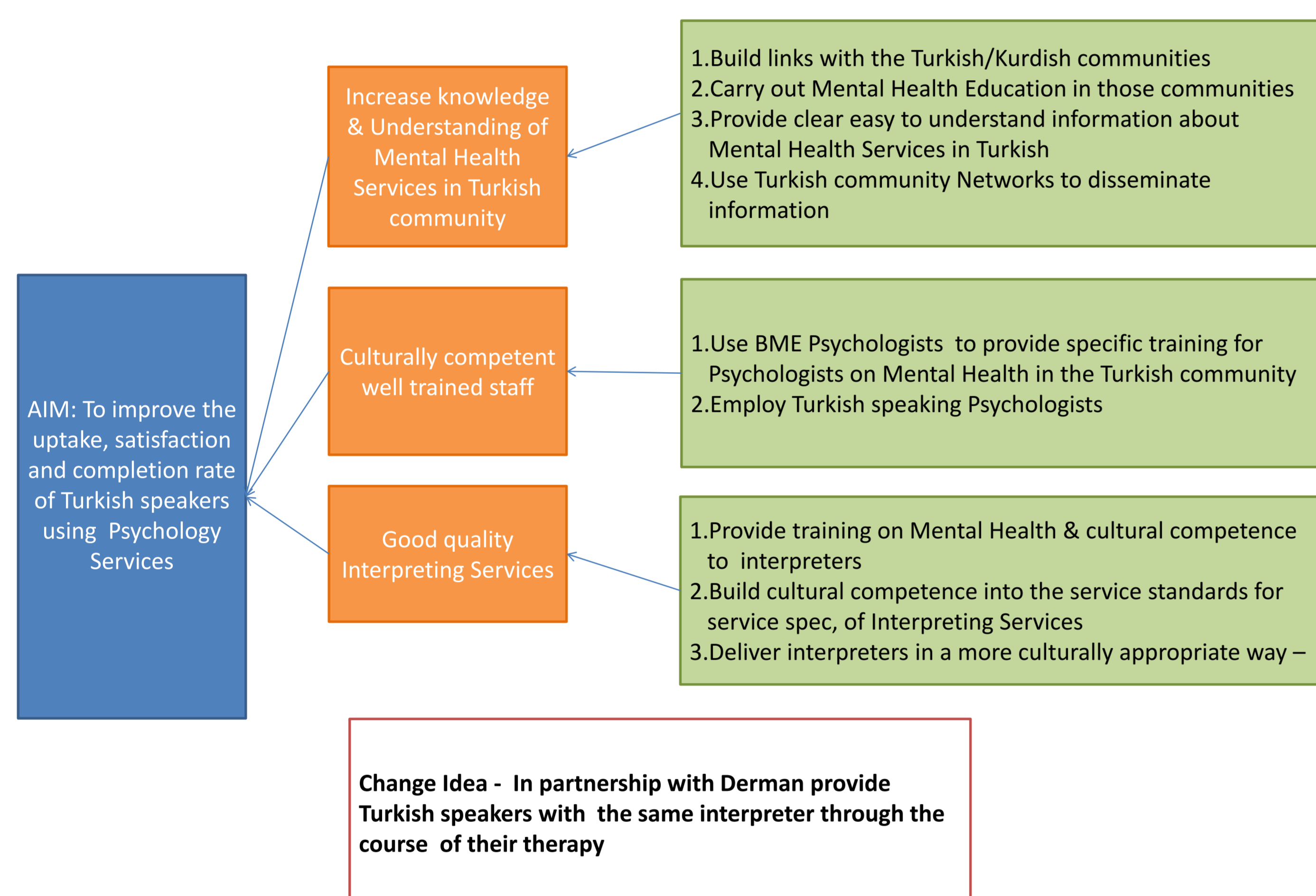
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Aim:

To see if providing Turkish speaking Service users with the same interpreter for each of their therapy sessions improves:

- the service uptake
- Service users' experience of therapy
- increase of completion rates

Figure 1: Driver Diagram representing improvement strategy



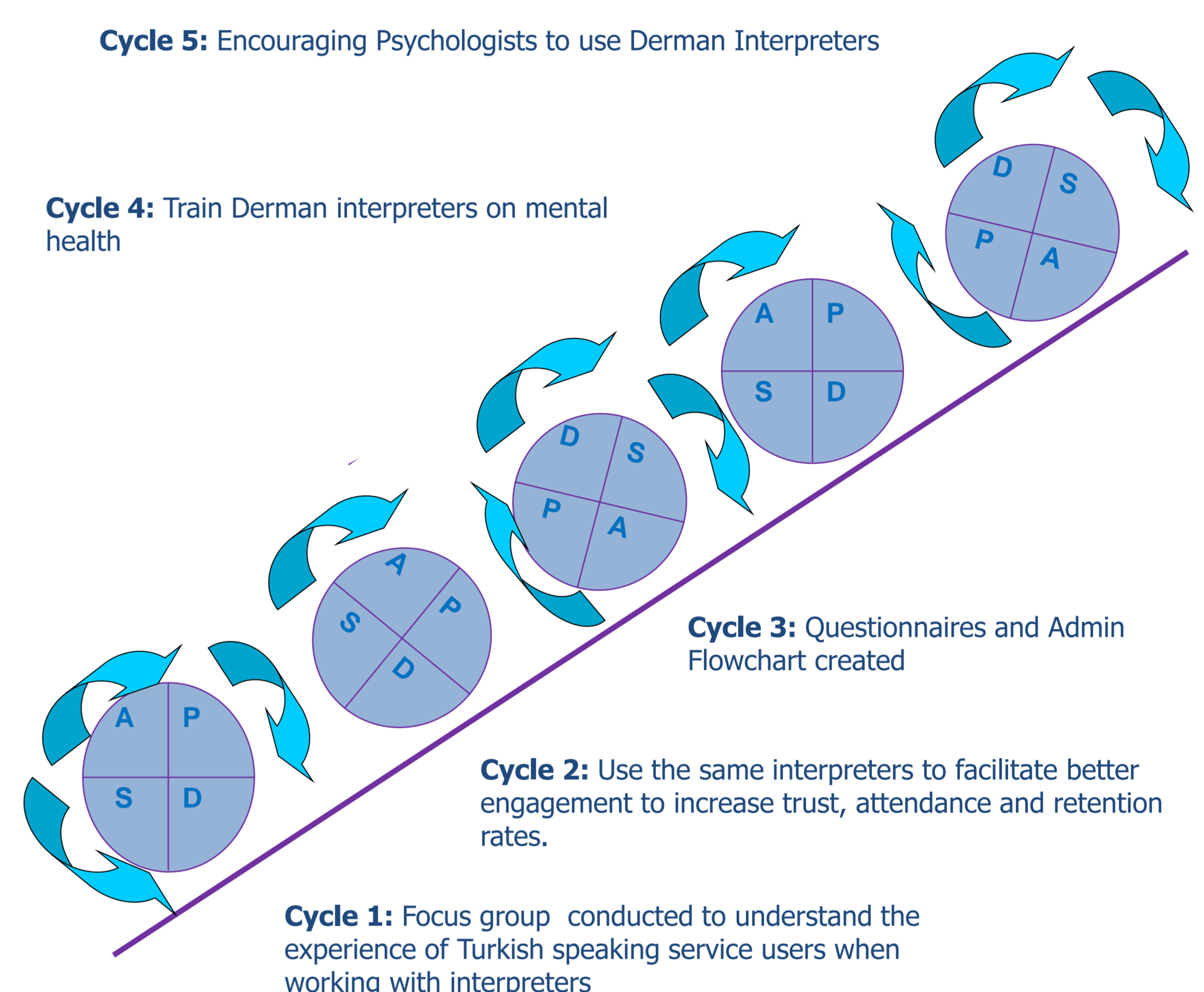
Measures:

Outcome: Completion rates for therapy

Process: Satisfaction questionnaires from Service users, Interpreters and Psychologists

Balancing Measures: Time taken to get available interpreters

Figure 2: Tests of change using the PDSA ramp



Project Background:

There is a very significant Turkish, Turkish Kurdish and Turkish Cypriot community in Hackney. Because of this more and more Turkish, Turkish Kurdish and Turkish Cypriot individuals use our mental health services. A focus group was conducted to understand the experience of Turkish speaking service users when working with interpreters. Feedback from the Turkish Kurdish and Turkish Cypriot community indicates that they find the current arrangement of booking different interpreters for each individual session, off putting and a barrier to effective engagement with counselling/therapy. Our City and Hackney BME Access service and Derman (Turkish, Kurdish and Turkish Cypriot Community 3rd sector organisation) have identified the quality of interpreters and the way interpreting is currently provided as a barrier to Turkish Kurdish and Turkish Cypriot people accessing services. Furthermore studies have also shown that the barriers to attending psychology in these ethnic communities include stigma, fear of being misunderstood due to difference in culture and describing interpreters as "cold" (Morgan et al., 2009).

This QI project set out to use the same interpreter for the same individual in all sessions of therapy. This will hopefully build up trust between client and interpreter to help create a safe and comfortable environment. Supportive partnership working with community organisations (Derman) could also ensure therapists' sensitivity and respectfulness around cultural and religious differences.

Results:

Overall the psychologist, the interpreters and the client have all rated highly on the satisfaction surveys. It was described as a good experience for all. However as the project is still ongoing we only have one client involved in the project. The balancing measures have also showed so that getting interpreters from Derman instead of Language shop does not affect the time it takes to get an interpreter.

Next Steps:

The project is still ongoing. The next steps are to identify clients that are about to start psychological therapies and try to get them involved in the project.