

**KING'S FUND
PROJECT PAPER**

**BREAKING THE
LANGUAGE BARRIER**

NUMBER 12

JANUARY 1976

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BREAKING THE LANGUAGE BARRIER
King's Fund Project Paper No. 12

ADDITION

Written Aids to Communication: Information Leaflets.

Public Health (page 26)

No. 65 EATON ENTERPRISES

Self-adhesive notice:

'Please do not smoke'

Chinese, Italian, Portuguese,
Spanish, Urdu.

The Food Hygiene (general) Regulations 1970.

Chinese, Italian, Spanish,
Urdu.

January 1976

King's Fund Centre
24 Nufford Place
London W1H 6AN

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KING'S FUND PROJECT PAPER NO. 12

BREAKING
THE
LANGUAGE BARRIER

A collection of good ideas and practical suggestions which have been found helpful in overcoming communication difficulties experienced with overseas patients and staff whose comprehension of English is inadequate

compiled by

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January 1976

King's Fund Centre
24 Nutford Place
London W1H 6AN

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INTRODUCTION

The King's Fund Centre first became interested in the problem of language difficulties with overseas patients when great concern on this matter was expressed by groups of 'shop window' staff in discussion meetings at the Centre - the telephonists, receptionists and hall porters who frequently form the patient's first contact with the hospital.

A questionnaire circulated widely throughout the country to health and social service authorities, voluntary organisations and interested individuals in an attempt to identify areas of need, produced a wealth of both problems requiring solutions and suggestions for improvements as well as a variety of visual aids to improve communication.

Lending folders containing samples of existing language cards, instruction sheets and information leaflets on a variety of health subjects and in a number of different languages were made available on loan from the Centre library. All these items have recently been checked and up-dated and a further investigation has added considerably to the original material. The results are presented in this present publication which, it is hoped, may help to meet a need and will be of value to anyone in the health and social service field dealing with overseas patients and clients with inadequate command of the English language.

[The page contains faint, illegible text that has been completely obscured by a high-contrast black and white conversion process.]



BREAKING THE LANGUAGE BARRIER: VERBAL COMMUNICATION

THE USE OF INTERPRETERS

An interpreter with a good command of English and of the particular language of the patient concerned is probably the best means of communication with an overseas patient unable to speak or understand English adequately. Interpreters can be obtained from a variety of sources, often depending upon the particular location of the hospital. Each type of source has its own advantages and disadvantages.

In some cases an interpreter may be needed immediately and time is vital; in others, a certain amount of delay can be tolerated. The time factor in individual cases may well decide the best source of supply for the particular case.

Hospital staff: the quickest source of supply of interpreters is frequently found in the hospital itself, particularly in areas where many medical, nursing and ancillary staff come from overseas. Many English staff are sufficiently fluent in one or more European languages to be of help in this respect.

To make the best and most economical use of this source of supply, it is essential to maintain an accurate and detailed list of all members of staff willing and available for this service and for the list to be regularly checked and up-dated. Copies of such lists should be readily available to all who may require this service for their patients. It is unfair to add to the already heavy burden of telephone exchange staff the duty of ringing round to find suitable interpreters at all hours. Objections can rightly be raised by departmental heads who foresee the danger of losing vital man-hours for this additional task; the agreement and active support of managerial staff is therefore essential to success.

It is suggested that all lists of staff interpreters should include the following:

- Full name of volunteer interpreter
- Language(s) spoken
- Department in which employed (with telephone extension number)
- Name of supervisor/manager whose permission should be obtained

At the Royal Free Hospital, London the preparation of the list of staff interpreters is maintained by the Personnel Department.

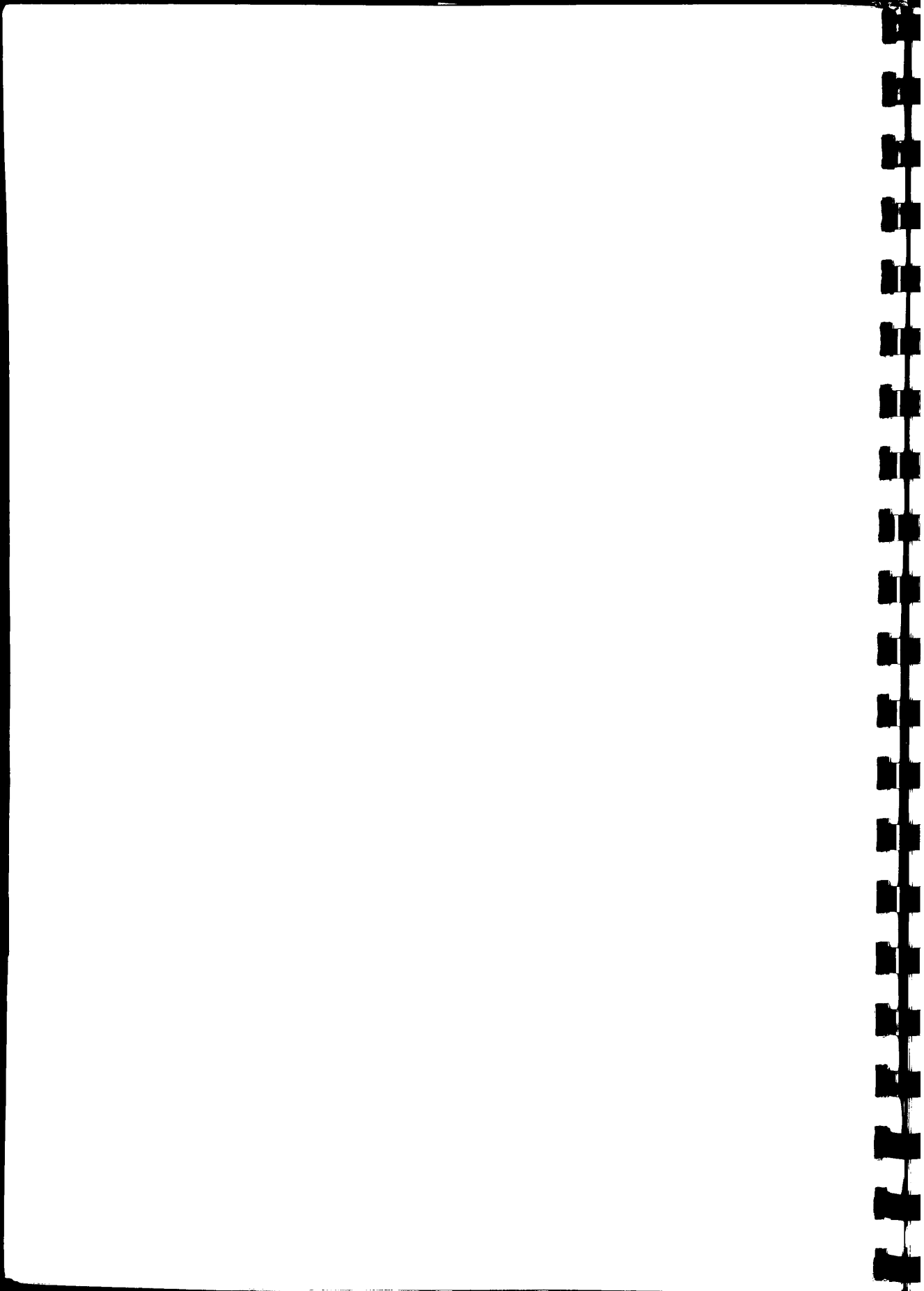
Outside sources: the following are possible outside sources of interpreter services, according to local conditions and facilities:

1. Families of patients: immigrant mothers often bring their children with them to clinics to interpret. Although the children are usually delighted to demonstrate their linguistic skills, this custom is not to be recommended, particularly in obstetric and gynaecological clinics. The husbands of overseas women patients quite often have a reasonable command of English resulting from their daily work but they cannot always get time off from their employment to attend during the day. Friends and neighbours of the same nationality accompanying a patient can be helpful, but it is advisable to be aware of the particular dangers of such volunteers attempting to diagnose rather than interpret.
2. Local industry and commerce: shipping companies and restaurateurs employing overseas staff are a possible source; so too are local immigrant shop-keepers.
3. The churches: Ministers of religion should be able to supply details of members of their congregation suitable and available for this service and contact with the priest or presiding official of any non-christian place of worship frequented by immigrants could produce valuable results.

It has been found that retired Christian missionaries with long experience overseas, if available, can be very valuable, not only as interpreters but also as voluntary visitors and helpers in the social field.

4. Embassies and legations may be able to supply details of suitable persons to act as interpreters and on occasion to provide translations of documents.
5. Education establishments: these include foreign language schools, Colleges of Further Education, university departments and the specialist English language training units being established by the Home Office with the co-operation of the Departments of Education and Science and Employment.
6. Local social welfare departments and other local government departments: many councils produce booklets of information for the public and some, with high immigrant population, include some information on interpreter services (for example, Camden Borough Council).
7. Local Community Relations Committees: these Committees are valuable sources of all types of service and information concerned with people from overseas.

Some hospital authorities have delegated to their Voluntary Help Organisers the important task of collection, organisation and dissemination of information regarding local facilities for interpreter services for patients.



WRITTEN AIDS TO COMMUNICATION

LANGUAGE GUIDES AND CARDS

The following language guides are available from the sources listed.

Booklets

- 1 ADAMS-RAY, Jack and FOLKESON, Claes.
Pictorial Interpreter of Medicine. Lund, Håkan Ohlssons Förlag, 1973.
A booklet of expressive coloured illustrations that require no text to explain them.
- 2 BARTILUCCI, A.J. and DURGIN, Sister Jane M. editors.
Language Guide for the Clinical Pharmacist. New York, St. John's University Press, KN.
Contains 16 questions from the pharmacist to the patient and 15 sentences from the patient to the pharmacist.
Languages: English, Chinese, French, German, Italian, Polish, Spanish and Yiddish.
- 3 FINCH, Bernard.
Being III. London, Owen, 1963.
Contains much detailed information for use by doctors, nurses and tourists.
Languages: English, French, German, Italian, Russian and Spanish.
- 4 PRITCHARD, Edith M.
A Language Guide for Patient and Nurse. Toronto, Eli Lilly and Co., 1971.
Consists of lists of 12 questions to be asked by the nurse and 10 questions and statements for use by the patient.
Languages: Chinese, French, German, Greek, Hungarian, Italian, Polish, Spanish, Ukrainian and Yiddish.
- 5 WORLD CONFEDERATION FOR PHYSICAL THERAPY, (20-22 Mortimer Street, London, W.1. Phone 01-637 2104).
Glossary of terms commonly used by physical therapists. Torquay, Devonshire Press.
Languages: English, French, German and Spanish.

Language Cards

- 6 BIRMINGHAM COMMUNITY RELATIONS COMMITTEE, (37 Bennetts Hill, Birmingham 2. Phone 021 235 4097).

Series of four cards, foolscap size, containing basic statements and questions for use by medical and nursing staff in the following departments: general medicine, dental, orthopaedic and casualty, paediatric.

Languages: Bengali, Gujerati, Hindi, Punjabi and Urdu.

- 7 BRITISH RED CROSS SOCIETY, (6 Grosvenor Crescent, London S.W. 1. Phone 01-235 ⁵⁴⁵⁴~~7131~~).

(a) Standard. Foolscap sized cards containing 22 bi-lingual questions and instructions for use by the doctor and nurse and 26 statements and answers for use by the patient. Available separately or in sets of 27 cards.

<u>Languages:</u>	Arabic	Greek	Portuguese
	Bengali	Hindi	Rumanian
	Czech	Hungarian	Russian
	Danish	Italian	Spanish
	Dutch	Latvian	Swedish
	Estonian	Lithuanian	Turkish
	Finnish	Maltese	Ukrainian
	French	Norwegian	Urdu
	German	Polish	Yugoslav

Standard cards can also be obtained, on special request only, in the following languages:

Chinese	Korean
Chinyanja (spoken in Southern Malawi)	Malay
Ethiopian	Persian
Gurkhali	Swahili
Icelandic	Tamil
Japanese	Vietnamese

- (b) Maternity and Infant Welfare. Consists of three leaflets containing questions and instructions for use by midwives and health visitors.

Ante-natal care (45 questions and instructions)

Midwifery (labour) (28 questions and instructions)

Infant welfare (44 questions and instructions)

Languages:	Chinese	Hindi	Polish
	French	Hungarian	Spanish
	German	Italian	Urdu
	Greek		

Available separately or in sets of 10 languages.

BRCs language cards are issued free, but when a quantity is required contributions towards the cost of production are much appreciated.

- 8 KING'S FUND CENTRE (24 Nutford Place, London W1H 2AN
Telephone: 01-262 2641

A trial pack of seven cards for use in the reception and registration of overseas patients in Accident and Emergency departments. The 33 questions/statements elicit the necessary basic information and seek to convey expressions of reassurance and explanation. The cards (size A5) are contained in tough transparent envelopes with detailed instructions for use. Each pack contains samples of an appointment slip and a pharmacy slip.

Price 20 pence per pack (any one language) available in the following languages:

Arabic	Gujerati	Portuguese
Bengali	Hindi	Punjabi
Chinese (Cantonese)	Iranian	Russian
French	Italian	Spanish
German	Japanese	Turkish
Greek	Polish	Urdu

Other languages may be made available subject to specific hospital requests.

- 9 MANCHESTER - DENTAL HOSPITAL (Bridgeford Street, Manchester M15 6FH
Telephone: 061 272 5252)

Standard patient questionnaire for dental cases.

<u>Languages:</u>	Arabic	German	Portuguese
	Bengali	Greek	Spanish
	Cantonese	Hindi	Swedish
	Dutch	Hungarian	Turkish
	Danish	Iranian	Ukrainian
	Egyptian	Italian	Urdu
	French	Norwegian	Yugoslav
	Finnish	Polish	

- 10 ROYAL COLLEGE OF GENERAL PRACTITIONERS, (14 Princes Gate, London, S.W.7. 01-584 6262).

Single fold card. 'Medical Phrases for History-Taking'. A selection of 60 useful phrases.

Languages: French, German, Hungarian, Italian, Polish and Spanish.

- 11 WARNER CHILCOTT, Richmond, California, U.S.A.

Cards (size A4). 'Breaking the Language Barrier: a service to nurses'. Two cards containing a series of 45 phrases, questions and directions which are basic in everyday nursing communications (with phonetic pronunciation).

Languages: French, German, Italian, Polish and Spanish.

WRITTEN AIDS TO COMMUNICATION

INFORMATION LEAFLETS

The following pages contain details of a variety of explanatory leaflets available, listed under headings and with the language in which each is available.

CHILD HEALTH

Languages

- | | | |
|----|---|--|
| 12 | BIRMINGHAM AREA HEALTH AUTHORITY
To be translated
<u>Leaflet:</u>
'The toddler' | Bengali, Gujerati, Hindi
Punjabi, Urdu |
| 13 | DEPARTMENT OF HEALTH AND
SOCIAL SECURITY
<u>Leaflets:</u>
'Caring for your child'
'Keeping your child safe' | Both available in
Bengali, Gujerati, Hindi
Punjabi, Urdu |
| 14 | DEWSBURY HEALTH DISTRICT
<u>Leaflet:</u>
'Health and food of your child' | Gujerati |
| 15 | HEALTH EDUCATION COUNCIL
<u>Booklet:</u>
'Your children need you'
Illustrated instructions to parents
on bringing up children | Blank spaces to be
translated locally
as required |

Languages

16 LEICESTER AREA HEALTH AUTHORITY

Letter:

Circulated to all parents of secondary school children to emphasise demands made by school on adolescents' strength and the importance of a balanced diet.

Gujerati, Punjabi, Urdu

17 NATIONAL ASSOCIATION FOR THE WELFARE OF CHILDREN IN HOSPITAL

Leaflet:

Instructions for the guidance of parents on how to deal with children in hospital

Bengali, Hindi, Punjabi
Urdu

18 WOLVERHAMPTON AREA HEALTH AUTHORITY

Leaflet (illustrated):

'Your child needs protein food and iron to build blood'

Punjabi, Urdu

19 GREATER GLASGOW HEALTH BOARD

Leaflet:

'Baby's introduction to solid foods for Asian families'

Urdu, Hindi,
Punjabi, Cantonese

DENTAL

20 GIBBS ORAL HYGIENE SERVICE

Two picture charts, designed as a pair, emphasising dental care

No captions therefore suitable for display to all nationalities

21 UNILEVER FILM LIBRARY

Film:

'Let's keep our teeth'

Running time 20 minutes
16mm and 35mm sound. Colour

Cantonese, Danish,
Dutch, German,
Indonesian, Italian
Norwegian, Swedish

Analysis of the need for good diet to improve dental health by comparison of tooth decay levels amongst Eskimos

DIETS AND NUTRITION

Languages

- 22 BOLTON AREA HEALTH AUTHORITY
(Bolton District General Hospital)

Leaflets:

'Diabetic and reducing diets for
immigrants from India and Pakistan'

Gujerati, Urdu

- 23 COMMUNITY RELATIONS COMMISSION

Film:

'In Place of the Sun'

Hindi, Urdu

Running time - 5 minutes
16mm colour cartoon film

A description of the dangers of rickets
amongst Asian families in Britain, with
emphasis upon the need for Vitamin D
in the diet. Made for the Glasgow
Community Relations Council and
available through the Commission
office in London.

- 24 FOOD INFORMATION CENTRE

Booklet:

'Recipes for Asians in Britain'

Bengali, Urdu

- 25 NORTHWICK PARK HOSPITAL

Leaflet:

'Suggested reducing diets for Asian Patients'

Gujerati, Hindi, Urdu

- 26 BARKING HEALTH DISTRICT

Leaflets:

'The road to good health'

Urdu

(Three leaflets giving information on
vitamins and food values)

Languages

27 ST LUKE'S HOSPITAL, BRADFORD

Leaflets:

Diabetic diet
Diabetic diet sheet

Urdu, Gurmukhi
Gujerati, Bengali

28 GREATER GLASGOW HEALTH BOARD

Leaflet:

'Asian families: choice of food'
(illustrated)

Urdu, Punjabi

Typical menus for diabetic diet

1000 calories

1500 calories

2000 calories

29 BRITISH DIABETIC ASSOCIATION

Leaflets:

200 Grams Carbohydrate
A typical menu for the diabetic
on diet and insulin

Urdu

30 THE LONDON HOSPITAL

Leaflets:

'Diets'

Hindi, Bengali,
Urdu, Punjabi

'Reducing diets' 1000 calories

Urdu, Hindi,
Bengali, Punjabi

FAMILY PLANNING

31 BOLTON AREA HEALTH AUTHORITY

In preparation:

Leaflets and posters on aspects of
family planning

Gujerati, Urdu

Languages

32 DEWSBURY HEALTH DISTRICT

Leaflets:

'The pill'
'The IUD'

Urdu
Urdu

Both translations of Family Planning
Association material

33 EATON ENTERPRISES

Leaflet:

'The future health and happiness of
your family may well depend on
its size'

Chinese, Italian, Spanish
Urdu

General description of all
contraceptive methods

34 FAMILY PLANNING ASSOCIATION

Leaflet:

'How family planning can help you'

Bengali, Gujerati, Punjabi
Urdu

35 INTERNATIONAL PLANNED PARENTHOOD
FEDERATIONLeaflet:

'Introducing contraception'

General description of all contraceptive
methods.

French, German, Greek,
Italian, Portuguese,
Serbo-Croat, Spanish
Turkish

Cost per copy 4p Orders 20-100
discount 5%

Cost per £4.00 Orders over 100
100 copies discount 10%

Films:

A selection of films for family planning
programmes is available from the IPPF
Audio-visual library. Where material is
in English addresses are given in foreign
countries (member organisations of the IPPF)
where translations may be obtained.

Languages

- 36 KENSINGTON, CHELSEA &
WESTMINSTER A.H.A. (T)
- Booklet:
'Planificacion de la familia' Spanish
- 37 LEICESTERSHIRE AREA HEALTH AUTHORITY (T)
- Leaflet:
'Family Planning' Gujarati, Hindi, Punjabi
Urdu
General and brief description of all
contraceptive methods
- 38 LONDON RUBBER INDUSTRIES LTD
- Booklet:
'A New Beginning' Bengali, Gujarati, Hindi,
Kanarese, Kerali, Malayalam,
Marathi, Punjabi, Tamil,
Telegu, Urdu
with English translation.
All in one booklet.
- Film:
'Every baby a wanted baby' Urdu
Running time 35 minutes.
16mm magnetic sound and colour film
describing reproductive systems,
fertilisation and all methods of
contraception.
Suitable for school leavers and adults.
English soundtrack available.
- 39 ORGANON LABORATORIES LTD
- Leaflet:
Instructions for use of 21-day pill
'Lyndiol' Arabic/French (one leaflet)
Dutch, German, Greek,
Italian, Serbo-Croat, Spanish

Languages

- 40 ORTHO PHARMACEUTICALS LTD
- Leaflets:
- 'Micronor' Danish, Finnish, Norwegian, Swedish
- 'Ortho-Norin' Bengali, Thai, Gujerati, Hindi, Urdu
- 41 SCHERING CHEMICALS LTD
- Leaflets:
- 'Instructions for taking 21-day pill'
Eg. Engynon 30 Arabic/Spanish, Bengali, Chinese (Malayan), Flemish, French, German, Greek, Gujerati, Hindi, Italian, Kanarese, Malayalam, Marathi, Norwegian, Oriya, Portuguese, Serbo-Croat, Spanish, Tamil, Telegu, Thai, Turkish, Urdu
- 'Instructions for taking 28-day pill'
Minorlar ED Afrikaans, Bengali, French, Gujerati, Hindi, Urdu
- This preparation is available in the UK
- Instructions for taking 28-day pill
Engynon ED Chinese (Malay)
Flemish, German
- Neogynon 28 Arabic, French, German, Spanish
- These preparations are not available in the UK but the instructions are applicable to any of Schering's 28-day pills such as Minorlar ED.
- 42 SEARLE LABORATORIES
- Leaflet:
- Instructions for taking 21-day pills
- Ovulen 1 mg Arabic, French, German Italian, Spanish
- Ovulen 50 Arabic, French, German Iranian, Italian, Spanish Malaysian languages, Chinese, Jawi, Rumi, Tamil, Gujerati, Hindi, Kikuya, Lugando, Luo, Swahili

Languages

43 SYNTEX PHARMACEUTICALS

Leaflet:

Instructions for taking 21-day pill
Norinyl 1 & 2

Afrikaans, Cantonese, French,
German, Greek, Gujerati,
Italian, Polish, Punjabi,
Russian, Urdu, Welsh

44 WYETH LABORATORIES

In preparation:

Leaflets giving instructions on how to
take 21-day pills Orran & Orranelle

Gujerati, Punjabi, Urdu

Film:

'Happy Family Planning'

Arabic, Cantonese, Spanish
Urdu with English

Running time 10 minutes.
16 mm cartoon colour film produced
by the FPA (1970) and available
through this company. Description
of all methods against a musical
background.
Sub-titles in all 5 languages on the
same film.

GENERAL MEDICAL45 BRADFORD FAMILY PRACTITIONER
COMMITTEELeaflet:

'Helping your doctor'

Bengali, Gujerati,
Gurmurkhi, Urdu

Instructions on the best usage of the
Family Practitioner service.

A similar leaflet has been produced by
the Calderdale CRC and is in use
in Halifax.

Languages

- 46 EATON ENTERPRISES
Self-adhesive notice:
 'Do not smoke'
 Cost per 10 (minimum order) 35p
 Chinese, Italian, Spanish
 Portuguese, Urdu
- 47 IMPERIAL CHEMICAL INDUSTRIES LTD
Leaflets:
 'Su Hijo'
 Guidance for patients suffering from epilepsy Spanish
 'Consejos practicos para el Pacicule
 Coronario'
 Guidance for patients suffering from heart
 disease Spanish
- 48 THE LONDON HOSPITAL
 A list of relevant statements and questions
 has been produced especially for use in
 the Electro-encephalographic department. Greek
- 49 MANCHESTER AREA HEALTH AUTHORITY
Booklet:
 'Health and your family'
 (few copies available) Urdu
- 50 ROYAL FREE HOSPITAL
 Questionnaires and lists of instruction in
 the following areas:- Medical Records,
 Outpatient departments, Private Patients,
 Registration, Glucose tolerance testing,
 Physiotherapy
 Greek, Hindi, Italian,
 Spanish, Turkish, Urdu

Languages

51 UNILEVER FILM LIBRARY

Films:

'Your skin'

Running time 16 minutes.
16mm & 35mm sound. Colour and
background notes.

A basic introduction to the functions of
the skin with an emphasis upon hygiene.

Suitable for educational and health
educational programmes.

Dutch, German, Hindi,
Norwegian, Swahili,
Swedish

52 WOMEN'S NATIONAL CANCER CONTROL
CAMPAIGNLeaflet:

'Calling all women'

Cartoon-style strip publicising the cyclotest
as a means of early cancer detection.

Bengali, Gujerati, Hindi,
Punjabi, Urdu

MATERNITY & INFANT WELFARE53 ALL SAINTS HOSPITAL, CHATHAM
Maternity UnitLeaflets:

Instructions to mothers on Maternity Department
procedures together with advice on
arrangements to make when labour begins.

Gujerati, Punjabi, Urdu

54 BARKING HEALTH DISTRICT

Leaflet:

'The advantages of breast feeding
your baby'

Urdu, Punjabi

Languages55 BIRMINGHAM AREA HEALTH AUTHORITY
(TEACHING)

To be translated in the near future.

Leaflets:'Breast feeding'
'Your baby's needs from milk to meals'
'Safeguard the life of your baby'All available in
Bengali, Gujerati, Hindi,
Punjabi, Urdu

X

56 DEPARTMENT OF HEALTH AND
SOCIAL SECURITYLeaflets:'Having a baby'
'Feeding your child'Both available in
Bengali, Gujerati, Hindi,
Punjabi, Urdu

57 LEICESTER AREA HEALTH AUTHORITY (T)

Leaflets:'Weaning your baby'
'Sterilisation of bottles and teats' (Illustrated)
'Keeping your baby warm'
'Scriver test'All available in
Gujerati, Hindi,
Punjabi, UrduGeneral sets of questions on development
of mother and baby etc.'Child development up to one year'
'Child development over one year'

Cost per hundred - £1.50 - £4.00

58 LIGA INFANT FOOD LTD

Leaflet:

'Feeding instructions for babies'

Gujerati, Bengali, Punjabi

59 ST LUKE'S MATERNITY HOSPITAL, BRADFORD

Leaflets:X-ray facilities
Pharmacy instructions
General information on the maternity
department
Instructions for obtaining stool specimensGujerati, Urdu
Gujerati, UrduGujerati, Urdu
Gujerati, Punjabi, Urdu

Languages

- 60 WOLVERHAMPTON AREA HEALTH
AUTHORITY
Leaflet: (illustrated)
'Feed your baby safely' Punjabi, Urdu
- 61 WYETH LABORATORIES
Leaflet:
'How to prepare Wyeth Baby Milks
SMA and Gold Cap SMA' Urdu, Punjabi
- PUBLIC HEALTH
- 62 BIRMINGHAM AREA HEALTH AUTHORITY
(TEACHING)
Leaflet:
'Infestation with mice' Bengali, Gujerati, Hindi,
Punjabi, Urdu
- 63 CROYDON AREA HEALTH AUTHORITY
Leaflet:
'Food Hygiene (General) Regulations'
1960 & 1962: Notice to Persons Engaged
in Handling of Food Chinese, Italian, Spanish,
Urdu
- 64 DEWSBURY HEALTH DISTRICT
Notice:
'Dumping of domestic refuse and the
provision of a free collection service
by the Cleansing Section' Gujerati, Urdu
- 65 EATON ENTERPRISES
Self-adhesive notice:
'Please wash your hands'
Cost per 10 (minimum order) 35p Chinese, Italian, Spanish,
Portuguese, Urdu
Poster:
'Points for food handlers' Chinese, Italian, Spanish

Languages

- | | | |
|----|---|--|
| 66 | HUDDERSFIELD HEALTH DISTRICT
<u>Leaflet:</u>
'Vaccination against measles' | Hindi, Urdu |
| 67 | IPSWICH HEALTH DISTRICT
Health Department
<u>Leaflet:</u>
Vaccination and Immunisation' | Urdu |
| 68 | LEICESTERSHIRE AREA HEALTH
AUTHORITY (T)
<u>Leaflet:</u>
'Tuberculosis' | Gujerati, Hindi, Punjabi,
Urdu |
| 69 | ROCHDALE AREA HEALTH AUTHORITY
<u>Leaflet:</u>
'VD and You' | Urdu |
| 70 | SHEFFIELD AREA HEALTH AUTHORITY (T)
<u>Leaflet:</u>
Advertisement of X-ray facilities
locally

Questionnaire on vaccination and
immunisation procedures | Arabic, Hindi, Urdu

Arabic, Hindi, Urdu |

Languages

- 71 NAPP LABORATORIES LTD
- Instruction leaflet for the use of Esodam (medicated shampoo) Punjabi, Urdu
- Instruction leaflet for the use of Prioclerm (medicated shampoo) Punjabi, Urdu
- 72 UNILEVER FILM LIBRARY
- Film:
- 'Room for hygiene'
- Running time 16 minutes.
16mm and 35mm sound. Colour.
- Well illustrated introduction to the dangers of bacteria and the ease with which they multiply. Suitable as a good piece of general health education in home principles of hygiene for audiences of over 14 years.
- Brazilian-Portuguese,
Dutch, E. Bengali,
Finnish, Greek, Hindi,
Iban, Italian, Portuguese,
Sinhalese, Swahili,
Tamil, Urdu, W. Bengali,
Yoruba
- 73 WEST SUSSEX AREA HEALTH AUTHORITY
- Leaflet:
- Instructions to catering staff on the control of infectious diseases and contamination of food through proper hygienic methods.
- Italian, Spanish
- 74 WOLVERHAMPTON AREA HEALTH AUTHORITY
- Leaflet:
- 'Please keep returnable bottles clean'
- Hindi, Punjabi, Urdu

LanguagesSAFETY IN THE HOME

75 COMMUNITY RELATIONS COMMISSION

Leaflets:

'Home and Safe'

Bengali, Gujerati, Hindi,
Punjabi, Urdu

'Lead Poison Warning'

Bengali, Gujerati
Punjabi, Urdu

(with special reference to eye make-up)

76 HOME OFFICE and CENTRAL OFFICE OF
INFORMATIONLeaflets (illustrated):

'Keep your house safe from fire'

Both available in

'Chip pan fire'

Bengali, Gujerati,
Hindi, Punjabi, Urdu

77 HUDDERSFIELD HEALTH DISTRICT

Leaflet:

'Fire precautions in the home'

Hindi, Urdu

78 OIL APPLIANCE MANUFACTURERS
ASSOCIATIONLeaflet (illustrated):

'Safety with oil heaters'

Punjabi, Urdu

79 SLOUGH SOCIAL SERVICES

Leaflet:

'Use your oil heater safely'

Hindi, Punjabi, Urdu

LanguagesROAD SAFETY

80 COMMUNITY RELATIONS COMMISSION

Leaflet:

Translation of the Green Cross Code

Prepared by the Department of the Environment and available through the Commission.

Bengali, Gujerati, Punjabi,
UrduSOCIAL SERVICES

81 COMMUNITY RELATIONS COMMISSION

Poster:

Advertising play-group facilities

(General wording with blanks for filling in local times etc.)

Bengali, Cantonese,
Gujerati, Hindi,
Punjabi, UrduLeaflet:

Marriage in England and Wales

Bengali, Gujerati, Hindi
Punjabi, Urdu

82 CATHOLIC HOUSING ADVICE CENTRE

In preparation - Leaflets on the following:

'Buying a house or flat'

'Tenants rights on repairs'

'Responsibilities of a landlord'

Bengali, Greek, Gujerati,
Hindi, Punjabi, Turkish

83 DEPARTMENT OF THE ENVIRONMENT

Leaflets:

'Landlords and the Law'

'Shared houses'

'Finding a home to rent'

Available in
Bengali, Greek, Gujerati,
Hindi, Punjabi, Turkish,
Urdu

Languages

84 HERTFORDSHIRE SOCIAL SERVICES

Leaflet:

'Child Minders'

Hindi, Italian, Urdu

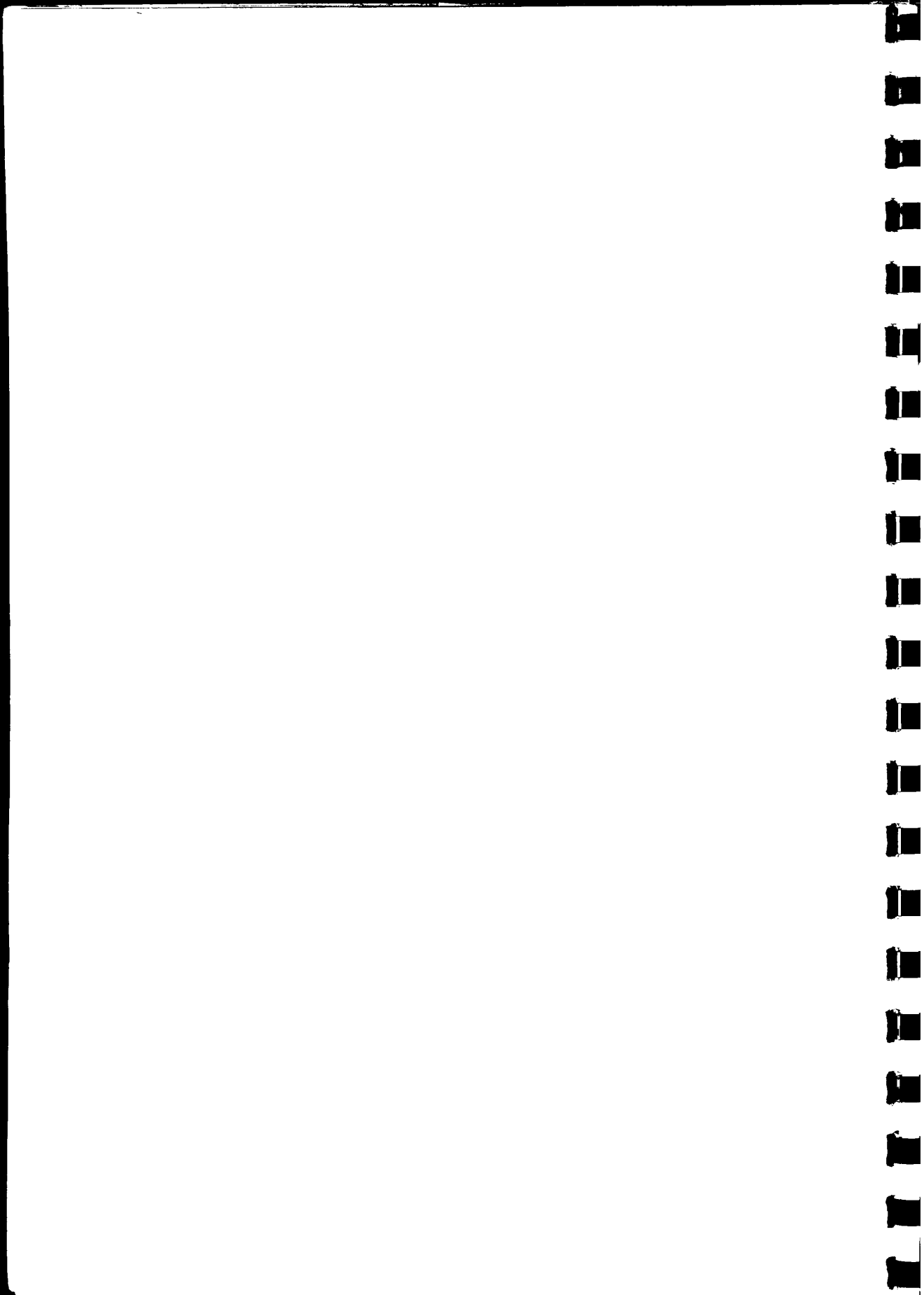
85 HOME OFFICE and CENTRAL OFFICE OF
INFORMATIONLeaflets:

'Illegal Immigrants'

Bengali, Chinese, Gujerati,
Hindi, Punjabi, Urdu

'Welcome to Britain'

Bengali, Gujerati, Hindi,
Punjabi, Urdu



A SELECTION OF GOOD PRACTICES

COMMUNITY HEALTH SERVICES

Translation into appropriate foreign languages of notices advertising local clinics. This practice is common in areas of high immigrant population such as Birmingham, Bradford and Leicester.

The use of bi-lingual staff in local clinics, acting either as paid interpreters or as volunteer helpers. An interpreter is currently working on the community health service staff in Rochdale, based in the central clinic but on call to any other clinic within the Area should the need for an interpreting service arise. Further details of this appointment can be obtained from the Area Medical Officer, Rochdale AHA.

Encouragement of immigrants to learn English through classes available locally. Experience in Manchester has shown that English language classes organised by the Manchester Volunteer Bureau and the Education Department have gone some way towards lessening the problems of poor communication in the area.

Co-operation of Health Visitors and local Community Relations Councils.

A good working link between Health and Social Services field workers and the staff of the local CRC has been established in Manchester so that each department is able to contact the other whenever specialised assistance is required. This practice has been taken further in the London Borough of Hillingdon where an experimental nine-week course for 13 Asian women has been run jointly by local Health Visitors and the Hillingdon CRC. The course concentrates on three major areas of concern - English language tuition, health education and child care. Further information from the Hillingdon Community Relations Council (21 High Street, Uxbridge. Telephone: 89 52951) or the Yiewsley Health Centre (20 High Street, Yiewsley, Middx. Telephone: 81 43686)

Direct communication with parents of school children on the health problems encountered during adolescence. Leicestershire AHA (T) has recently designed a letter for circulation to all Asian parents whose children attend secondary schools in the City of Leicester and in the Loughborough area. This letter emphasises the demands made upon a child's strength during adolescence and the need for a balanced diet. Approximately one-third of the immigrant population of Leicester are school children and the letter constitutes an attempt at early preventive medicine by the specialists in community medicine.

Guidance to immigrant families on the use of the family Practitioner Services in England. A small leaflet has been produced by the Bradford FPC and is currently in use at Bolton and a similar one is in use in Halifax.

DIETARY PROBLEMS

In addition to instruction leaflets and special diet sheets in various languages (see refs 22 - 30) some organisations have produced useful guidelines for English staff.

Notes on background material on Indian cuisine and food habits have been produced by Northwick Park Hospital, Harrow, and Bradford AHA.

Information on diabetic and reducing diets is published by the Bolton Royal Infirmary.

'Notes on Asian food patterns and their nutritive value' is a leaflet prepared by the District Dietitian at the London Hospital.

A leaflet entitled 'Asian Diets: Information for professionals in the field' has been published by the Community Relations Commission. This leaflet would offer useful background information to hospital staff who come regularly into contact with Asian patients used to different dietary customs.

The Diet Information Service (Glasgow Health Department) publishes a selection of diet sheets for Asian patients which are used by Health Visitors in ante-natal clinics. Suggested meal patterns are given in detail for: weight reduction, low salt diet in pregnancy, light diet for morning sickness, bland diet for heartburn, iron-rich diet for anaemia, high roughage diet for constipation and general diet advice for pregnancy.

OBSTETRIC CARE

(a) Examination of female patients by a male doctor

Many Moslem women are offended by the idea of being physically examined by a male doctor. In Manchester a letter written by the Iman of the local mosque in which he explains that this is not in fact a breach of religious observance, has been found to be useful in overcoming the reluctance of patients.

(b) Ante-natal classes in the native tongue of patients at All Saints Hospital, Chatham

Monthly ante-natal classes are held in Urdu. To overcome possible shyness patients attend by specific appointment rather than by open invitation. Patients also are normally accompanied by their husbands and welcomed by an Urdu-speaking midwifery sister. The programme starts with a film (with Urdu soundtrack) on some aspects of pregnancy, followed by a practical demonstration, such as bathing the baby etc. In addition, a small exhibition is usually mounted to illustrate some practical points such as diet and care is taken to exhibit cheap and nutritious foodstuffs acceptable to all religious needs.

This particular practice has three main benefits:

- i education of the mother and her preparation for labour and motherhood
- ii the introduction to hospital staff and procedures
- iii an informal introduction to other pregnant women of the same nationality

(c) Computerised obstetric case histories

There is currently in progress an experimental project at the West Middlesex Hospital to test the feasibility of obtaining obstetric case histories by means of a computer. A terminal has been installed in the ante-natal clinic and patients are asked to feed some of the information required by the doctors and nursing staff through a computer instead of answering verbal questions in the traditional doctor/patient interview. The questions appear in a single but logical sequence in printed form and the patient is invited to respond using a simple push-button device with three keys: 'Yes', '?' and 'No'.

The experiment is said to have proved highly successful so far and the patients examined in this way have responded very favourably to this approach.

At present the use of the computer is restricted to English speaking, literate patients but as the West Middlesex has a catchment of many Indian women plans may develop to introduce a taped questionnaire using a female voice speaking in one of the Indian languages. Patients in this case would then hear the questions and would respond appropriately using a simple push-button device similar to the one described above. Further information about this project can be obtained from: Dr C R Evans, Division of Computer Science, National Physical Laboratory.

REGISTRATION OF PATIENTS

Where it has been difficult to establish accurately the identity of a patient, the practice of assigning a special number to such a patient and using this for labelling specimens etc. has proved useful.

(Bradford Royal Infirmary: Crawley Hospital, Surrey)

The Problem of Surnames and Forenames

Varying national customs regarding the use of family and personal names can cause serious problems in registration departments. The Community Relations Commission has published a leaflet entitled 'A Guide to Asian Names' which explains briefly the use of personal and sub-caste names and titles among the different Asian religious sects.

TRAINING FOR ENGLISH STAFF

The need for English staff to have an understanding of the background of overseas staff and patients in order to improve relationships and as an aid to maintaining high standards of care is being increasingly recognised.

First-line management courses for nursing officers in the Birmingham AHA now include a 1½ hour session entitled 'The Nurse in Society' which deals briefly with race relations and some of the problems confronting staff working in a multi-racial society. Held at the Hall Green Technical College (Colebank Road, Birmingham B28 8ES), this course is presented jointly by the Race Relations Adviser for the Department of Employment and the local Community Relations Officer.

Short courses of about 9 hours are offered to medical and nursing staff by the Pathway Further Education Centre (Recreation Road, Southall, Middx. 01-574 4711). These courses provide information on the background of overseas patients with particular reference to the residential aspects of the hospital. They attempt to analyse typical situations arising from differing attitudes and breakdowns in communication on the ward. Participants are supplied with reference material and there is opportunity for organised discussion and case study work.

The Community Relations Commission has recently produced a kit for social service departments entitled 'Communications with Minority Ethnic Groups'. The kit offers basic advice on improving levels of communication with minority ethnic groups together with various useful lists of addresses, descriptions of teaching schemes and statistical data. Intended primarily to help social workers, the kit could potentially be of interest and value to community health service staff and is available free of charge from the Community Relations Commission, 15/16 Bedford Street, London WC2E 9HX. Tel: 01-836 3545. It is hoped that a similar publication directed rather more at Health Visitors will shortly be available.

The King's Fund Centre has run day seminars for departmental managers responsible for hospital ancillary staff and hopes to produce a booklet or booklets containing background material for use by both ward staff dealing with patients and managerial staff responsible for overseas workers.

LANGUAGE INDEX

The following comprehensive language index classifies all the written material, language cards, guides and leaflets listed in this booklet under the language in which each item is available.

The numbers in the third column refer to the reference numbers in the left-hand margin of each page.

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
AFRIKAANS	Family planning	41 43
ARABIC	<u>Language cards</u> Family planning Public health	7 8 9 39 41 42 44 70
BENGALI	<u>Language cards</u> Child health Diets and nutrition Family planning General medical Maternity and infant welfare Public health Road safety Safety in the home Social services	6 7 8 9 12 13 17 24 30 34 38 40 41 45 52 55 56 58 62 72 80 75 76 81 82 83 85
CHINESE	<u>Language guides</u> <u>Language cards</u> Child health Dental Family planning General medical Public health Social services	2 4 7 8 9 19 21 33 41 42 43 44 46 63 65 81 85
CHINYANJI (S Malawi)	<u>Language cards</u>	7
CZECH	<u>Language cards</u>	7

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
DANISH	<u>Language cards</u>	7
	Dental	21
	Family planning	40
DUTCH	<u>Language cards</u>	7 9
	Dental	21
	Family planning	39
	General medical	51
	Public health	72
ESTONIAN	<u>Language cards</u>	7
ETHIOPIAN (E Africa)	<u>Language cards</u>	7
FINNISH	<u>Language cards</u>	7 9
	Family planning	40
	Public health	72
FLEMISH	Family planning	41
FRENCH	<u>Language guides</u>	2 3 4 5
	<u>Language cards</u>	7 8 9 10 11
	Family planning	35 39 41 42 43
GERMAN	<u>Language guides</u>	2 3 4 5
	<u>Language cards</u>	7 8 9 10 11
	Dental	21
	Family planning	35 39 41 42 43
	General medical	51
GREEK	<u>Language guides</u>	4
	<u>Language cards</u>	7 8 9
	Family planning	35 39 41 43
	General medical	48 50
	Public health	72
	Social services	82 83

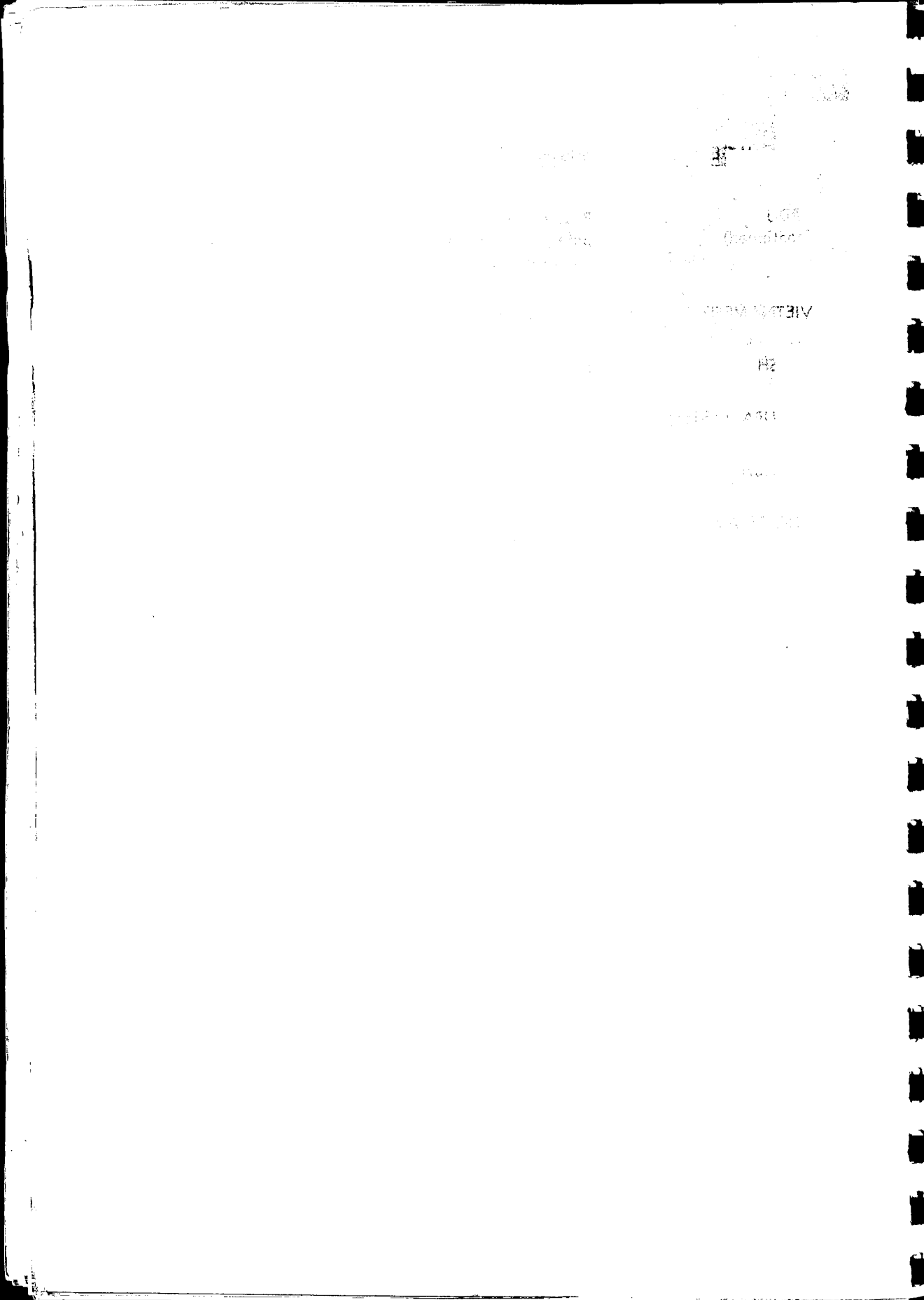
<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
GUJERATI (India)	<u>Language cards</u>	6 8
	<u>Child health</u>	12 13 14 16
	Diets and nutrition	22 25 27
	Family planning	31 34 37 38 40 41
		42 43 44
	General medical	45 52
	Maternity and infant welfare	53 55 56 57 58 59
	Public health	62 64 68
	Road safety	80
	Safety in the home	75 76
	Social services	81 82 83 85
GURKHALI	<u>Language cards</u>	7
GURMURKHI (India)	Diets and nutrition	27
	General medical	45
HINDI (India)	<u>Language cards</u>	6 7 8 9
	<u>Child health</u>	12 13
	Diets and nutrition	23 25 30
	Family planning	37 38 40 41 42
	General medical	50 51 52
	Maternity and infant welfare	55 56 57
	Public health	62 66 68 70 72 74
	Safety in the home	75 76 77 79
	Social services	81 82 83 84 85
HUNGARIAN	<u>Language guides</u>	4 9
	<u>Language cards</u>	7 10
IBAN	Public health	72
ICELANDIC	<u>Language cards</u>	7
INDONESIAN	Dental	21
IRANIAN (Farsi)	<u>Language cards</u>	8 9
	<u>Family planning</u>	42

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
ITALIAN	<u>Language guides</u>	2 3 4
	<u>Language cards</u>	7 8 9 10 11
	Dental	21
	Family planning	33 35 39 41 42 43
	General medical	46 50
	Public health	63 65 72 73
	Social services	84
JAPANESE	<u>Language cards</u>	7 8
JAWI (Malaya)	Family planning	42
KANARESE (S India)	Family planning	38 41
KERALI (S India)	Family planning	38
KIKUYA (E Africa)	Family planning	42
KOREAN	<u>Language cards</u>	7
LATVIAN	<u>Language cards</u>	7
LITHUANIAN	<u>Language cards</u>	7
LUGANDO (E Africa)	Family planning	42
LUO (E Africa)	Family planning	42
MALAY	<u>Language cards</u>	7
MALAYALAM (S India)	Family planning	38 41
MALTESE	<u>Language cards</u>	7
MARATHI	Family planning	38 41

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
NORWEGIAN	<u>Language cards</u>	7 9
	Dental	21
	Family planning	40 41
	General medical	51
ORIYA (E India)	Family planning	41
PERSIAN	<u>Language cards</u>	7
POLISH	<u>Language guides</u>	2 4
	<u>Language cards</u>	7 8 9 10 11
	<u>Family planning</u>	43
PORTUGUESE	<u>Language cards</u>	7 8 9
	Family planning	35 41
	General medical	46
	Public health	65 72
PUNJABI	<u>Language cards</u>	6 8
	Child health	12 13 16 17 18 19
	Diets and nutrition	28 30
	Family planning	34 37 38 43 44
	General medical	52
	Maternity and infant welfare	53 54 55 56 57 58
		59 60 61
	Public health	62 68 71 74
	Road safety	80
	Safety in the home	75 76 78 79
	Social services	81 82 83 85
	RUMANIAN	<u>Language cards</u>
RUMI (Borneo)	Family planning	42
RUSSIAN	<u>Language guides</u>	3 7 8
	<u>Family planning</u>	43
SERBO-CROAT	Family planning	35 39 41
SINHALESE (Ceylon)	Public health	72

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
SPANISH	<u>Language guides</u>	2 3 4 5
	<u>Language cards</u>	7 8 9 10 11
	<u>Family planning</u>	33 35 36 39 41 42 44
	<u>General medical</u>	46 47 50
	<u>Public health</u>	63 65
SWAHILI	<u>Language cards</u>	7
	<u>Family planning</u>	42
	<u>General medical</u>	51
	<u>Public health</u>	72
SWEDISH	<u>Language cards</u>	7 9
	<u>Dental</u>	21
	<u>Family planning</u>	40
	<u>General medical</u>	51
TAMIL	<u>Language cards</u>	7
	<u>Family planning</u>	38 41 42
	<u>Public health</u>	72
TELEGU (S India)	<u>Family planning</u>	38 41
THAI	<u>Family planning</u>	40 41
TURKISH	<u>Language cards</u>	7 8 9
	<u>Family planning</u>	35 41
	<u>General medical</u>	50
	<u>Social services</u>	82 83
UKRAINIAN	<u>Language guides</u>	4
	<u>Language cards</u>	7 9
URDU	<u>Language cards</u>	6 7 8 9
	<u>Child health</u>	12 13 16 17 18 19
	<u>Diets and nutrition</u>	22 23 24 25 26 27
		28 29 30
	<u>Family planning</u>	31 32 33 34 37 38
		40 41 43 44
	<u>General medical</u>	45 46 52
	<u>Maternity and infant welfare</u>	53 54 55 56 57 59
		60 61
	<u>Public health</u>	62 63 64 65 66 67
	68 69 70 71 72 74	

<u>LANGUAGE</u>	<u>SUBJECT(S)</u>	<u>REF. NOS</u>
URDU (continued)	Road safety Safety in the home Social services	80 75 76 77 78 79 81 83 84 85
VIETNAMESE	<u>Language cards</u>	7
WELSH	Family planning	43
YORUBA (Africa)	Public health	72
YIDDISH	<u>Language guides</u>	2 4
YUGOSLAV	<u>Language cards</u>	7 9



APPENDIX

Addresses of authorities, manufacturers and others mentioned in the text

BARKING HEALTH DISTRICT

Aldis House (Havering AHA)
56a Longbridge Road
Barking, Essex IG11 8RX
tel: 01-594 5718

BIRMINGHAM AREA HEALTH AUTHORITY (TEACHING)

Alpha Tower
Suffolk Street
Queensbury

Birmingham B1 1TP
tel: Birmingham (021) 235 4097/4778

BIRMINGHAM COMMUNITY RELATIONS COMMITTEE

37 Bennetts Hill
Birmingham B2 5SN
tel: Birmingham (021) 235 4097/2724

BOLTON AREA HEALTH AUTHORITY

43 Churchgate
Bolton BL1 1JF
Tel: Bolton (0204) 28755

BOLTON ROYAL INFIRMARY

Bolton BL1 4QS
tel: Bolton (0204) 22488

BRADFORD AREA HEALTH AUTHORITY

Daisy Bank
109 Duckworth Lane
Bradford
W. Yorkshire BD9 6RL
tel: Bradford (0274) 494133

BRADFORD FAMILY PRACTITIONER COMMITTEE

Bank House
30A Manor Row
Bradford
W. Yorkshire BD1 4QG
tel: Bradford (0274) 494133

BRITISH DIABETIC ASSOCIATION

3/6 Alfred Place
London WC1E 7EE
tel: 01-636 7355-8

CATHOLIC HOUSING AID SOCIETY

189A Old Brompton Road
London S W 5
tel: 01-373 4961

COMMUNITY RELATIONS COMMISSION

15/16 Bedford Street
London WC2E 9HX
tel: 01-836 3545

CRAWLEY HOSPITAL

West Green Drive
Crawley
Sussex
tel: Crawley (0293) 27866

CROYDON AREA HEALTH AUTHORITY

Croydon General Hospital
London Road
West Croydon CR9 2RH
tel: 01-688 7752

DEPARTMENT OF THE ENVIRONMENT

Thames House (South)
Millbank
London SW1P 4QH
tel: 01-211 7329

Mr Jeffrey Flynn
Information Directorate

DEPARTMENT OF HEALTH AND SOCIAL SECURITY

Alexander Fleming House
Elephant and Castle
London SE1 6BY
tel: 01-407 5522

DEWSBURY HEALTH DISTRICT

20 Oxford Road
Dewsbury WF13 4JU
tel: Dewsbury (0924) 462281

DIET INFORMATION SERVICE

23 Montrose Street
Glasgow G1 1RN

EATON ENTERPRISES

PO Box 34
Walton-on-Thames
Surrey KT12 3JR

FAMILY PLANNING ASSOCIATION

Margaret Pyke House
27-35 Mortimer Street
London W1A 4QW
tel: 01-636 7866

FOOD INFORMATION CENTRE

12 Park Lane
Croydon, Surrey
tel: 01-688 9248

GIBBS ORAL HYGIENE SERVICE

Hesketh House
Portman Square
London W1A 1DY
tel: 01-486 1200

GREATER GLASGOW HEALTH BOARD

112 Ingram Street
Glasgow
tel: 041-221 9600 Ext. 2299

HEALTH EDUCATION COUNCIL

78 New Oxford Street
London WC1A 1AH
tel: 01-637 1881

HILLINGDON COMMUNITY RELATIONS
COUNCIL

21 High Street
Uxbridge
tel: Uxbridge (89) 52951

HOME OFFICE

Whitehall
London SW1A 2AP
tel: 01-930 8100 Ext. 310

Mr Alan Hyde
Public Relations Branch, Publicity Section

HUDDERSFIELD HEALTH DISTRICT

Mill Hill Hospital
Dalton Green Lane
Huddersfield HD5 9TT
tel: Huddersfield (0484) 27545

IMPERIAL CHEMICAL INDUSTRIES LTD

Pharmaceuticals Division
Alderley House
Alderley Park
Macclesfield
Cheshire
tel: Alderley Edge (0996-6) 2828

INTERNATIONAL PLANNED PARENTHOOD
FEDERATION

18-20 Lower Regent Street
London SW1
tel: 01-839 2911

IPSWICH HEALTH DISTRICT

Community Health Service Office
Elm Street
Ipswich
Suffolk
tel: Ipswich (0473) 55511

KENSINGTON AND CHELSEA and
WESTMINSTER AREA HEALTH AUTHORITY
(TEACHING)

Vincent House Annexe
Vincent Square
London SW1P 2LY
tel: 01-828 3304

LEICESTERSHIRE AREA HEALTH
AUTHORITY (TEACHING)

Midland House
52/54 Charles Street
Leicester LE1 1FN
tel: Leicester (0533) 25732 Ext. 35

Mr R A Goosey
Senior Health Education Officer

LIGA INFANT FOOD LIMITED

Liga House
23 Saxby Street
Leicester LE2 0NL
tel: Leicester (0533) 57748

LONDON RUBBER INDUSTRIES LIMITED

North Circular Road
Chingford
London E 4
tel: 01-527 2377

Mr E Corderoy
Marketing Services Manager

MANCHESTER AREA HEALTH AUTHORITY
(TEACHING)

Mauldeth House
Mauldeth Road West
Manchester M21 2RL
tel: Manchester (061) 881 7233

NAPP LABORATORIES LIMITED

Pyramid Works
West Drayton
Middlesex
tel: Garston (47) 75295

NATIONAL ASSOCIATION FOR THE
WELFARE OF CHILDREN IN HOSPITAL

Exton House
7 Exton Street
London SE1 8VE
tel: 01-261 1738

NATIONAL PHYSICAL LABORATORY
Queens Road
Teddington
Middlesex
tel: 01-977 3222

NORTHWICK PARK HOSPITAL
Dietetic Department
Watford Road
Harrow
Middlesex HA1 3UJ
tel: 01-864 5311 Ext. 2524

OIL APPLIANCE MANUFACTURERS'
ASSOCIATION
Chamber of Commerce House
PO Box 360
75 Harborne Road
Edgbaston
Birmingham B5
tel: Birmingham (021) 454 6171

ONTARIO HOSPITAL ASSOCIATION
150 Ferrand Drive
Flemington Park
Don Mills
Ontario
Canada M3C 1H6
tel: (416) 429 2661

ORGANON LABORATORIES LIMITED
Crown House
London Road
Morden
Surrey
tel: 01-542 6611

ORTHO PHARMACEUTICALS LIMITED
Saunderton
High Wycombe
Buckinghamshire
tel: Naphill (024 024) 3541

ROCHDALE AREA HEALTH AUTHORITY
Telegraph House
Baillie Street
Rochdale
tel: Rochdale (0706) 43791

ROYAL FREE HOSPITAL
Pond Street
London NW3 2QG
tel: 01-794 0500

SCHERING CHEMICALS LIMITED
Victoria Way
Burgess Hill
Sussex
tel: Burgess Hill (044 46) 6011

SEARLE LABORATORIES
Lane End Road
High Wycombe
Buckinghamshire
tel: High Wycombe (0494) 21124

SHEFFIELD AREA HEALTH AUTHORITY
(TEACHING)
Westbrook House
Sharrow Vale Road
Sheffield S11 8EU
tel: Sheffield (0742) 686911

SLOUGH SOCIAL SERVICES
Gateway House
302-308 High Street
Slough SL1 1LP
tel: Slough (75) 35811

ST LUKE'S MATERNITY HOSPITAL
Little Horton Lane
Bradford
West Yorkshire BD5 0NA
tel: Bradford (0274) 33901

SYNTEX PHARMACEUTICALS LIMITED
St Ives House
St Ives Road
Maidenhead
Berkshire
tel: Maidenhead (0638) 33191

THE LONDON HOSPITAL
Whitechapel Road
London E1 1BB
tel: 01-247 5454

UNILEVER FILM LIBRARY
Unilever House
Blackfriars
London E C 4
tel: 01-353 7474

WEST MIDDLESEX HOSPITAL
Twickenham Road
Isleworth
Middlesex
tel: 01-560 2121

WOLVERHAMPTON AREA HEALTH
AUTHORITY
Administrative Offices
New Cross Hospital
Wolverhampton WV10 0QP
tel: Wolverhampton (0902) 737221

WOMEN'S NATIONAL CANCER
CONTROL CAMPAIGN
44 Russell Square
London WC1S 4JP
tel: 01-836 9901

WYETH LABORATORIES
Huntercombe Lane South
Maidenhead
Berkshire
tel: Slough (75) 28311

YIEWSLEY HEALTH CENTRE
High Street
West Drayton
tel: West Drayton (81) 43686

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OTHER LANGUAGE BARRIER PUBLICATIONS
AVAILABLE FROM THE KING'S FUND CENTRE

FOR PATIENTS

A set of seven language cards for use in the reception of patients in Accident and Emergency departments. The cards (size A5) are contained in tough transparent envelopes and each pack includes a complete list of the 18 languages in which the cards are available, together with detailed instructions for use.

In addition, each pack includes samples of an appointment slip and a Pharmacy slip and supplies of each are available on request.

Sets of cards are available at a cost of 20 pence per set of seven cards in any one language (or £3.50 for a set of all 18 languages).

This is a pilot project and the King's Fund Centre would be most grateful for comments and suggestions for the improvement and/or extension of this method of communication with overseas patients.

FOR STAFF

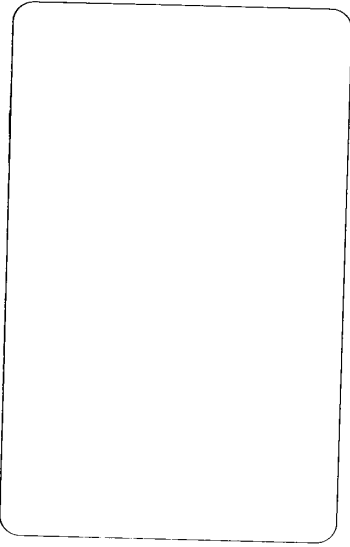
The large numbers of overseas staff employed in hospital ancillary departments can be a source of communication problems. The King's Fund is currently sponsoring a system of job-orientated on-site language training for these people. The work is being carried out by the Industrial Unit of the Pathway Further Education Centre (London Borough of Ealing Education Committee) and this particular method of training has recently been recommended by the DHSS in Staff Training Memorandum STM (75) 45 following evaluation of the pilot courses. Training must be given by specialist teachers trained to teach English in a foreign language.

The following training packs are available:

	<u>Price</u>
English at Work: Laundry staff Tapes and slides (essential for the course) are available on hire at £1.50	£5.00
English at Work: Domestic staff (complete with tapes and slides)	£12.00
Similar training packs will be available in 1976 for <u>Catering Staff</u> (in the Spring) and <u>Portering Staff</u> (in the Autumn)	
English Language Assessment Interview for ancillary staff (necessary for the testing of the level of comprehension of English of overseas staff in order to allocate them to suitable classes).	£2.00

OVERSEAS NURSE TRAINEES

King's Fund Project Paper No 8 The Language Barrier and the Overseas Nurse Trainee	50p
This report contains the recommendations of the Working Party set up with the approval of the DHSS, GNC and Rcn to discuss the problems of recruitment, selection and orientation of overseas applicants for nurse training.	



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