



Iaith fel arf glinigol

Language as a clinical tool

Cyngor arferion gorau i ddarparwyr gofal sylfaenol
Best practice advice for primary care providers

Noddir gan
Lywodraeth Cynulliad Cymru
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Cyflwyniad

Mae arfer da dwyieithog yn rhan annatod o ansawdd gofal a diogelwch clinigol. Cyhoeddir y llyfryn hwn i ddarparwyr gofal sylfaenol gan Fwrdd yr Iaith Gymraeg er mwyn egluro pwysigrwydd y Gymraeg wrth gynnig y gwasanaeth gorau posibl i'r claf.

Nid yw'r llyfryn wedi'i anelu at un math penodol o ddarpariaeth gofal sylfaenol, mae'n berthnasol i bob rhan o'r sector. Cynigir camau ymarferol yn seiliedig ar rai egwyddorion syml a synhwyrol i'ch helpu i lunio camau gweithredu effeithiol, datblygu eich arferion da a gwella profiad eich cleifion.



Introduction

Good bilingual practice is an essential part of quality care and clinical safety. The best practice guide for primary care providers is published by the Welsh Language Board in order to explain the importance of the Welsh language in helping to provide the most effective service to patients.

Rather than aiming at a particular section of primary care provision, this guide is relevant across all aspects. It offers practical steps based on some basic common-sense principles that will help towards putting together simple but effective action points. It will help you build on current good practice and improve patient experience at your practice.

“Pan welais i arwyddion a phosteri yn Gymraeg, teimlais yn gartrefol yn syth – dyma rywle oedd yn fy mharchu”

“When I saw signs and posters in Welsh, I felt at ease immediately – here was somewhere that respected me”

Profiad y claf a'r iaith

Fel y gwyddom, daw cleifion a'r cyhoedd i gysylltiad â gwasanaethau iechyd yn aml pan fyddant ar eu mwyaf bregus ac emosiynol. Mae'r angen i'w trin â pharch ac urddas a chyfathrebu â nhw mewn modd effeithiol, gan dawelu'u meddyliau yn elfen ganolog o'u gofal.

Mae iaith yn rhan annatod o hunaniaeth unigolyn ac mae rhywun yn cyfleu ei deimladau orau drwy gyfrwng ei ddewis iaith, felly mae'n bwysig gwneud popeth posibl i hwyluso hyn yn ystod pob cam o daith y claf drwy'r gwasanaeth iechyd.

“Mae'n anodd i blant a phobl ifanc fel fi drafod materion iechyd yn Saesneg os mai'r Gymraeg yw eu hiaith gyntaf”

“Mae'n anodd i mi ddisgrifio poen yn fy ail iaith”

Weithiau bydd yn anodd darparu gwasanaeth cwbl ddwyieithog mewn rhai sefyllfaoedd oherwydd adnoddau neu brinder staff sy'n siarad Cymraeg, ond ar y dudalen nesaf ceir camau gweithredu syml a fydd yn eich helpu i ymateb mewn ffordd fwy effeithlon a rhagweithiol i anghenion eich cleifion Cymraeg eu hiaith.

“Mae ein cleifion yn poeni am driniaeth fel ag y mae ond mae defnyddio ychydig o Gymraeg yn gymorth i leddfu'u pryderon rywfaint”

“Pan oeddwn yn wael, roeddwn yn teimlo straen mawr oherwydd roedd rhaid i mi gyfieithu o'r Gymraeg i'r Saesneg yn fy mhen achos doeddwn i ddim wedi arfer â siarad Saesneg”

“When I was ill I felt under a lot of stress because I had to translate in my head from Welsh to English because I wasn't used to speaking English”

Patient experience and language

It is widely acknowledged that patients and the public often come into contact with health services when they are at their most vulnerable and emotional. Central to their care is the need for them to be treated with respect and dignity and communicated with in a way that makes them feel reassured and cared for.

Language is an essential part of a person's identity and as individuals can express feelings more effectively in their chosen language it is important to ensure that this is considered throughout every step of the patient's journey through the health service.

“It's difficult for children and young people like me to discuss health issues in English when their first language is Welsh”

“It's hard for me to describe pain in my second language”

Sometimes there are constraints in terms of resources and workforce that make it difficult to provide a fully bilingual service but overleaf you will find action points that will assist you in responding more efficiently and proactively to the needs of your Welsh speaking patients.

“Our patients worry about treatment as it is, but using a bit of Welsh helps put them at ease”



Camau gweithredu

Cofnodi dewis iaith y claf

Cofnodwch ddewis iaith cleifion Cymraeg eu hiaith ar eu ffeil gan weithredu ar hyn ar bob achlysur posibl. Sicrhewch y trosglwyddir y wybodaeth hon wrth allgyfeirio cleifion.

Creu awyrgylch dwyieithog

Sicrhewch fod unrhyw arwyddion newydd yn ddwyieithog a bod posteri a thafleuni yn ddwyieithog. Dylech sicrhau bod y wefan yn ddwyieithog. Rhwch neges ddwyieithog ar beiriant ateb.

Pa sgiliau Cymraeg sydd gan eich staff?

Dylech gynnal arolwg o staff i ganfod lefel eu sgiliau Cymraeg ac i nodi unrhyw staff sy'n awyddus i ddyysgu Cymraeg. Sicrhewch fod pob aelod o staff sy'n dod i gyswllt â'r cyhoedd yn gallu defnyddio cyfarchiad syml yn Gymraeg. Hysbysebwrch am sgiliau Cymraeg wrth recriwtio. Anogwch eich staff i ddefnyddio'u sgiliau Cymraeg yn y gwaith.

Defnyddio Iaith Gwaith

Sicrhewch fod pob aelod o staff Cymraeg a ddaw i gyswllt â'r cyhoedd yn gwisgo bathodyn Iaith Gwaith (www.byig-wlb.org.uk) fel y gellir eu hadnabod yn hawdd.

Gwella ymwybyddiaeth iaith

Sicrhewch fod pob aelod o staff yn ymwybodol o bwysigrwydd darpariaeth ddwyieithog a'r camau yr ydych yn bwriadu eu cymryd. Defnyddiwch DVD/CD Rom 'Iechyd Da' Uned Gymraeg y GIG (uned-yr-iaith@wales.gsi.gov.uk) i gynyddu ymwybyddiaeth.

Gwrando ar y claf

Ceisiwch farn siaradwyr Cymraeg am eu hanghenion fel cleifion. Sicrhewch y caiff eu barn ei chlywed a'ch bod yn gweithredu arni.

Cysylltwch heddiw!

Cysylltwch â'ch Bwrdd Iechyd i gynllunio sut y gallwch roi'r uchod ar waith gan fanteisio ar eu harbenigedd, eu cyngor ac adnoddau a thrwy rannu arfer da. Gyda'r cymorth hwnnw a chyngor gan Fwrdd yr Iaith Gymraeg gallwch lunio cynllun iaith pwrpasol i'ch lleoliad chi.

Action Points

Record patient language choice

Record Welsh-speaking patients' chosen language on their file ensuring that this is acted on wherever possible. Ensure this information is transferred on referral.

Create a bilingual environment

Ensure all new or replacement signage is bilingual. Ensure posters and leaflets are bilingual. Make website bilingual. Record bilingual message on answerphone.

Identify staff Welsh language skills

Conduct a survey of staff to identify the level of Welsh language skills and any staff keen to learn Welsh. Ensure all frontline staff know basic Welsh greetings as a minimum standard. Advertise for Welsh language skills when recruiting. Encourage staff to use their Welsh language skills at work.

Make use of Working Welsh

Ensure all Welsh-speaking staff who come in contact with the public wear the Working Welsh/Iaith Gwaith badges (www.byig-wlb.org.uk) so that they are easily identified.

Improve Welsh language awareness

Ensure all staff are aware of the importance of bilingual provision and the actions you intend to take. Use the NHS Welsh Language Unit's DVD/CD Rom 'Iechyd Da' (uned-yr-iaith@wales.gsi.gov.uk) to raise awareness.

Listen to the Patient

Seek views of Welsh speakers on their needs as patients. Ensure opinions and voices are heard and acted upon.

Act now!

Contact your Health Board to plan how you can implement the above making best use of their expertise, advice and resources, and by sharing good practice. With their help and with advice from the Welsh Language Board, you will be able to draw up a language scheme suitable for your practice.

Sicrhau profiad cadarnhaol

Creu profiad cadarnhaol i'r claf yw pwrpas y daflen hon. Drwy sicrhau awyrgylch dwyieithog byddwch yn dangos eich bod yn cydnabod ac yn parchu iaith a hunaniaeth eich cleifion.

Pan fydd siaradwyr Cymraeg ar gael i'ch cleifion, dylech sicrhau eich bod yn cynnig dewis iaith iddynt. Drwy gynnig dewis iaith rydych yn rhoi eich cleifion yn gyntaf ac yn eu trin â pharch ac urddas sydd yn ei dro yn gwneud iddynt deimlo'n fwy cyfforddus a hyderus. Mae agwedd glinigol i hyn i gyd – drwy siarad â phobl yn eu hiaith gyntaf, a thrwy wrando arnynt, rydych yn sicrhau'r canlyniad gorau o ran diwallu eu hanghenion corfforol ac emosiynol.

Os nad oes siaradwyr Cymraeg ar gael i gleifion, gobeithio bod y daflen hon wedi rhoi syniad i chi o'r camau y gallwch eu cymryd.

Ensuring a positive experience

This leaflet is all about creating a positive patient experience. A bilingual environment is a positive environment, signalling to patients that their language and identity are acknowledged and respected.

Where Welsh speakers are available to patients, a proactive approach should be taken to offer language choice. Offering language choice shows that you are putting patients first, treating them with respect and dignity and therefore making them feel more confident and empowered. There is a clinical aspect to this of course – talking and listening to people in their first language ensures the most effective outcome in meeting their physical and emotional needs.

Where few or no Welsh speakers are available to patients, hopefully this leaflet has outlined what positive steps you can take.

Cymorth ac arweiniad pellach

Mae'n bwysig cofio bod enghreifftiau lu o arferion da yn y sector gofal sylfaenol y gellir eu rhannu a'u mabwysiadu ac mae llawer o adnoddau ar gael ynghyd â chymorth a chyngor gan nifer o gyrff.

Eich Bwrdd Iechyd

Eich Bwrdd Iechyd sy'n gyfrifol am ddarparu gwasanaethau iechyd dwyieithog i'r cyhoedd yn eich ardal chi a bydd yn gallu cynnig y cyngor gorau i chi ar weithredu'r camau a gynigir yn y daflen hon. Gweler drosodd am fanylion cyswllt.

Bwrdd yr Iaith Gymraeg

Mae'r canlynol ar gael o Fwrdd yr Iaith Gymraeg:

- gwybodaeth a chyngor am wasanaethau dwyieithog yng Nghymru
- cyngor arbenigol ar gynlluniau iaith ynghyd ag enghreifftiau a thempledi
- cyfieithiadau byr am ddim – 0845 6076070 / cyswllt@byig-wlb.org.uk
- pecynnau bathodynau a nwyddau iaith Gwaith am ddim

Gweler drosodd am fanylion cyswllt.

Further help and support

It's important to remember that there are numerous examples of good practice in the primary care sector that can be shared and adopted and there are many resources available together with support and advice from many sources.

Your Health Board

Your Health Board has overarching responsibility to provide bilingual health services to the public in your area and will be able to provide you with the best advice on putting the action points outlined in this guidance into practice. Please see overleaf for contact details.

Welsh Language Board

The following is available from the Welsh Language Board:

- information and advice on bilingual services in Wales
- expert advice on Welsh language schemes including examples and templates
- free short translations – 0845 6076070 / linkline@byig-wlb.org.uk
- free iaith Gwaith badges and goods for Welsh speaking staff

Please see overleaf for contact details

“P’un a ydych yn ddi-Gymraeg, yn ddysgwr neu’n rhugl, mae gan bob un ohonom rywbeth i’w gyfrannu a rhaid i ni weithio gyda’n gilydd i wneud gwahaniaeth i’n cleifion a’n defnyddwyr”

“Whether you’re a non-Welsh speaker, Welsh learner or fluent Welsh speaker, all of us have something to bring to the table and we need to work together to make a difference for our patients and service users”



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Mae'r daflen hon ar gael ar wefan Bwrdd yr Iaith Gymraeg.
This leaflet is available on the Welsh Language Board's website.



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