

Appendices

Appendix A

Additional verbatim quotes on sub-theme “Interpreting Services” within “Service Challenges”

“...I mean, one thing that I alluded to before is that we would book an interpreter for a session, but, what if somebody needs to give a parent a call, em...or appointment letters, and we don’t have, we have interpreters who come and interpret in a session, but we don’t have it in the broader communication, em...with families and young people... er so, it’s quite limited. And I understand why that is. It’d be very expensive to have somebody permanently available to do that. There aren’t really systems, I don’t think, in place for doing that...the issues that Anna said about confidentiality are a big problem, not just because people might be part of a smaller community, but often, the families that I’ve worked with, they will have the same interpreter for multiple appointments, and what will happen sometimes, for example is that the interpreter will build up an alliance, almost a friendship with the mom, because often, the parents have got their own appointments around housing, physical health, mental health, and then the young person feels like, ‘this is somebody who has an allegiance with my mom’, and they do end up being in a friendship kind of relationship.” (Ester, focus-group 2)

“.... The gender of the interpreter is important, obviously especially if there are sensitive issues, but also Arabic woman women want Arabic female interpreters by large....Syrian group we always book a female Arabic interpreter, and we actually

book the same one. Mostly. And then what we then find is that this person becomes trusted within that community.” (Vicky, interview 2)

“...we do know that some interpreters are very good, others are less so...em...by their background, their qualifications, their knowledge of language. Obviously, if you get an interpreter with very little education, are they going to struggle as an interpreter with em...you know...with concepts, frameworks...let alone medical vocabulary or any terms beyond the very obvious. And you can find sometimes that that leads to poor poor level interpretation...” (Vicky, interview 2)

Appendix B

Additional verbatim quotes in sub-theme “Systemic and Service-level Gaps” in
“Service Challenges”

“...Because if people don’t have the knowledge, you know, everyone’s so busy, if they can find a way of excluding a group from a service, they will, you know. And so I think sometimes the refugees fitting to that category, people make arguments as to why their service doesn’t have to deal with them. Em...because eh...well I don’t know why really. But a lack of knowledge and training is certainly one of the underlying factors...” (Lisa, focus-group 1)

“...my experiences’ generally been one that the service responses’ been one of fear has been, we really we really don’t know what’s going on here. And...em...there’s a tendency to try and use western models to explain this. Has he got this illness? Has he got that illness? And even he..the notion of he and failing to understand the family in the context can be problematic in itself.” (George, focus-group 1)

“...the GP told me last week are I’m no point referring to IAPT¹ cause they reject everybody I refer...em...and when I asked why she thought that was she said they see they’ve been through traumatic experience and they just reject them rather than seeing perhaps their care care needs currently may be you know primary care, even though they’ve had a past trauma. So, there’s some problems in terms of refugees accessing IAPT services even though their services may be appropriate for their needs at that time.” (Lisa, focus-group 1)

¹ “Improving Access to Psychological Therapies” (IAPT) Service.

“...And, so, I think there’s that gap em..we identified that also think it was identified that staff working within our Mental Health services in in tertiary care are potentially em...haven’t got the experience of working with peoplespecifically around the types of trauma that they may have experienced.” (Mary, interview 4)

Appendix C

Additional verbatim quote in sub-theme “Service-level recommendations” in
“Recommendations for Service Improvement and Quality”

“...in Scotland they have sort of an advocate that’s given to young people...when they arrive and it’s there, and the advocate would stay with them till they’re 25, so that’s something I want to really try lobby for change...that...the young people that resettled here have the same.” (Anna, focus-group 2)