

Chorley & South Ribble Primary Care Trust

**A Survey of Access to Services by Black and
Minority Ethnic Groups (BME) in Chorley
Local Authority Area**

**Chorley & South Ribble PCT
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Chorley East Asian Women's Forum

Survey of Access to Health Services by Black and Minority Ethnic Groups (BME) in Chorley Local Authority Area: 2006

Background

In early 2006 a questionnaire survey of BME residents was conducted in the area of Chorley East ward in the Local Authority area of Chorley. The Chorley East ward area has the highest concentration of people who defined themselves as 'non-white' based on census 2001 results (Table 1)

Table 1: Ethnic population

	White	Non-White
Chorley LA	97.9%	2.1%
Chorley East ward	94.3%	5.7%

Source: Census 2001

Survey methods

The survey questionnaire contained questions about personal details followed by 20 questions about the local services accessed and their satisfaction with the services. Respondents were also asked how services for BME people could be improved. The survey questionnaires were distributed to adults in various community centres and at social events using a 'convenience' sampling method.

Description of responses

Most of the events at which the questionnaires were distributed were gender segregated but in spite of this, of the 197 questionnaires returned completed, similar numbers were received from males and females (Table 2).

Table 2: Responses by gender

Gender	Count	%
Male	93	47%
Female	104	53%
Total	197	100%

Table 3: Responses by age band

Ageband	Count	%
15-20	17	11%
21-30	57	37%
31-40	46	30%
41-50	16	10%
51-60	15	10%
61-70	3	2%
Total	154	100%

Most of the female respondents gave their age but 39 out of 93 male respondents did not give their age. (Table 3). Of the respondents who gave their age and gender most were young adults in the 21 to 40 years age band. Only 3 responses were from those over 60 years. Because of this it is unlikely that the findings of this survey represent the views of the elderly BME population.

The ethnic origin of the respondents is given in Table 4. The largest groups are the Pakistanis and Indians

Table 4 :Responses by ethnic origin

Ethnic Origin	Gender		
	Female	Male	Total
Pakistani	46	45	91
Indian	48	29	77
Bangladeshi	7	17	24
Kashmiri	2	0	2
Total	103	91	194

Languages spoken

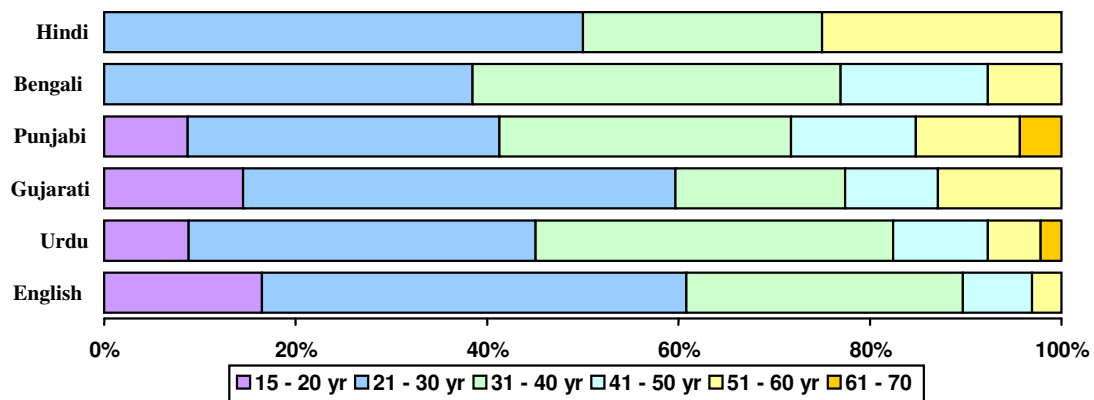
Table 5: Languages spoken

Language	Female	Male	Total
English	61	63	124
Urdu	51	56	107
Gujarati	46	31	77
Punjabi	36	25	61
Bengali	7	16	23
Hindi	5	5	10

The question about languages spoken allowed people to record all their languages. People often spoke more than one language. The question did not allow us to record those who spoke Asian languages but did not speak English. English was spoken by most of the respondents (124 out of 197).

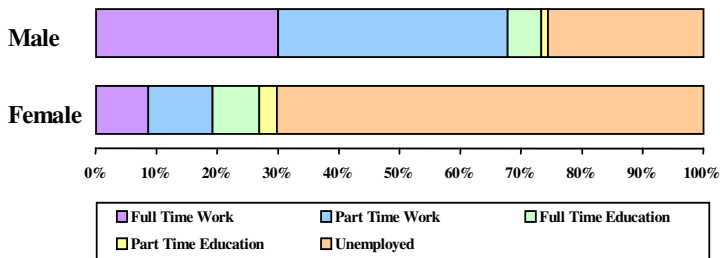
Responses in the higher age bands were small so the results in Chart 1 are not representative of the language skills of the elderly BME population.

Chart 1: Percentage speaking each language by age band



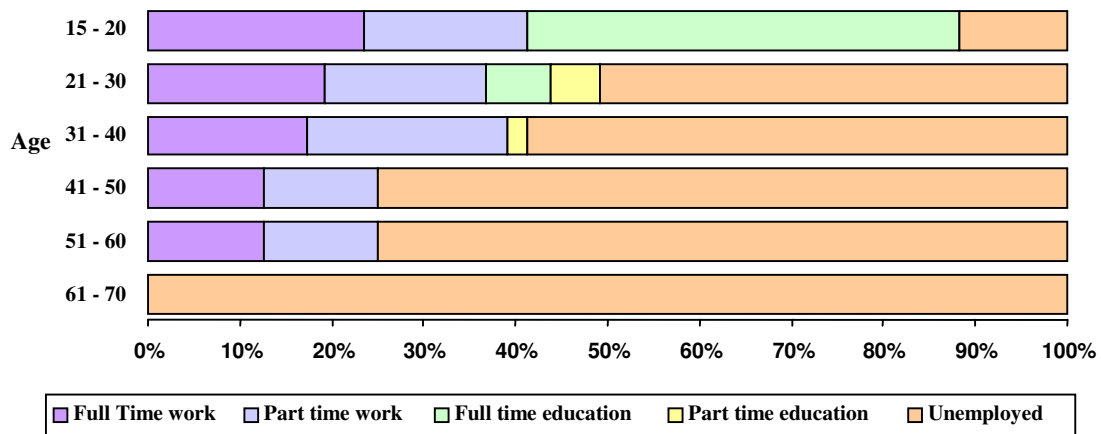
Employment

Chart 2: Percentage employment Status by gender



The largest group in the employment status are the unemployed (Chart 2). However, this does not necessarily indicate that all the respondents are unable to find work. There will also be a number of respondents in that category that are retired. The high numbers of women in the group could include those who are at home caring for families. The breakdown of employment status by age band is given in Chart 3.

Chart 3: Percentage employment Status by age band



Service use

Chart 4: Type of enquiries made

A survey question asked people what kinds of enquiries they had made to public bodies (Chart 4). Respondents were instructed to tick any categories that applied to them. All except 4 respondents ticked at least

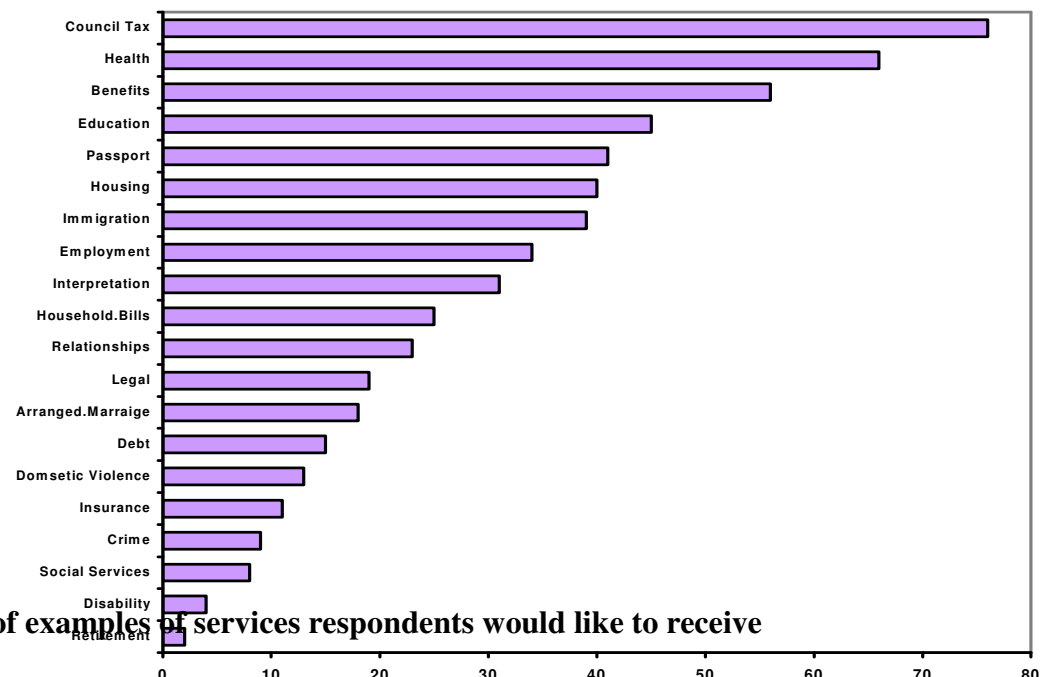


Chart 5: Counts of examples of services respondents would like to receive

Respondents were asked to give other examples of services or information that they would like to access, 119 people answered this question with at least one example – there were 155 suggestions of other services or information given

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Tables 6 and 7 show the 3 most frequent subjects of enquiry for males and females by age band. It must be remembered that 47 people (nearly all male) declined to give their age. Health seems to be the most important topic of enquiry for women, were as men seem more concerned with financial matters.

Table 6: Top 3 enquiries: Females

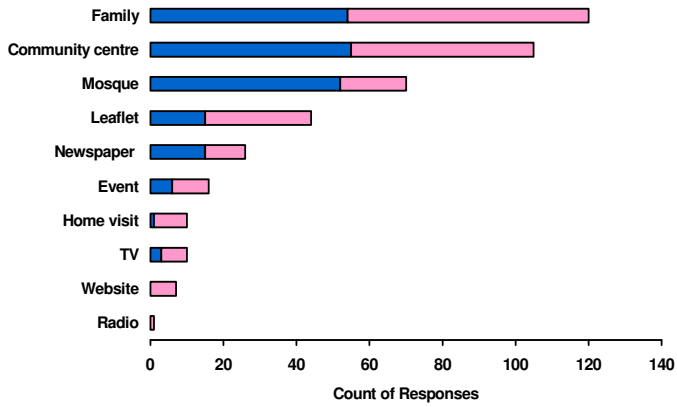
Female	Age band							No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70			
Health	4	15	5	5	3	2	4	38	
Council Tax	2	13	8	6	1	0	0	30	
Passport	0	12	1	9	1	0	0	23	

Table 7: Top 3 enquiries: Males

Male	Age band						No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70		
Council Tax	0	8	18	2	4	1	13	46
Benefits	0	5	12	0	3	0	18	38
Health	2	6	7	1	0	0	12	28

Sources of information

Chart 6: Count of sources of information



People were asked how they found out about services in their area. Chart 6 shows that most rely on information obtained within their own community. 70 respondents (35%) said they got information from printed material (leaflets and newspapers). Table 8 and 9 show the breakdown by age band and gender.

Table 8 Count of sources: Females

Female	Age band						No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70		
Family	9	25	13	10	4	2	3	66
Community Centre	7	26	10	3	1	0	3	50
Leaflet	4	13	8	3	1	0	0	29
Mosque	0	5	5	6	1	0	1	18
Newspaper	1	5	2	1	1	0	1	11
Event	1	3	1	2	1	0	2	10
Home visit	1	3	2	2	1	0	0	9
TV	0	4	0	1	1	0	1	7
Website	2	3	0	1	0	0	1	7
Radio	0	0	0	1	0	0	0	1

Table 9: Count of sources: Males

Male	Age band						No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70		
Community Centre	0	7	19	1	2	0	27	56
Family	4	12	11	2	4	1	21	54
Mosque	1	10	13	2	2	1	24	52
Newspaper	0	1	8	0	1	0	5	15
Leaflet	0	5	3	0	1	0	6	15
TV	0	0	2	0	0	0	1	3
Event	0	0	0	0	0	0	6	6
Website	0	4	1	1	0	0	3	9
Radio	0	4	1	1	0	0	3	9
Home Visit	0	0	0	0	0	0	0	1

Chart 7: Count of other ways people would like to find out information

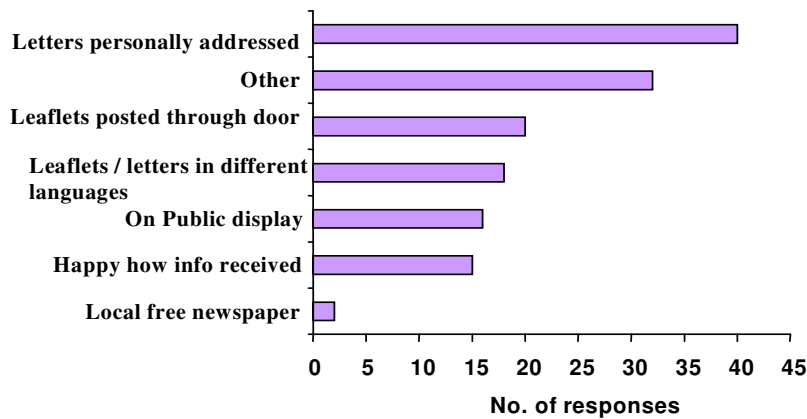


Chart 7 show the responses to the question about other ways would people like to find out about accessing services.

Access to services and service satisfaction

Chart 8 shows the frequency with which responders accessed services. It was not made specific which services were included e.g. health, housing. Chart 9 shows overall satisfaction with services accessed. A total of 154 answered. Tables 10 and 11 describe the normal way that responders contact or access services

Chart 8: Frequency of service use

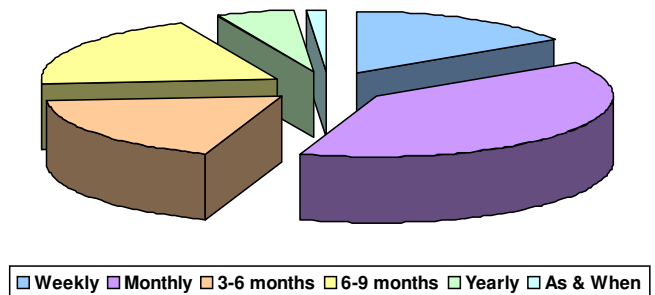


Chart 9: Percentage of satisfaction with access to services

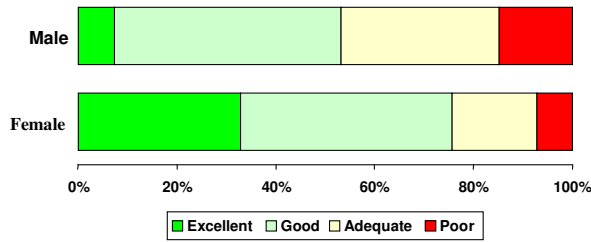


Table 10: Normal way of contacting or accessing services: Females

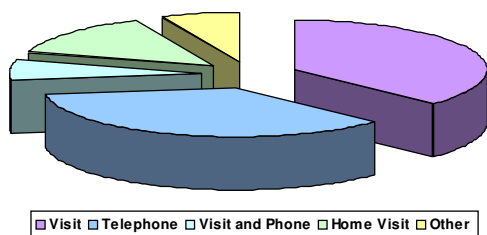
The greater numbers of women accessing services by telephone possibly reflects their role as home-based carers. It must be remembered that men are under reported in tables using age bands due to missing age data

	Age band						No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70		
Female								
Telephone	13	34	16	10	7	2	1	83
Visit Offices	11	27	15	12	6	2	3	76
E-mail		2	1	2	1	0	0	6
Write	2	3	1	0	0	0	0	6

Table 11: Normal way of contacting or accessing services: Males

	Age band						No age	Total
	15-20	21-30	31-40	41-50	51-60	61-70		
Male								
Visit Offices	4	12	18	1	3	1	29	67
Telephone	1	8	13	1	2	0	20	44
Write	0	2	1	0	0	0	1	4
E-mail	0	0	0	0	0	0	1	1

Chart 10: Preferred method of contact



A total of 121 responses were given for the preferred method of contact. Telephone and visits were the most preferred

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Table 12 shows the respondents who said that the location of services and the opening hours in their area were 'not convenient'. The overall response to this question was 128 (65%) with 14 males and 15 females expressing some form of dissatisfaction. The dominant problem seems to be 'Opening hours' for both men and women.

Table 12: Convenience of services by gender and age band

Not Convenient	Total	
Location of services	Male	1
	Female	6
Opening hours	Male	13
	Female	9

Tables 13 and 14 deal with the common barriers or difficulties that male and female respondents face in accessing services. Again, under-reporting of male ages affects the comparison of the male and female results by age band.

Communication difficulties and lack of information about services appear to be of concern to women. Men also cite lack of information on services available and cultural difficulties as most important.

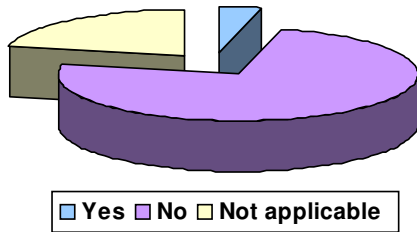
Table 13: Counts of barriers to accessing services: Females

Female	Age band							No age	Total
Barrier	15-20	21-30	31-40	41-50	51-60	61-70	No age		
Communication Difficulties	4	22	12	9	9	2	3	61	
Lack of information on Services available	11	22	11	6	5	1	3	59	
Cultural Differences	3	14	6	6	2	2	3	36	
Transport Issues	2	4	3	3	1	1	2	16	
Health/ Disability	0	3	0	2	2	2	1	10	
Other	0	2	0	0	0	0	1	3	

Table 14: Counts of barriers to accessing services: Males

Male	Age band							No age	Total
Barrier	15-20	21-30	31-40	41-50	51-60	61-70	No age		
Lack of information on services available	2	8	10	1	2	0	27	49	
Communication Difficulties	0	3	16	1	1	1	25	46	
Cultural Difficulties	2	8	13	2	2	1	18	45	
Transport Issues	0	1	7	0	0	0	5	13	
Other	1	3	4	0	1	0	2	10	
Health/ Disability	0	0	1	0	0	0	0	1	

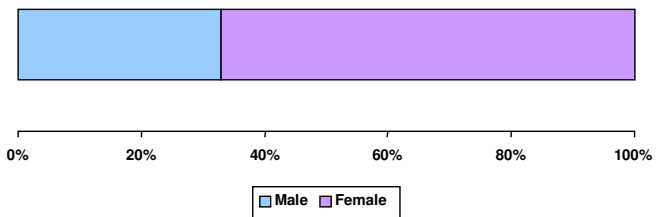
Chart 11: Percentage offered an interpreter



Respondents whose first language was not English were asked whether they had been offered an interpreter at any time when they accessed the services. 97 of them stated they weren't offered this service,

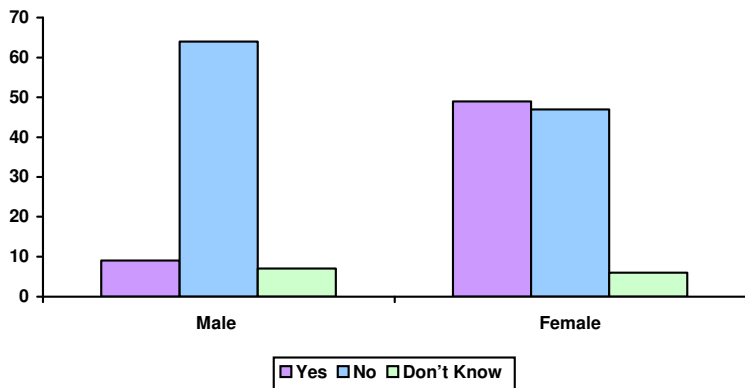
Chart 12: Percentage of respondents that take a friend or relative when accessing services.

148 respondents indicated whether or not they took a friend or relative with them when accessing services, 106 stated that they did, 42 said that they didn't.



The chart opposite shows the percentage males and females that did take a friend or relative.

Chart 13: Count of respondents who feel services are culturally appropriate



182 clients stated whether they thought the services were culturally appropriate or not, the females had a fairly even opinion (yes or no) and a few didn't know either way. The male clients clearly were of the opinion that services are not culturally appropriate.

Table 15 shows 184 clients responded to the question about feeling intimidated. 79% of these stated that they did feel intimidated accessing services. Of the 146 clients stating yes they did feel intimidated 90 (62%) were women.

Table 15. Respondents feeling intimidated when accessing services

	Intimidated when accessing services		
	Yes	No	Don't know
Male	56	24	0
Female	90	12	1

Chart 14: Count of respondents wishing they had more confidence

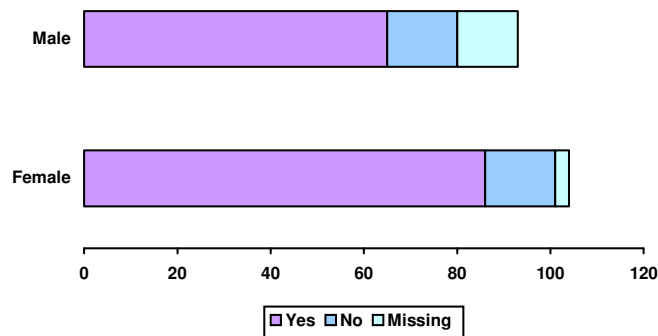


Chart 14 shows the number of respondents that indicated they wished they had more confidence, 151 in total stated yes, 86 of these people were female. Overall the respondents would like to have more confidence.

Table 15: Count of clients indicating they would be interested in confidence awareness course

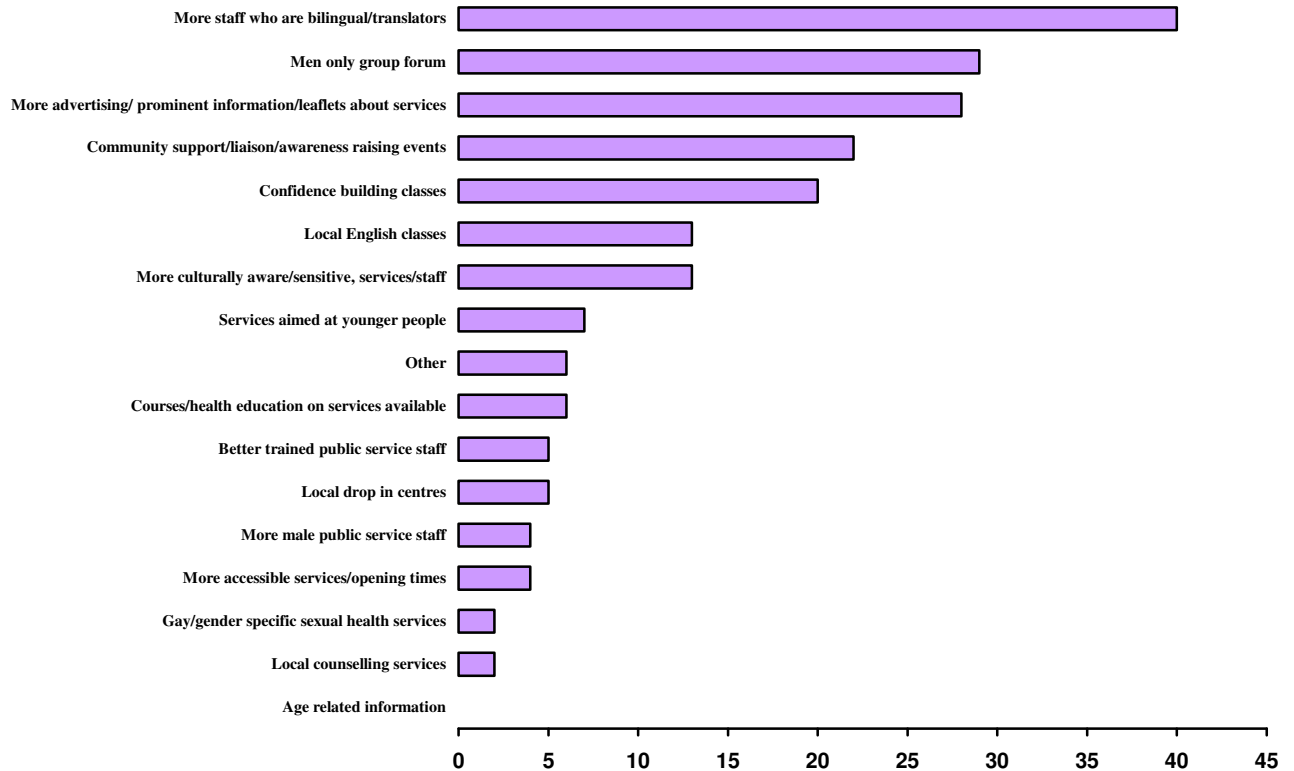
	Interested in confidence awareness course		
	<i>Don't Know</i>	<i>No</i>	<i>Yes</i>
Female	1	9	91
Male	1	8	74
Total	2	17	165

Of the 184 clients that responded to this question, 165 (90%) stated that they would be interested in confidence building / awareness courses the majority answering yes were women (55%).

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The survey questionnaire asked respondents to list any ideas they had for improving services to BME residents. Chart 15 shows the answers ranked by the number who mentioned that idea. Respondents were able to give multiple answers.

Chart 15: Count of ideas for improving services



The respondents were asked if they had any other comments to make about services. The results for males and females are shown in Charts 16 and 17.

Chart 16: Counts of “Any other comments” by gender.

Females

From the results of this question the women mostly want to deal with staff that are bilingual and for people to be more culturally aware. Both males and females want more information.

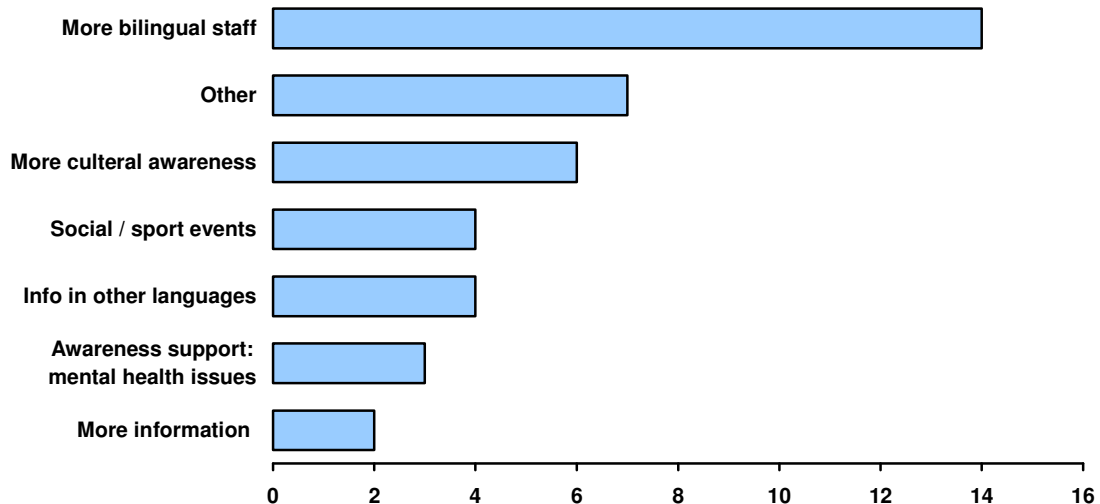


Chart 16b: Counts of “Any other comments” by gender

Males

The responses to this question show clearly that the main issue for the males is the want for men’s support groups.

