

Community Consultation March 9th GV Health

Questions	Community Response				
	Afghan	Congolese	Iraqi	Sudanese	Bridging Visa
<p>When you have visited GV Health in the past, were you asked if you would like an interpreter?</p> <p>Was an interpreter provided?</p>	<p>Yes, although can be difficult at night.</p> <p>Often need a specialist interpreter and preferably a female for women's issues.</p>	<p>Yes, always asked and received an interpreter.</p> <p>Interpreters are good.</p>	<p>Asked most of the time.</p> <p>Interpreter service could be improved. Not all interpreters have the same accent or dialect as community.</p> <p>Concerns around privacy of information if local interpreters used.</p> <p>Staff could be more understanding of expectations when making appointments to CSO (?).</p> <p>Staff voice tone changes negatively when they hear our accent.</p> <p>Community would like to maintain a link to specific staff such as in Dental.</p>	<p>Small language groups without interpreters. An Arabic interpreter may not have the right accent and dialect for Sudanese.</p> <p>Very polite but not understanding the issue.</p> <p>When the interpreter is booked the origins of the patient need to be checked to ensure interpreter compatibility.</p> <p>Staff need to check that the message they are giving is both received and understood.</p>	
<p>When you have visited GV Health in the past, did staff listen to you and understand your needs?</p>	<p>Yes but waiting time in ED can be a long time.</p> <p>Hospital need more doctors to see patients in 30 minutes not 4 to 6 hours.</p> <p>People get angry when delays or waiting times are not explained.</p>		<p>Yes most of the time depending on the person.</p> <p>GV Health not language signed like other hospitals.</p> <p>ED waiting times and triage is a concern.</p> <p>Would like female sonographer.</p> <p>Would like to be asked whether they would like a female sonographer when booking apt.</p> <p>Lack of feedback regarding SCS referrals. Take too long to respond.</p> <p>GP's have referred elsewhere due to delay.</p> <p>System encourages people to exaggerate to speed up service in ED.</p>	<p>No real problems with the system.</p> <p>Community is very proud of the birth rate however some discomfort or offense is felt when staff make light hearted comment about them being back again to have more children e.g. "are you pregnant again?".</p>	
<p>Would you recommend GV Health to a family member or friend?</p>		<p>People are kind but busy.</p> <p>If any complaint it is with GP's who tell patients there is a long waiting list at GVH and encourage them to go private which costs more and there is still a wait time.</p>	<p>No. Service is better in other hospitals.</p> <p>Ethnic Groups could be better treated. Example given of Muslim patient in Dental during Ramadan.</p> <p>Cultural training for staff in CSO (?)</p> <p>Sometimes a lack of compassion.</p>	<p>Yes, community understands the system and think the staff are supportive of multiculturalism.</p> <p>In respect of mental health many Sudanese think it is linked to witches or a curse.</p> <p>Difficult to access the service.</p> <p>Would be good to open up Mental Health service so people can see what it is like.</p> <p>Hospital needs space for Pastor or prayer room.</p>	

<p>What do you see as the challenges to using GV Health services?</p>	<p>Signage is ok but many community members cannot read. Symbols and pictures would be easier. Female doctors and sonographers needed for female community members. Long wait for specialist appointments in SCS of up to 2 years or referral to Melbourne with the delay or referral being not well explained. Community feel 1 to 2 months is an unacceptable wait for appointments. Long unexplained delays in ED that some consider racially motivated. Referrals to outside diagnostic services should be reduced.</p>	<p>Community members have called Ambulance Victoria and struggled with the range of questions being asked. On occasion advised to drive to GV Health. ED gives priority to very sick people which is not understood by community. Community very confused with ED triage. (Have attended a mtg at Ethnic council about Triage system)</p>	<p>Junior Doctors in ED need more experience. ED could be cleaner No understanding of the structure of operation of ED. Not able to recognise who the Doctor in charge is. Children in ED waiting area with violent and bloody patients. ED not big enough. Doctors should always speak English not first language. Nurses are very good. Hospital needs to manage patient expectations. Need to increase staff from diverse backgrounds Would be good for Drs to be in uniform to be able to recognise them.</p>	<p>ED Waiting times. Community do not understand triage and people being seen out of order. May be perceived as racially motivated. Need to eliminate perception and empower patients. Need to inform community about Nurse and Doctor on call services. If accessing SCS from other than main entrance it can be confusing. Need better maps/signage to help get back to main building from outside. Billing changes not well explained.</p>	<p>Limited use of services. Know how to call triple 000. Anxiety and mental health issues among the Bridging Visa holders who are away from their families for a long time. Tense personal situation creating stress and anxiety. Red Cross supportive of Mental Health pathway.</p>
<p>When you have visited GV Health in the past, what did GV Health do well? What was the best part of the service that was provided?</p>	<p>Service is good from nurses and reception. Dental service was good. Card was accepted</p>	<p>Reception is good and helpful. Appointment reminders and letters is very good. First experience with dental services was very good. Access to dental and X Ray is very important for new arrivals. Hospital tour was very good and useful.</p>	<p>Nurses in Ed are more experienced than the Doctors. Midwives are very good. ICU is very good and understand the various cultural issues such as shaking hands, showering etc. Large families are managed well. Nice and friendly staff.</p>	<p>Staff diversity. Good communication. Latest map is an improvement. Hospital tour useful. ED not good.</p>	<p>Interpreter was good with correct dialect. Dental service was good. Hospital tours in groups of 8 to 10 in same language groups would be excellent.</p>