T=Translator  
I=Interviewer  
P13=Participant 13

Note: certain parts of the recording are inaudible due to microphone interference causing a large crackling/static sound.

I=erm ok thank you, arkun for your time today, erm so I wanna know a little bit about your opinions and experiences of erm health services and erm uh rehab services, yeah, so there’s no right or wrong answer. Yeah, and some of the questions I might ask might be a little sensitive, and if you don’t want to answer them, that’s ok we can move to other questions… ok erm so to start please can you tell me a bit about yourself, for example how old you are, erm whether you went to school and whether you do anything for work.

T=so my name is [name], I’m 28 years old and then I study only in grade 2 only.

I=ok

T=ok, ok so I have right now I am business girl and selling something in front of my house

I=ok

T=so I have a small business in front of my house

I=yeah, ok erm and uh at school did you learn to read and write?

T=ok so she said that because of she study just in grade 2, so uh and also she stop study for more than 10 years so that’s why now, right now, when she’s holding the pen and start to write on the paper she feel like uh her hand is shaking and like because of we are not writing everyday

I=yeah

T=so that’s why she said really hard for her and either for her, if I ask her to read like this because of that time she’s in grade 2, just know how to read slowly right?

I=yeah

T=but she didn’t read for many year, so now when ask her to read bit hard for her

I=yeah, so the more simple reading is it?

T=mmm

I=yeah ok, so I’d like to hear a little bit more about your erm disability, so please can you tell me what the cause is?

[crackling sound – very bad crackling sound from around 10:30-13:30 – recording very hard to hear]

T=… so long history [chuckle], and I wanted to know step by step about this.

I=yeah

T=So she said that uh her mum told her when she was like a few months after born [loud noise], right?

I=mhmm

T=so she got fever and like fever and fever *inaudible* {13:35-13:42} she’s inviting, I could not say whether doctor or nurse that or they open the clinic in erm the village so we just invite them to get treatment at home. And then after that mum, her mum thought also that like because of she got fever, the doctor or the nurse inject on her leg so that’s why her leg is become paralysed like this

I=ok

T=and also she said that after recovery she feel like, she fever again and again and again and again so up to, because her mum try to sell something, sell house, sell land to get the money to to get the proper treatment on her

I=mhmm

T=and then after that when her mum like because she she has no ability to to provide treatment on her anymore so that’s why they went to Phnom Penh and after that uh the people that they know about Kantha Bopha hospital, that that Kantha Bopha hospital it provide free of charge right?

I=mhmm

T=so they also uh introduce her mum to bring her, to brought her to there and after that she got the treatment at there and I ask her also what is the diagnosis of your problem, and she said because she said like uh, like a scar or something because she heard that [stutter] the diagnosis of herself like but I am not sure too and then she said that erm because of her leg, she feel and she know that what is all on her leg but just only like atrophy, ok? But the doctor in Kantha Bopha hospital they mention that the most important thing is her trunk, her spine

I=mhmm

T=is not because of her leg and they also decided to do the operation on her spine, but her mum didn’t agree

I=ok, so what was the operation on the spine for?

T=she also doesn’t know about that but only the the doctor said that because of no any problem with the legs, only problem on the spine. And I also ask her that is it take of Polio or Cerebral Palsy and she said no, because she heard from the doctor they said the diagnosis, it’s like a scar or something.

[loud crackling sound *inaudible* 15:55-16:00]

I=…something wrong with the spine then that makes the legs paralysed or weak?

T=mhmm, yeah

I=is it paralysis, can she, can you feel your legs?

T=yes, she can feel them

I=she just can’t walk

T=yeah, just weak and cannot walk and the doctor told her no any problem with the leg, only the problem only on the spine

I=ok, *inaudible* {16:19-16:22}, if you’re not using the wheelchair, how do you get around?

T=so now talk about many history, so talk about … [stutter] without the wheelchair she need to crawl

I=yeah

T= and she said that really hard for her to crawl because of her, she need to use her knee

I=yeah

T=with her hands to crawl without an, without the wheelchair and so that’s why she said really difficult for her so she always use the wheelchair

I=mhmm

T=so I also ask her before that when uh when was she really unable to walk, because she said that she’s able to walk few, a few steps when she was like uh even though she uh she got sick right, so from more than one year up to 12 year but when she’s walking just only the leg across each other

I=mhmm

T=so up to 12 years she notice herself that uh because of she said uh when she study in grade 2, she was 12 year old so she’s able like uh inside the class the teacher understand that she’s more understanding compared to other students so that’s why they ask her to hold a book right, the books and then she said that she notice she carry the books, but when she become 12 she feel like herself her leg become weaker and unable to walk and when she’s walk she need to find something to walk especially wall or bed

I=yeah

T=so that’s why after 13 year, she feel like herself unable to walk at all and she only crawling so that’s why she went to Kantha Bopha again, to get the treatment   
  
I=yeah

T=and then after Kantha Bopha said they cannot help anything for her, so that’s why they also explain to her and her mum also known about the Cambodia Trust or Exceed by the other people explain to her so that’s why she went to Exceed or Cambodia Trust and then to get the wheelchair

I=mhmm, ok. Ok so you find about the exceed services from the children’s hospital?

T/P13=[Khmer]

T=so erm so she known her mum known [stutter] Cambodia Trust by one of the moto taxi driver [name]

I=ok

T=so [stutter] they, because he he also from Kampong Speu but he stay in [village name] nearby here *inaudible* {22:28-22:31}, but he understood that her parents are really poor and then rent the house, because that time she rent a house to stay only and after then they try to explain that Cambodia Trust they will provide travel travel, and also they’re gonna provide lunch if they go and request to get the service

I=yeah ok, and can you remember how old you were when you went to the service?

T=around 14 to 15 years

I=ok, erm and then did you get the wheelchair from there?

T=ok so she said that when she went to Cambodia Trust that time, because they did clear assessment on her first before they provide the wheelchair, because wheelchair means that they unable to walk at all.

I=mhmm

T=so that’s why she also was young, they said that they transfer her her to uh the other organisations yeah?

I=mhmm

T=to do the [stutter] operation on her spine, but they also ask her that time does she have uh period or not yet, if she has already her period they will do the operation, but if not, they won’t do it.

I=ok

T=but that time she was young, she said that she was like 16 years, 15 to 16 years but she has not no have uh period yet

I=yeah, ok erm so how long did it take you to get your first wheelchair from when you first used the service?

T=so she said that after assessment *inaudible* {25:59-26:03} because they known already that she’s unable

I=ok, and how frequently do you go back to the exceed service in person? Erm do you go back often or is mainly community workers?

T=so uh she uh after she got the device uh wheelchair the community also called to after a month, they call to her and ask her how is her wheelchair, can she use it and any problem with the wheelchair

I=mhmm

T=and either she said that when she have problem also like the wheel is broken or something like that she also brought that wheelchair to repair at uh organisations and either that sometime because of the wheelchair it was from and long last, so that’s why sometime up until the staff from the organisation and ask her what happened and need anything for repair and said yeah yeah, but because uh she has no time to go

I=yeah, ok, so you find it easier when the community workers come here?

T=so she said that erm it easy if the staff come to do the wheelchair repair at home because she said she mentioned that previously it ok because everything depend on mother right, and father, but now her mother after got accident she not really well and her father also getting old so that is really hard for her.

I=yeah.

T=so that is really hard for her

I=yeah ok, so do you think more frequent home visits, or do you think it’s enough as it?

T=ok she said can be three time per year

I=ok

T=ok

I=ok so I wanna try this as well, if you get [translator name] to read them to you, these are some barriers that might stop from using the service, and if you could tell me whether, or actually rank, or what do you think is better, to rank them or to say which service is important barrier to me, what do you think?

T=so she said that uh so she said that she also understand that when we go to get the service at the organisation, so uh when she understand that she need to wait because of not only her go to get the treatment, the other client also went to get the treatment, so it’s ok that waiting for, to get the service from there.

I=so she doesn’t consider that to be a barrier

T=no, so, so she said that for her, she’s not hard to go to get the service from the exceed, but the thing is her father, her father need to bring her with the wheelchair to do the repair or get the new wheelchair, right? (*far distance from clinic)*

I=yeah

T=she said that because only her parent that is difficult, but for herself is ok, she understood, and then either when she got to uh uh to get the service and the other like CDW also they also call and ask what is the problem, and have a good communication with her, so it’s not a barrier for her

I=ok

T=the main barrier for her is because her family is hard to bring her there

I=yeah yeah

T=so this one also is not because said when go get the service, the service of exceed is free of charge, and either they provide her the travel cost and lunch so she is able to afford that (*cost of using service*)

I=ok

T=so she said that this one also is not because she is a business woman at home so she can close anytime

I=yeah

T=but the main problem is her mother right now, her mother got accident so she need to cook, she need to prepare everything for her before she can go to, and she need to make everything at home before she’s release herself from home (*time away from work*)

I=yeah

T=no [laugh] so she said that uh talking about the family, they they are supporting of her, her parents also supportive, but just only herself, that she’s think that like her brother her sister, [stutter] they are live uh, they have their own business their own work to do so she doesn’t want to disturb (*family not supportive)*

I=mhmm yeah, so sometimes do you maybe feel like a bit of a burden on your family?

T=she said that like uh they don’t say anything, but just only herself she feel that way that uh, she think that we must uh respect their, their own business

I=yeah, ok.

T=so she said that uh it’s not really the barrier, because of she understood that the service provide they might be busy with the other clients,

I=yeah, ok

T=so she said that wait long time but she’s understood and also she’s able to wait (*long waiting time*)

T=this one also is not, because of she said that last time she went about 10 am in the morning and she got the wheelchair about 2pm. I also explain to her that 11:30 to 12:30 is lunch time and she said yes, she understood that (*short opening hours*)

I=yeah ok, so uh the main barrier for you you’d say was just having your family being able to bring you to the service, so having your family take time off work is the main barrier?

T=no, the main barrier for her is because right now her mum got accident, so she need to *inaudible* {39:13} herself, she need to cook, she need wash the clothes for her parents.

I=ok

T=and either the barrier now because her father is already getting old, so that’s why is hardly bring her because not [stutter] she only bring her, but need to bring also the wheelchair

I=so it’s the actual getting there,

T=mmm getting there

I=like it’s not the cost of getting there

T=yeah, it’s the coming into the bring her and wheelchair on the moto

I=yeah, ok. Erm right, and so … erm so have you noticed that people treat you differently because of your disability?

T=ok so she said the when the family, friends or her brother, sister, relative also because of they they understand, and either think that she’s disabled so they pity on her more than the other, even though her parent

I=ok, and what about people when you’re like outside in public? Do you notice that they treat you differently?

T=she said that uh she’s ok, just only herself like when she like [stutter], for example when join the wedding ceremony or something like that, she said her friend almost like uh got angry with her because she’s unable to go there. She said she feel shy to join

I=mhmm

T=but her friend said that ‘why you need to feel shy, because even though we are the one who organise the thing, the wedding, I’m not shy, why do you feel shy?’, but she said that most difficulty is hardly like to ask her parents to bring her there, and [stutter] she understood that her parent already old and very hard to bring her so that’s why she…

I=ok, so it’s kind of like a lack of self-confidence in herself

T=yeah yeah but her friend and the other when she go outside are supporting.

I=yeah ok, great. Erm and do you find difficult moving around in your wheelchair at home or like outside?

T=she said that is a bit difficult because right now because her home is flooding, so when flooding need to repair, repair so is hardly to move around. I think after repairing is ok.

I=ok

T=she said when use the wheelchair on the sand, it’s already a bit hard to move around

I=yeah, when it’s wet

T=mmm

I=yeah, ok. Erm and thinking about the rehab services you receive, if you could change one thing about them what would you change?

T=ok for her she said that nothing to change about the services, but just added if they call frequently to ask about her difficulty, that is good.

I=yeah, ok, so more regular phone check-ups?

T=yeah

I=yeah, ok, so erm and thinking about like using healthcare services like health centres, or visiting a doctor or nurse erm does your disability or the fact you use a wheelchair stop you using the service?

T=she doesn’t feel … she doesn’t feel that uh because of she use the wheelchair it like stop her go to the hospital or other services, but she just only said that because she work hard, right?

I=yeah

T=she got big big hand? So that’s why it’s like sweaty, she’s like uh, she’s not sick frequently so like, she’s ok

I=yeah [laugh]

T=so I ask her uh [stutter] you are not sick or you doesn’t want to get sick? And she said both [laugh]

I=yeah [laugh]

T=she doesn’t want to get sick because of she work hard, and and her health is good so that’s why

I=ok, and so you find them accessible and it’s easy to use the wheelchair at the service?

T=ok so uh just only a bit difficult when, because last she got sick she ate mushroom and after that it’s like poison

I=ah ok

T=and then she’s like vomit and feel weak, and then after that they brought her to get treatment there and she said because of the health centre here in [name of commune], uh is the facility is not really good and hardly to use the wheelchair inside there, and either uh it’s hardly to go to the toilet, so they use only like the pan, instead of

I=yeah

T=so she said it’s a bit hard for the wheelchair people to to move around in the healthcare

I=ok, so you think that health centres erm can do more to improve the accessibility?

T=so she also would like to request that must be at the hospital or health centre, must be have uh the uh wheelchair *inaudible* {48:18-48:20} for the wheelchair patient, *inaudible* {48:21-48:26} like toilet must have big room for the wheelchair people to access

I=yeah, ok.

T=so must be big area

I=ok so just to finish off now, is there anything else you would like to tell me about your experience of disability in Cambodia?

T=so she would like to request that when go to the health centre, they must be like uh do something that like easy for the wheelchair user or disabled people easy to access to get treatment from there, and provide free of charge and respect them.

I=yeah ok. so yeah, I think I’m done there – arkun