**Communication Support Service: Client satisfaction survey 2017**

This survey is for people who have used the Highland Council and NHS Highland Communication Support Service, for example BSL interpreters. If you need help to complete the survey contact [communication.support@highland.gov.uk](mailto:communication.support@highland.gov.uk), phone 01349 886650 or SMS 07884 731378 and we will provide independent support.

Please answer the following questions and return to us. Or you can complete the questions online at this link <https://www.surveymonkey.co.uk/r/PY8WZVC>.

You do not need to give your name, but you can if you would like to speak to us in more detail about any issue that you raise. This information is confidential.

**1. What do you use interpreters for?**

|  |  |  |
| --- | --- | --- |
|  | **Please tick** | |
|  | **Yes** | **No** |
| NHS – hospital, GP, dentist, other medical |  |  |
| Council – Housing, Council Tax, Parent evening, other Council |  |  |
| Duty appointments – help with letters, phone calls |  |  |
| Other, please say what | | |

**2. Booking Service**

|  |  |
| --- | --- |
| **Please tick** | |
| **Yes** | **No** |
|  |  |

a) Are you happy with Booking service?

If No, explain why

|  |
| --- |
|  |

b) Are you happy with information we give you about your booking?

|  |  |
| --- | --- |
| **Please tick** | |
| **Yes** | **No** |
|  |  |

If No, explain why

|  |
| --- |
|  |

3. Appointments

|  |  |  |  |
| --- | --- | --- | --- |
|  | Always | Sometimes | Never |
| Do Council or NHS staff arrange interpreters for your appointments with them? |  |  |  |
| Are your needs met, such as booking a male or female interpreter? |  |  |  |
| Are you happy with the interpreters - do they arrive on time, interpret well? |  |  |  |
| Do you understand information given at appointments? |  |  |  |

If you answer Never or Sometimes, explain why

|  |
| --- |
|  |

|  |  |
| --- | --- |
| **Please tick** | |
| **Yes** | **No** |
|  |  |

4. Duty Appointments

Have you used duty appointments?

|  |  |
| --- | --- |
| **Please tick** | |
| **Yes** | **No** |
|  |  |

If Yes, has it been helpful?

If No, why not?

|  |
| --- |
|  |

Reasons for using duty, help with:

|  |  |  |
| --- | --- | --- |
|  | **Please tick** | |
|  | **Yes** | **No** |
| Letters |  |  |
| Telephone calls |  |  |
| Legal and other documents |  |  |
| Other, please say what: | | |

5 Any other comments - What is most important about the service for you?

|  |
| --- |
|  |

If you would like to speak to us about any issue that you raise, please give your name and contact detals here.

|  |
| --- |
|  |

Thank you

Please reply by 6 September 2017 to:

Rosemary Mackinnon, Chief Executive’s Office, Highland Council,

Glenurquhart Road, Inverness IV3 5NX

Email: equal.opportunities@highland.gov.uk