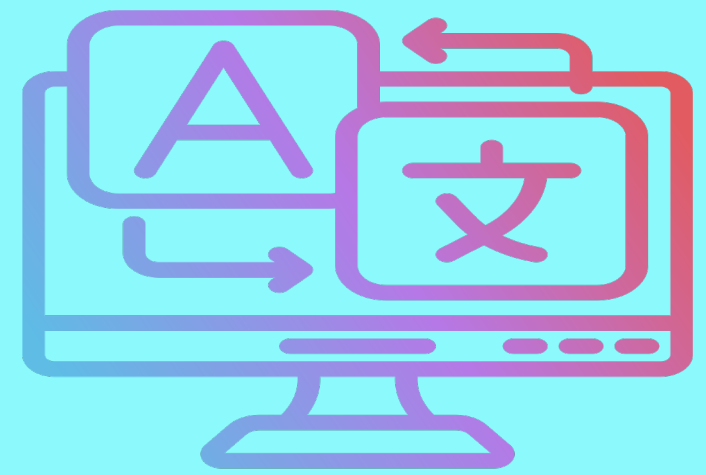


Bridging The Gap

An audit of language access services for non-English-speaking patients and their carers



Alaa Hassan: Paediatric Trainee ST6
Atefa Hossain: Supervising Consultant

Objectives:

- Audit aim: Assess adherence to offering interpretation services to non-English-speaking patients and carers during hospital admission.
- Focus: Investigate if patients on paediatric wards at St George's Hospital without English as their first language receive interpretation services and their frequency.
- Additionally, explore alternative communication methods if interpretation services are not used.

Method

- Conducted a comprehensive audit to assess language support for non-English-speaking patients and carers during hospital admissions.
- Selected random audit days between June and August 2023, surveyed patients/carers, and reviewed medical notes.
- Asked patients/carers to rate their confidence in using English.
- Evaluated interpretation service effectiveness and identified improvement areas as part of the method.

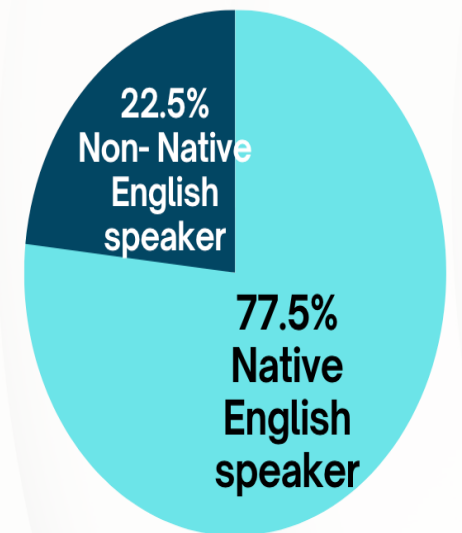
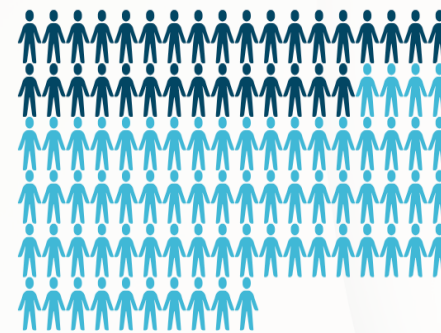
Results

- Out of the 142 inpatients surveyed, 32 patients were identified as having English as their non-primary language
- Among the 32 patients for whom English was not their primary language, 12 individuals reported a confidence rating in using English of 3 or lower out of 5.
- 40% used family member or a family friend or the child himself
- 17% used a medical staff who speaks the same language
- The remaining participant were satisfied with understanding the general gist of the conversation

Conclusion

The audit reveals a gap in the utilization of interpretation services during hospital admissions in paediatric ward in SGH for patients and carers with limited English proficiency.

Out of the 142 inpatients surveyed, 32 patients were identified as having English as their non-primary language



Offered- Not needed
9.4%

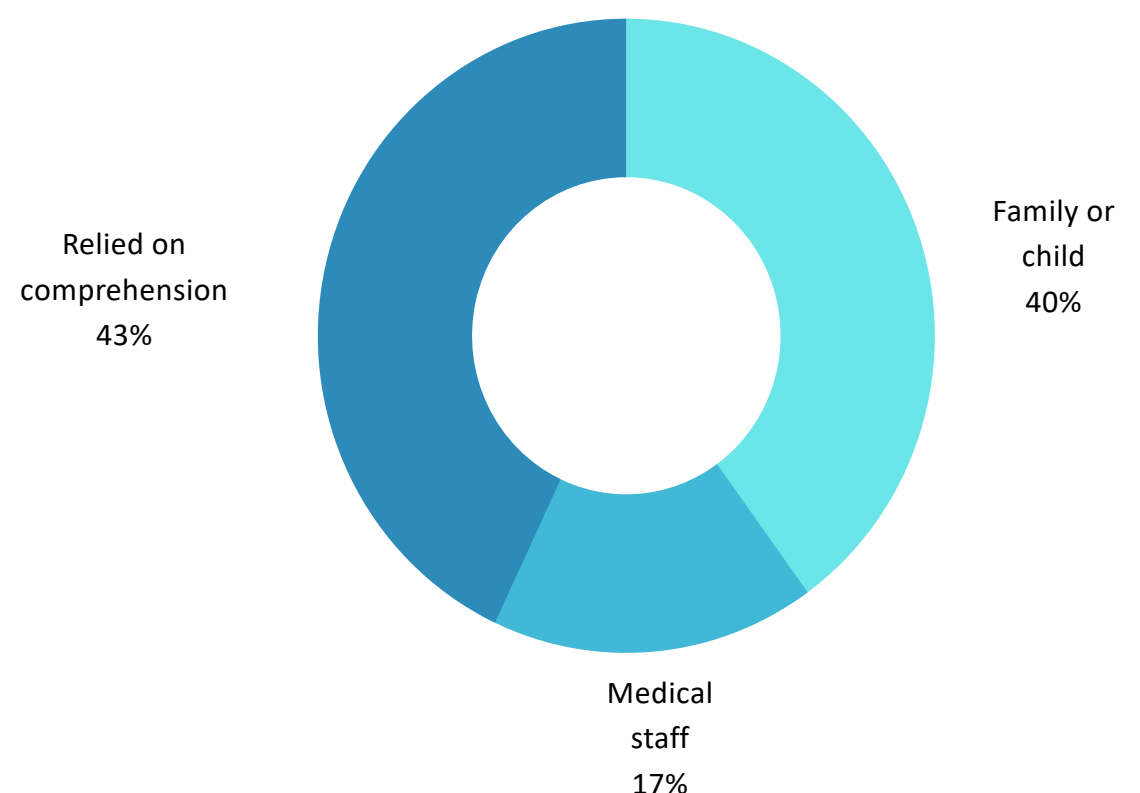


Not offered- Not needed
53.1%

Not offered but was needed
34.4%

Offered and needed
3.1%

Percentage of Offered to Use Interpreter



Alternatives for using interpreting services



St George's University Hospitals
NHS Foundation Trust



For more info. Visit QR code.
alaa.hassan2@nhs.net