Nodi blaenoriaethau ymchwil o ran defnyddio iaith briodol ar gyfer ymarferiadau gofal iechyd gan ddefnyddio'r dechneg Delphi

Mae ymarferiadau priodol o ran diwylliant ac iaith o fewn gofal iechyd a chymdeithasol yn faes lle na chafwyd digon o ymchwil iddo[1]. Cyfrifoldeb LLAIS (www.llais.org) yw datblygu portffolio ymchwil i fynd i'r afael â'r bwlch hwn ac, fel cam cyntaf, defnyddwyd y dechneg Delphi i nodi'r prif flaenoriaethau ymchwil yng Nghymru. Mae'r dechneg Delphi'n broses ailadroddllyd, sy'n defnyddio cyfres o holiaduron ac adborth yr ymatebwyr i gasglu gwybodaeth a chyrraedd consensws[2].

Gwahoddwyd panel o Bwyntiau Cyswllt yr iaith Gymraeg o fewn GIG Cymru i gymryd rhan yn yr astudiaeth mewn digwyddiad a drefnwyd ym MronEirian, Llandinam ar 21ain Chwefror 2008. I baratoi, anfonwyd holiadur ansoddol cylch cyntaf at aelodau'r panel yn eu gwahodd i nodi eu prif flaenoriaethau ar gyfer ymchwil sy'n gysylltiedig ag iaith. Roedd yr atebion yn cael eu codio yn ôl y themâu a ddaeth i'r amlwg, ac fe'u defnyddwyd i lunio'r ail a'r trydydd cylch o holiaduron ansoddol. Roedd y rhain yn cynnwys rhestr o gwestiynau ymchwil posibl yn erbyn graddfa saith pwynt Likert. Yn ystod y digwyddiad, dosbarthwyd yr holiaduron a'u dadansoddi gan ddefnyddio'r sgôr cymedr i nodi cytundeb â'r cwestiwn; a gwyriadau cyffredin i ddangos consenws ymhlith y grŵp. Gwahoddwyd y panel i raddio pob cwestiwn o ran ei flaenoriaeth i'r ymchwil. Roedd sgôr unigolion a grŵp yn cael ei ddatgelu i'r panel er mwyn iddynt hwy adolygu eu sgôr yng ngoleuni'r wybodaeth hon. Cyrhaeddodd y broses hon gonsensws ar restr o gwestiynau ymchwil yn nhrefn blaenoriaeth o ran ymarferiadau diwylliant ac iaith briodol o fewn gofal iechyd a chymdeithasol.

Nodwyd pum blaenoriaeth ymchwil, sef:

1. Agwedd gweithwyr gofal iechyd at y Gymraeg.
2. Y galw am y ddarpariaeth o wasanaethau Cymraeg.
=3. Dysgu Cymraeg ymysg gweithwyr gofal iechyd.
=3. Effaith darparu gwasanaeth dwyieithog ar ofal iechyd.
5. Hwyluso'r defnydd o wasanaethau dwyieithog ymhlith defnyddwyr gofal iechyd.

Cyfeiriadau

1. Roberts G, Irvine F, Richardson J, Earles C, Gareth E, Prys R (2007) Report of a scoping study of language awareness in health and social care setting. Scripta Scientifica Medica 39, 89-93.

2. Irvine F. (2005) Exploring district nursing competencies in health promotion: the use of the Delphi technique. *Journal of Clinical Nursing*. 14 (8), 965-975.

Identification of research priorities for language appropriate healthcare practice using the Delphi technique

Cultural and language appropriate practice in health and social care is an under-researched area [1]. LLAIS (www.llais.org) has been charged with developing a research portfolio to address this gap and as a first step, used the Delphi technique to identify the main research priorities in Wales. The Delphi technique is an iterative process, using a series of questionnaires and respondent feedback to gather information and reach consensus[2].

A panel of Welsh language Contact Points were invited to participate in the study at a planned event at BronEirian, Llandinam on 21st February 2008. In preparation, panellists were sent a first round qualitative questionnaire, inviting them to identify their main priorities for language related research. Answers were coded according to emerging themes, which were used to construct the second and third round quantitative questionnaires. These included a list of possible research questions against a seven point Likert scale. At the event the questionnaires were distributed and analysed using mean scores to identify agreement with a question; and standard deviations to indicate consensus amongst the group. Panellists were invited to rate each question in terms of its priority for research. Individual and group scores were fed back to panellists and they reviewed their score in light of this information. This process achieved consensus on a ranked list of research questions for cultural and language appropriate practice in health and social care.

The five top research priorities were identified as follows:

1. Welsh language attitudes of healthcare staff
2. Demand for Welsh language service provision
=3. Welsh language learning amongst healthcare staff
=3. Impact of bilingual service provision on healthcare
5. Facilitating uptake of bilingual services amongst healthcare service users

References

1. Roberts G, Irvine F, Richardson J, Earles C, Gareth E, Prys R (2007) Report of a scoping study of language awareness in health and social care setting. Scripta Scientifica Medica 39, 89-93.

2. Irvine F. (2005) Exploring district nursing competencies in health promotion: the use of the Delphi technique. *Journal of Clinical Nursing*. 14 (8), 965-975.

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