

User Research playback

Bilingual Discovery

Gillian Waller

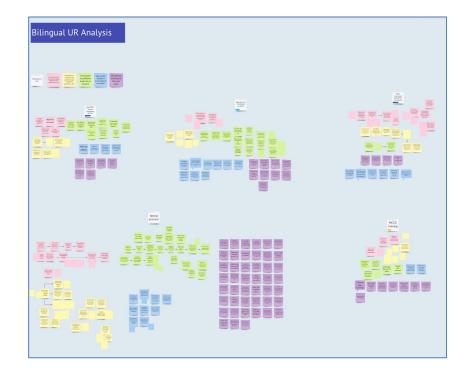


Bilingual MCCD form

| WMED A 523901 | | | WMED A 523901 | WMED A 523901 |
|--|--|--|--|---|
| | (Form prescribed by the Registration of it | D DEATHS REGISTRATION ACT 1953 Eirths, Still-Births and Deaths (Welsh Language) (Amendment) Regulations 1 | 985) Beginter to ever No. of Death Every | (Form prescribed by the Registration of Births, Still-births and Deaths (Welsh Language) (Amendment) Regulations 1985) |
| COUNTERFOIL | | RTIFICATE OF CAUSE OF DEATH EDDYGOL ACHOS MARWOLAETH | | NOTICE TO INFORMANT |
| For use of Medical Practitioner, who should complete in all cases. | For use only by a Registered Medical P and to be deliver I'w defnyddio'n urig gan y Meddyg thoughryddo a | actions with INSS BEIN IN ATTENDANCE stains; the deceased's last little of the first feethers that little of the free feether and Deaths. A PU'N GWILINI by systed selved, built y yandservoid; ac i'w reweith i'r Ceffersinydd Genedigaethalu a Marwolaethau ompitede ith England on i's England and Welsh but NOT in Weish aisne | 200-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0 | I hereby give notice that I have this day eigend a motical conflicate of the course of course of Ilyshyuf dhwy bys i ne y shyld lives lafendi qusyspol feldygol a cylid actor murvelent. |
| Name of \ deceased | Name of deceased | | | Signature |
| | Date of death as stated to me | ydd o Es | Jedran yn ôl a Mywedwyd wrthyf | Lollocd Date Dyddial This nation is to be delivered by the informant to the register of births and cheate for the out-district in which |
| Date of death | | av ef. | | registers of births and deaths for the out-district in which the death occurred. Y mai's olyssel it hydrysyld dosglwyddi'r hyshesial kwn i geleriydd gapalijachlau o norwolaethau yr is ddosbarth ile digwyddod, y fawilland. |
| Age | Last seen alive by ma. Gwchwyd yn fyw an y tro diwcdafgassyf ar 1. The certiffed sause of depth takes account of information obtained from post-mortem. | Please ring 8 Seen after death by me | h. | The cartifying medical practitioner must give this |
| Place of death | Y mae actics andymiedig y farmolaeth yn cymryd i ystytiaeth wyhodae o'r pout-monen. Information from post-mortem may be available later. Dichae y hydd gwybodaeth a gafwydd o'r post-nortem ar gael yn ddir | digitate) and latter b Seen after death by and Guelwydd ar ôl marw gae veddarach. gampur y ffigur (an) C Not seen after doath by | ther medical practitioner but not by me. feddyg arrall end eid gensyf i. a medical practitioner. | metics to the person who is qualified and liable to act as information for the registration of death tase list ownerself. Where the informatic intends giving information for the repitivation outsides of the area where the death occurred, this notice may be banded to the informan'ts agent. Shale I'v yourstrayed seekbyte 5° a solvate getterpark. |
| OUR ECONOMISSION OF THE PERSON | Post-mortern not being held. Ni chystelli post-section. I have reported this death to the Coroner for further action. | ten Emmin m or state B | as feddyg, | hyshysiad loss I'v person uy'n gymnys ar ny'n gyfrifol am wellfiredu fel hyshyshil ar gyfir enfredir amarwdaith fyrefer trosoddi. Lie fresida'r hyshyshil ei gyshendaich ar gyfer cefrairu y is allan I'r ardal lle dhwyddodd y farwolaeth agil y |
| Last seen alive by me | Ye wyf wedi kysbysu'r Crwnez are y farwoleich bon iddo weisbredu yn (gwelor modd). | nkellack | | придумая дарга го с може уг придружа. |
| Post-martem/* 1 2 3 4 Coroner | CAUSE OF DEATH The condition through the late "University of general Condition through the late of the late of general Condition through the late of general Cond | | DUTIES OF INFORMANT Failure to deliver this nation to the register readers the informant liable to prospeculor. The death cannot be replaced until the medical conflicte bia reached the registers. When the death is registered the informant must be proposed to give to the registrar the following particulars relating to the deceased: | |
| Whether seen a b c after death* | I Iai Disease or condition directly feeding to death f | | | The date and place of death. The full partie and sumeries lend the maiden sumeries if the deceased was a woman who had marrisol. The date and place of birth. |
| Cause of death:— | (b) Other disease or condition, if any, leading to l(a) Allectyle res gyfer anil, is oeld as, y arverlat l(a) | | 4. The occupation land if applicable the name and occupation of the decessed's spouse or civil pertner?. 5. The usual address. 6. Whether the decessed was in receipt of a paration or allowance from public funds. | |
| (b) | (e) Other disease or condition. If any, leading to lith; Affecty on system stall, oxed in the condition of the condition in your area. | | | If the deceased was married or in a civil partnership, the date of birth of the surviving spouse or civil partner. |
| 11 | CONTRIBUTING TO THE DEATH but, not related to the disease or condition causing it. Cythrea envyddocad esail, YN CYFRANNU AT Y FARWOLA | | | THE DECEASED'S MEDICAL CARD SHOULD BE DELIVERED TO THE REGISTRAR |
| Employment? Please tick where applicable | ond heb fold a ghentry eas it'r clefyd neu it'r cythwr a achraedd y farw. The death might have been due to or contributed to by the empl | Nacth. | asse tick | DYLETSWYDDAU'R HYSBYSYDD Os na wraiff ye hysbysydd to'i'r hysbysiad hwn i'r coffennydd bydd yn agored I pael ci crfyn. Ni clir cofrestru'r farywlaeth nos bod y dystysgrif feddygol weli cytraedd y |
| B. Further information offered? | Dirkon fod y larwcizeth wedi drillo neu ei bed yn gysyllidig â'r gyflingar. Thir does net man the mode of dyling, such as bean failure, esphysie, either Nid ye bo yn griygs y mode y ba farv, fa'y gallo yn melin, sagle, arbanis, der y mae'n | th a difflysid symbryd gan yr yssadawedig. Ph (a, etc. it means the disease, injure, or complication which caused death. | nech yn M i gabr | cothesizydd. Pan golesznir y farwolacib chald i'r byshysydd fed yn bared i no'r mwylion enthynol ynglyn i'r ynndawedig i'r cefeirwydd. Dyddiad a Ei'r fhwrelacith. Enw llawn a chyfonw (a'r cyfeinw marwysal os nedd yr ynadawedig yn wraig a la'n bhillen. |
| | I hereby certify that I was in medical attendance during the above named deceased a last illness, and that the particulars and cause of deeth above written are true to the best of my knowledge and belief. Signature | Qualifications as registered by General Medical Council | | ystadawedig yn wruig a fa'n bried). 3. Dyddiad a muu geri'r ynndowedig. 4. Gwalth, fac, de yn gymwys, eatr a gwalth, pried neu- batter sikk yr ymwlawedig. |
| Signature | Testiaf dewy hyn i mi weini'n foldsygal ar yr ymadaredig a crwyd uchod yn ysfod ei salwch eiaf a bod y marsiloo a gachod y farwidaeth a | Cynwysterau fel y cofreidrwyd hwy gan y Cyngor Moddygol Cyffredinol. | | Y cyletriad arterol. P'um u ddertynlai'x yonodawedig bensiwn nou lwfum o flymonellasi cylooddas. |
| Date | resides. Preveyifa Dyskind | | Os oedd yr ymadaroplig yn beiod sou mewn partreriaeth yidd. dyddiad goei'r priod neu bartner rolli gomesel. | |
| *Ring appropriate digitisi and letter. | For deaths in hospital: Please give the name of the consultant respon- Yn achts someticalise stores ysbytal. Riverth ere 'r ymgynghorydd a codd yn | sible for the above-named as a petient. cyfriful as y person achod pan oedd ys glaf. | and the second or the second of the second o | DYLID CYFLWYNO I'R COFRESTRYDD GERDYN MEDDYGOL YR YMADAWEDIG |

Research Methods

- One to one, semi-structured interviews
- Remote sessions with 1 interviewer and note taker
- Notes made on Miro and used for thematic analysis





Interview Participants

6 participants

- Recruited via survey panel and reaching out to contacts
- All attending practitioners (APs) currently working in different areas of Wales, consisting of:

2 Hospital Doctors

- 1 Neonatal Consultant
- 1 Junior Doctor in gastroenterology



1 Hospice Doctor

 1 Consultant in palliative medicine



3 GPs

- · 2 Salaried GP
- 1 GP Partner



Key Findings

- 1. Completing MCCDs in Welsh
- 2. Use of Welsh in healthcare settings
- 3. MCCD Training
- 4. Comparison between English and Welsh MCCD processes
- 5. Thoughts around the digital bilingual system



4 of the 6 APs had never completed an MCCD in Welsh.

"I speak Welsh, the patient speaks Welsh but for some reason the form is always done in English" P1 Junior Dr

"if one of my Welsh colleagues had completed it in Welsh, I wouldn't know what they had written"

P2 Neonatal Consultant



1 of the 6 APs had only completed 1 MCCD in Welsh over long career in hospice.

"I am not good at offering it" (the MCCD in Welsh)
P3 Hospice Consultant





1 of the 6 APs frequently completed MCCDs in Welsh.

"in my role in the nursing home, a lot of those would have been Welsh speakers, lifelong, you know, first language Welsh speakers, so quite often I was writing, certain aspects of the MCCD in Welsh"

P6 GP





All patient notes are in English

"everything in notes would always be English"

P2 Neonatal consultant

"We would never write our notes in Welsh. Notes are not bilingual as they need to be understood by everybody""

P3 Hospice consultant

All patient facing information is offered bilingually and informal care plans may be written in Welsh

"if I know someone speaks Welsh, I'll speak Welsh to them"

P1 Junior Doctor

"sometimes care plans can be written in Welsh as we have Welsh speaking physios for patients with Welsh families"

P2 Neonatal Consultant



All APs reported the training around how to complete MCCDs was limited

"almost zero training""
P5 GP

"I think some more specific and targeted training would be really useful"

P2 Neonatal Consultant



Medical training was completed in English for all APs

"ok, so what do we call that in Welsh?" P1 Junior Doctor "I never trained or worked in Welsh so struggle to find the right words in Welsh" P5 GP



Appeared to be no obvious MCCD process differences between England and Wales

"just the same thing with a different language" P1 Junior Doctor "it's almost exactly identical when completing MCCDs in England" P4 GP



APs didn't mind that Welsh and English were on the same form

"because there's only English on the English version, why not just Welsh on the Welsh" P4 GP

"personally, I am fine with both on same form" P5 GP



APs generally expected Welsh to be first on the bilingual form, but preferences varied

"if you're in England, English should be first over other languages. You'd put the main language of that country first"

P1 Junior Doctor

"as a Welsh speaker my personable preference would be to have Welsh first. But then I suppose we are also saying not many of these are getting done in Welsh, so I can see an argument for the Welsh being second"

P3 Hospice Consultant

"from a professional point of view, I would expect English and easier if English was first" P5 GP



APs would be happy to see both languages on the same screen, but there was also positive feedback around using toggles

"People in England don't want to see both, but in Wales people are very used to seeing bilingual forms" P3 Hospice Consultant re toggles
"nice way to have the option to do it like that. I can't see any downsides"

P4 GP

"sometimes might be clearer to see for them to toggle between English and Welsh

P5 GP



Additional Findings



Additional Findings

- APs in Wales did not use smart cards and accessed digital systems using username and password log ins
- The hospital and hospice APs accessed digital systems by 'COWs' or shared computers on ward. The GP APs had their own computer/ laptop in their clinic room and one had a laptop for remote working.
- All APs were positive about the introduction of the digital MCCD system, although one GP did express some colleagues may struggle with new technology.



Next Steps

- Recruitment of APs regularly completing MCCDs in Welsh
- Numbers around Welsh MCCDs being completed
- Bilingual design options



Any questions?

Carry on the conversation: Gillian.waller@nhsbsa.nhs.uk

