

	You said	Our recommendations to the commissioning team (based on what you said)	We Are Doing (what are the commissioners doing in response to our recommendations?)	How can you help? (How can patients, carers, members of the public help)
Information	Lack of awareness of needs	Mandatory deaf awareness training	Included in the service specification the following: The provider will design and deliver education and awareness sessions within the GP practice	Inform your GP practice of your communication needs so they can write it in your notes
Accessibility	Access to interpreters was an issue	Double appointments if an interpreter is booked Interpreters available out of hours and weekends Interpreting service available on same day appointments	Included in the service specification the following: Double appointments be made for patients who use interpreters Appointments should be available with an interpreter for routine/same day/urgent/out of hours appointments	Make sure you feedback to the practice and interpreting provider about how the interpreting experience was for you so we can continually improve

Quality of service	Delays to care due to interpreter availability	Simpler booking systems Better use of technology	Included in the service specification the following: Patients should not be waiting longer for appointments or service because of an interpreter	
	Reliance on family members having to interpret	Qualified interpreters to be used only	Registered interpreter should always be used. The use of a patient's family or unqualified interpreter is not permitted	
	Variation of the quality of services provided	To be clear whose responsibility it is to book an interpreter	The service provider is responsible for booking the interpreter Provider to confirm an interpreter has been booked in advance of the appointment	
		Simpler booking systems	Booking process is easy to navigate: quick and efficient	
	Difficulty providing feedback about the interpreting service	Process in place for patients to feedback	Provider must implement a system that enables people to feedback about the interpreting service	