

migrant-friendly hospitals

Subproject A:

Improving interpreting in clinical communication

Patient interview to assess interpreter access and service quality in clinical encounters [ISQ-PAT]

Focus group guideline

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SP A: Focus group guideline – Patient survey



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Focus group no.

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Introduction

Interviewer: Read this text to the patients

In the context of the EU project “migrant-friendly hospitals” [name of hospital] is carrying out a project to improve the quality of consultations for patients who prefer to communicate with their doctor in a language other than [local language]. We have invited you here so that we can speak with you about your experiences with the interpreting services at this hospital, and about your ideas about what should be done to make these services as helpful as possible. Only with your help can we best improve our interpreting services for your benefit.

All information given will be treated confidentially. At no time will you be identified individually.

Introductory question	If the following are not mentioned, probe:
1. For your appointment with the doctor, [name of hospital] provided a hospital interpreter to help you communicate with the doctor. How, in general, would you rate the quality of the hospital interpreter's service?	<ol style="list-style-type: none"> 1.1. presence of interpreter from the beginning until the end of the consultation? 1.2. whether and how the interpreter was introduced? 1.3. explanation of how interpreter would be doing his/her job?
2. Overall, how satisfied were you with the interpreter who supported you in communicating with your doctor?	<p>Did hospital interpreter...</p> <ol style="list-style-type: none"> 2.1. help to understand all medical information, e.g. what medication to take, and when and why to take it? 2.2. ask you and/or the doctor questions during the consultation to make sure <u>s/he</u> understood everything correctly? 2.3. make sure <u>you</u> understood what the doctor was trying to communicate to you? 2.4. assist you in relaying information regarding your customs when it was necessary for the doctor to understand your cultural beliefs in order for him/her to decide on your treatment, dietary needs, religious duties, etc.? 2.5. assist in identifying your further needs, too?
3. Overall, how satisfied were you with the encounter with your doctor?	<p>Did the doctor...</p> <ol style="list-style-type: none"> 3.1. take time to talk with you? 3.2. show sensitivity to your cultural beliefs and needs? 3.3. encourage you to ask questions? 3.4. give information in a way that was understandable for you? 3.5. work together with the hospital interpreter to make sure you understood everything? 3.6. talk directly to you rather than to the hospital interpreter when s/he was giving information or asking questions? 3.7. show responsiveness to your worries and fears?

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<p>4. From your point of view, how should the interpreting support be improved?</p>	<p>4.1. presence during the whole encounter 4.2. inquire about cultural beliefs 4.3. information for patients on the roles and tasks of hospital interpreters' services 4.4. information for patients on how to gain access to hospital interpreting services</p>
<p>After summary of group content by facilitator:</p> <p>5. Have I correctly described what was said here?</p> <p>6. Is there anything else you would like to say about this appointment and/or the work of the hospital interpreter?</p>	

Demographic information:

Gender Number of female participants
Number of male participants

Age of each participant (if necessary, estimate)

What language was spoken during the focus group session?

- | | | | |
|--|----------------------------------|---|---|
| African lang. <input type="checkbox"/> | Bosnian <input type="checkbox"/> | Romanian <input type="checkbox"/> | Spanish <input type="checkbox"/> |
| Albanian <input type="checkbox"/> | Farsi <input type="checkbox"/> | Russian <input type="checkbox"/> | Turkish <input type="checkbox"/> |
| Arabic <input type="checkbox"/> | French <input type="checkbox"/> | Serbo-Croatian <input type="checkbox"/> | Urdu <input type="checkbox"/> |
| Baltic lang. <input type="checkbox"/> | Kurdish <input type="checkbox"/> | Somali <input type="checkbox"/> | Other (<i>please specify</i>):
_____ |

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