



Individual Clinical Staff Survey

Version date: 11th September 2017

Baseline GP, Nurse and other clinical staff survey Thank you for taking the time to complete this brief survey. The information you provide in this survey will help the practice tailor the OPTIMISE intervention to meet the particular needs and strengths of your practice and staff.

SECTION A: ABOUT YOUR PATIENTS *Note: We are asking these questions about “your patients”—that is, the patients to whom you provide direct clinical care—because each GP or nurse in the practice may see a different mix of patients.

Q1 How many **patients with a refugee background** have you provided care to over the past 12 months? (An estimate is fine.)

Q2 What are the most **common languages** spoken by your **refugee patients**? Select up to 5 from the list below.

- | | | | |
|--------------------------|-------------------------------------|--------------------------|-----------------|
| <input type="checkbox"/> | Albanian | <input type="checkbox"/> | Kirundi (Rundi) |
| <input type="checkbox"/> | Amharic | <input type="checkbox"/> | Krio |
| <input type="checkbox"/> | Arabic | <input type="checkbox"/> | Kurdish |
| <input type="checkbox"/> | Aramaic | <input type="checkbox"/> | Nepali |
| <input type="checkbox"/> | Assyrian or Assyrian Neo
Aramaic | <input type="checkbox"/> | Nuer |
| <input type="checkbox"/> | Bari | <input type="checkbox"/> | Oromo |
| <input type="checkbox"/> | Bosnian | <input type="checkbox"/> | Pashto |
| <input type="checkbox"/> | Burmese | <input type="checkbox"/> | Persian |
| <input type="checkbox"/> | Chaldean Neo Aramaic | <input type="checkbox"/> | Serbian |
| <input type="checkbox"/> | Chin and related languages | <input type="checkbox"/> | Shilluk |
| <input type="checkbox"/> | Croatian | <input type="checkbox"/> | Somali |
| <input type="checkbox"/> | Dan (Gio-Dan) | <input type="checkbox"/> | Swahili |
| <input type="checkbox"/> | Dari | <input type="checkbox"/> | Tamil |
| <input type="checkbox"/> | Dinka | <input type="checkbox"/> | Tigrinya |
| <input type="checkbox"/> | Farsi | <input type="checkbox"/> | Turkish |
| <input type="checkbox"/> | Hakka | <input type="checkbox"/> | Urdu |
| <input type="checkbox"/> | Hazaraghi | <input type="checkbox"/> | Vietnamese |
| <input type="checkbox"/> | Karen | <input type="checkbox"/> | Zophei |
| <input type="checkbox"/> | Karen S'Gaw | | |

Q2.1 Please note **any other commonly used languages** here

Q3 With what proportion of your refugee patients are **not fluent in English**? (Please provide your response as a % of your refugee patients)

_____ %

Q4 With what proportion of your refugee patients who are not fluent in English do you use a formally trained interpreter (phone or in person)?
(Please provide your response as a % of your refugee patients)

_____ %

Q5 With what proportion of your refugee patients do you use **other means to interpret or translate**? (Not including trained interpreters. Examples include bilingual staff; written or computer text; patient's family member or friend)
(Please provide your response as a % of your refugee patients)

_____ %

Q6 What **barriers**, if any, are there for your **use of interpreters**? Select all that apply.

- Cost
- Availability
- No systems in place
- Inability to get same sex interpreter
- Patient refusal
- Patient concern about confidentiality
- Issues with quality/training of interpreters
- Other, please specify

Q7 Do you use **HealthPathways or Map of Medicine for refugee care?**

- Always or almost always
- Often
- Sometimes
- Rarely or never
- Don't know

Q8 Do you use **online resources** such as those provided by the Victorian Refugee Health Network or NSW Refugee Health Service **for refugee care?**

- Yes. *Please go to Q8.1*
- No. *Please go to Section B.*
- Don't know. *Please go to Section B.*
- Not applicable. *Please go to Section B.*

Q8.1 Please give some **examples of online resources** that you use for **refugee care**

SECTION B: ASSESSMENT AND MANAGEMENT OF PATIENTS

Q9 In the past 12 months, how often did you have **difficulty finding other services or providers to refer your patients** with refugee backgrounds for the following (if applicable)?

	Always or almost always	Often	Sometimes	Rarely or never	Don't know	Not applicable
Social and settlement issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health problems including PTSD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex clinical problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infectious Diseases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral and dental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 If you have any comments to make about the question above, please use this space.

Q11 Please rate your **confidence to undertake the following activities** with your patients with refugee backgrounds.

	Not at all	Slightly confident	Somewhat confident	Moderately confident	Very confident	Not my responsibility
Undertake a Refugee Health Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assess requirements for catch-up immunisations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Screen or arrange for screening for infectious diseases (eg TB)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrange an interpreter (on phone or in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12 Please indicate the **extent to which you agree or disagree** with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	No opinion or don't know
I enjoy treating patients with refugee backgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it difficult to provide care to patients from a different cultural background to my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I find it difficult to provide care to patients who speak a different language to my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using professional interpreter services interferes with delivery of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Please indicate the **extent to which you agree or disagree** with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	No opinion or don't know
People in this practice operate as a real team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When we experience a problem in the practice, we make a serious effort to figure out what's really going on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership in this practice creates an environment where things can be accomplished	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION C: ABOUT YOU

Q14 What is your **name**?

Q15 What is your **role** in the practice?

- General practitioner
- Practice nurse
- Other, please specify _____

Q16 How long have you worked in **a general practice setting**? Please provide your response as number of years to the nearest year

_____ Years

Q17 How **many sessions do you work per week** in a **general practice** setting?

	Number of sessions or 1/2 days per week (1)
In this general practice	
In other general practices (if applicable)	

Q18 What is your **ethnicity**?

Q19 What languages other than English do you speak?

Q20 In which country were you born?

<input type="radio"/> Afghanistan	<input type="radio"/> Botswana	<input type="radio"/> Democratic Republic of the Congo
<input type="radio"/> Albania	<input type="radio"/> Brazil	<input type="radio"/> Denmark
<input type="radio"/> Algeria	<input type="radio"/> Brunei Darussalam	<input type="radio"/> Djibouti
<input type="radio"/> Andorra	<input type="radio"/> Bulgaria	<input type="radio"/> Dominican Republic
<input type="radio"/> Angola	<input type="radio"/> Burkina Faso	<input type="radio"/> Dominica
<input type="radio"/> Anguilla	<input type="radio"/> Myanmar/Burma	<input type="radio"/> Ecuador
<input type="radio"/> Antigua & Barbuda	<input type="radio"/> Burundi	<input type="radio"/> Egypt
<input type="radio"/> Argentina	<input type="radio"/> Cambodia	<input type="radio"/> El Salvador
<input type="radio"/> Armenia	<input type="radio"/> Cameroon	<input type="radio"/> Equatorial Guinea
<input type="radio"/> Australia	<input type="radio"/> Canada	<input type="radio"/> Eritrea
<input type="radio"/> Austria	<input type="radio"/> Cape Verde	<input type="radio"/> Estonia
<input type="radio"/> Azerbaijan	<input type="radio"/> Cayman Islands	<input type="radio"/> Ethiopia
<input type="radio"/> Bahamas	<input type="radio"/> Central African Republic	<input type="radio"/> Fiji
<input type="radio"/> Bahrain	<input type="radio"/> Chad	<input type="radio"/> Finland
<input type="radio"/> Bangladesh	<input type="radio"/> Chile	<input type="radio"/> France
<input type="radio"/> Barbados	<input type="radio"/> China	<input type="radio"/> French Guiana
<input type="radio"/> Belarus	<input type="radio"/> Colombia	<input type="radio"/> Gabon
<input type="radio"/> Belgium	<input type="radio"/> Comoros	<input type="radio"/> Gambia
<input type="radio"/> Belize	<input type="radio"/> Congo	<input type="radio"/> Georgia
<input type="radio"/> Benin	<input type="radio"/> Costa Rica	<input type="radio"/> Germany
<input type="radio"/> Bermuda	<input type="radio"/> Croatia	<input type="radio"/> Ghana
<input type="radio"/> Bhutan	<input type="radio"/> Cuba	<input type="radio"/> Great Britain
<input type="radio"/> Bolivia	<input type="radio"/> Cyprus	<input type="radio"/> Greece
<input type="radio"/> Bosnia & Herzegovina	<input type="radio"/> Czech Republic	<input type="radio"/> Grenada

- | | | |
|--|---|--|
| <input type="radio"/> Guadeloupe | <input type="radio"/> Laos | <input type="radio"/> Montserrat |
| <input type="radio"/> Guatemala | <input type="radio"/> Latvia | <input type="radio"/> Morocco |
| <input type="radio"/> Guinea | <input type="radio"/> Lebanon | <input type="radio"/> Mozambique |
| <input type="radio"/> Guinea-Bissau | <input type="radio"/> Lesotho | <input type="radio"/> Namibia |
| <input type="radio"/> Guyana | <input type="radio"/> Liberia | <input type="radio"/> Nepal |
| <input type="radio"/> Haiti | <input type="radio"/> Libya | <input type="radio"/> Netherlands |
| <input type="radio"/> Honduras | <input type="radio"/> Liechtenstein | <input type="radio"/> New Zealand |
| <input type="radio"/> Hungary | <input type="radio"/> Lithuania | <input type="radio"/> Nicaragua |
| <input type="radio"/> Iceland | <input type="radio"/> Luxembourg | <input type="radio"/> Niger |
| <input type="radio"/> India | <input type="radio"/> Republic of Macedonia | <input type="radio"/> Nigeria |
| <input type="radio"/> Indonesia | <input type="radio"/> Madagascar | <input type="radio"/> North Korea
(Democratic Republic of
Korea) |
| <input type="radio"/> Iran | <input type="radio"/> Malawi | <input type="radio"/> Norway |
| <input type="radio"/> Iraq | <input type="radio"/> Malaysia | <input type="radio"/> Oman |
| <input type="radio"/> Israel and the Occupied
Territories | <input type="radio"/> Maldives | <input type="radio"/> Pacific Islands |
| <input type="radio"/> Italy | <input type="radio"/> Mali | <input type="radio"/> Pakistan |
| <input type="radio"/> Ivory Coast (Cote
d'Ivoire) | <input type="radio"/> Malta | <input type="radio"/> Panama |
| <input type="radio"/> Jamaica | <input type="radio"/> Martinique | <input type="radio"/> Papua New Guinea |
| <input type="radio"/> Japan | <input type="radio"/> Mauritania | <input type="radio"/> Paraguay |
| <input type="radio"/> Jordan | <input type="radio"/> Mauritius | <input type="radio"/> Peru |
| <input type="radio"/> Kazakhstan (92) | <input type="radio"/> Mayotte | <input type="radio"/> Philippines |
| <input type="radio"/> Kenya (93) | <input type="radio"/> Mexico | <input type="radio"/> Poland |
| <input type="radio"/> Kosovo (94) | <input type="radio"/> Moldova, Republic of | <input type="radio"/> Portugal |
| <input type="radio"/> Kuwait (95) | <input type="radio"/> Monaco | <input type="radio"/> Puerto Rico |
| <input type="radio"/> Kyrgyz Republic
(Kyrgyzstan) | <input type="radio"/> Mongolia | <input type="radio"/> Qatar |
| | <input type="radio"/> Montenegro | |

- | | | |
|---|--|--------------------------------|
| <input type="radio"/> Reunion | <input type="radio"/> Sudan | <input type="radio"/> Yemen |
| <input type="radio"/> Romania | <input type="radio"/> Suriname | <input type="radio"/> Zambia |
| <input type="radio"/> Russian Federation | <input type="radio"/> Swaziland | <input type="radio"/> Zimbabwe |
| <input type="radio"/> Rwanda | <input type="radio"/> Sweden | |
| <input type="radio"/> Saint Kitts and Nevis | <input type="radio"/> Switzerland | |
| <input type="radio"/> Saint Lucia | <input type="radio"/> Syria | |
| <input type="radio"/> Saint Vincent's & Grenadines | <input type="radio"/> Tajikistan | |
| <input type="radio"/> Samoa | <input type="radio"/> Tanzania | |
| <input type="radio"/> Sao Tome and Principe | <input type="radio"/> Thailand | |
| <input type="radio"/> Saudi Arabia | <input type="radio"/> Timor Leste | |
| <input type="radio"/> Senegal | <input type="radio"/> Togo | |
| <input type="radio"/> Serbia | <input type="radio"/> Trinidad & Tobago | |
| <input type="radio"/> Seychelles | <input type="radio"/> Tunisia | |
| <input type="radio"/> Sierra Leone | <input type="radio"/> Turkey | |
| <input type="radio"/> Singapore | <input type="radio"/> Turkmenistan | |
| <input type="radio"/> Slovak Republic (Slovakia) | <input type="radio"/> Turks & Caicos Islands | |
| <input type="radio"/> Slovenia | <input type="radio"/> Uganda | |
| <input type="radio"/> Solomon Islands | <input type="radio"/> Ukraine | |
| <input type="radio"/> Somalia | <input type="radio"/> United Arab Emirates | |
| <input type="radio"/> South Africa | <input type="radio"/> United States of America (USA) | |
| <input type="radio"/> South Korea (Republic of Korea) | <input type="radio"/> Uruguay | |
| <input type="radio"/> South Sudan | <input type="radio"/> Uzbekistan | |
| <input type="radio"/> Spain | <input type="radio"/> Venezuela | |
| <input type="radio"/> Sri Lanka | <input type="radio"/> Vietnam | |
| | <input type="radio"/> Virgin Islands (UK) | |
| | <input type="radio"/> Virgin Islands (US) | |

*If you responded 'AUSTRALIA' to Q20, please go to Q21.
All other responses, please go to Q20.1*

Q20.1 In **what year did you arrive in Australia** to live for one year or more?

Q21 Have you attended **face-to-face training or education on refugee health** in the past 3 years?

Yes

No

Q21.1 If Yes, Can you provide some information about this? (e.g. when was the training, who organised it)

Q22 Have you participated in **on-line training or education on refugee health** in the past 3 years?

Yes

No

Q22.1 If Yes, Can you provide some information about this? (e.g. when was the training, who organised it)

Q23 If you have any other information that you think is important to capture, please include it here.

End of Individual Clinical Survey



(Post intervention/ 6 mo follow up)
 Post intervention and 6-month follow up GP, Nurse and other clinical staff survey
 Thank you for taking the time to complete this brief survey.

SECTION A: ASSESSMENT AND MANAGEMENT OF PATIENTS WITH REFUGEE BACKGROUNDS

Q1 Please rate your confidence to undertake the following activities with your patients with refugee backgrounds.

	Not at all	Slightly confident	Somewhat confident	Moderately confident	Very confident	Not my responsibility
Establish whether a patient is from a refugee background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undertake a Refugee Health Assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arrange an interpreter (on phone or in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide or support direct clinical care with an interpreter present (by phone or in person)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q1.1 What barriers, if any, are there for your use of interpreters? Select all that apply.

- | | |
|--|---|
| <input type="checkbox"/> Cost | <input type="checkbox"/> Patient refusal |
| <input type="checkbox"/> Availability | <input type="checkbox"/> Patient concern about confidentiality |
| <input type="checkbox"/> No systems in place | <input type="checkbox"/> Issues with quality/training of interpreters |
| <input type="checkbox"/> Inability to get same sex interpreter | <input type="checkbox"/> Other, please specify |
-

Q2 In the past 6 months, how often did you have difficulty finding other services or providers to refer your patients with refugee backgrounds for the following (if applicable)?

	Always or almost always	Often	Sometimes	Rarely or never	Don't know	Not applicable
Social and settlement issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health problems including PTSD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral and dental health issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Do you use HealthPathways or Map of Medicine for refugee care?

- Always or almost always
 Often
 Sometimes
 Rarely or never
 Don't know

Q4 Do you use online resources such as those provided by the Victorian Refugee Health Network or NSW Refugee Health Service for refugee care?

- Yes
 No
 Don't know
 Not applicable

Q5 Please indicate the extent to which you agree or disagree with the following statements

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	No opinion or don't know
I find it difficult to provide care to patients who speak a different language to my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using professional interpreter services interferes with delivery of healthcare	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION B: FEEDBACK ON THE OPTIMISE PROJECT

Q6 Are you aware of your practice's involvement in the OPTIMISE Project?

The OPTIMISE Project is focused on improving the way in which the practices organises and delivers care to patients from refugee background

- Yes No Don't know

The OPTIMISE Project focused on four key areas: refugee identification, interpreter use, conduct of comprehensive health assessments and referral. Your practice has been making changes to clinical and non-clinical routines relating to each of these areas over the last 6 months.

Q7 Were you part of the team at your practice that was responsible for planning and implementing changes?

- Yes, Go to Question 8 No, Go to Question 9 Don't know

Q8 To what extent do you agree with the following statements

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
The changes proposed as part of OPTIMISE Project action plans were easy to incorporate into the existing practice and clinical routines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilitator helped the practice to implement the action plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The practice will be able to sustain the changes that were introduced as part of the OPTIMISE Project after the study ends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend the OPTIMISE Project to other practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8.1 Please add any comments to your responses above here

Q9 To what extent do you agree with the following statements

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
The changes proposed as part of the OPTIMISE Project action plans were easy to incorporate into the existing practice and clinical routines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9.1 Please add any comments to your responses above here

SECTION C: ABOUT YOU

Q10 What is your name?

Q11 Have you attended any training or education on refugee health in the past 6 months?
(Other than your involvement in the OPTIMISE project)

- Yes No

If yes,

Q11.1 Can you provide some information about this? (e.g. when was the training, who organised it)

Q12 If you have any other information that you think is important to capture, please include it here.
