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
   if No skip to question 7.
   Don’t Know [ ] 777   Refused [ ] 999

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

Interviwer 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 [ ] 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 offer services to Travellers
Not happy to offer services to Travellers
Neither happy to offer services to Travellers
Happy to offer services to Travellers
More than happy to offer services to Travellers
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

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14) Understand how to access your service

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15) Keep appointments

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16) Be on time for appointments

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

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18) Attend for follow-up with your service

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19) Attend referral appointments from your service

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<td>Applicable</td>
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20) Make use of preventative services

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<td>more likely</td>
<td>Applicable</td>
<td>Know</td>
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</table>
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 More likely More likely Not more likely Applicable Not Don’t Applicable Applicable Don’t 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 More likely More likely Not more likely Applicable Not Don’t Applicable Applicable Don’t 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 More likely More likely Not more likely Applicable Not Don’t Applicable Applicable Don’t 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 More likely More likely Not more likely Applicable Not Don’t Applicable Applicable Don’t Refused
25) To be prescribed medicine
1[ ] 2[ ] 3[ ] 4[ ] 5[ ] 6[ ] 777[ ] 999[ ]
Much less likely Less likely About as likely More likely More likely More likely Not more likely Applicable Not Don’t Applicable Applicable Don’t 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 About the right time Late Very Late Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late
27) do women from the Traveller community, in general, present to you for care
1[ ] 2[ ] 3[ ] 4[ ] 5[ ] 6[ ] 777[ ] 999[ ]
Very Early About the right time Late Very Late Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late
28) are children from the Traveller community, in general, presented to you for care
1[ ] 2[ ] 3[ ] 4[ ] 5[ ] 6[ ] 777[ ] 999[ ]
Very Early About the right time Late Very Late Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late Very Late
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 About the right time Late Very Late Late Very Late Late Very Late Late Very Late Late Very Late Late Very Late

REF. #
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’.

<table>
<thead>
<tr>
<th>30) Socio-economic factors</th>
<th>1[ ] Not at all important</th>
<th>2[ ] Somewhat unimportant</th>
<th>3[ ] Neither important nor unimportant</th>
<th>4[ ] Important</th>
<th>5[ ] Very important</th>
<th>777 [ ] Don’t Know</th>
<th>999 [ ] Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>31) Cultural ways</td>
<td>1[ ] Not at all important</td>
<td>2[ ] Somewhat unimportant</td>
<td>3[ ] Neither important nor unimportant</td>
<td>4[ ] Important</td>
<td>5[ ] Very important</td>
<td>777 [ ] Don’t Know</td>
<td>999 [ ] Refused</td>
</tr>
<tr>
<td>32) Environmental conditions</td>
<td>1[ ] Not at all important</td>
<td>2[ ] Somewhat unimportant</td>
<td>3[ ] Neither important nor unimportant</td>
<td>4[ ] Important</td>
<td>5[ ] Very important</td>
<td>777 [ ] Don’t Know</td>
<td>999 [ ] Refused</td>
</tr>
<tr>
<td>33) Social &amp; Community Networks</td>
<td>1[ ] Not at all important</td>
<td>2[ ] Somewhat unimportant</td>
<td>3[ ] Neither important nor unimportant</td>
<td>4[ ] Important</td>
<td>5[ ] Very important</td>
<td>777 [ ] Don’t Know</td>
<td>999 [ ] Refused</td>
</tr>
<tr>
<td>34) Individual Lifestyle Factors</td>
<td>1[ ] Not at all important</td>
<td>2[ ] Somewhat unimportant</td>
<td>3[ ] Neither important nor unimportant</td>
<td>4[ ] Important</td>
<td>5[ ] Very important</td>
<td>777 [ ] Don’t Know</td>
<td>999 [ ] Refused</td>
</tr>
<tr>
<td>35) Access to services</td>
<td>1[ ] Not at all important</td>
<td>2[ ] Somewhat unimportant</td>
<td>3[ ] Neither important nor unimportant</td>
<td>4[ ] Important</td>
<td>5[ ] Very important</td>
<td>777 [ ] Don’t Know</td>
<td>999 [ ] Refused</td>
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</table>
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:

<table>
<thead>
<tr>
<th>Socio-economic factors</th>
<th>Cultural ways</th>
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<tbody>
<tr>
<td>Accommodation</td>
<td></td>
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<tr>
<td>Lack of cooking facilities</td>
<td></td>
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<tr>
<td>Education</td>
<td></td>
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<tr>
<td>Employment / Unemployment</td>
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<tr>
<td>Poverty</td>
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<table>
<thead>
<tr>
<th>Environmental conditions</th>
<th>Social &amp; Community Networks</th>
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<tbody>
<tr>
<td>Accidents</td>
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<tr>
<td>Health &amp; safety</td>
<td></td>
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<tr>
<td>Poor water and sanitation facilities</td>
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<tr>
<td>Poor postal services</td>
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<thead>
<tr>
<th>Individual &amp; Lifestyle Factors</th>
<th>Access to Services</th>
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<tbody>
<tr>
<td>Gender</td>
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<td>Diet</td>
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<td>Exercise</td>
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<td>Smoking</td>
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<td>Alcohol</td>
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<td>Drugs</td>
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<th>Mental Health</th>
<th>Stress</th>
<th>Apathy</th>
<th>Trust</th>
<th>Self-esteem</th>
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<th>Opted not to give a third answer</th>
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<tr>
<th>Don’t Know</th>
<th>Refused</th>
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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?

<table>
<thead>
<tr>
<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
<th>Refused</th>
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38) Understand the nature and cause of their illness?

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<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
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39) Understand factors concerning their health and well-being?

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<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
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<th>Don’t Know</th>
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40) Understand the vocabulary you use?

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<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
<th>Refused</th>
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41) Carry out written instruction (for example, with information leaflets or prescriptions)?

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<tr>
<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
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<th>Don’t Know</th>
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42) Ask questions about their condition?

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<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
<th>Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>777</td>
<td>999</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Very Easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Not Applicable</th>
<th>Don’t Know</th>
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<td>777</td>
<td>999</td>
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</table>

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...?

<table>
<thead>
<tr>
<th>Very easy</th>
<th>Easy</th>
<th>Neither easy or difficult</th>
<th>Difficult</th>
<th>Very Difficult</th>
<th>Don’t Know</th>
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<td>777</td>
<td>999</td>
</tr>
</tbody>
</table>
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[ ]  Very unhelpful
2[ ]  Unhelpful
3[ ]  Neither helpful or unhelpful
4[ ]  Helpful
5[ ]  Very helpful
777[ ]  Don’t Know
999[ ]  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 [  ]
- Traveller Advocates to help support service delivery [  ]
- More Traveller specific services [  ]
- Traveller Cultural Awareness Training for service providers [  ]
- Other [  ] Please specify___________
- No further additions necessary [  ]
- 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 [ ]
- Better cooking facilities [ ]
- Better education [ ]
- Increased employment [ ]
- Less poverty [ ]
- Better water and sanitation facilities [ ]
- Better postal services [ ]
- More gender equality [ ]
- Improved diet [ ]
- More exercise [ ]
- Reduced smoking [ ]
- Reduced alcohol intake [ ]
- Increasing provision of addiction services [ ]
- Reduced stress levels [ ]
- Less Apathy [ ]
- Increased self-esteem [ ]
- Increased provision of mental health services [ ]

- Better recognition of Travellers culture & identity [ ]
- More equality [ ]
- Earlier presentation [ ]
- Better provision for those with literacy problems [ ]
- Better uptake of preventative care services [ ]
- Better transport links [ ]
- Reduction of waiting lists [ ]
- More culturally appropriate health information [ ]
- Other [ ]
- Please specify

- Don’t Know [ ]
- Refused [ ]
- Opted not to give a second answer [ ]
- Opted not to give a third answer [ ]

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