

Welsh Language, Culture and identity in Healthcare

DEFINITION OF CULTURE

the values, beliefs, language, rituals, traditions, and other behaviors that are passed from one generation to another within any social group.
(American Psychological Association, 2023)



The use of welsh language in healthcare

NHS Wales has a duty to deliver a bilingual service under the Welsh Language Measure 2010. It enables patients to use their language of choice when communicating with their healthcare professionals and over all has a positive impact on service delivery standards.

More than just words

- This is a government framework that aims to:
- Ensure that the language needs of Welsh speakers are met.
 - provide Welsh language services for those who need it
 - demonstrate that language plays an important part in the quality of care and isn't seen as an "add-on"

The compliance notices are made up of four standards.

- Service Delivery Standards.
- Policy Making Standards.
- Operational Standards.
- Record Keeping Standards.

Together these ensure that the Welsh language is treated no more favourably than the English language.

The differences in Healthcare in Wales and England

- NHS Wales offers free prescriptions however NHS England charge a fee unless you meet certain exemptions.
 - Waiting lists in Wales are longer than England due to the trusts hvaing differnet approaches to management of waitng times.
 - They both distribute funding differently, NHS England base it on a tariff per patient and type of treatment whereas in Wales they receive a grant from the UK government which is spread accross the health boards.
- (Baker, 2024) (UK health systems, 2015)

The Well-being of Future Generations Act

The welsh government created an Act which contains seven goals to encourage the Welsh population to use today to make a better tomorrow for the future generations in Wales (Welsh Government, 2015).

The Act provides better decision-making by ensuring public bodies:

- *take account of the long term*
 - *help to prevent problems occurring or getting worse*
 - *take an integrated approach*
 - *take a collaborative approach*
 - *consider and involve people of all ages and diversity.*
- (Welsh Government, 2015)



The importance of the Welsh Language in healthcare

Speaking to patients in their native language can greatly improve their compliance and their service whilst in our care. The "Active Offer" allows patients the choice of which language they would prefer to communicate in and allows healthcare providers an opportunity to cater to their specific needs and preferences, which will overall impact their experience.(HEIW, 2024)



*Definition of language:
A language is a system of communication which consists of a set of sounds and written symbols which are used by the people of a particular country or region for talking or writing.*
(Collins, 2019)

*Definition of Healthcare:
efforts made to maintain, restore, or promote someone's physical, mental, or emotional well-being especially when performed by trained and licensed professionals.*
(Merriam-Webster, 2023)