

Preamble Health Service Providers Questionnaire for the Republic of Ireland and Northern Ireland

Good morning/afternoon/evening. My name is XXXX XXXX. I am following up from UCD on the arrangement to interview you on the Health Service Provider questionnaire. The questionnaire will take approximately 12 minutes. Your anonymity is guaranteed. You are free to refuse to answer any question or to stop the interview at any stage. Please also be advised that this call may be subject to quality control.

As you are aware, the aims of the questionnaire are to gather information on Health Services for Irish Travellers in both the Republic of Ireland and Northern Ireland. For the purposes of this questionnaire all questions refer to Irish Travellers.

I want to start by providing you with a definition of Irish Travellers – Irish Travellers belong to the community of people who are commonly called Travellers and who are identified (both by themselves and others) as people with a shared history, culture and traditions, including historically, a nomadic way of life on the Island of Ireland.

Let us begin.....

A. Demographic Section

If at any stage you are asked a question that is not applicable to your service please note this by answering 'not applicable'.

I would like to start by asking you a few questions about your work and the place you work in

1) What is your exact job title?

Unprompted _____

& Interviewer to code against following check list

GP (ROI)	[]	1
GP (NI)	[]	2
Hospital Staff	[]	3
Mental Health Services	[]	4
Public Health Nursing Service	[]	5
Health Visiting	[]	6
Community Welfare Officer	[]	7
Social Worker	[]	8
Dental Services	[]	9
Management / Policy	[]	10
Refused	[]	999

2) How many years have you been working in health?

Interviewers to code

0-5 years	[]	1	6-10 years	[]	2	11-15 years	[]	3	16-20 years	[]	4
21-25 years	[]	5	26-30 years	[]	6	30+years	[]	7	Refused	[]	999

Interviewers to code – if unsure ask:

3) Can I please confirm your gender? Is it...

Male	[]	1	Female	[]	2	Refused	[]	999
------	-----	---	--------	-----	---	---------	-----	-----

4) Which of the following age groups do you belong to? Is it...

20-30	[]	1	31- 40	[]	2	41 -50	[]	3	51 – 60	[]	4
61- 65	[]	5	65+	[]	6	Refused	[]	999			

5) Where is your service based? Is it in...

A city centre	[]	1	A city suburb	[]	2	A town	[]	3	A village	[]	4
Other	[]	5	Please specify _____			Refused	[]	999			

For GPs in the Republic of Ireland proceed to question 6

For GPs in Northern Ireland skip to question 7

For Hospital staff skip to question 8

All other respondents skip to Section B

For GPs in the Republic of Ireland only

6a) Do you have a GMS list?

Yes []₁

No []₂

Don't Know []₇₇₇

Refused []₉₉₉

if No skip to question 7.

If yes,

6b) What is the total size of your GMS list?

Don't Know []₇₇₇

Refused []₉₉₉

For all GPs

7) What is the total list size you serve?

Don't Know []₇₇₇

Refused []₉₉₉

Now skip to Section B

For hospital staff only

8) What is the number of beds in the main hospital you service?

Don't Know []₇₇₇

Refused []₉₉₉

Now skip to Section B

Section B. Exploring whether you provide services to the Traveller community

The next set of questions is about whether or not you provide services to Irish Travellers.

9a) How often do you currently provide services to Travellers in the course of your usual work? Is it...

Never []₁ Rarely []₂ Sometimes []₃ Often []₄
Very Often []₅ Not Applicable []₆ Don't Know []₇₇₇ Refused []₉₉₉

If answer is 'never' proceed to question 9b

All respondents who are GPs and answered that they rarely, sometimes, often or very often provide services to Travellers should skip to question 12

All other respondents skip to Section C

9b) Is there any particular reason Travellers don't engage with your service in the course of your work?

Unprompted

Interviewer to code against following check list

If the respondent does not answer, prompt as follows:

Please choose one of the following options:

No Travellers in area	[] ₁	No referral received	[] ₅
Travellers don't present themselves	[] ₂	Don't accept GMS patients/private patients only	[] ₆
Lack of accommodation for extended family	[] ₃	High demand patients relative to capitation fee	[] ₇
Treatment of temporary residents is time consuming	[] ₄	Other Please specify _____	[] ₈
Not Applicable	[] ₉		
Don't Know	[] ₇₇₇	Refused	[] ₉₉₉

10) In the past, have you ever had regular contact with Travellers in the course of your usual work?

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

All those who have answered 'never' to both questions 9a and 10 proceed to question 11

All others skip to Section C

11) On a scale of 1 to 5 to what extent would you be prepared to offer services to Travellers, where 1 equals 'not at all happy to offer services to Travellers' and 5 equals 'more than happy to offer service to Travellers'.

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all happy to	Not happy to	Neither happy or unhappy to	Happy to	More than happy to	Don't Know	Refused

End of interview with these respondents.

For GPs who answered rarely, sometimes, often or very often provide services to Travellers

12) How often would you treat Traveller patients that are not on your list? Is it...

Never []₁ Rarely []₂ Sometimes []₃ Often []₄
Very Often []₅ Not Applicable []₆ Don't Know []₇₇₇ Refused []₉₉₉

Now skip to Section C

Section C. Access to and use of services

I would like to ask you some questions about your experience of the way Travellers access and utilise services. In our experience the social circumstances of Irish Travellers vary. Throughout the rest of the questionnaire we are asking you to compare

the way in which your Traveller patients use your service

with

the way in which the other non-Traveller patients on your list who are in similar social circumstances use your service.

Let us begin...

In comparison to your non-Traveller patients in similar social circumstances on a scale of 1 to 5 where 1 equals 'much less likely' and 5 equals 'much more likely', are Traveller patients less likely or more likely to?

13) Understand how to use your service

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

14) Understand how to access your service

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

15) Keep appointments

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

16) Be on time for appointments

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

17) Comply with instructions about treatments, for example, drugs, diet, or other treatments

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

18) Attend for follow-up with your service

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

19) Attend referral appointments from your service

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

20) Make use of preventative services

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

21) *Make use of treatment for long-term illness*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

22) *Make use of ante-natal care services*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

23) *Make use of post-natal care services*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

All respondents who work in Mental Health Services, are Community Welfare Officers and those who are Social Workers should skip to question 25

All other respondents proceed to question 24

24) *Make use of any screening services which you offer*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

25) *To be prescribed medicine*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Much less likely	Less likely	About as likely	More likely	Much more likely	Not Applicable	Don't Know	Refused

In your experience on a scale of 1 to 5 where 1 equals 'very early' and 5 equals 'very late' at what stage

26) *do men from the Traveller community, in general, present to you for care*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Early	Early	About the right time	Late	Very Late	Not Applicable	Don't Know	Refused

27) *do women from the Traveller community, in general, present to you for care*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Early	Early	About the right time	Late	Very Late	Not Applicable	Don't Know	Refused

28) *are children from the Traveller community, in general, presented to you for care*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Early	Early	About the right time	Late	Very Late	Not Applicable	Don't Know	Refused

All respondents who work in Mental Health Services, are Community Welfare Officers and those who are Social Workers should skip to question 30

All other respondents proceed to question 29

29) *do women from the Traveller community, in general, present to you for ante-natal care*

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Early	Early	About the right time	Late	Very Late	Not Applicable	Don't Know	Refused

Section D. Health Status

In this section I am going to ask you about your experience in relation to the Irish Traveller community's health status.

Please rank the importance of each of these in relation to their impact on Traveller patients' health on a scale of 1 to 5 where 1 equals 'not at all important' and 5 equals 'very important'.

30) Socio-economic factors

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

31) Cultural ways

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

32) Environmental conditions

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

33) Social & Community Networks

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

34) Individual Lifestyle Factors

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

35) Access to services

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Not at all important	Somewhat Unimportant	Neither important nor unimportant	Important	Very Important	Don't Know	Refused

36) In the course of your usual work what do you feel are the 3 things that impact most on the health of the Traveller community?

Unprompted Interviewer to code against following check list

If the respondent does not answer, prompt with checklist as follows:

<i>Socio-economic factors</i>	[] 1	<i>Cultural ways</i>	[] 24
Accommodation	[] 2	Cultural Identity	[] 25
Lack of cooking facilities	[] 3	Nomadism	[] 26
Education	[] 4	Discrimination	[] 27
Employment / Unemployment	[] 5		
Poverty	[] 6		
<i>Environmental conditions</i>	[] 7	<i>Social & Community Networks</i>	[] 28
Accidents	[] 8	Family networks	[] 29
Health & safety	[] 9	Community Networks	[] 30
Poor water and sanitation facilities	[] 10	Advocacy	[] 31
Poor postal services	[] 11		
<i>Individual & Lifestyle Factors</i>	[] 12	<i>Access to Services</i>	[] 32
Gender	[] 13	Lack of appropriate health information	[] 33
Diet	[] 14	Low uptake of preventative care services	[] 34
Exercise	[] 15	Poor transport facilities	[] 35
Smoking	[] 16	Waiting lists are too long	[] 36
Alcohol	[] 17	Problems with literacy	[] 37
Drugs	[] 18		
Mental Health	[] 19		
Stress	[] 20		
Apathy	[] 21		
Trust	[] 22		
Self-esteem	[] 23		
Other	[] 38	Please specify _____	
Opted not to give a second answer	[] 39		
Opted not to give a third answer	[] 40		
Don't Know	[] 777	Refused	[] 999

Section E. Interface between Travellers and your service

In this section I would like to ask you about your experiences delivering services to Travellers.

On a scale of 1 to 5 please rate the ease or difficulty your Traveller patients may have with each of the following, where 1 equals 'very easy' and 5 equals 'very difficult'.

In general, to what extent do your Traveller patients find it easy or difficult to...

37) Understand instructions about treatments?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

38) Understand the nature and cause of their illness?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

39) Understand factors concerning their health and well-being?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

40) Understand the vocabulary you use?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

41) Carry out written instruction (for example, with information leaflets or prescriptions)?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

42) Ask questions about their condition?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

43) Ask questions pertaining to the consultation / treatment event?

1[]	2[]	3[]	4[]	5[]	6[]	777 []	999 []
Very Easy	Easy	Neither easy or difficult	Difficult	Very Difficult	Not Applicable	Don't Know	Refused

Management / Policy respondents should skip to question 45a.

All other respondents proceed to question 44

44) Do you find establishing a relationship of trust with your patients of the Traveller community...?

Very easy	[] ₁	Easy	[] ₂	Neither easy or difficult	[] ₃
Difficult	[] ₄	Very Difficult	[] ₅	Don't Know	[] ₇₇₇
					Refused [] ₉₉₉

Section F. Provision of services to Travellers

45a) *If it is applicable to your usual work please indicate whether you conduct domiciliary visits?*

Yes I do []₁ No I don't []₂ Not Applicable []₃ Don't Know []₇₇₇ Refused []₉₉₉

If 'yes' proceed, if 'no' skip to question 45c, all other respondents skip to question 46.

If yes,

45b) *Do you conduct domiciliary visits on Traveller sites?*

Yes I do []₁ No I don't []₂ Don't Know []₇₇₇ Refused []₉₉₉

If no,

45c) *Why is it that you don't conduct domiciliary visits on Traveller sites?*

Unprompted _____

Interviewer to code against the following checklist

If the respondent does not answer, prompt as follows:

Multiple responses allowed

No request for domiciliary visits received	[] ₁
Fear for personal security	[] ₂
Difficulty locating families	[] ₃
Frequent requests for out of hours consultations	[] ₄
Multiple consultations requested on arrival	[] ₅
Lack of available records	[] ₆
Other	[] ₇ Please specify _____
Don't Know	[] ₇₇₇
Refused	[] ₉₉₉

46) *Is information on how to use your service translated into a format that can be easily understood by Travellers? (For example posters)*

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

47) *Is information on how to use your service disseminated in a way that ensures Travellers receive it? (For example, information sessions)*

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

48) *In the course of your usual practice is there engagement with Traveller Advocates to help support service delivery?*

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

49a) *Have you ever received Traveller Cultural Awareness Training?*

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

If 'yes' proceed, all other respondents skip to question 50

49b) *Please rate how helpful this training was on a scale of 1 to 5 where 1 equals 'very unhelpful' and 5 equals 'Very helpful'?*

1[]	2[]	3[]	4[]	5[]	777 []	999 []
Very unhelpful	Unhelpful	Neither helpful or unhelpful	Helpful	Very helpful	Don't Know	Refused

50) *Thinking about improving the provision of services to Travellers, what one additional thing would assist you most?*

Unprompted _____

Interviewer to code against following check list

If the respondent does not answer, prompt as follows:

Please choose one of the following options:

Culturally appropriate information for Travellers on how to use your service	[]	1
Traveller Advocates to help support service delivery	[]	2
More Traveller specific services	[]	3
Traveller Cultural Awareness Training for service providers	[]	4
Other	[]	5 Please specify _____
No further additions necessary	[]	6
Don't Know	[]	777
Refused	[]	999

51) *While there is an ethnic identifier for Travellers in Northern Ireland, there is no identifier in the Republic of Ireland. Do you think having an ethnic identifier is helpful to Health Service Providers when providing services to Travellers?*

Yes []₁ No []₂ Don't Know []₇₇₇ Refused []₉₉₉

52) *How often do you think that Travellers experience discrimination in their use of health services in general? Is it...*

Never	[]	1	Rarely	[]	2	Sometimes	[]	3	Often	[]	4
Very often	[]	5	Don't Know	[]	777	Refused	[]	999			

53) *How often do you think Travellers experience discrimination in their use of the type of service you provide? Is it...*

Never	[]	1	Rarely	[]	2	Sometimes	[]	3	Often	[]	4
Very often	[]	5	Don't Know	[]	777	Refused	[]	999			

54) What 3 things do you think would most improve the health and well-being of the Traveller community?

Unprompted

Interviewer to code against following check list

If the respondent does not answer, prompt as follows:

Better accommodation	[] ₁	Further recognition of Travellers culture &	
Better cooking facilities	[] ₂	identity	[] ₁₈
Better education	[] ₃	More equality	[] ₁₉
Increased employment	[] ₄	Earlier presentation	[] ₂₀
Less poverty	[] ₅	Better provision for those	
Better water and sanitation facilities	[] ₆	with literacy problems	[] ₂₁
Better postal services	[] ₇	Better uptake of preventative care services	[] ₂₂
More gender equality	[] ₈	Better transport links	[] ₂₃
Improved diet	[] ₉	Reduction of waiting lists	[] ₂₄
More exercise	[] ₁₀	More culturally appropriate health information	[] ₂₅
Reduced smoking	[] ₁₁		
Reduced alcohol intake	[] ₁₂	Other	[] ₂₆
Increasing provision of		Please specify	
addiction services	[] ₁₃	_____	
Reduced stress levels	[] ₁₄		
Less Apathy	[] ₁₅	Don't Know	[] ₇₇₇
Increased self-esteem	[] ₁₆	Refused	[] ₉₉₉
Increased provision of			
mental health services	[] ₁₇		
Opted not to give a second answer	[] ₂₇		
Opted not to give a third answer	[] ₂₈		

That brings us to the end of the questionnaire. Thank-you very much for your time.