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User Research playback

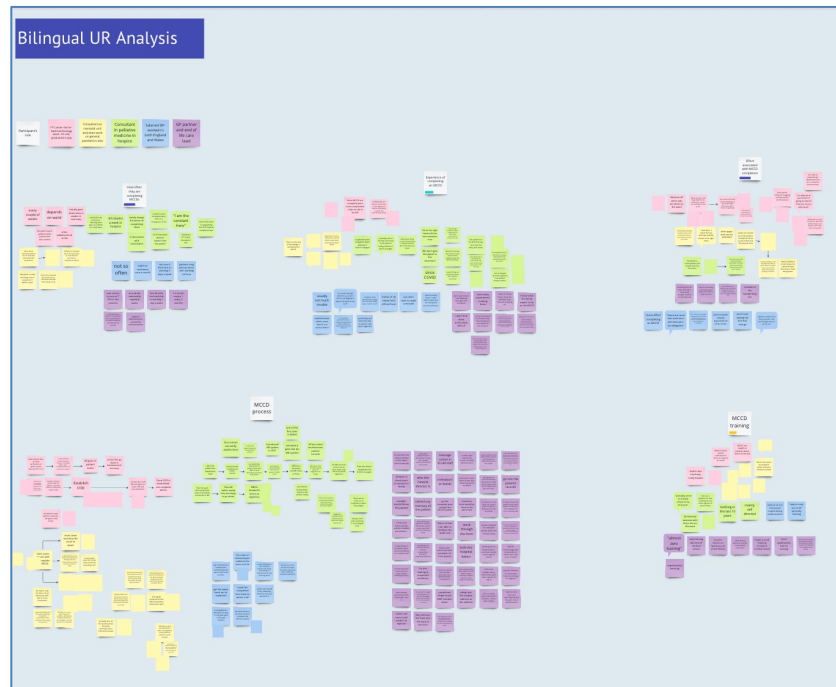
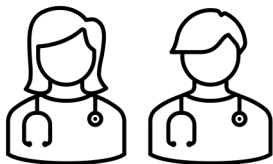
Bilingual Discovery

Gillian Waller



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



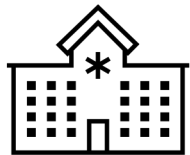
Interview Participants

6 participants

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

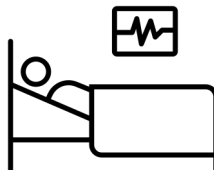
2 Hospital Doctors

- 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

1. Completing MCCDs in Welsh

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"

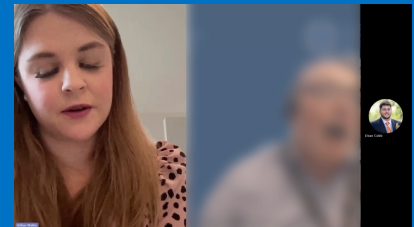
P1 Junior Dr

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

P2 Neonatal Consultant



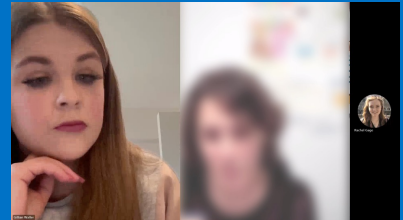
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1. Completing MCCDs in Welsh

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

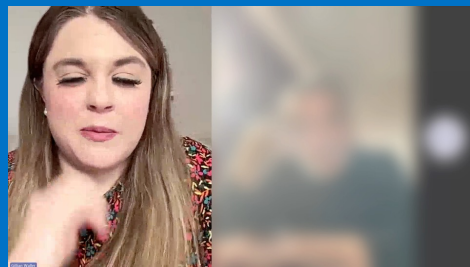
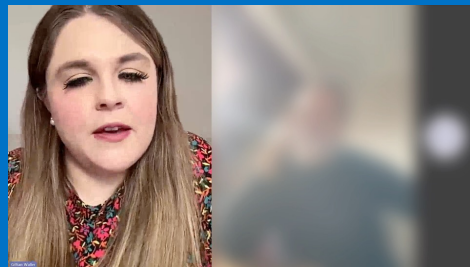


1. Completing MCCDs in Welsh

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

2. Use of Welsh in healthcare settings

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



4. Comparison between English and Welsh MCCD processes

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

4. Comparison between English and Welsh MCCD processes

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

4. Comparison between English and Welsh MCCD processes

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

5. Thoughts around the digital bilingual system

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

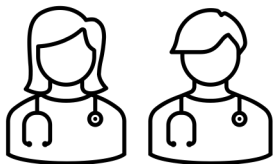
Additional Findings



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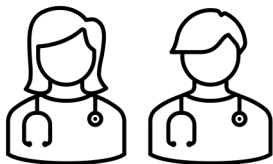
Additional Findings

- 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:

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