



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Submitting author:** Mr W M LEE

**Post title:** Advanced Practice Nurse, CPH, NTWC

**Enhancement Program of Ethnic Minorities Service in Castle Peak Hospital and Siu Lam Hospital**

*Lee WM(1), So CK(1), Lai MF(1), Ko YC(1), Tang LM(1), Chan YM(1), Cheung LK(2)  
(1) Castle Peak Hospital, (2) Siu Lam Hospital*

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**Introduction**

The population of ethnic minorities (EM) among New Territories West Cluster is 8.4% of the total population in this district. Their needs are being recognized more than ever before and are increasingly considered important in the delivery of mental health services. Staff are required to face these new challenges and respond to their needs by providing a more comprehensive and integrated service.

**Objectives**

- a) Strengthening staff knowledge and skills on the special needs of EM groups; and
- b) Facilitating staff in service provision to different EM groups.

**Methodology**

A working group responsible for caring of EM groups was established in 2011 to support hospital staff in addressing their needs in respect to custom, language, cultural and ethnic background. The work has been launched in two main areas - staff training and service development.

**Result**

**Staff Training**

a) A series of sharing forum including 'Caring of Patients from Ethnic Minorities' and 'Caring of Patients who Believed in Islam' were organised to strengthen knowledge and skills of staff in caring of EM groups. A total of 197 staff members from various disciplines attended the forums. Evaluations from the sharing forum revealed that the majority of the participants felt satisfied.

b) A roving exhibition on works of different units giving care to EM groups under NTWC was launched from 2-30 November 2015 in CPH/SLH.

**Service Development**

a) Handbook on 'Caring Patients with Diverse Needs and from Diverse Background' was uploaded to the CPH/SLH intranet.

b) Ceiling Compass Signage was designed to facilitate Islamic religious activities.

c) Regular sutra recitation to Buddhism and telephone support to Muslim were provided.

d) Volunteer visit for EM in-patients would be supported by community EM groups

upon request.

d) EM calendar was designed to assist daily planning.

e) Pamphlets of different departments and units were translated in various languages.

f) Simple picture cards were designed to facilitate communication of daily procedures.

g) Common dialogue and words were translated into different languages in daily operation.