



Dr Ima Jackson: Interpreting matters in healthcare

On behalf of the interpreting in health research team at
GRAMNET: Glasgow University.



Outline of this session

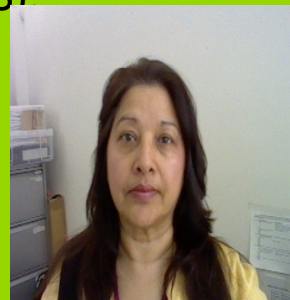
- The migration context Scotland
- Why we did the research
- Our approach to data gathering
- Using film to re-present results
- Project impact
- Project demonstration.



University of Glasgow

Glasgow Caledonian
University

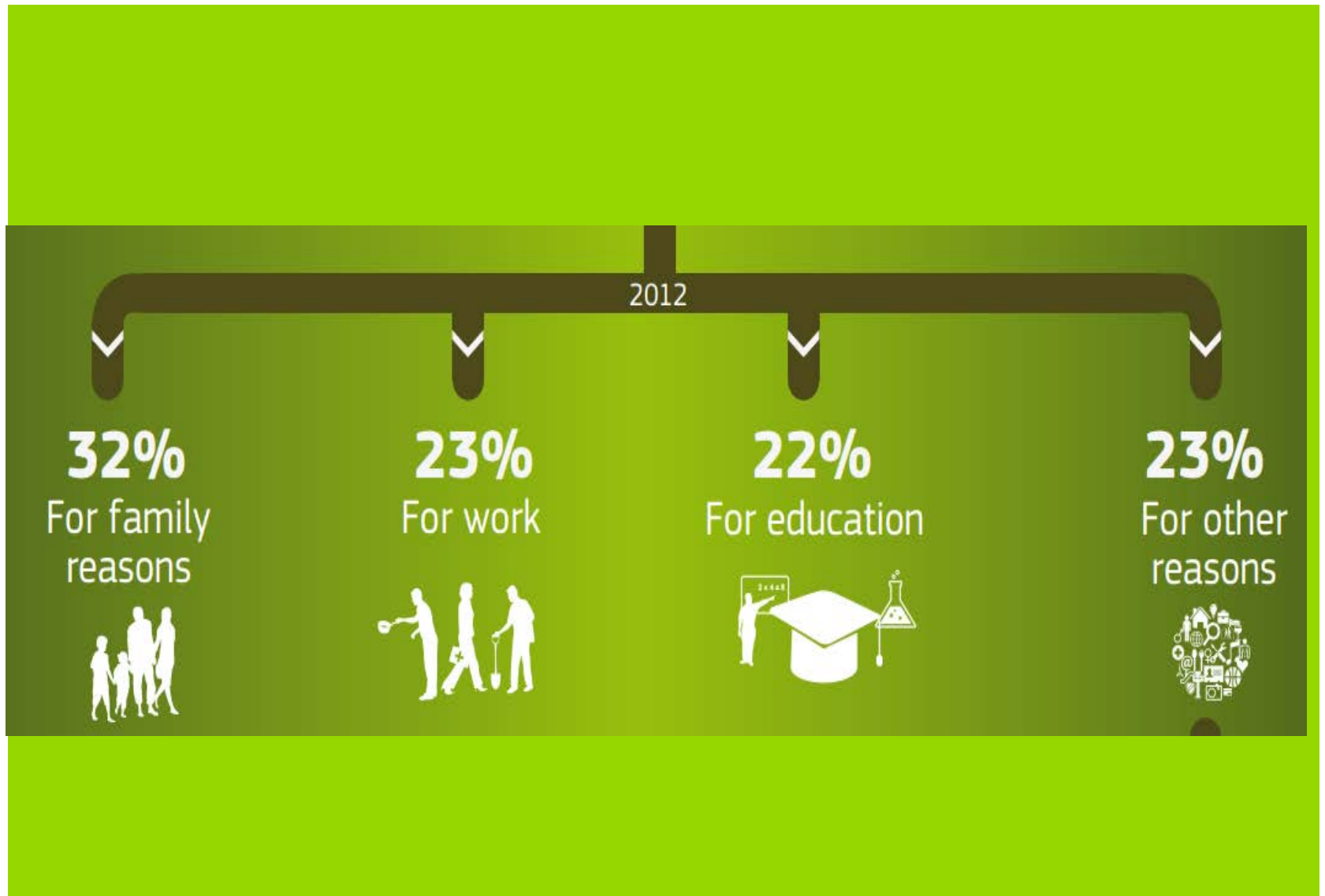
Tanveer Parnez, Black Ethnic Minority
Infrastructure Scotland (BEMIS)



Sorts of migration

- Student migration
- Temporary and long-term labour migration
- Family-related migration
- Refugee and asylum migration









Europe

Population Flows
2005 – 2010.

20.4 million (4.1%)
citizens from outwith EU-
27.

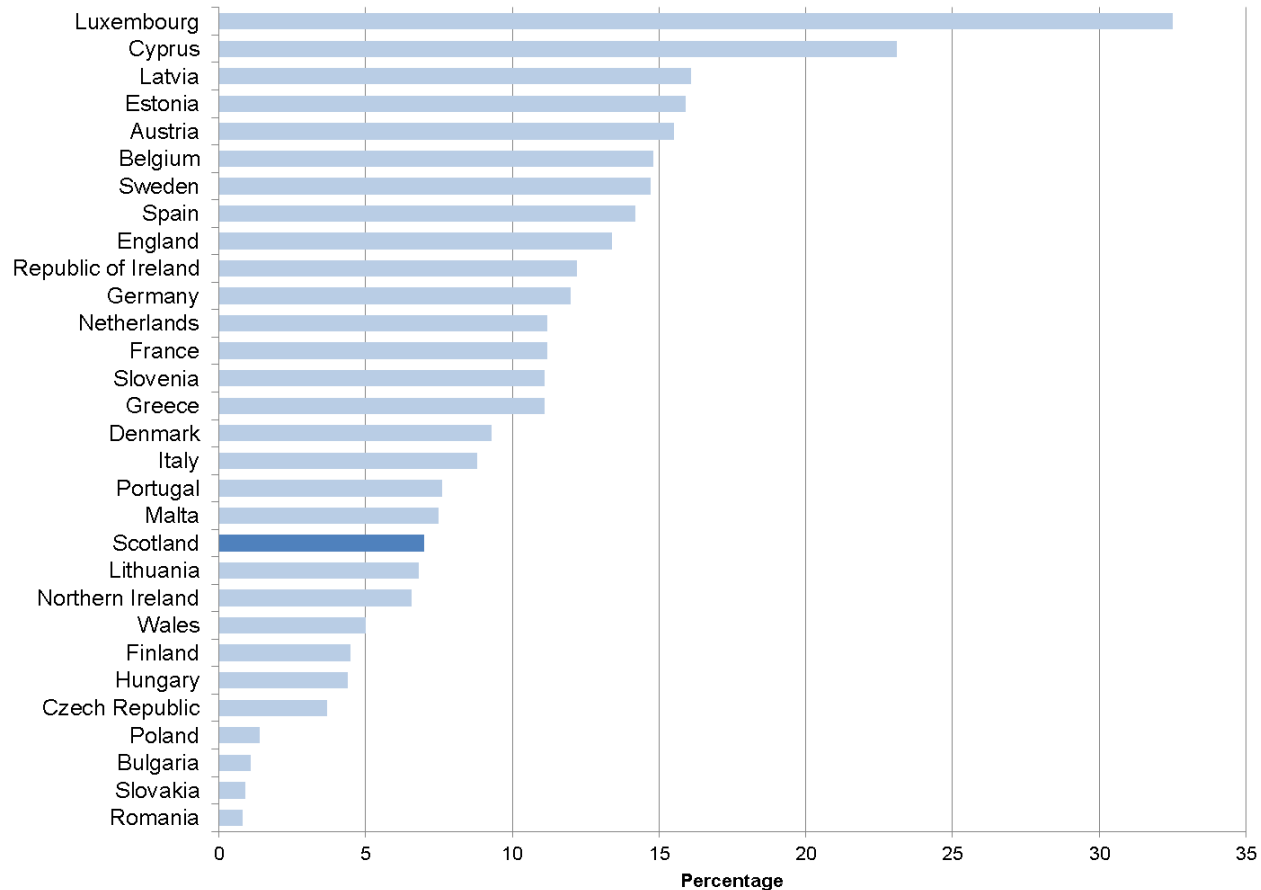
13.7 million internal
migrants.

160-180 languages.





European comparisons: Proportion of foreign born population



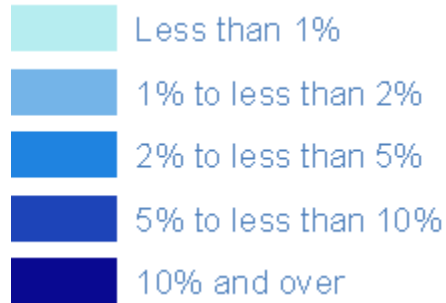


Growing ethnic diversity

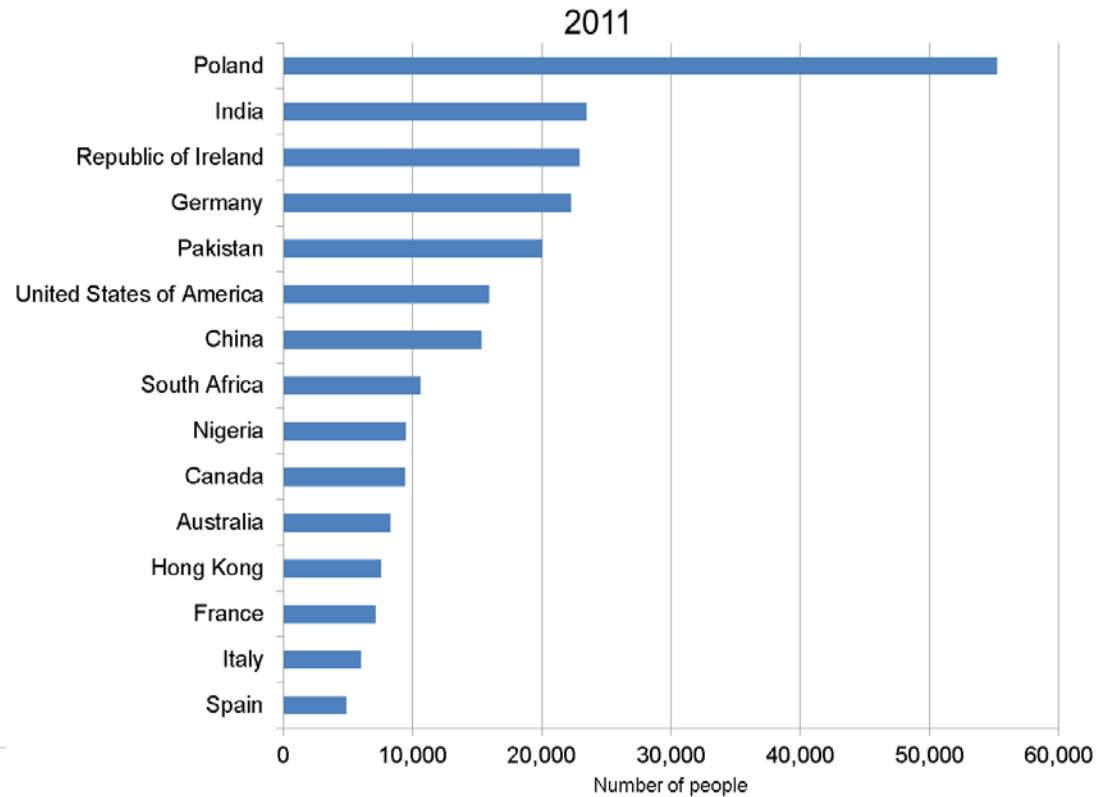
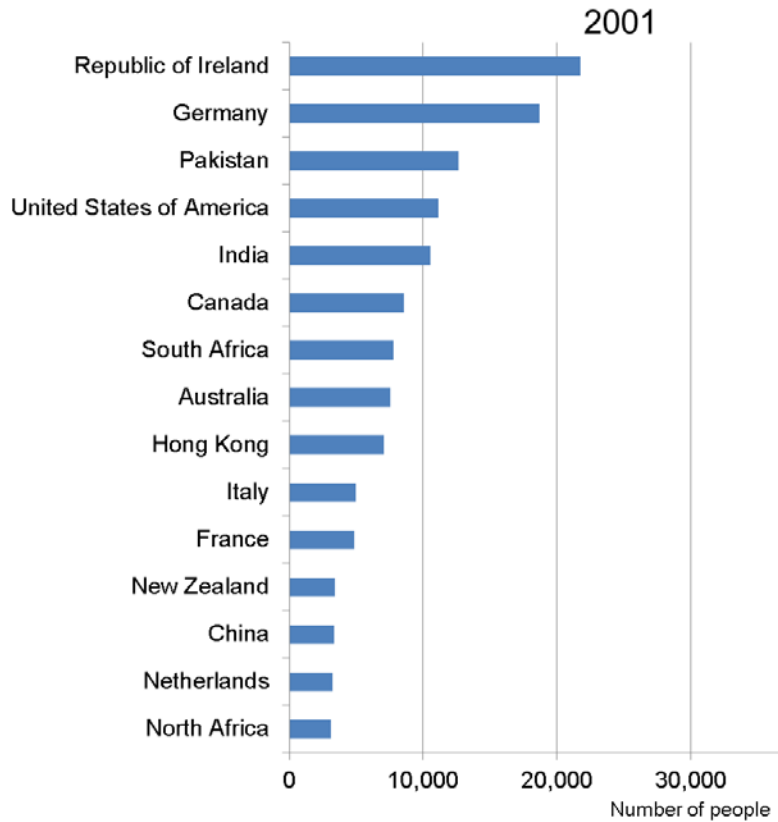
Proportion of people reported as belonging to minority ethnic group between 2001 and 2011, Scotland

2001

2011



Countries of birth outside of the UK





Consequences of linguistic diversity in Scotland and Europe

Language identified as a key barrier to access and delivery of effective health

Interpreting services availability and use varies

Still much use of informal interpreters.

Policy recognition of language and cultural competence limited





How does it impact on health

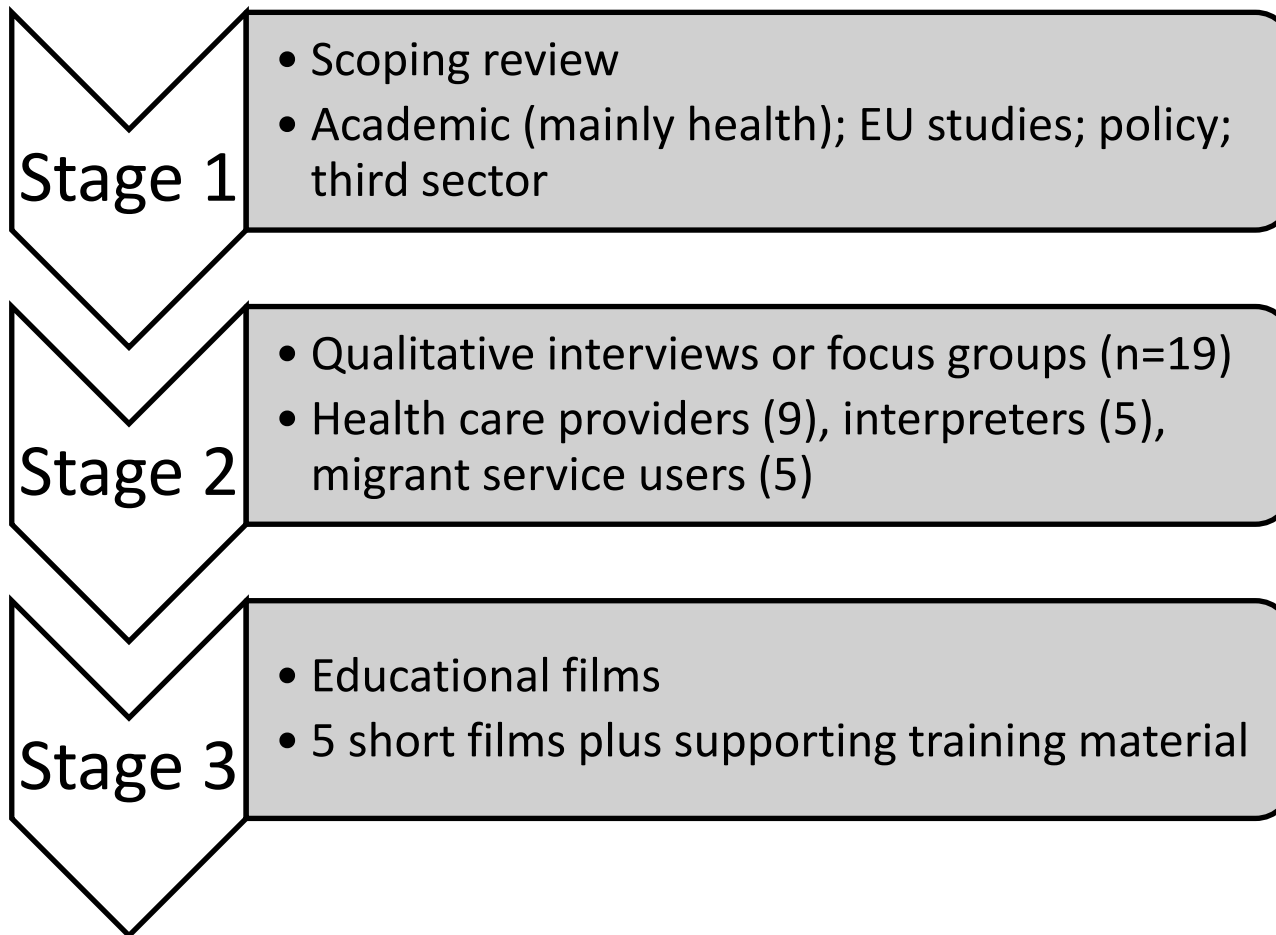
- Reduced visits to health care providers
- Longer consultations required
- Perceived cost implications
- Poorer mutual understanding; increased non-compliance
- Fewer referrals, especially for psychological services



The Project: Ethical Interpreting In Healthcare Settings

Aim: to use drama, role play and film making as a device to “interpret” and “translate” data analysis into a research-based tool for effective interpreting in intercultural healthcare settings.





What we did...

Involved health professionals, interpreters, asylum seekers, refugees and migrants.

Analysed the data and used the results to develop scenarios.

Focused on experiential learning.

Worked with a Freirean based drama film company.

Produced five filmed shorts

Produced related educational material.



Ethical interpreting

- Takes account of all perspectives.
- Acknowledges the migration journey
- Acknowledge changing dynamics in community and home settings.
- Acknowledges the conflicts that interpreters experience.
- Pays attention to non-language issues.
- Allows participants to learn from each other and from experience.





Interpreter Mediated Communication in Healthcare



This small project has really travelled...

Its freely available on line .

Multiple academic presentations.

British Council dissemination.

Third sector organisation educational such as Victims of torture, Medicin sans frontier.

NHS Greater Glasgow & Clyde.

Herriot Watt interpreter education

UNITE the Union Webinair

GCU...



Thank you

Project :Towards a Training Model for Effective
Ethical Translation in Health Care Settings in
Scotland

GRAMNET:

<http://www.gla.ac.uk/research/az/gramnet/>

