

Dorset Chinese Community NHS & Related Healthcare Services Access Information Pack Dorset 中國人社區 NHS 及有關健康護理服務 資訊文件

Information Pack Contents 資訊文件內容

- 1) About the NHS pamphlet, including useful links
- 2) Translation Card for key medical and communication phrases
- 3) Communications Card for use at general practices and for hospital visits

- 1.)有關 NHS 小冊子，包括實用連結
- 2.)翻譯咭，包括主要醫學用語及幫助溝通的句子
- 3.)溝通咭，方便與醫生溝通及探病時用

Information pack created on request by the Dorset, Bournemouth and Poole based *Oriental Culture Educational Society* (www.o-ces.com) 2011: translation by OCES Officer Gigi Lau



LINKs can be contacted on: **0300 111 0102**

The NHS and equality service delivery

The NHS is the National Health Service, and the UK is a multicultural nation. The NHS has a statutory requirement to assist UK ethnic communities citizens with full and welcoming access to NHS services. Frontline staff – such as doctors and receptionists – are ambassadors for the National Health Service, and have a duty to be courteous and helpful to all NHS service users – yourselves.

NHS 是國家健康服務，而英國是一個多元文化國家。NHS 擁有法令協助英國不同種族公民，並歡迎他們全面使用 NHS 服務。前線人員，例如醫生及接待員，他們是 NHS 的大使，而且有責任有禮貌地協助所有 NHS 服務使用者。

It is important for Chinese and other UK ethnic communities residents to realise that all general practices and facilities such as hospitals are required to provide interpretation services if required by you the customer. In addition, the NHS is an equality, diversity and anti-discrimination friendly organisation with statutory duties to provide a fair and helpful service to All.

讓居於英國的中國人及其他種族人士知悉所有全科醫療服務及設備，這是重要的。例如當有病人提出時，醫院需解釋服務詳情。再加上，NHS 是一所平等、多元化及化歧視的友善機構，並有法令去提供公平及有所裨益的服務予大眾。

This requirement was further strengthened in the Bournemouth, Dorset and Poole area with the launch of the NHS 'Equality Delivery System' (EDS). NHS 'Trusts' such as the Dorset Healthcare University Foundation Trust, the Bournemouth & Poole Primary Care Trust moreover have dedicated Community Development Worker's (CDW's) and Human Rights and Equality Advisors that can be contacted if you feel you have not received fair and professional treatment due to cultural, linguistic other equality issues.

為進一步強化 Bournemouth, Dorset 及 Poole 區內服務，我們推出 NHS 平等審核系統。NHS'信託'如 Dorset 健康護理大學基礎信託，Bournemouth 及 Poole 基本護理信託已提供社區發展員工及人權平等諮詢人讓你聯絡，如你感到因文化，語言等問題，而未能接受平等而專業的治療。

All NHS trusts, general practices and other NHS services have Complaints procedures designed for you, the service user / patient, as and if required.

所有 NHS 信託，醫生及其他 NHS 服務均有投訴機制，讓使用者及病人使用。

The NHS is not perfect, but it strives for excellence in providing for the health needs of All UK citizens, irrespective of ethnicity, gender, age, disability or sexual orientation. It seeks to provide the best possible service in the face of the evolving, and often complex, health needs of All members of UK society.

NHS 並非完美，但旨力提供優秀服務予有需要之所有英國居民，不論種族，性別，年齡，殘疾或性傾向。

The structure of the NHS and the role of the 'General Practitioner' (GP)

NHS 的架構及醫生(GP)的角色

The NHS has a number of organisational levels: primary care trust, foundation trust level care, hospital care, and others that work with local councils 'social services,' 'community

services' (such as for those with learning difficulties, etc) maternity and childcare, dental, mental health and wellness care. It also has community engagement networks and panels through which all NHS service users can provide a direct input about areas where service can be improved: some of these organisations provide an independent voice for you, the NHS service user / customer.

NHS 擁有的架構層包括:基本護理信託,基礎信託護理,醫院護理,及其他與地方議會合作的社會服務,社區服務(例如給予學習有困難人士的服務,等等)孕婦及兒童護理,牙醫,精神健康護理。這需要社區網絡,讓所有 NHS 使用者能提供意見,令服務更完善。

Due to the nature of the interrelationship of all these levels of NHS service to the general public, their scale and scope are very large and sometimes complex to understand [for All UK NHS service users], but enables the health needs of all NHS service users to be met in the most effective ways possible and also has provision for you, the service user, to have an input and 'voice' wherever possible.

基於 NHS 予大眾的服務性質龐大及複雜性,有時令使用者難以明白,但亦能使所有 NHS 服務使用者得到最有效的服務,使用者的聲音亦會被聆聽。

Of all levels of NHS service provision the most important is that of the 'General Practice.' A General Practice covers a local area, and the 'General Practitioner' – or GP (the equivalent to 'Family Doctor') – is the NHS medical doctor who directly provides you with all of your health care and medical needs, or enables you to be referred to all other NHS medical and healthcare services that he / she does not directly provide (hospital department appointments, etc).

各 NHS 階層中,醫生(GP)佔重要角色,醫生(GP)直接在地區提供護理及醫療服務,亦讓你可得到轉介至其他 NHS 的醫療服務。

Note: when you register with an NHS General Practice you will be allocated to a Practice 'GP': there are commonly a number of GP's at every NHS General Practice. It is the experience of UK residents registered with these practices that if they are not happy for any reason with the GP they are directly registered with, to, in making an appointment, ask the receptionist to have their appointment made with another practice GP.

註:當你與 NHS 醫護診所登記,你將會被分配至一位醫生:每所 NHS 醫護診所均有多於一名醫生。如英國居民不滿意所登記的醫生服務,可要求接待員安排約見其他醫生。

Reasons to register with your local NHS General Practice:

與你所屬區域的 NHS 醫護診所登記的理由

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.

近年來,很多在英國的中國居民向中醫師尋求保健服務,這是十分易理解的,原因有二:語言及中國傳統醫學理論和英式醫術上觀念的不同。

However, there are many very important reasons to register with your local NHS general practice. You will be able to:

但是，有很多原因，讓你需要與所屬區域的 NHS 醫護診所登記。你將會能夠：

•fully access hospital services, such as tests at hospital specialist departments: if you are not registered with a general practice the arrangement of such tests is very problematic.

獲得全面的醫院服務，例如醫院的特殊部門的檢驗，假如你不作登記，在安排使用這等服務時，你將可能遇到問題。

In addition, through being registered with your local NHS general practice you will have access to a great range of free services, and valuable information healthcare resources that amongst others include:

再加上，與你所屬區域的 NHS 醫生登記，讓你有機會使用很多不同的免費服務，以及實用的健康護理的資訊。

Free NHS 'health checks' – that help identify risks of heart disease, stroke, diabetes and kidney disease and assist you with preventing their development

免費 NHS 身體檢查，替你找出心臟病，中風，糖尿病及腎病的風險，並有助預防這類疾病。

•inoculations for influenza ['Flu'], and vaccinations and health guidance for overseas travel

- 預防疫苗及種痘以預防流感，並提供海外旅行的健康指引。

•range of free winter warmth guidance and support.

- 免費的冬季保暖指引及支援

•free help to stop smoking

- 免費協助戒煙

• receive non-judgmental stigma-free confidential guidance concerning sexual health and topics such as sexual orientation information signposting

- 在保密情況下，接受客觀，受尊重的性健康指引，例如與性有關的資訊及轉介

•access to free 'Self Help' groups covering management of a range of medical conditions (heart related, arthritis, low mood, etc)

- 免費的自助組別，包括一系列有關健康問題的組別(如與心臟有關，情緒低落的自助小組)

• mental health is treated by the NHS in a considerate and stigma-free way, with self-help guidance being commonly utilised for its value in enabling the patient 'to take charge of their health' as much as possible.

NHS 亦以體諒及尊重的方式去處理精神健康，在自助指引下，讓病人盡可全面掌握他們的健康。

•help with accessing the extensive range of advice services provided by NHS pharmacies

- 協助使用大量在 NHS 藥房的諮詢服務。

·Your GP (or one of the doctors at your NHS general practice) is also the direct means of helping you, if relevant, to be registered as a 'Carer,' and to receive a range of support (including Carers Allowance benefit paid to you for caring for an elderly family member or infirm friend, if you meet the Carer criteria). Caring for the elderly or infirm is a traditional and honoured practice of many cultures. In the UK the importance of the work and role played by carers is recognised and honoured, with practical support being provided in a number of ways to UK citizens from all backgrounds who undertake caring activities.

你的醫生(或 NHS 任何一位醫生)主要是協助你, 如適合, 可註冊成護理員, 接受一系列支援(包括護理員津貼, 去照料一名年長家庭成員或體弱的朋友, 但你必先符合護理員條件。)在很多文化中, 照顧長者及體弱者是傳統又被讚賞的一種行為。在英國, 護理員的角色及重要性是被肯定的, 他們提供有效的支援予來自不同背景的英國居民。

How you can help the NHS to help You: 如何幫助 NHS 去幫助你

Please share the information contained in this pamphlet with others members of the Bournemouth, and Poole and Dorset Chinese community that you know and in particular Chinese and other international and ethnic communities friends and colleagues that are not registered with NHS general practices.

請與其他在 Bournemouth, Poole 及 Dorset 的中國人士分享這小冊子上的內容, 尤其是你有朋友或同事仍未與 NHS 醫生登記, 請與他們分享這資料。

Local Involvement Networks: LINKs Please do join the Bournemouth, and Poole and Dorset LINKs NHS service users organisation to provide your voice and input to areas where the NHS can be further improved. BME/ethnic communities members are especially encouraged to become members of LINKs and get involved to help the organisation represent the voice of your communities!

本地參與網絡 : LINKs 請加入 Bournemouth, Poole 及 Dorset 的 LINKs NHS 服務使用者機構, 以反映你的意見及提供 NHS 可進一步改善之處。

LINKs website: www.makesachange.org.uk

LINKs 網址: www.makesachange.org.uk

LINKs Dorset and Bournemouth and Poole contact number: **0300 111 0102**

LINKs Dorset, Bournemouth 及 Poole 的聯絡電話: **0300 111 0102**

The job of LINKs is to listen to the public and pass on what they find to the NHS and Social Services departments.

LINKs 的工作是聽取大眾市民意見, 其反映至 NHS 及社會服務各部門。

Regardless of your age, background or situation, the LINK wants to hear from you. You can talk to someone, attend a meeting or fill in a questionnaire / survey online. Your LINK is also a great way to get more involved with others in the local community.

不論年齡，背景或情況，LINK 也想聽到你的意見。你可和他們傾談，出席一個會議，或是填寫一份問卷/網上調查。你的 LINK 亦是一個良好途徑，讓你和其他人士參與社區服務。

Each LINK has powers to ask the NHS and Social Services for information and to make recommendations to them so that things can change for the better.

每一個 LINK 有權力去要求 NHS 及社區服務提供資料，並可給予提議去改善服務。

Note: from Autumn 2012 LINKs are planned to be reorganised as *Local Health Watch*

註：由 2012 年 10 月始，LINKs 計劃重組成為地區健康監察

Dorset Race Equality Council (DREC) works in partnership with NHS trusts in the Bournemouth, Dorset and Poole area.

Dorset 種族平等議會與 NHS 在 Bournemouth, Dorset 及 Poole 地區合作。

DREC provides representation to and guidance for all Dorset area ethnic communities on using and accessing all NHS services, and when required can assist with representing complaints to NHS trusts when racial discrimination is apparent or suspected.

DREC can also help advise you about NHS interpretation services to you and benefits and support you may be entitled to if you are a carer.

Dorset Race Equality Council: <http://www.dorsetrec.org.uk/>

Dorset 種族平等議會與網址：<http://www.dorsetrec.org.uk/>

Contact: 01202 392 954 Email: enquiries@dorsetrec.org.uk

聯絡電話：01202 392 954 電郵：enquiries@dorsetrec.org.uk

Links to other support organisations: 其他支援組織:

Bournemouth & Poole NHS PCT

Website: <http://www.bournemouthandpoole.nhs.uk/getinvolved>

NHS Bournemouth and Poole is committed to promoting the health and well-being of people who use healthcare services, their carers and families. We aim to cover this in our approach to equality and diversity; both for ourselves as employers and as a healthcare organisation leading local primary, secondary and community services.

Email: equalities@bp-pct.nhs.uk Tel: 01202 541 923

Dorset Healthcare University NHS Foundation Trust & Equality (DHUFT)

Website: <http://www.dorsethealthcare.nhs.uk/Default.aspx?tabid=408.html>

The DHUFT is committed to ensuring effective, accessible mental health and learning disabilities services to our service users and carers, and to delivering equality to people of all races; sexual orientation; age; disability; religion or belief and gender - including transgender. Tel: 01202 303 400 for more information

NHS information resources in Chinese: NHS 中文資料:

Oriental Culture Educational Society: www.o-ces.com The OCES NHS and Health page can be viewed at: <http://www.o-ces.com/statics/22> **Medical terms in Chinese and English** pdf document: <http://www.o-ces.com/pdf/Medical%20terms.pdf>

東方文化教育社團：www.o-ces.com

OCES 健康網頁：<http://www.o-ces.com/statics/22>

中文/英文醫學用詞：<http://www.o-ces.com/pdf/Medical%20terms.pdf>

General medical and mental health resources:

The Chinese Mental Health Association:www.cmha.org.uk

This organisation specialises in providing community-based mental health assistance and support to the Chinese community in the UK.

中國人精神健康組織：www.cmha.org.uk

Kai Xin Xing Dong: <http://www.mentalhealth.org.nz/kaixinxingdong/page/5-home>

Chinese – English mental health website that seeks to remove stigma from mental health conditions

The Chinese National Healthy Living Centre:www.cnhlc.org.uk

The Centre aims to promote healthy living and to provide access to health services for the Chinese community in the UK. The Centre also has a health information website at www.healthinchinese.net

中國人健康生活中心：www.cnhlc.org.uk