

Dorset



Your voice on local health and social care

Health Information for Chinese People living in Dorset Phase 1

Report

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Bournemouth Chinese School

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1. Background Information and research

1.1

Dorset LINK is an independent network of local people and groups which works to improve health and social care services.

Our role is to find out what people think of local health and care services and enable them to suggest improvements. We can investigate areas of concern, make recommendations to services and get a response. We can also carry out spot checks, when necessary and under safeguards, to see if services are working well.

Dorset LINK has over 600 participants, including 200 local groups and organisations who span the county. A Stewardship Group oversees the work of the LINK. The group makes decisions about LINK projects and promotions to turn feedback into the LINK work plan.

1.2

The 2001 census identified that there were 1,864 Chinese people living in Bournemouth, Dorset and Poole. This has probably grown now to around 2,800, which is approximately 0.27% of the population.

Although there are no precise figures we estimate that up to 50% could speak no English or speak it poorly enough to act as a barrier to their participation in the community and access to services. A high proportion work in low paid sectors: 36% in the hotel and restaurant industry (compared to 6% in the general population) and 18% in the health and social work industries (compared to 11% in the general population). Low pay and long unsociable hours act as barriers to accessing services and support. There is a high proportion of people (30%) who have no qualifications. More people live in rented accommodation than in the general population and over 24% live in overcrowded households (compared to 4% of white households).

1.3

In 2008, Bournemouth Chinese School made an application to The Big Lottery in partnership with local agencies including LINKs across Bournemouth, Poole and Dorset to employ a full time project worker who would recruit a team of volunteers in order to deliver a new programme of support services to include

- A bilingual advice and information service that can promote the rights of individuals from the Chinese community and signpost people to appropriate support services to meet their needs.

- Promoting self-advocacy or where necessary acting as an advocate for people who cannot advocate for themselves for language or cultural reasons, to ensure their input is taken into account in activities and services that affect them.

Some of the proposed outcomes highlighted that people could have better chances in life, with better access to training and development to improve their life skills.

The application was founded on the belief that all public services, including health and housing, should be open to residents regardless of their ethnic background and that services provided should be culturally appropriate and involve the needs of local communities.

The application in 2008 to the Big Lottery was unsuccessful

1.4

There remain a number of complex and diverse social, cultural and environmental barriers that may prevent Chinese people accessing healthcare services in Bournemouth Poole and Dorset.

Generalisations are never wise or appropriate to be used as a yardstick for evaluation of attitudes of real people, who are ultimately individuals with their own perspectives informed by their own direct experiences, perhaps more than by previous generations with inherited views and traditional culture-based taboo standpoints. The Dorset Chinese community – that ranges from long term first and second generation residents originally from pre-changeover Hong Kong, to predominantly Mandarin speaking [non-Hong Kong] mainland Chinese international students with a much broader range of lifestyle and career interests and related perspectives mirroring the changing face of China – in many ways constitutes a microcosm of the broader UK Chinese community regarding the range of different perspectives about health, and medical conditions and their diagnosis and treatments.

Perceptions of mental health can be driven by traditional cultural taboo by some older and, to a lesser extent, second generation but traditional Chinese ‘family values’.

These perspectives are still, but to a diminishing degree, regarded as a matter of ‘demonic possession’ or simply ‘not to exist at all in any Chinese people.’ By way of contrast younger generations, especially Chinese international students are not informed by such traditional

taboo-influenced perspectives, but by objective ones that regard mental, emotional and physical health and wellbeing as directly interrelated (this actually accords with core Traditional Chinese Medicine [TCM] diagnostics).

This is also found in the field of LGBT orientations which, by definition, impact on mental wellness due to the influence or absence of Chinese community peer (family and friends) pressure that either inclines towards condemnation or acceptance of non-heterosexuality and related lifestyles.

Sexual health constitutes another area where there can be considerable differences of perception by an older generation,

Given the complexity of these barriers, the LINK is interested in finding out how the Chinese community might access health and social care.

1.5

Currently, as for many years and decades previously, many members of the UK ethnic Chinese community have turned for many of their healthcare needs to known and recommended doctors of Chinese medicine. This common practice is very understandable for (a) linguistic reasons and (b) due to the fact that medical concepts and terms for given medical conditions, treatments, and diagnostic methods are frequently different in English and Western Conventional Medicine, and Chinese and Traditional Chinese Medicine terminologies.

1.6

Note concerning the two Chinese language groups in our local community, and how they relate to the NHS.

For historical reasons (especially the handover of Hong Kong to China that led to the single largest influx of Chinese immigrants over 20 years ago) the original core ethnic Chinese population in Bournemouth, Poole and Dorset have been Cantonese rather than Mandarin speakers. Consequently the Cantonese speaking Chinese community have a much greater familiarity with the NHS and how to access its services, albeit some kitchen workers in the catering industry may have limited English and ability to use those services. This group constitutes perhaps the hardest of all to reach by the NHS (unlike restaurant owners and waiting staff): responsibility for reaching this group resides with NHS, LINKs and other organisations such as local Councils and advisory bodies (such as the Dorset Race Equality Council, and the CAB) in addition to local Chinese organisations.

Mandarin speaking members of the local Chinese community are much newer residents and their numbers are increasing: most Chinese international students speak Mandarin rather than Cantonese, and are especially prone to encountering acclimatisation issues that restrict their awareness of NHS services and how to access them. In general they have better English language skills, but minimal experience (compared with long-term UK Chinese residents) in relating to the NHS and the services it provides: quite commonly Chinese international students do not register with a GP, partly because the concept of a 'GP' is unknown in China. ¹

¹ NHS Frontline Staff Chinese Community Outreach Information Pack.

Author: Alan Mercel Sanca, Chairperson of the Dorset based *Oriental Culture Educational Society*

2. The Project

2.1

Dorset LINk agreed to develop a project to seek to establish what possible barriers Chinese people may encounter in accessing local services and information to local services and identify what improvements may be made to help improve access.

2.2

The project is being undertaken in two phases:

Phase 1

Develop a questionnaire for Chinese people in English and Chinese that explores what GP health services are used and what if any difficulties are experienced when using or accessing those services.

The questionnaire will seek to :

- Find out if people are registered with a GP
- Find out if women are able to access a health check
- Find out whether a translator service is used or if an interpreter is needed or used
- Find out what is the best method or resource or media to supply health related information
- Find out if respondents have experienced any recent chronic illness or condition.
- Find out what health information would be most useful and relevant to illnesses
- Find out if people are easily able and know how to access social care benefits
- Find out about the usefulness of own language if printed on medicines

The questionnaire was distributed by email and hard copy to known groups, organisations and individuals including Chinese restaurant and take away businesses in Dorset..

The results from the questionnaire were analysed and this report prepared from the findings.

2.3

Phase 2

This phase will seek to facilitate small group discussions to explore key themes highlighted from results.

We will seek advice locally with our partners in Dorset:

- Dorset Racial Equality Council
- Dorset County Council
- Poole Bourough Council
- Bournemouth Borough Council
- Councils for Voluntary Sservices
- Oriental Culture Educational Society
- Bournemouth School of English
- Dorset Healthcare NHS University Foundations Trust
- NHS Dorset

3. Objectives and Outcomes

3.1

The outcomes that the project hopes to achieve are:

- To raise awareness of the importance of the provision of relevant, current, accessible information for Chinese people living in Dorset.
- To ensure local health and social care providers include the needs of Chinese people living in Dorset when providing information.
- To provide participants with timely and quality feedback to illustrate how their involvement had been vital to progress made and any recommendations put forward.
- To highlight good practice of information provision.
- To raise awareness of the health and social care needs of Chinese people living in Dorset.
- To be a catalyst for improvement and change.
- To show real and effective partnership working across stakeholders.

Resources – Funding

3.2

The Dorset LINK Stewardship Group has committed to the project and will work closely with partners to ensure the best use of resources. Out of pocket expenses are met for any volunteers or translation services.

Communication

3.3

We will ensure that all information produced from this project is accessible, clear and understandable and is made available to all interested parties

We will provide open and honest information about what we are trying to achieve. We will not raise expectations unnecessarily and we will ensure people understand what they are taking part in and how information will be used.

Feedback

3.4

We will disseminate the findings of the questionnaire and focus group to participants who took part in the project and report the same to health and social care organisations.

Limitations

3.5

At the outset of the project there were no official statistics relating to the Chinese community in Dorset. An assumption was made in this report that the Chinese people in Dorset share a common background with the Chinese population in the UK. Based on such an assumption, explanations to the research findings were based on the social, cultural and economic background of the general Chinese population in the UK at large.

4. Questionnaire

Design of Questionnaire

4.1

We worked with the Chinese National Healthy Living Centre (CNHLC) in London as they have undertaken a health needs assessment of Chinese people living in Telford for a Primary Care Trust in Shropshire. The Chinese School in Bournemouth circulated a list of health information leaflets from CNHLC to see what might be most useful to Chinese people. From this feedback and consultation for a draft questionnaire, Lucy Tran from CNHLC helped us to design a questionnaire of fourteen questions and an introductory letter and arranged for a simplified Chinese language version to be available in tandem with an English language version. This questionnaire was sent to The Chinese School in Bournemouth for feedback and to be checked for accuracy. We arranged for a freepost address and a reply envelope as well as an email reply address. In all cases both language versions of the questionnaire were distributed.

Distribution of Questionnaire

4.2

50 questionnaires were given to families attending the Chinese School who were undertaking a discussion topic for the day about health.

Some of these questionnaires were also distributed at a group that meets in a local church in Bournemouth. We learned that the majority of Chinese people work in the food industry and that the most efficient spread of distribution could be through food takeaways and Chinese restaurants. Seventy five questionnaires were sent in the post to all addresses of takeaway businesses and Chinese restaurants across the county including Poole and Bournemouth.

The Oriental Culture Educational Society emailed the questionnaire to approximately 800 Chinese speaking students studying at Bournemouth University. We allowed a three month window for responses. Letters also went out with background information to key partners and voluntary organisations in Dorset who may have access to families and individuals who could might complete the questionnaire. (Appendix 1)

5. Findings

5.1.

We received 52 completed questionnaires.
4 were returned via email.

The questions fall mainly into two categories:
The accessibility of GP services and the accessibility of health information.

Of the 52 respondents:
8 replied using English questionnaires
44 replied using Chinese questionnaires
34 respondents were female
16 male
2 not known

Response to Questionnaire

Question 1. (Are you registered with a GP Doctor?)

35 people said they were registered with a GP
8 said they were not.
1 did not answer.

Question 2. When you went did you need an interpreter?

11 people needed an interpreter on every visit
14 people needed an interpreter sometimes
27 did not need an interpreter

Question 3. Who are your translators?

6 Spouse or partner
4 Relative
7 Interpreter provided by GP
10 Use son or daughter
4 Use a friend
1 Other - lady in class

Question 4. Female Check: Do you use the screening services that are available to you e.g. cervical smear test, breast screening?

- 25 Yes
- 15 No
- 11 No answer

Question 5. Do you suffer from, or have you in the past year suffered from, any of the following conditions?

- 21 Did not answer
- 9 Diabetes
- 2 Asthma
- 1 Depression / anxiety
- 2 Hayfever
- 3 Cataract
- 2 Tuberculosis
- 1 Cancer
- 2 High Blood Pressure
- 2 Heart Disease
- 3 Rheumatoid/arthritis conditions
- 2 Anaemia
- 1 Epilepsy
- 1 Berchetts Syndrome
- 1 HIV / AIDS
- 6 Indigestion
- 1 Gout
- 2 Goitre

Question 6.. Health Information.

How do you find information when you need it?

- 22 Ask GP
- 20 Go to the Library
- 3 Ask friends /family
- 18 Use the internet
- 8 Use Chinese media like newspapers, Chinese satellite channels
- 2 Other (1 asks consultant at hospital)

Question 7. Do you know how to access social care benefits you may be entitled to?

- 40 No
- 11 Yes
- 1 No answer

Question 8. What resources services would be useful?

- 28 Responses Leaflets written in Chinese
- 14 Health Talks given in Chinese
- 4 Videos in Chinese
- 4 Counselling in Chinese
- 16 Audio Tapes in Chinese
- 18 Chinese Language Helpline
- 8 Health Fairs, Exhibitions
- 2 Chinese Language website

Question 9. Other

1 response

“Need more services in Chinese language and more help in translate”
(sic)

Question 10. When you are prescribed medicines from your Doctor would you like the directions to take them written in your own language?

- 33 Yes
- 14 No
- 5 Not answered

Question 11. Your age

- 21 16-34
- 28 35-64
- 1 65-74
- 2 Not answered

Question 12. What is your mother tongue?

English	2
Cantonese	22
Mandarin	23
Chinese	2
Not answered	3

Question 13. First letters of your post code

Postcode/Age	16-34	35-64	65-74
BH1	3	2	
BH7		1	
BH8	3	2	
BH9	8	3	
BH10	1	2	
BH11		1	
BH12	1		
BH13	2		
BH15		1	
BH17		1	
BH18			1
BH19		1	
BH20		1	
BH23	1	2	
DT1		1	
DT3		1	
DT4		1	
WC2		1	
Not answered	11		

6. Conclusions

Response Rate

It may be perceived that the overall response rate is low but as the majority of responses are from our postal requests, this gives us nearly a 50% response. This could be due having sent an introductory letter and questionnaire in both languages and keeping the amount of questions to a minimum. A printed freepost address also enabled responses which were used in all postal replies.

Demographics

Postcodes reveal responses came from all parts of the county. The majority of 21 respondents are aged 35 – 64 years with only one respondent between 65 – 74 years

Information

Whilst most people said that they can access health information, 44 people said that they did not know how to access social care benefits they may be entitled to.

What worked well?

Taking the time to ensure the design and content of the survey was accurate and useable was important and will hopefully go some way to further work that LINK undertakes engaging Chinese People.

Preliminary discussions and translation work with Lucy Tran from CHIC helped shape the project together with early discussions with Bournemouth Chinese School. Regular meetings, discussions and translation work with Alan Mercel Sanca at OCES were very helpful to help focus on the direction of the project and gain an understanding of Chinese culture.

What was not so good?

To provide some feedback to respondents, LINk wrote a thank-you letter to all those who had taken part inviting any final comments about health and social care provision. A definition of a carer was also added to the letter inviting people to comment on whether they considered themselves to be a carer or one in the future. To date we have received only two responses.

7. Learning throughout the project

7.1

One of the key findings highlighted at the outset of the project was a lack of visible health information available locally that was relevant and current. Early on in the project, we sourced information leaflets and information in Chinese about specific health conditions but these were found to be out of date having once been available through NHS Hong Kong. The Department of Health provides information about a range of health issues in Chinese printable format but we felt that these could appear remote for many and not accessible.

7.2

Dorset LINK is delighted to report on the recent work undertaken by OCES who have, during the course of the project, produced, with a little funding from LINK and the local NHS some excellent information resources that can be used as an aid for frontline health staff in Dorset and beyond. This goes a long way to enable health professionals to engage with Chinese people and provide services and information that is appropriate and equitable.

7.3

Dorset LINK highlights the importance of enabling people to produce information in a range of accessible formats. It is a key point to developing relationships with and providing information for communities who are seldom heard or hard to reach.

The use of NHS Information Cards for example are an efficient way to enable Chinese people to engage with GP services and create a foundation for continuing to access future health services.

The NHS Frontline Staff information Pack for relating to Chinese NHS service users includes a list of resources for further information that is available.

Dorset LINK would encourage the use of these resources for all health workers wherever possible.

7.4

A finding of this report highlights that the majority of the respondents did not know how to access social care benefits to which they may be entitled. Dorset LINK would encourage further work that explores in the first instance a better understanding of how social care services might

better engage with Chinese people. It is recommended that the following notes from OCES might assist for background information and help inform Phase two of this project.

7.5

'Social care' is still largely an unknown and alien concept in China and the broader Chinese world. Although many areas of traditional Chinese culture have gradually become of less importance for younger generation Chinese residents, especially those who increasingly work in more diverse fields of employment beyond the Chinese catering sector, certain traditional values continue to inhibit full acceptance of contemporary UK state, non-family concepts such as social care. This is due to the core Chinese instinct for self-reliance rather than acceptance of external state provided intervention.

This said, the factors that previously made family led assistance for those in need of care within the family unit, are found to be increasingly untenable in the very different socio-economic environment found in early 21st century UK society. The great value of the different types of social care that are available to Dorset Chinese families and individuals therefore can only be incrementally introduced to the latter, if they are to be positively received.

Some information material about caring and social care therefore stands little opportunity of being properly understood and taken up, if it is introduced to traditional Chinese social and employment settings such as Chinese restaurants by non-Chinese officers and representatives of local council social services or NHS trusts.

7.6

It may be said that whilst the concept of developing 'champions' who can represent given BME communities is good in principle, in practice such champions may not necessarily have the time or inclination to be able to do very much 'on the ground' outreach work to members of their given communities. However, attempts should be made to recruit volunteer spokespeople from within the Chinese community who have more Western and less traditional Chinese objectives and perspectives about caring and social care.

The mechanisms for recruiting such volunteers needs further thought, but such individuals could be engaged and would be able to accomplish a great deal that is needed and to date has not been possible.

7.7

In addition, there would be great value in providing signposting through posters/flyers in neutral settings – such as grocery stores etc. that sell international phone-cards commonly purchased by Chinese residents – and also on-line information about key points of the value of accessing social care presented in words that do not clash with traditional self-reliance/ family-led care practices.

Such wording should stress that social care is not an alien imposition that invades the privacy of the family environment, but constitutes a wide range of services that can help family carers. Promoting positive messages, offering support that enables people to care more effectively, and at the same time help reduce the stress and anxieties of a job or broader social interaction could have a positive impact. To stress that social care support can help Chinese People to be even more successful in providing independent care and self-sufficiency, would help provide a different view of social care per se and its access and use in particular. This might help to begin to replace entrenched, traditional culture-informed, hostile perspectives.

8. Recommendations

Bournemouth, Poole and Dorset LINKs make the following recommendations to:

- All NHS Trusts in Dorset
- Bournemouth Borough Council
- Poole Borough Council
- Dorset County Council
- Voluntary Organisations
- Social Enterprise Organisations
- Public Health
- Department of Work and Pensions

8.1

- **Health Information**

To make widely available, openly display and utilise Chinese/English NHS Information cards in settings such as GP surgeries, Dentists, Opticians, Outpatient Clinics and Community Services.

- To share and make widely available to all agencies the NHS Frontline Staff Information Pack for relating to Chinese service users.
- To review and update information and signpost Chinese people to new information resources as they become known or available, notably Chinese Language helplines and websites.
- To develop and provide condition-specific health information talks to Chinese groups in Chinese language and provide specifically translated leaflets on each area/condition or topic.
- To develop and produce information in Chinese language that can be easily accessed in the community in everyday neutral places e.g. newsagents, Asian stores and agents where international phone cards can be purchased.
- To continue to develop easy to understand or simplified instructions for prescribed medications suitable for all languages

and ability. For example using Easy Read and working in partnership with Total Communications agencies.

8.2

Access to Social Care Information

- To undertake to create a project that seeks to meaningfully explore appropriate ways to engage with and provide appropriate information for Chinese people living in Dorset about access to Social Care Benefits, Grants etc.
- To seek to make available information about Social Care Benefits that is current, relevant and available in Chinese language in a range of formats and media.
- To undertake further work to identify older Chinese people living in Dorset and explore what services may be helpful.
- To identify carers in Chinese families and work closely to explore the need for relevant and timely information.
- To incorporate these recommendations into the Equality Delivery System of each organisation.

Appendix 1 – Chinese Questionnaire



Your voice on local health and social care

多賽特LINK正在進行一項關於在伯恩茅斯、普爾和多塞特華人生活健康需求的調查

。

我們將非常感激你能夠花幾分鐘時間填寫問卷。所有的信息將會被嚴格的保密，你的資料也會保持匿名。如果你想得到更多的問卷或信息，請打電話聯繫Sarah

Peters ☐ 0300 111 0102 (本地電話价)。請將填好的表格寄到免費郵寄地址，LINKs Freepost BH1 902, 896 Christchurch Road, Bournemouth BH7 6BR

Dorset LINK is conducting a survey about health needs of Chinese people living in Bournemouth Poole and Dorset.

We would be very grateful if you could spend a few minutes to complete this questionnaire to help plan future services for you. All information will be strictly confidential and your details kept anonymous. If you would like further copies or more information please contact Sarah Peters on 0300 111 0102 (low call rate) Please return your completed questionnaire free of charge to LINKs Freepost BH1 902, 896 Christchurch Road, Bournemouth BH7 6BR

Please complete as much as you can.

1.(Are you registered with a GP Doctor)

1. 你有沒有登記家庭醫生 (GP) ?

有

沒有，請列明原因：

When you went did you need an interpreter?

2. 當你去見醫生時，你是否需要翻譯員？

每次都需要

有時需要

不需要

3. (Who are your translators) 誰是你的翻譯員？

- 配偶 / 伴侶
- 子女
- 其他家庭成員
- 朋友
- 家庭醫生所安排的翻譯員
- 收費的翻譯員
-

其他，請列明： _____

4. Female check

女性檢查

你有沒有進行過女性健康普檢 (如子宮頸細胞檢查、乳房X-光檢查) ？

- 有
- 沒有

5. Do you suffer from any of the following conditions?

你現在或過去一年有沒有患上以下疾病？(可選擇多於一項)

- 糖尿病
- 抑鬱症 哮喘
- 青光眼
- 花粉症 產後抑鬱症
- 白內障 肺結核 癌症
- 高血壓
- 心臟病
- 風濕 / 關節炎
- 任何類型的貧血
- 牛皮癬
- 癩肥 肝炎
- 癲癇
- 中風
- 愛滋病 / HIV
- 消化不良

- 痛風
- 甲狀腺腫脹
- 其他，請註明：

6. Health Information How do you find information when you need it?

健康資訊及預防

當有需要時，你會向哪些人得到更多有關健康、疾病或醫療的資料？(可選擇多於一項)

- 家庭醫生
- 家人 / 朋友
- 圖書館
- 互聯網
- 中文報紙、電視或電台
- 其他，請說明：

7. Do you know how to access social care benefits you may be entitled to?

你是否知道怎樣獲得你可能有資格享有的社會護理福利？

- 知道
- 不知道

8. What resources services would be useful?

以下有哪些健康資訊媒體或服務你會採用？(可選擇最多三項)

- 中文版資料單張
- 中文版錄影帶 / 影碟 / 光碟
- 中文版錄音帶
- 中文版健康展覽
- 中文版網頁
- 健康講座 (廣東話 / 普通話)
- 輔導服務 (廣東話 / 普通話)
- 諮詢熱線 (廣東話 / 普通話)
- 其他，請說明：

9. Do you have any other comments about your health and services?

就你的健康狀況或你曾經歷過的醫療服務，你還有沒有其他意見？

10. When you are prescribed medicines from your Doctor would you like the directions to take them written in your own language?

當醫生給你開處方時，你是否希望用藥指引寫的是你的母語？

是的

不是

11. Are you Male / Female

個人資料

你的性別

男

女

12. Age

你的年齡

15 歲或以下 15 and under

16-34

35-64

65-74

75 歲或以上 75 and over

13. First letters of your post code

郵政編碼的前三個字母

14. Your mother tongue?

你的母語

英文

廣東話

普通話

其他，請說明：

Thank you very much for your time

非常感謝你

Appendix 2 – English Questionnaire



Your voice on local health and social care

Dorset LINK is conducting a survey about health needs of Chinese people living in Bournemouth Poole and Dorset.

We would be very grateful if you could spend a few minutes to complete this questionnaire to help plan future services for you. All information will be strictly confidential and your details kept anonymous. If you would like further copies or more information please contact Sarah Peters on 0300 111 0102 (low call rate)

Please return your completed questionnaire by popping it in an envelope, and sending free of charge to LINKs Freepost BH1 902, 896 Christchurch Road, Bournemouth BH7 6BR

Please complete as much as you can.

1. Are you registered with a GP?

Yes **No**

2. Do you need an interpreter when you go to see your GP?

Yes, on every visit **Yes, sometimes** **No**

3. Who is your interpreter?

Spouse/partner

Relative

Interpreter provided by GP

Son/daughter

Friend

Paid interpreter

Other, please specify

4.. Female Check:: Do you use the screening services that are available to you e.g. cervical smear test, breast screening?

Yes

No

5. Do you suffer from or have you in the past year suffered from any of the following conditions?

- Diabetes**
- Asthma**
- Depression/anxiety**
- Glaucoma**
- Hayfever** **Post-natal depression**
- Cataract** **Tuberculosis** **Cancer**
- High blood pressure**
- Heart disease**
- Rheumatoid/arthritis conditions**
- Any form of anaemia**
- Psoriasis**
- Obesity** **Hepatitis**
- Epilepsy**
- Stroke**
- HIV/AIDS**
- Indigestion**
- Gout**
- Goitre**
- Other, please specify**

6. How do you find information related to health and health services when you need it?

- Ask my GP** **Go to the library**
- Ask friends/family** **Use the internet**
- Use Chinese media like newspapers, Chinese satellite channels**
- Other, please specify** _____

7. Do you know how to access social care benefits you may be entitled to?

- Yes**
- No**

8. Would you find the following resources/services useful?

Please tick only 3 options

- Leaflets written in Chinese**
- Health talks given in Chinese**
- Videos in Chinese**
- Counselling in Chinese**
- Audio tapes in Chinese**
- Chinese-language helpline**
- Health fairs/exhibitions**
- Other, please specify**_____
- Chinese language website**

9. Do you have any other comments about your health and services?

10 . When you are prescribed medicines from your Doctor would you like the directions to take them written in your own language?

- Yes**
- No**

11. Personal details

Are you

- Male?**
- Female?**

12 . Age

Are you

- 15 and under?**
- 65-74?**
- 16-34?**
- 35-64?**
- 75 and over?**

13.. First letters of your post code

14. What is your mother tongue?

Thank you very much for your time

Appendix 3 - Letter to key partners (English Version)



The Pokesdown Centre
896 Christchurch Road
Bournemouth
BH7 6DL

Tel: 0300 111 0102
www.makesachange.org.uk
contact@makesachange.org.uk

Re: Access to information and resources for Health and Social Care for Chinese people living in Dorset

As you will see from the background information enclosed Dorset Local Involvement Network (LINK) is keen to gather information from Chinese people living in Dorset.

We are keen to identify groups or individuals who may be able to assist us with the project and helping us distribute the questionnaire ranging from local GP's to charities and social groups.

How you can be involved?

We attach a questionnaire, and background information letters. We would be very grateful if you could distribute these to people in your networks, service users, carers etc who may be interested and would want the opportunity to have their say. If you would like hard copies please contact us.

We are also more than happy to come and meet with you, your networks, service users, carers, relatives or staff; please do contact us if you feel this would be of benefit.

The target date for returning questionnaires is the end of May 2011.

May I take this opportunity to thank you for participating in this very valuable work. Your contribution helps us to ensure our community has a voice in influencing local health and social care decision making.

Dorset LINK is supported by local charity Help & Care through development officers Annie Dimmick and Sarah Peters. Annie can be contacted on 07717 702131 Monday to Friday and Sarah on 07825 206056 Tuesday to Thursday or via annie.dimmick@makesachange.org.uk and sarah.peters@makesachange.org.uk

Regards

Sarah Peters
Dorset LINK Development Officer (on behalf of Dorset LINK)
Encs

Appendix 4 – Follow up letter Autumn 2011 (English version)

Dear Sir / Madam

A little while ago we invited you to take part in a survey about your health and social care services in Dorset. We are happy to have received a lot of responses from Chinese people and thank you for taking the time to tell us what you think.

Good progress is being made as we talk with Dorset Racial Equality Council, NHS Bournemouth and Poole and Oriental Cultural Educational Society. So far work is being planned to assist NHS professionals about cultural differences in accessing health services such as doctors, dentists and opticians. A useful information resource is also being translated for Chinese residents using health services.

We are keen to gather as many views as possible from Chinese people and want to continue to help make a difference. If you feel there is anything else you would like to say about your health and social care services please tell us by sending your comments using the enclosed piece of paper where there is a question about carers. Please use the freepost envelope enclosed.

Thank you once again for your help we really appreciate it.

Yours sincerely

Sarah Peters
Dorset Link Development Officer

Please use the space below to comment about the health services or social care services you receive.

Question Do you think you are or might be a carer? Yes / No

A carer is a person who is unpaid and looks after or supports someone else who needs help with their day-to-day life, because of:

- their age
- a long-term illness
- disability
- mental health problems
- substance misuse

Carers may be family members, including children and young people, who live with the person they care for, or family, friends or neighbours who live elsewhere.