

## Informal disclosures

This film begins with a patient and interpreter in a GP practice waiting to be called by the doctor. They are chatting informally and it is clear they know each other. They are then called into the appointment and the medical consultation begins.

### Practical issues

- seating arrangements (before and during appointment)

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- managing small talk (during an appointment, who decides what is to be interpreted)
- personal and professional boundaries
- managing patient dissatisfaction with diagnosis and/or treatment when mediated by interpreter
- omissions and inclusions
- communicating directly with the patient
- body language
- choice of language
- patient/interpreter/service provider expectations of each other
- good practice

### Strategies

- influencing the direction of what is said, when and to whom
- switching between direct speech and third person
- identifying barriers to accessing health care
- coping with avoidance tactics and strategies