

Nepalese Community NHS Healthcare Services Access Information Pack

Information Pack Contents

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This version of the information pack has been created especially for the *UK Nepal Friendship Society* (www.uknfs.org), that works in close partnership with the OCES, to support the NHS health access needs of the UK Nepalese residents community : translation by UKNFS Secretary and Project Lead Ram Hari Adhikari.

Information pack created by the UKNFS Vice-Chairperson, Alan Mercel-Sanca, and edited and translated by Ram Hari Adhikari (UKNFS Secretary and Project Lead), with Dorset area dissemination support from Dorset Race Equality Council and Dorset HealthCare University NHS Foundation Trust



The NHS and equality service delivery

एनएचएस र यसले समानता आधारमा प्रदान गर्ने सेवा

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

एन एच एस भनेको रास्ट्रीय स्वस्थ्य सेवा हो अनि यु के एउटा बहु सांस्कृतिक देश हो. एन एच एस ले हरेक जातिहरूलाई आफ्ना हरेक सेवाहरूमा पूर्ण र सहज प्रवेश दिनु पर्ने बाध्यात्मक ब्यबस्था छ .डाक्टर र रिसेप्सनमाँ बस्ने कर्मचारी हरु एन एच एस का राजदूत हुन र तपाईं लगायत आफ्ना प्रतेक सेवा ग्राही प्रति सहयोगी हुनु उनिहरूको दाइत्व हो।.

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

युकेमा बस्ने नेपाली र अरु समुदाय ले के थाहा पाउनु पर्छ भने येदी तपाईंहरूलाई आवश्यक परेमा जि पि र अस्पताल हरुले अनुबाद सेवा उपलब्ध गराउनु पर्छ. र यसका साथै एन एच एस भनेको एउटा समानता, बिबीधता र भेदभाव बिरोधी मैत्रीपूर्ण संस्था हो जसले सबैलाई निष्पक्ष्य र सहयोगी सेवा उपलब्ध गराउने दाइत्व बोकेको छ.

This requirement was further strengthened in the Bournemouth, Dorset and Poole area with the launch of the NHS 'Equality Delivery System' (EDS).

बर्न्माउथ, डोरसेट र पुल क्ष्येत्रमा एन एच एस ले लागू गरेको " सेवा बिस्तारमा समानता " नामक कार्यक्रमले यो आवश्यकतालाई अझ टेवा दिएको छ .

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

आबस्यक परेमा एन एच एस का सबै ट्रस्ट , जीपी, र अरु सबै सेवाहरूमा तपाईंहरूलाई, बिरामी तथा अन्य सेवा ग्राहीहरूलाई चित्त नबुझेका कुरामा गुनासो गर्ने प्रक्रिया को ब्यबस्था गरिएको छ.

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

एन एच एस आफैमा पूर्ण छैन तर यो युकेमा बस्ने जोसुकै लाइ पनि जात, लिंग, उमेर वा अपांगता वा यौनिक भिन्नताका आधारमा भेद भाव नगरिकन आफ्नो उच्च गुणस्तरीय सेवा प्रदान गर्न प्रतिबद्ध छ . यसले युकेमा बस्ने सबै समुदायको लागि नया नया बिकास भैरहेका र जटिल स्वास्थ्य समस्याहरुको पनि समाधान गर्ने प्रयास गर्दछ.

Patients Advice Guide:

http://www.adviceguide.org.uk/england/healthcare_e/healthcare_nhs_healthcare_e/nhs_patients_rights.htm#discrimination

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

एन एच एस र एस्को संरचना तथा जि पि को भूमिका

The NHS has a number of organisational levels: primary care trust, foundation trust level care, hospital care, and others that work with local councils 'social services,' 'community services' (such as for those with learning difficulties, etc) maternity and childcare, dental, mental health and wellness care. It also has community engagement networks and panels through which all NHS service users can provide a direct input about areas where service can be improved: some of these organisations provide an independent voice for you, the NHS service user / customer.

एन एच एस का बिभिन्न संगठनात्मक तहहरु छन जस्मा प्राइमरी केयर ट्रस्ट, फौन्डेसन, ट्रस्ट लेवल केयर, अस्पतालको केयर रा अरु संस्थाहरु जो स्थानीय निकाय, 'सामाजिक सेवा', 'सामुदायिक सेवा'(जस्तै सुस्ता मनास्थितिकाहरुका लागी) , मात्री तथा बाल सेवा, दन्त सेवा, मानसिक स्वास्थ्य र गुणस्तरीय जीवन सेवा आदि पर्दछन. यस्ते एस्को सामुदायिक सम्बन्ध संजाल र बिभिन्न बिशेष समूहहरु छन जस मार्फत एन एच एस का सेवा ग्राही हरुले आफ्ना निस्पक्ष्य तथा सीधा रुपमा आफ्ना आवाजहरु तपाइहरु, एन एच एस का सेवाग्राहीहरुका गुनासाहरुको समर्थनमा जुटाउन सक्दछन .

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

नोट:- जब तपाईं एन एच एस को जी पि माँ दर्ता गर्नु हुन्छ, तब तपाईंलाई कुनै एउटा जी पि मा तोकिन्छ : हरेक जी पि मा कही संख्यामा सबैको जाँच गर्ने डाक्टर हरु हुन्छन् . यूके का बसिंदाको के अनुभव छ भने यदि कुनै जी पि कुनै कारण ले मन परेन भने नाम दर्ता को बेलामी रेसेप्सनिस्ट लाई भने पछि अर्कै जी पि कहा नाम लेखिदिने गरिएको छ.

Reasons to register with your local NHS General Practice:

आफ्नो इलाकाको एन एच एस जी पि मा दर्ता गर्नु पर्ने कारण

Currently, as for many years and decades previously, many members of the UK ethnic Nepali community have tried to turn for many of healthcare needs to known and recommended doctors of Nepali medicines. This common practice is very understandable for (a) linguistic reasons, and (b) due to the fact that medical concepts and terms for given

medical conditions, treatments, and diagnostic methods are frequently different in English and western Conventional Medicine, and Nepali and Nepali traditional Medicine Technologies.

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

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

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

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

- inoculations for influenza ['Flu'], and vaccinations and health guidance for overseas travel:
- range of free winter warmth guidance and support.
- free help to stop smoking
- receive non-judgmental stigma-free confidential guidance concerning sexual health and topics such as sexual orientation information signposting
- access to free 'Self Help' groups covering management of a range of medical conditions (heart related, arthritis, low mood, etc)
- mental health is treated by the NHS in a considerate and stigma-free way, with self-help guidance being commonly utilised for its value in enabling the patient 'to take charge of their health' as much as possible.
- Comprehensive provision for all female health needs: ranging from maternity services to cervical cancer and breast cancer awareness and related tests. **Note:** for covering all female health needs and related tests, female NHS service users have the right to request a female doctor or specialist to be the main source of contact.

Female patients from ethnic communities using hospital services (for example when inpatients in childbirth, etc) can request and have provided cultural and religious sensitive dietary requirements.

- help with accessing the extensive range of advice services provided by NHS pharmacies
- Your GP (or one of the doctors at your NHS general practice) is also the direct means of helping you, if relevant, to be registered as a 'Carer,' (although this also takes place with your local council's 'Social Services') and to receive a range of support (including Carers Allowance benefit paid to you for caring for an elderly family member or infirm friend, if you meet the Carer criteria): please see Bournemouth, Poole and Dorset Social Services links below. Caring for the elderly or infirm is a traditional and honoured practice of many cultures. In the UK the importance of the work and role played by carers is recognised and honoured, with practical support being provided in a number of ways to UK citizens from all backgrounds who undertake caring activities.

-- You need to also register as a Carer with your local council's Social Services – who provide many different forms of support for your and the person you care for's needs -- by completing a 'Carers Needs Assessment': this in turn leads to a personal plan of support reflecting your individual needs.

Social Services support for family and friend carers particularly emphasises 'How you can keep your independence by being encouraged to do as much as you are able.'

Carers Direct: You can contact Carers Direct on 0808 802 0202.

आफ्नो इलाकाको एन एच एस जी पि मा दर्ता गर्नु पर्ने कारण बर्तमान अबस्थामा, धेरै बर्ष देखि युकेका नेपाली समुदाय हरु आफ्नो स्वास्थ्य समस्याको लागि नेपाली स्वास्थ्य समस्यासंग परिचित डाक्टर हरु भेटने कोशिश गर्दछन, किन भने यसो गर्दा कुरा गर्न र बोली बुझन सजिलो हुन्छ तिनिहरूले नेपाली औषधि उपचारको बारेमा धेरै कुरा बुझेका हुन्छन् भन्ने लाग्दछ किना भने युकेको उपचार संग नेपालको पुरानो अनि आधुनिक उपचार प्रणाली फरक छ .

तैपनी, आफ्नो छेत्रको स्थानीय जी पि संग दर्ता गर्नु पर्ने महत्वपूर्ण कारण हरु छन . तपाईंलाई एस्ले गर्दा निम्न फाइदा हुनेछ:-

• अस्पतालका सेवाहरुमा पूर्ण पहुच जस्तै: अस्पतालका बिशेष बिभागमा बिभिन्न परिक्षण, यदि तपाईं जी पिमा दर्ता हुनुहुन्न भने यो काम धेरै गाह्रो हुन सक्छ.

यसका साथै एन एच एस जी पिमा दर्ता गारे पछि यसले निशुल्क दिने तमाम स्वास्थ्यसेवा र स्वास्थ्य समंधी सूचनाहरुमा तपाईंको पहुच स्थापित हुने छ.

• एन एच एस का निशुल्क स्वास्थ्य परीक्षणले मुटुका रोग, रिदयाघात, मधुमेह, मृगौला र अन्य जटिल रोगहरु पत्ता लगाउन र तिनिहरूबाट बचने उपाय अपनाउन मदत गर्दछन.

• इन्फ्लुएंजा र अन्य रोगहरुको लागी खोप र बैदेशिक यात्राको बेला आबश्यक स्वास्थ्य सल्लाहा

• शितकालमा कसरी बचने भन्ने सल्लाहा र सहयोग

• धूमपान रोक्नको लागी निशुल्क सहयोग

• प्रजनन स्वास्थ्य र यौन समस्या र ब्यबहार बारे कुनै पुर्बाग्रह बिनाको भेद भाव रहित र गोपनीयता युक्त सल्लाह र सहयोग

• मुटुको रोग, बाथ, मानसिक समस्या जस्ता स्वास्थ्य समस्या को ब्यबस्थापनका लागि निशुल्क रुपमा " आत्म निर्भर " समूह हरुमा पहुच पुर्याउने

• एन एच एस द्वारा मानसिक स्वास्थ्य समन्धि समस्याहरुको ब्यबस्थापन भेद भाव रहित तरिकाले उनीहरुलाई आत्म निर्भर पथ प्रदर्शन द्वारा बिरामिहरुलाई सकेसम्म बढी आफ्नो स्वास्थ्यको लागि आफैं सक्रिय हुने बातावरणमा गरिन्छ.the extensiv

• एन एच एस का औषधि पसल बाट दिईने सेवा र सल्लाह मा पहुच पुर्याउन सहयोग र सल्लाह

तपाईंको जी पि (तपाईंको जी पि को एउटा डाक्टर)ले पनि तपाईंलाई एउटा हेरालू को रुपमा दर्ता हुन र तेसका

लागि आबश्यक सहयोग जुटाउन मदत गर्नेछन. (यसमा यदि तपाईं ले हेरालू हुने माप दंड पूरा गर्नु भएको छ भने कुनै परिवारको ब्रिदद वा ब्रिददा लाइ हेर्चाहा गरेको भत्ता पनि पर्दछ.) यो देशमा जुनसुकै मुलका भये पनि आफ्ना नागरिक ले गर्ने हेरालुको काम, भूमिका र जिम्मेवारिलाई बडो आदर र सम्मान का साथ हेरिन्छ र यथार्थ रुपमा सहयोग गरिन्छ.

How you can help the NHS to help You एन एच एस लाइ सहयोग दिन सक्ने बनाउन कसरी मदत गर्ने

Please share the information contained in this pamphlet with others members of the Bournemouth, and Poole and Dorset, especially family members and friends and colleagues that are not registered with NHS general practices or who rarely use NHS services.

कृपया यस पर्चा मा रहेका सूचना र जानकारी हरू बन्मोथ, पूल र डोरसेट तथा संपूर्ण युकेमा बसने नेपाली र एन एच एस मा दर्ता नभएका अन्य जातिका मान्छे हरुलाई बताउनुहोस,

Useful Dorset area Contacts and Links

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

Website: <http://www.dorsetrec.org.uk/>

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

DREC provides representation to and guidance for all Dorset area ethnic communities on using and accessing all NHS services, and when required can assist with representing complaints to NHS trusts when racial discrimination is apparent or suspected. DREC can also help advise about NHS interpretation services and benefits and support you may be entitled to if you are a family member or friend carer.

डोरसेट रेस इक्वालिटी काउन्सिल (डी आर इ सी) ले एन एच एस संग बार्नमाउथ, पूल र डोरसेट क्षेत्रमा साझेदारिमा काम गर्छ. डी आर इ सी ले एन एच एस का सेवा सुबिधा प्राप्त गर्न र पहुच बनाउन तथा जातीय बिभेद देखिएको वा संकास्पद भएको बेला एन एच एस कोष लाई शिकयात गर्न को लागि डोरसेट क्षेत्रका सबै जातजातीलाई प्रतिनिधित्व र पथ प्रदर्शन गर्छ.

<http://www.dorsetrec.org.uk/> सम्पर्क : ०१२०२ ३९२९५४

Links to other support organizations: अन्य सहयोगी संस्थाहरुको लिंक

Patients Advice Guide बिरामी सल्लाह दिग्दर्शन

http://www.adviceguide.org.uk/england/healthcare_e/healthcare_nhs_healthcare_e/nhs_patients_rights.htm#discrimination

Dorset Healthcare University NHS Foundation Trust & Equality (DHUFT) डोरसेट हेल्थ केयर यूनिवर्सिटी एन एच एस फाउण्डेसन कोष र समानता (डी एच यु एफ टी)

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

The DHUFT is committed to ensuring effective, accessible, mental health and learning disabilities services to our service users and carers and to delivering equality to people of all races, sexual orientation, age, disability, religion or belief and gender-including transgender. Tel 01202 303400 for more information.

डी.एच.यु एफ टी आफ्ना हेरालू र सेवा ग्राहीहरूलाई गुणस्तरीय, प्रभावकारी र पहुँचनिय मानसिक स्वस्थ्य र सुस्त मनस्थिति समन्धि सेवाहरु प्रदान गर्न र कुनै पनि जात, तेश्रो लिंगियता वा अन्य लिंगियता, उमेर, अपंगता, धर्म, बिस्वासका आधारमा भेदभाव नगरिकन प्रतिबद्ध छ। यस समन्धि थप जानकारीको लागि डेविड कुर्बिनलाई 01202 303400

Bournemouth, Poole and Dorset Social Services links

Bournemouth Council Social Care and Health:

<http://www.bournemouth.gov.uk/SocialCareHealth/SocialCareHealthLandingPage.aspx>

Bournemouth Care Direct, Customer Services Centre, St Stephens Road, Bournemouth. BH2 6EB. Tel: 01202 454979

Poole Council Social Care and Health:

<http://www.boroughofpoole.com/health-and-social-care/help-for-adults/adult-social-care-contacts/>

Adult Social Care Services, Civic Centre Annexe, Park Road, POOLE, Dorset BH15 2RT. Tel: 01202 633902. Email: sshelpdesk@poole.gov.uk

Dorset County Council Social Services:

<http://www.dorsetforyou.com/16000> contains links to all Social Care contact details for services for adults and children

Carers Direct: You can contact Carers Direct on 0808 802 0202.