

# Nepalese Association Survey Report

In 2019, with approval from our Advisory Group, we awarded our Community Pot Fund of £2,000 to the [Nepalese Association Wiltshire](#) (NAW).

NAW was established in 2006 in Swindon with the aim of bringing together the Nepalese community in and around Swindon to help build a strong, cohesive and integrated community. According to the Office of National Statistics data from 2019, there is a population of 2,000 Nepalese people living in Swindon.

The aim of this project was to work in collaboration with the Nepalese community to reach 200 people from whom we otherwise would not hear and whose views may not be taken into account by the commissioners and providers of health and social care services.

Through community work we had been doing we were aware that a number of the senior people of the Nepalese community did not speak much English. Nepalese is also the first language of younger people who had more recently moved to Swindon.

## Our methodology

We developed a survey with NAW, which asked their members to tell us their experiences of accessing health and social care services, and whether or not they faced any language barriers. We also invited them to tell us how services could be improved and what would help them live a healthier lifestyle. The survey was produced in English and NAW helped members to complete it.

## What is Community Pot Fund?

Our Community Pot Fund is a small grants scheme which offers community-based organisations and groups operating in Swindon the opportunity to receive a one-off grant to gather views from local people with whom they work and from whom we might not otherwise hear.

## Who took part in the survey?

In total 203 people shared their view with us. The respondents were almost evenly split between those people who identified as female (52%/102) and those who identified as male (49%/ 98).

The respondents were helped to complete the survey forms by NAW during several organised events. We were invited along to the launch of this project, where we enjoyed a lunch of traditional Nepalese food with the other members of the group.

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## Key findings

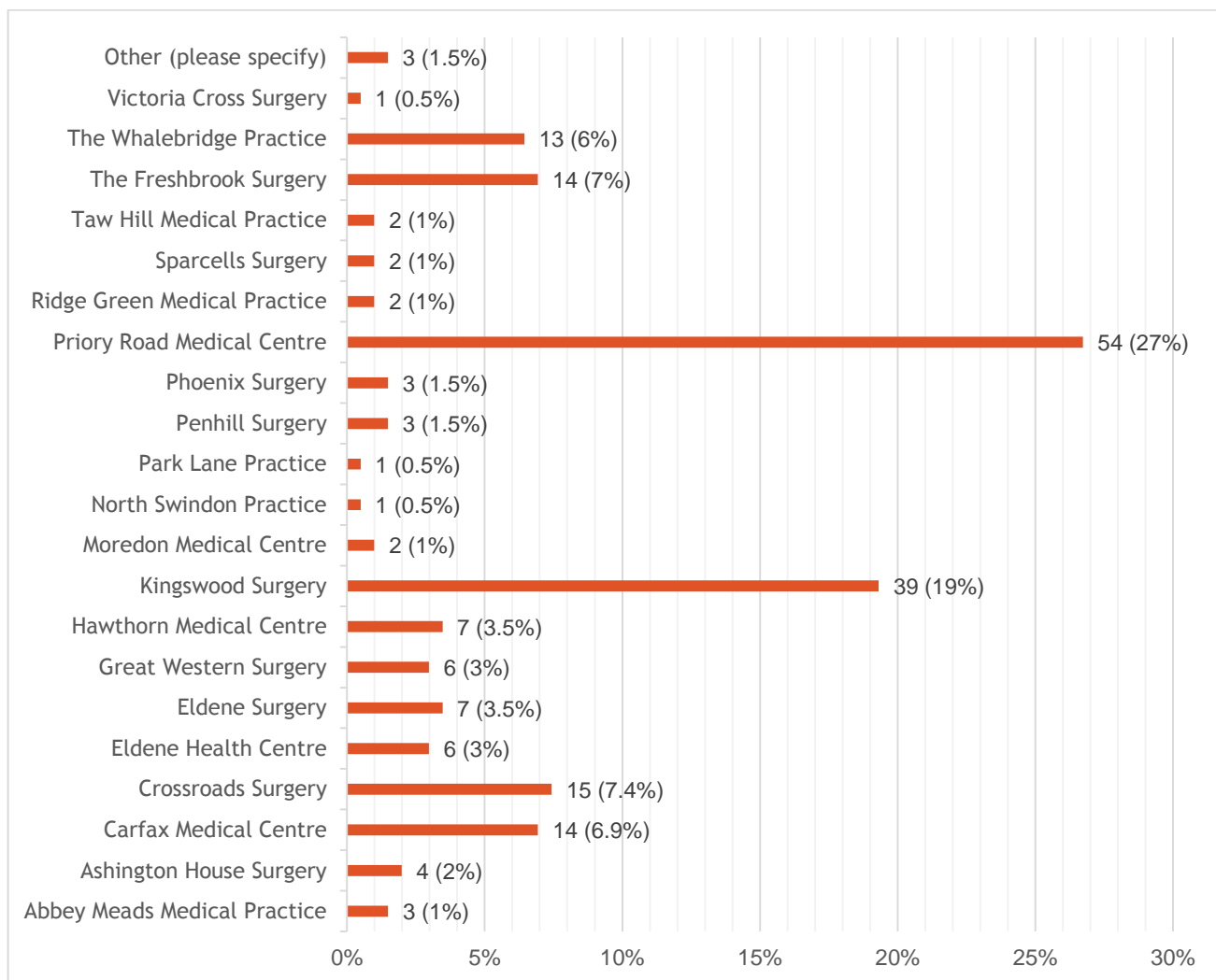
- Language was a barrier for over half of the respondents. An interpreter, either provided by the health or care organisation of a service or friends or family members, were needed when attending or making appointments. There was a clear request for more interpreters across practices to be provided.
  - There was also a request for prescription delivery and an alternative way to get prescriptions to help those experiencing language barriers.
  - The majority of respondents - 138 out of 203 - cited a need to eat more healthily and take more exercise, with some requesting more information and support in order to do this.
  - Concerns were raised about the lack of appointments and therefore long wait times to see a doctor and a call for more staff.
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## What did we hear?

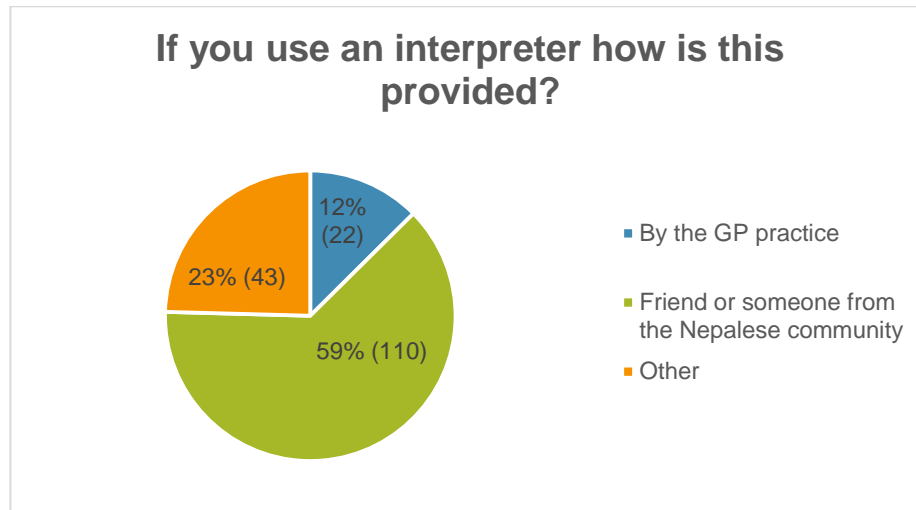
All of the respondents told us that that they were registered with a GP:



Patients from Priory Road Medical Centre and Kingswood Surgery responded to the survey in larger numbers than any other: 54 and 39 respectively.

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## Access to interpreters



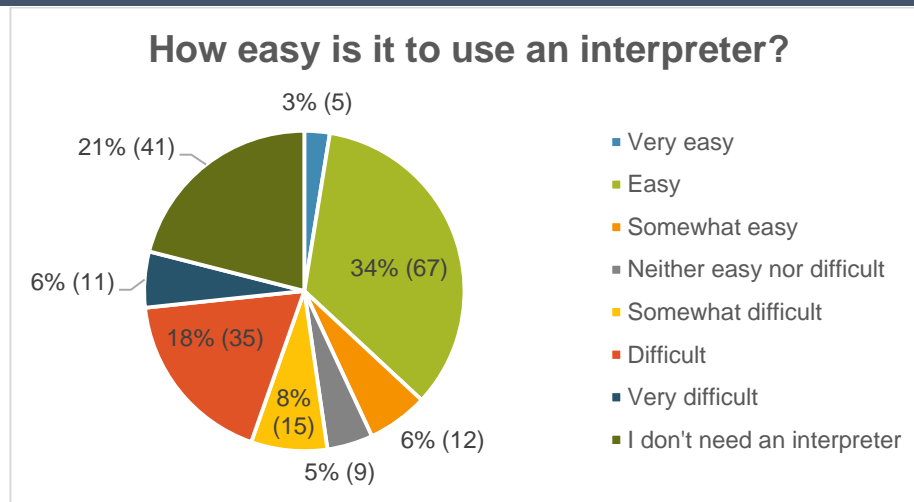
Only 22 of the 203 respondents had an interpreter provided for them by the practices and 110 people needed a friend, family member or someone from the community accompanying them.

41 out of the 54 people at Priory Road Practice, requiring support with interpretation, had to make their own arrangements. We also know from Kingswood Surgery that they have a GP that can speak Nepalese and that they also use the translation service, but that Nepalese patients will also use family or friends to help with translating. Whilst this may be unavoidable, in both cases this raises possible concerns around patient confidentiality.

There is also a risk of people not attending health services because of this and not wanting people in their community knowing about their health conditions, which in turn runs the risk of people not having health issues addressed in a timely manner. Whilst this was not explicitly stated by any of the respondents we feel that this could be an issue and recommend that consideration is given about how to address this.

From additional commentary received in the free text boxes people are not aware that an interpreter may be available at their practice. If this is the case this service needs to be more widely publicised at all of the practices. It is also important to establish how easy it is to have access to this service, how many Nepalese interpreters are available to support patients across Swindon and how far in advance this would need to be booked.

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*“It is difficult for me to arrange for friends to come with me to interpret sometimes. We need someone that we can use all the time at GPs and not have to rely on friends.”* - Priory Road Medical Centre Patient

Approximately a third of respondents (32%) found using an interpreter either “somewhat difficult”, “difficult” or “very difficult”.

When asked “Are there any improvements that could be made to the health and social care services that you use?” We received 91 comments in the free text box. Of these, 45 people said they experienced language barriers and suggested that an interpreter be made available at each of the surgeries.

*“Due to lack of interpreters it is hard to even get an appointment at the doctors. I humbly request that interpreters are provided at doctors and hospital so that the doctor understands and is able to treat our community properly. Without this we are lost.”* - Eldene Surgery Patient

## Other improvements

### Prescriptions

Nine respondents raised issues around getting their prescriptions and queried if having home delivery for their medication was an option.

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Some community pharmacies do deliver, with some people signing up to services such as Leeds-based [pharmacy2U](#). If the Nepalese community is not aware of these services we would recommend that they are more widely publicised so that they are aware of alternative ways to get prescriptions and in a way that suits them best.

Two respondents said that language was a hindrance in being able to get prescriptions, saying:

*“Allow non English speakers to give ticked prescription list to pharmacy for any repeat orders delivery”* - Priory Road Medical Centre Patient

*“Are there any alternatives to using telephone for prescription ordering as the majority of us have communication problem?”* - Priory Road Medical Centre Patient

## Healthy eating and Exercise

The need for healthier eating and exercise came up consistently in the free text comments.

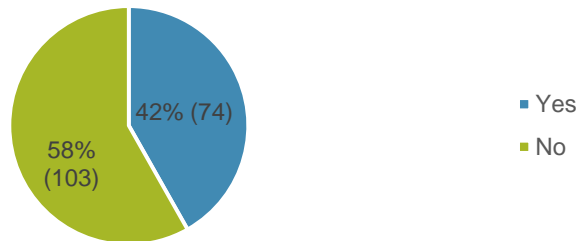
When asked **“What is the one thing that would improve your health and wellbeing?”** 127 out of the 203 respondents replied healthy eating and/or more exercise.

Approximately a quarter of the respondents - 53 people out of 203 - had a long term health condition. High blood pressure (19), Diabetes (22) and high cholesterol (10) were the top three conditions listed and people were often experiencing a combination of these and other health problems. The comments made and the long term health conditions listed suggest that more public health information in Nepalese should be provided to promote the benefits of a balanced diet and taking up some form of activity.



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Do you have a long term health condition(s), such as diabetes or a mental health condition?



*“Leaflets available on a balanced diet, personal hygiene and regular activities. Available in Nepalese.” -  
Priory Road Medical Centre Patient*

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## Conclusions

- Employ independent interpreters
- Publicise interpreter services (particularly at Kingswood and Priory Road)
- Leaflets available in Nepalese
- Swindon Borough Council Adult Community Learning have agreed to provide Healthy Eating Courses
- Alternatives to telephone prescription ordering

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*We would like to thank the Nepalese Association Wiltshire for supporting this piece of work and their members for sharing their views with us.*