

Health needs survey of Gypsies and Travellers in Herefordshire

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Summary

- 47 people responded to a questionnaire assessing health needs of Gypsies and Travellers in Herefordshire. The respondents had quite a young age profile and were predominantly White British or White Romany/Gypsy.
- Half the respondents live in bricks and mortar accommodation and half in caravans. Around a third of the respondents were not satisfied with their accommodation.
- Only 13% were employed and 57% had no qualifications.
- A third of respondents felt their health was bad or very bad, which is much higher than for the general population. A high proportion (just under half) stated they had a disability, long term illness or health problem which limited the daily activities or work which they could do.
- There was a relatively high proportion of smokers (72%).
- Around one fifth of respondents had visited hospital in the past 12 months and one quarter had visited an optician and/or dentist. However two thirds had visited or spoken to a GP in the last 6 months.
- Just over a third of respondents felt they faced at least one barrier to healthcare, which were specified.

Aim

To assess the health needs of Gypsies and Travellers in Herefordshire. This was done at the same time as two other groups: seasonal and migrant workers and homeless people in the county.

Background

In 2000 a personal medical service (PMS) was set up in order to improve the health status of local Gypsies and Travellers. This service has been in operation for over eight years but as the ethnic minority population within the county has changed over this period, the Herefordshire Primary Care Trust decided to assess the health needs of Gypsy and Travellers as well as other key groups. Consultation was therefore deemed necessary, recognising the difficulties of this given the transient nature of these groups. Recent estimates suggest that there are between 800 to 900 individual Gypsies and Travellers in the county.

Methodology

A questionnaire assessing the health needs of Gypsies and Travellers was drafted by staff in public health and the research team to be circulated fairly soon thereafter by key workers in the Primary Care Trust and the Council. This was carried out between July and September in 2008. The aim was for key workers to interview individuals once consent was given (as per an advice sheet), or self-completion by Gypsies and Travellers if preferred. Gypsies and Travellers accessing support from local agencies, such as Travellers Health (Herefordshire Primary Care Trust), Travellers Support (Herefordshire Council), and Shelter were approached and agreed to complete questionnaires.

Results

47 questionnaires were completed by people from Gypsy and Traveller communities by the end of September when it was decided to close the fieldwork stage. This is a

small number but useful indicative data nonetheless. The results for each question are shown below.

About the respondents

Age

The predominant age group of respondents was 25-44 year olds, with a very small proportion 65 and over in contrast to the county's population as a whole. This reflects other evidence that the age profile of Gypsy and Traveller groups is relatively youthful but also that the respondents to this survey were more likely to be 'head of households' so in the 25 to 44 age range.

Table 1:

Age group	% of respondents by age group.	Herefordshire's population (ONS 2007 mid year estimates)
16-24	21%	10%
25-44	55%	23%
45-64	21%	24%
65-74	2%	10%
75+	0%	10%

(Base 47)

Gender

60% of the respondents to this survey were women, 40% men compared with 51% of all people in Herefordshire being women (ONS, 2008). Again, it is likely that the head of the household responded to the questionnaire and in Gypsy and Traveller communities; this tends to be a woman.

Ethnicity

The predominant ethnic groups of the respondents were 'White British' (44%) and 'White Romany/Gypsy' (42%), followed by 7% identifying themselves as 'Other White' ethnicity. One person (2%) identified themselves as 'White and Asian' and 4% said their ethnicity was 'other mixed'.

Further analysis shows that a higher proportion of the 16 – 24 year old age group identified themselves as White Romany/Gypsy Travellers and conversely higher proportions of the older age groups identified themselves as White British.

Language

The main spoken language was 'English' (42 respondents, 89%), one respondent put 'Romany and English' and four did not reply. So for most people it would not be expected that the English spoken language would be a barrier to services.

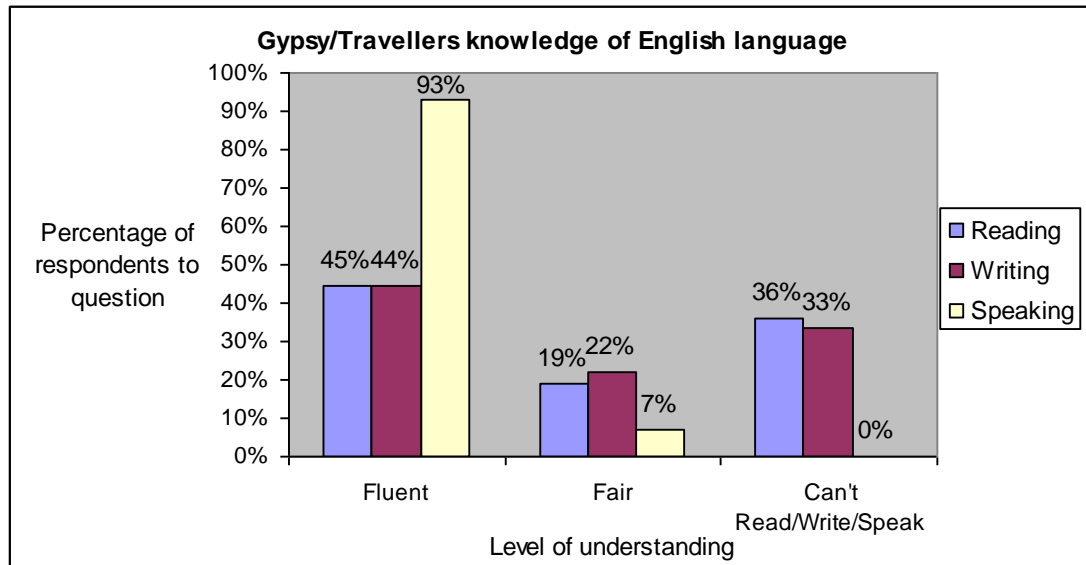
Knowledge of English (reading, writing and speaking).

Question 5 asked the respondent to describe their knowledge of the English language for reading, writing and speaking.

Gypsies and Travellers Health Needs Survey

Around one third of the Gypsy and Traveller respondents are unable to read and write suggesting that written communication is not always an appropriate form of communication.

Chart 1:



Accommodation

The majority of Gypsy/Travellers who responded live in either a static or tourer caravan (53%), with 45% in 'bricks and mortar' accommodation. Further analysis by age of those who responded showed that much higher proportions of 16-24 year olds live in 'bricks and mortar' compared with respondents from older age groups.

Table 2:

House/ bungalow	Semi/ terraced	Flat/ apartment	Caravan (tourer)	Caravan (static)	Pod	No fixed abode	Staying with friends
29%	9%	7%	31%	22%	0%	2%	0%

(Base 47)

Satisfaction with accommodation

The majority of Gypsy/Travellers who responded are satisfied with their accommodation (65%) but this still left over a third who are not. Comments from those who were not satisfied are shown in the following table.

Gypsies and Travellers Health Needs Survey

Table 3:

Comments	Accommodation type
Applying for a house	Caravan (tourer)
Don't like area.	Semi/Terraced
Draughty, lack of bath, sink, poor in winter, good in summer.	Caravan (static)
I would like a 2 bedroom property.	Caravan (tourer)
I'm happy I've got a place but not happy because the neighbours keep complaining, it's hard to get accommodation being a young single man.	Flat/apartment
Just had a baby, in private rent, not enough room, have to share garden.	House/bungalow
Not big enough.	Semi/Terraced
Nowhere for clothes, and books.	Caravan (tourer)
Only one bedroom too small	House/bungalow
Problems on site.	Caravan (static)
Too small only one bedroom	House/bungalow
Want a house.	Caravan (tourer)
Want to go into a bungalow/house	Caravan (tourer)
Would like a house.	Flat/apartment
Would like to be housed.	Caravan (static)

Employment status

Only 13% of Gypsies and Travellers who responded to this question are employed with a further 6% specifying 'other'. The proportion of people who are retired is also quite high (23% compared with 16% in the county as a whole), also considering there is only one person aged over 64 in the sample. There were also a high proportion of respondents who are long term sick or disabled (13% compared with 4% in the county). See below for all categories.

Table 4:

Employment status	Percentage
<i>Fulltime</i>	11%
<i>Part time</i>	2%
<i>Unemployed</i>	28%
<i>Retired</i>	23%
<i>Looking after family or home</i>	13%
<i>Long term sick or disabled</i>	13%
<i>Student</i>	4%
<i>Other</i>	6%

(Base 47)

Length of time Gypsy/Travellers have been living in UK.

There were 7 migrant workers, all in 25-44 age group, and all been in the UK for over 5 years.

Education

The majority of respondents have no qualifications (57%) as shown in table 5.

Table 5:

Education level	Percentage
No qualifications	57%
1+'O' Level/CSE/GCSE (any grades), NVQ Level 1, Foundation GNVQ	2%
5+ O Level/CSEs (grade 1), 5+ GCSEs (grade A - C), school certificate, 1+'A'/AS levels, NVQ Level 2, Intermediate GNVQ	17%
2+ 'A' Levels, 4+AS Levels, Higher school certificate, NVQ level 3, Advanced GNVQ	4%
Degree, higher degree, NVQ levels 4 & 5, HNC, HND, BTEC	9%
Professional (e.g. teaching, nursing, doctor, dentist, accountant, engineer)	0%
Other	2%

(Base 47)

Health

A third of the Gypsy/Traveller respondents feel their health is either bad or very bad, which is much higher than similar information from the 2001 Census for the population as a whole in the county (8%). See table 6 below.

Table 6:

Very Good	Good	Fair	Bad	Very Bad
13%	28%	26%	24%	9%

(Base 46)

Disability

Question 12 asked 'Do you have a disability, long term illness or health problem (12 months or more) which limits the daily activities or work which you can do?'. Just under half (47%) of the respondents answered yes to this question compared to 18% for the county population from the 2001 Census.

An analysis of the type of disability, long term illness or health problem specified shows that the 'other' category was the most common response (25%), followed by mental health problems and mobility problems. 2 people specified their mental health problem as depression and one of these people also specified their mobility problem as back pain. Conditions specified under 'other' are listed in Table 7.

Table 7:

Alcoholism
Arthritic hip joint
Back problems + Bowels. Surgical scarring due to Endometriosis, Permanent prescription for pain.
Bad lungs
Epilepsy
Head aches
Mental health problem is 50% physical
Muscle disease
OCD
Weak wrists.

Medical conditions

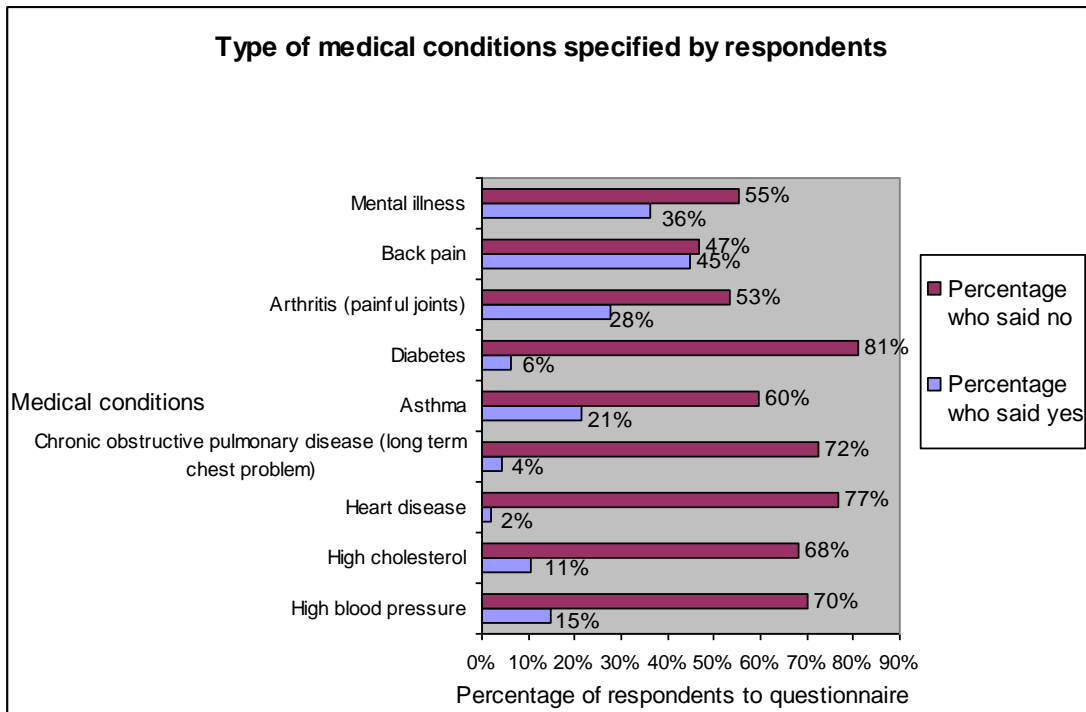
Back pain affects almost half of respondents whilst mental illness affects over one third. Arthritis is also prevalent, affecting 28% of people.

The most distinctive difference between genders is that 32% of the female respondents have asthma compared with only 5% of the males.

For all conditions other than mental illness the age group 45-64 has the highest proportion suffering from said condition. For all medical conditions the age group 16-24 has the smallest proportion of the age group suffering from the condition. Indeed back pain, asthma and mental illness are the only conditions in the sample suffered by this age group.

Some people did not respond or said they didn't know when asked about specific medical conditions, the results for those who answered 'yes' or 'no' were as follows.

Chart 2: Type of medical condition specified by respondents



(Base 47)

Lifestyle of respondents

Smoking

A much higher proportion of the respondents stated that they smoke (72%) compared with an estimated 22% of the county's population over 16 (source: Regional lifestyle survey 2005, WMRO & WMPHO).

Only slightly more people who responded have tried to quit smoking (43%) rather than haven't (38%)

Alcohol consumption

55 % of respondents said yes they did drink alcohol. When asked to specify how much there was a range of responses from 3 to 100+ units, the predominant response was between 4-6 units.

When asked what was the most they drank in one day there were only 4 responses (2 units, 4 units, 'every few weeks' and 'nightly at night').

Weight

Most of the respondents (60%) considered their weight to be 'normal' with just under one third considering themselves overweight as shown in the table below. Only 9% considered themselves underweight

Uptake of services

Flu immunisation

There was only one person aged 65 or older in the sample and they had had a flu jab. One other person noted they did not believe in immunisation.

Hospital visitation

20% of respondents to this question had visited hospital in the last 12 months.

A greater proportion of 16 – 24 year olds have visited hospital than the older age groups.

Pregnancy, A&E, fracture, mental illness and a wasp sting were all given as reasons for visiting.

Dentist visitation

26% of respondents (base 46) had visited a dentist in the last 12 months.

No 16-24 year olds had visited a dentist whereas 50% of 45-64 year olds had.

People gave the following reasons for not having visited the dentist.

One person was afraid of needles and another 'terrified of dentist', 6 people stated they either didn't need or want to. Other barriers were not being able to find a dentist, not having enough time and not being reminded. One person also said they were fed up because their fillings always fall out 2 months later.

GP visitation

67% of respondents to this question (base 46) said they had spoken to a GP about their health needs in the last 6 months.

When asked why they hadn't visited the GP five people felt they had no need to visit a GP, one said they were lethargic and one said they had a repeat prescription.

Optician visitation

26% of respondents to this question had visited an optician in the last 12 months. No one aged 16-24 had used an optician in the last 12 months whereas 50% of 45-64 year olds had. When asked why they hadn't been in the last 12 months 16 people felt that it was not necessary, for one person it was not a priority and another hadn't 'got around to it', One person stated they went every three years,

Cervical screening

If respondent was female and aged 20 – 64 years (25 people fell into this category), they were asked whether they had had a cervical screening test in the last 3 to 5 years. Only 36% of the 25 respondents had, compared with 83% in the county as a whole (Annual report of cervical screening services 2004, Herefordshire PCT). When asked why they hadn't 3 people said they did not want to. 2 people stated pregnancy as a reason, 1 person said they had not had enough time and 3 people said they had never had/been offered an appointment.

Breast screening

If the respondent was female and aged between 50 and 70 years, they were asked whether they had had a breast screening test in the last 3 years. Only 8 respondents fell into this category and 5 replied, with only 3 who said they had had a breast screening.

Use of unconventional medicine

Alternative medicine is the most popular of these medicine types though still only used by 13% of respondents. Complementary medicine was used by 6 % of respondents and home treatment by 4%.

Barriers and access to health services

Just over a third of respondents (36%) faced barriers to health services. The details are shown in the table below.

Table 8: Specific barriers to health care

	Percentage of respondents
<i>Language</i>	6%
<i>Inconvenient hours</i>	6%
<i>Choice of doctor</i>	6%
<i>Lack of privacy</i>	6%
<i>Transport problems</i>	9%
<i>Knowledge of service</i>	9%
<i>Inapproachable staff</i>	11%
<i>Can't get an appointment</i>	4%
<i>Other</i>	15%

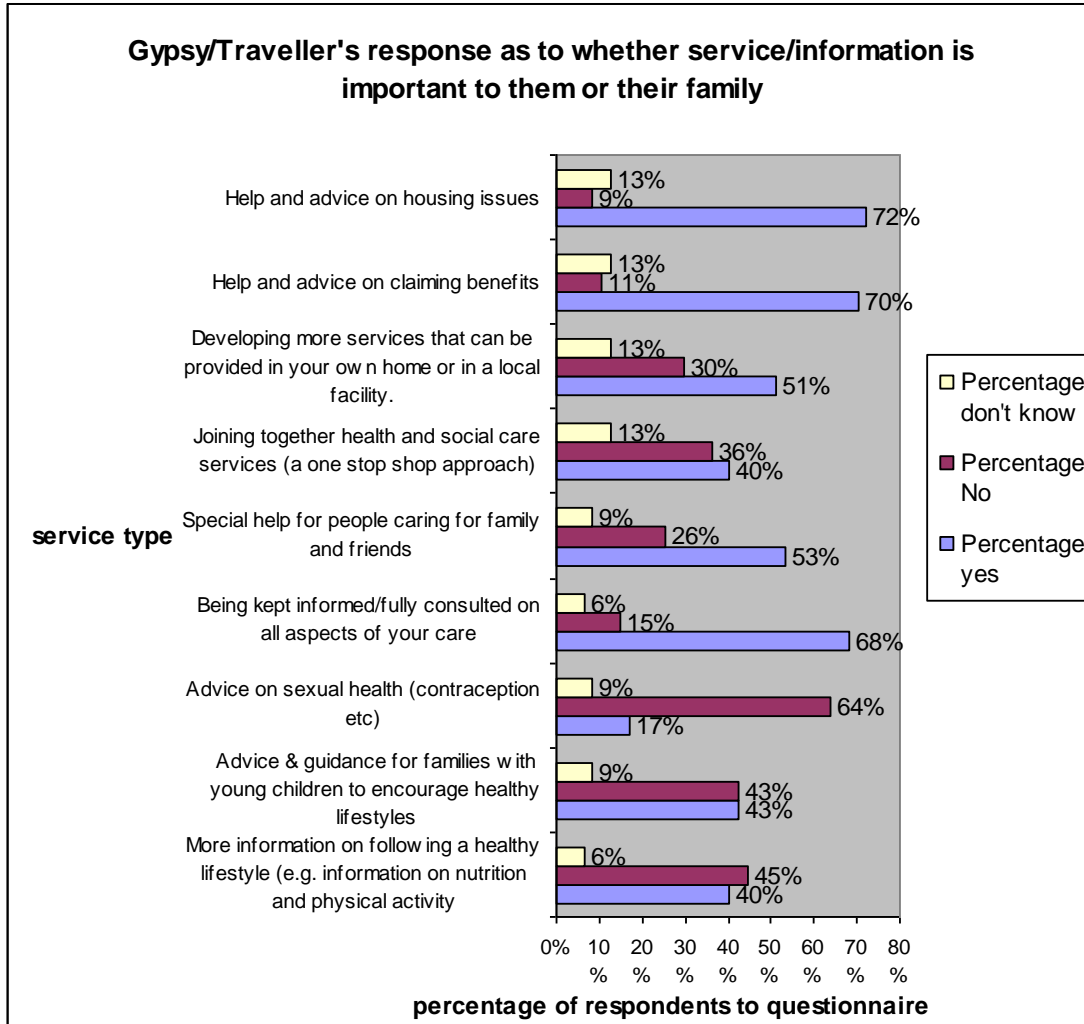
(Base 47)

Other comments were as follows: '*Sometimes due to mental health reasons find it hard to leave home*', '*lack of cultural knowledge from surgery staff*', '*parental responsibilities*', '*too long a wait*' and '*unable to read or write if letter came would need it read.*'

Importance of help/information/services.

Sexual advice was most commonly felt to be unimportant whilst 'Help and advice on housing issues', 'help and advice on claiming benefits' and 'being kept informed/fully consulted on all aspects of your care' were most commonly felt to be important.

Chart 3:



(Base 47)

Accessing services

For all services a higher proportion of Gypsy/Traveller respondents found the service was not difficult to access rather than difficult to access – see table 9.

Table 9:

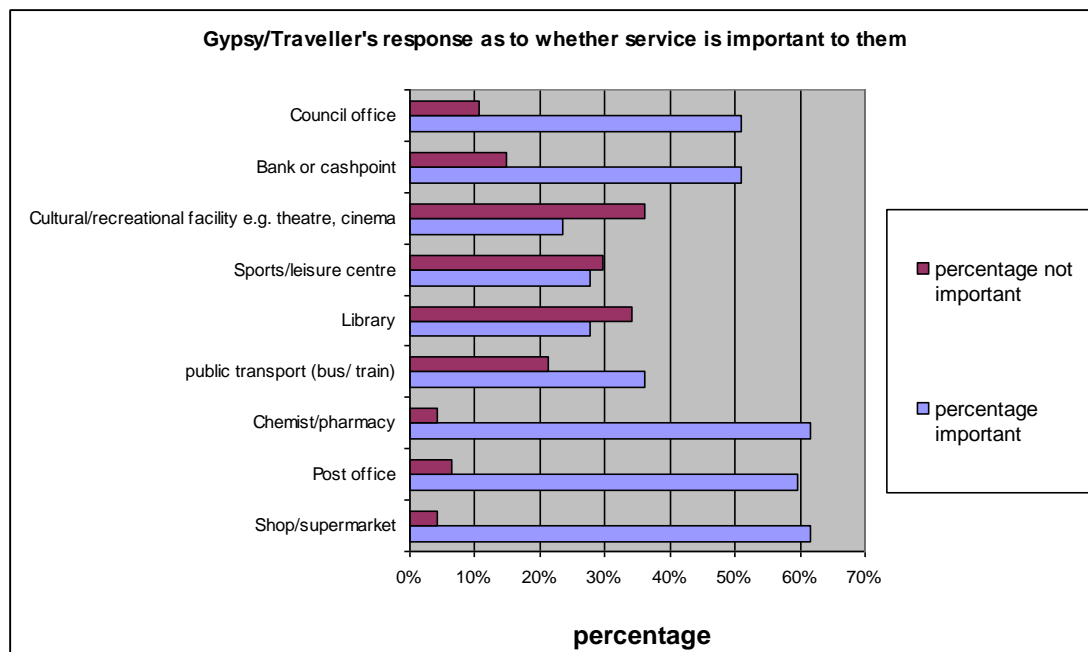
Service	Difficult to access	Not difficult to access
Post office	26%	57%
Shop/supermarket	28%	55%
Chemist/pharmacy	28%	55%
Bank or cash point	30%	53%
Library	21%	51%
Council office	32%	49%
Public transport (bus/ train)	30%	43%
Sports/leisure centre	21%	43%
Cultural/recreational facility e.g. theatre, cinema	30%	38%

(Base 47)

Importance of services

The services most commonly found to be important were the chemist/pharmacy, post office and shop/ supermarket. The least commonly important service was a cultural/recreational facility. For nearly all services a lower proportion of 25-44 year olds find that the service is important than for the other two age groups, the exceptions to this are council office and post office which 25-44 year olds more commonly find are important than do 16-24 year olds.

Chart 4:



(Base 47)

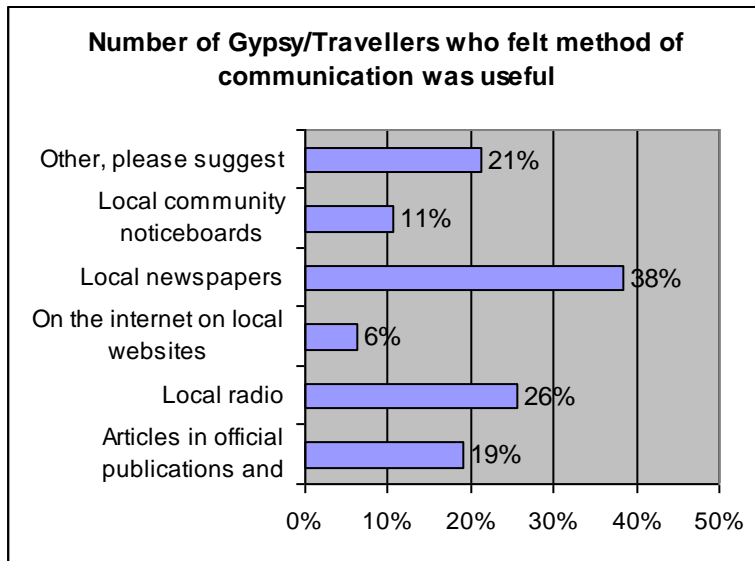
Future participation in consultation

42% of the Gypsy/Traveller respondents said they would be willing to give their views about services if their community was visited again. (There were two comments related to this: 'if informal' and 'we need a local day centre ASAP'.) Just under a third said they would not be willing to give their views again and 26% were unsure.

Communication methods

Local newspapers are the most popular method of communication, whilst local websites are the least popular as shown in the chart below.

Chart 5.



(Base 47)

Other communications channels suggested were: letters, local community notice boards, local GP/mental health worker, phone, from key workers, Travellers times and TV.

Appendix 1: Questionnaire

Questionnaire to assess service needs of travellers in Herefordshire

Part 1 – About you

1. What is your age (at last birthday)?
 16-24 years 25-44 years 45-64 years 65-74 years 75+ years

2. Gender
 Male Female

3. What is your ethnic group?

White	<input type="checkbox"/> British	<input type="checkbox"/> Irish Traveller	<input type="checkbox"/> Romany/Gypsy
	<input type="checkbox"/> Other White background, please specify:		
Black	<input type="checkbox"/> British	<input type="checkbox"/> African	<input type="checkbox"/> Caribbean
	<input type="checkbox"/> Other Black background, please specify:		
Asian	<input type="checkbox"/> British	<input type="checkbox"/> Indian	<input type="checkbox"/> Pakistani
	<input type="checkbox"/> Other Asian background, please specify:		
Mixed	<input type="checkbox"/> British	<input type="checkbox"/> White & Black African	<input type="checkbox"/> White & Black Caribbean
	<input type="checkbox"/> White & Asian	<input type="checkbox"/> White & Chinese	
	<input type="checkbox"/> Other Mixed background, please specify:		
Chinese	<input type="checkbox"/> British	<input type="checkbox"/> Chinese	
	<input type="checkbox"/> Other Chinese background, please specify:		
Other	<input type="checkbox"/> Any other White background, please specify:		

4. What is your main spoken language? *(Please write in)*

5. How would you describe your knowledge of the English language?

Reading	<input type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Can't speak
Writing	<input type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Can't speak
Speaking	<input type="checkbox"/> Fluent	<input type="checkbox"/> Fair	<input type="checkbox"/> Can't speak

6. What type of accommodation do you currently live in?

Bricks & mortar	<input type="checkbox"/> House/bungalow	<input type="checkbox"/> Semi-/terraced	<input type="checkbox"/> Flat/apartment
Mobile/Temp.	<input type="checkbox"/> Caravan (tourer)	<input type="checkbox"/> Caravan (static)	<input type="checkbox"/> Pod
Other	<input type="checkbox"/> No fixed abode	<input type="checkbox"/> Staying with friends	

7. Are you satisfied with your accommodation?

Yes No *If not, please say why:*

8. Last week were you:

- | | | | |
|---------------------|------------------------------------|---|---|
| Employed? | <input type="checkbox"/> Full-time | <input type="checkbox"/> Part-time | <input type="checkbox"/> Unemployed |
| <i>If employed:</i> | <input type="checkbox"/> Permanent | <input type="checkbox"/> Temporary | <input type="checkbox"/> Casual/seasonal |
| Not working | <input type="checkbox"/> Retired | <input type="checkbox"/> Looking after home or family | <input type="checkbox"/> Long-term sick or disabled |
| | <input type="checkbox"/> Student | <input type="checkbox"/> Retired | |
- Other**

9. *If a migrant worker:*

How long have you been living in the UK?

- Less than 6 months 6 – 12 months 1 – 2 years 3-5 years 5+ years

10. Which of the following qualifications do you have, if any:?

- | | |
|---|---|
| <input type="checkbox"/> No qualifications | <input type="checkbox"/> 1+'O' Level/CSE/GCSE (any grades NVQ Level 1, Foundation GNVQ |
| <input type="checkbox"/> 5+ O Level/CSEs (grade 1), 5+ GCSEs (grade A-C), School certificate, 1+'A'/AS Levels, NVQ Level 2, Intermediate GNVQ | <input type="checkbox"/> 2+'A' Levels, 4+AS levels, Higher School Certificate, NVQ level 3, Advanced GNVQ |
| <input type="checkbox"/> Degree, higher degree, NVQ levels 4 & 5, HNC, HND, BTEC | <input type="checkbox"/> Professional (e.g. teaching, nursing, doctor, dentist, accountant, engineer) |
| <input type="checkbox"/> Other, please specify: | |

Part 2 – Your health

11. How is your health in general?

- Very good Good Fair Bad Very bad

12. Do you have a disability, long-term illness or health problem (12 months or more) which limits daily activities or the work you can do?

- Yes No

If 'yes', please specify (tick all that apply):

- Deaf/hard of hearing/acute hearing
- Blind/partially sighted/sensitive to light
- Learning disability or difficulty
- Mental health
- Progressive/chronic illness (e.g. MS, cancer)
- Mobility difficulties
- Other (*please specify*):

13. Do you have any of the following medical conditions?

Condition	Yes	No	Don't know	Prefer not to say
High blood pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High cholesterol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heart disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chronic obstructive pulmonary disease (Long-term chest problem)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asthma	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diabetes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arthritis (painful joints)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Back pain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental illness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Part 3 - Your lifestyle

14. Do you smoke?

Yes No

15. Have you ever tried to quit smoking?

Yes No

16. Do you currently drink alcohol?

Yes No

If yes, please indicate how much you typically drink:

Per week 1 unit = ½ pint of beer/lager/cider, = 1
 Most in one day small glass of wine = 1 small pub
 standard pub measure of sherry/port) measure of spirits e.g. vodka/ brandy = 1

17. How would you describe your weight?

Under weight Normal Overweight

Part 4 – Access to health and other services

18. (If respondent is aged 65 or more) Did you have a flu jab last autumn?

Yes No If not, please say why:

19. Have you been in hospital in the last 12 months?

Yes No If Yes, please say why:

20. Have you visited a dentist in the last 12 months?

Yes No If not, please say why:

21. Have you spoken to a GP about your health in the last 6 months (visit or telephone call)

Gypsies and Travellers Health Needs Survey

Yes No *If not, please say why:*

22. Have you visited an optician in the last 12 months?

Yes No *If not, please say why:*

23. *(If respondent is female and aged 20 – 64)*

Have you had a cervical screening test in the last 3 to 5 years?

Yes No *If not, please say why:*

24. *(If respondent is female and aged 50 - 70)*

Have you had a breast screening test in the last 3 years?

Yes No *If not, please say why:*

25. Have you used any of the following for a medical condition?

Complementary medicine Alternative medicine Home treatment (prescription from another country)

26. Do you face any barriers to accessing health services?

Yes No *If yes, please specify all that apply:*

- | | | |
|---|---|---|
| <input type="checkbox"/> Language | <input type="checkbox"/> Inconvenient hours | <input type="checkbox"/> Choice of doctor |
| <input type="checkbox"/> Lack of privacy | <input type="checkbox"/> Transport problems | <input type="checkbox"/> Knowledge of service |
| <input type="checkbox"/> Inapproachable staff | <input type="checkbox"/> Can't get an appointment | <input type="checkbox"/> Other |

27. Please rate if any of the following is important to you or your family

	Yes	No	Don't know
More information on following a healthy lifestyle (e.g. information on nutrition & physical activity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice & guidance for families with young children to encourage healthy lifestyles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on sexual health (contraception etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed/fully consulted on all aspects of your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special help for people caring for family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joining together health and social care services (a one-stop-shop approach)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing more services that can be provided in your own home or in a local facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help and advice on claiming benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Help and advice on housing issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Gypsies and Travellers Health Needs Survey

28. Do you find it difficult to access any other services? (see below, tick all that apply)

	Difficult to access? (yes/no)	Important to you? (yes/no)
Shop/supermarket		
Post office		
Chemist/pharmacy		
Public transport (bus, train)		
Library		
Sports/leisure centre		
Cultural/recreational facility e.g. theatre, cinema		
Bank or cashpoint		
Council office		
Any other? (please specify)		

29. If we visited your community to seek views about services again, would you want to take part/give your view?

Yes No Unsure

If you have any suggestions on a particular place or activity where people usually get together in your community, please tell us here:

30. We aim to ensure that people get to hear about how they can have a say and find out how services are developing. Which of the following

- | | |
|---|---|
| <input type="checkbox"/> Articles in official publications and newsletters (e.g. 'Herefordshire Matters') | <input type="checkbox"/> Local radio |
| <input type="checkbox"/> On the internet on local websites | <input type="checkbox"/> Local newspapers |
| <input type="checkbox"/> Local community noticeboards | <input type="checkbox"/> Other, please suggest: |

ways would you like information

Appendix 2: Cover sheet - advice for interviewers

About the questionnaire to assess the service needs of travellers in Herefordshire
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Aim

Herefordshire PCT and Council are carrying out a survey to understand the health needs of gypsies and travellers in Herefordshire to improve services.

Practical points for interviewers

- Introduce yourself and show your ID card
- Explain that this questionnaire will take approximately 10-15 minutes to complete.
- The survey responses will be anonymous but will be treated as confidential. The results will be published only in a form that will **not** allow for any individual or small group to be identified.
- Explain that some of the questions are personal and a bit 'technical'. People do not have to answer any of the questions if they don't comfortable doing so. However it would be very helpful if they are filled in as it will help us to improve our services.
- Ask for consent to do the interview:
 - If a person does give consent, don't attempt to convince him/her. Say thanks and leave.
 - If a person agrees to be interviewed, say thanks and proceed with questionnaire - REMEMBER TO SAY THANKS AT THE END!
- Be very polite and kind to the people
- Preferably interview people of the same gender as you.
- Only interview people aged 16 year and above
- Most of the questions require a yes/no response or a box to be ticked. People may give a long answer to your question (may even tell you a long story). Be very patient and listen to them very attentively but don't be digressed from question. Make sure you get answer for your question
- Please try to have a good mix of interviewees of different ages, gender and background.

Note: Complementary and Alternative Medicine includes:

- Acupuncture or acupressure
- Homeopathy
- Chiropractic
- Herbal medicine
- Osteopathy