T=Translator  
I=Interviewer  
P7=Participant 7

I=ok, so erm thank you for your time today. So I wanna hear a I bit more about your opinions and experiences, and there’s no right or wrong answer so you can be open as you want. to start I would like to learn a bit about [stutter] yourself, so erm how are old are you? Did you ever go to school? And what do you do for work?

T=ok, so erm her name is uh [name], she is 38 years old, right now she is er stay with her mother, only her and with mother, and right now she is not uh, how to stay, no.. permanent job. She has like her when anyone they are doing their rice… field, for rice farms, so she just only go and help them and then they give her some small amount of money, or sometime when they make something for carrying the [stutter], how to say, carrying the the thing that they make from like wood, the small small wood…

I=like a basket, like weaving

T=yeah yeah, basket weaving like that and then yeah, they ask her to make it, ok.

T=ok

I=so now she is like no any permanent job, she only stay home and look after her mother

T=ok

T=and she also already has the other brother but the brother already got married and live in the other places

I=ok, erm and did you ever go to school or when did you leave school?

T=ok, so she has never been to to school

I=ok, and then in your households it’s just you and your mother?

T=huh?

I=in her household, is it just you and your mother?

T=yes, just only her mum and her

I=ok, yep, erm, so I’d like to hear a little bit more about your impairment, erm so what caused your disability?

T= so she said that she could not remember in which age that she’s got this problem, but she said that almost she’s able to [stutter] walk, and then uh they just come to the her village to get vaccination, so she after she got the injections, and then she got this problems.

I=ok, so erm was it the Polio vaccine that you got or was it just a mix..?

T=yes

I=so it was the Polio vaccine, ok. Erm and then after you had the vaccine did you go to the health centre when you had the problem?

T=so she said she’s never been to the hospital

I=ok, so…

T=or to the health centre around the village

I=No?

T=or at the village, no

I=ok, so when did you first come to exceed worldwide for the condition in your leg?

T=ok so she erm she know she know exceed or Cambodia Trust, uh through the community worker that they went to the village and then they share information and uh they asking about the problems and then they ask her to come. But that time they pick up her from her home and to the centre, that time was in Calmette hospital and she got the first device when she was more then 20 years uh and then right now she use she use only 2 device

I=ok

T=so when she come for making the new one or repair something like that, it’s hardly for her to come alone and pay for the tuktuk or the other travel, uh travel expenditure

I=ok

T=so she she have the other uh people uh, her neighbour so they they [stutter] that they think she is really poor and unable to pay for travel cost

I=mhmm

T=so they just bring her or brought her to the centre. So she is also… she’s the one who help her

I=ok

T=so she is the one who bring her to here

I=ok, erm I just wanna go back to what we were talking about before, so when you had you first... when you first got the disability, your condition, why didn’t you go to the health centre?

T=so she said that uh when she got the problems she’s like uh…no one bring her to the uh health centre and the hospital, because even though from her home to the health centre is about 10 kilometre

I=ok

T=so … like that she said that erm and because she has nothing to travel and either she have no money to travel, so that’s why she she didn’t go to the healthcare

I=ok, so the main thing stopping you seeking healthcare were the costs and like of travel?

T=yeah, lack of travel and..

I=ok, erm so thinking about erm your first experience of when you got your first device, so exceed worldwide had the community workers and they came and picked you up, how did you feel having your first experience so.. yeah?

T=ok so she said that for erm experience to get the first device, she said was ok, when for the first because she was young so she said more than 20 years, so she is able to adapt with everything so then, when she put for the first time she feel ok and comfortable to use it. And she said that now when she’s gaining weight, because she is took a lot of medicine and she is also she said is uh eat more than before, so that’s why she’s gain weight and then that’s why she said a bit difficult for her to to walk but without an orthosis, really hard for her to walk because she need to bend the trunk forward and bend to the side and use one hand to push the knee backwards to walk. So that’s why she said without an orthosis really really difficult for her

I=ok

T=she is able to walk but really hard for her to walk

I=yeah, ok and so erm when you are not wearing an orthosis are you able to do things around the house like cooking and cleaning?

T=so she said that when without uh an orthosis she need to use one hand to support the leg so can use only the other hand, so only one hand [stutter] to work, so she said that is … comparing with an orthosis, with an orthosis is better because both hand are free and she is able to walk faster and able to do the housework, like more confident and, how you say, more faster.

I=yeah, ok, so do you wear an orthosis all the time?

T=so she said that erm for her she use an orthosis when she work around the house, but like she after uh she like took a bath she when she remove and she just when she go to bed she just only keep it and if she wanted to go somewhere she just put on because she said that if wear the whole day she feel warm

I=yeah

T= and because it feel so sweaty on the leg

I=so do you ever go out in public not wearing it?

T=yes [stutter] she use the device

I=yeah, and when she’s in public she use yeah?

T=yeah

I=ok, erm…

T=so she said that she is uh, just add more information, so she said she just only stay at home. Even though like the other people ask her to join the ceremony or something, she’s unable to go and sit down, right because, she need to wear the orthosis and she need to take off an orthosis. So mainly, and one more thing, the other people also understand that she is, she’s unable when the like when we got to the [stutter] ceremony we need to… contribute small amount of money but because of she has no money, so that’s why, and the people around her they understand that

I=ok, so erm having like the orthosis stops you participating in the community things, like the ceremony thing, is that at like a temple?

T=Mmm, temple she’s [stutter] because not for an orthosis, and one more thing because she’s erm no money the the other things is difficult to go there, because from house to the temple or to the other place is a bit far, so is hardly for her to travel around. And no one, I mean, if the other, they’re going to have their son, their daughter, or their brother, their sister help her, but for her, no, no one. So and she need to take her mother so she can not leave from home.

I=ok, yeah, do erm your neighbours and the people around you offer to help with that or?

T=so she said that her [stutter], for her neighbour, when erm sometime they, if she have no rice to cook, they also give rice to her and sometime they give her money

I=ok

T=like 30,000 riel or something like that

I=ok, erm … so if you think about your first P&O experience again, how were old you or around what year did you get your first device?

T=she said more than 20 years but she could not remember in which year

I=ok so 20 years ago she got her first device, erm… so you said when you got your first device you felt uncomfortable, did you continue to wear the device when you first got it?

T=she said for the first device she didn’t feel any difficulty,

I=no?

T=she said that she’s ok and then she’s, because at that time she said she’s, when she was a bit young, she’s able to adapt with everything

I=Mhmm

T=so that’s why she said when she got the first device she doesn’t feel any discomfort.

I=ok, so you continued to wear it, after getting it?

T=mmm yeah.

I=ok and did you have any follow up visits or phone calls?

T=so she said uh after she got the first device, uh she just only, the PO gave her clear instructions that if she has any problem she can come back to to repair, ok?

I=mhmm

T=but because of she has no phone to contact, so she uh she the community worker she didn’t call to her and either they [stutter] they didn’t go to their house, so just only they just gave her the clear instructions that if any problem they can come back for repair, if too tight or too loose, she can come back for make a new one.

I=ok, ok erm so have you, or are you aware of any other P&O services from other providers such as ICRC or VI?

T=no she has never been to other centre, because [stutter] since she got the first device up to know she use only 2 device only.

I=ok, so you’ve had 2 in 20 years?

T=yeah,

I=yeah, wow, so they lasted a long time [laugh]

T=she said that even though it broken or something she just only adjust herself by tighten the string

I=ok, so you do self-repair?

T=yeah, she did a self-repair.

I=ok, erm so I’d now like to ask a bit about why you are here today, erm so yeah why are you here today?

T=so she come here to get the device

I=a new device?

T=yeah, she come to get the device, mean delivery of the device. So she already been here last week, I think last week for casting and for fitting.

I=ok

T=so today she come to get the device, make sure that come to get the device or fitting and she said come to get the device

I=ok, erm and so … is this device broken?

T=so she said that all the strap are broken

I=ok, yeah, you can see, yeah

T=she said that still able to walk but because all the strap are already broken so that’s why

I=yeah, ok, erm so how long has it been broken for, when did it break?

T=it broken, [stutter], since last 2 to 3 years

I=oh wow so a long time

T=yeah, long time already when she uh did the rice farm

I=erm so why did you not come to the clinic sooner?

T=so she said that, she said no money for paying the travel costs

I=ok

T=because of when arrive here and go back, almost, [stutter] she said that need to pay almost 50,000 riel, so is a lot for her. She is unable to…

I=yeah, and were exceed worldwide able to help you with the costs or?

T=for the costs its like erm, we need to see that how is that client. If the client is really poor, we’re going to give like 40,000 riel for erm both way and lunch is about 4,000 riel.

I=ok

T=so like it’s not, its not really…

I=they still need to pay some

T=yeah, still need to pay some for themselves

I=yeah, ok. Erm and so where abouts do you live, do you live Kandal province or?

T=so she now she live in Phnom Penh, but like now because like Phnom Penh is expanded right?

I=yeah

T=so previously it was in Kandal province

I=ok

T=so now it’s when expanded, now erm she live in Phnom Penh now. But far, very far from here.

I=so on the outskirts?

T=yeah, [stutter] outskirts, on the outsides of the… [laugh]

I=ok, is this clinic the closest to your home?

T=she said that here is closer in compared to VI

I=ok, erm … so erm … uh, ok so erm because of you wearing your orthotic device and erm having your disability do you think that people treat you differently to other people?

T=ok so she said that uh the people around her house or the people just come across her house, when they when they see her and she has problem like this uh they pity on, and some people give her money, some people give her rice.

I=mhmm

T=and she said that the people around, really support on her

I=yeah, have you ever had any negative experiences from other people?

T=no

I=no, never, ok. so erm, [car horn], erm, how to phrase this, so thinking about you coming to the clinic, erm how do you think the service could be improved?

SM/P7=[Khmer][laugh]

T=so she said that uh when for the services she said that no problem, and they always welcome especially for receptionist, they always welcome and the other P&O also explain her well.

I=mhmm

T=and then the services everything they speak politely to her, mm

I=ok, good. So, what do you think that exceed worldwide could do to make it easier for you to use the service, if that makes sense? [laugh]. It’s like enable access to and make it easier for her to come her, or other people as well.

T=uh this is related to the service, or to what?

I=so erm… what could exceed worldwide to make it easier for her and other people to use the service?

T=ah ok. so uh she said that before, previously, when the client arrive here, so the … organisation or exceed they gave her example now, she just told me for both way from home to centre and back from centre to home is about 50,00 riel, so they gave 50,000 riel right?

I=mhmm

T=but now because the fund is hardly to raise, is now, she said that now when she come they gave her only 24,000 only.

I=ok

T=so it’s not enough for travelling and she said when she arrive here uh, when from her home to here and from uh the centre to back home is about 80,000 riel so it’s not enough for her

I=yeah ok, so erm you think that exceed worldwide could provide more funds to…

T=yeah, more funds to people, especially for poor people

I=ok, erm and then do you think, so thinking about like uh health centre and hospitals in your local community, do you think they could do more to improve access?

T=so she said that even the health centre or hospital around her house or she wanted like, when she go to have health check or have any problem for treatments, so they should not ask a lot of money like, more than more than 100,000 riel or something like that. It should be like 2 uh 20,000 riel or 30,000 riel.

I=ok

T=so should not ask a lot of money because for the poor people they have no money to afford all the services the hospital they charge

I=yeah, ok, so the health centres charge too much money she thinks, yeah?

T=mmm

I=ok, and do you think the health centres … should try and provide free…

T=free of charge if possible

I=uh like… rehabilitative care, do you think they should like, so local hospitals should try and do that or? If that makes sense?

T=you mean, what you mean?

I=so like she can get like, so she could get like a delivery from uh a local hospital, so?

T=mmm because she [stutter] when she mention is that local hospital, because right now, even though local hospital the clinic, they charge a lot of money, so both are charging the money so that’s why she said that she wanted like uh they must understand about the poor people and not charge and should provide free of charge

I=ok, and is it a public or private hospital that she goes to?

T=so she said that uh she been to the clinic, they charge her when uh with the medicines and when she got uh IV. So that uh about 50,000 riel and she also been to the private centre, no the public, the government healthcare

I=mmm

T=also is about 40,000 riel, so when she compare it both, when she went to the clinic and the health centre is almost similar.

I=yeah so very similar

T=yeah so that’s why

I=erm, and erm have you ever been identified as poor by like the IDpoor programme?

T=she said that she also have the, how to say, erm we the call, the ID..

I=the ID card?

T=yeah, that is uh, that identified she is poor right?

I=yeah

T=so when she brought that to the health centre or… they, even though they just saw that paper, or saw that card and they didn’t take care on her.

I=ok, so they just ignore the fact that she had the card?

T=it’s not mean that they did ignore, they just only see that we are holding that card and they just only ask us to wait wait wait wait and the people that they give money so this is the priority

I=ok, so they prioritise the patient that pay

T=yeah prioritise the patient that have money

I=ok, erm … so erm is there anything else you would like to add about having a disability in Cambodia?

T=she said that uh it must be improved as when the disabled people or the poor people go to the hospital or health centre uh… like uh… they should have… uh how to say, they should take care more on the disabled people and poor people and should not let them wait and then like take time to get the services from the health centre or hospital

I=ok, yeah so you think that health centres should do … better to look after people with disabilities?

T=yeah, better

I=ok, erm and do you think that the bad treatment of people with disabilities stops them using the services?

T=actually it not like only the disabled people, [stutter] even though the poor like they don’t treat equally

I=ok

T=because erm, how to say, when they see the money they … they like they… compare it and they for me what she has said it’s like erm must be treat equally, nothing about poor or rich people. Actually, the way she said is not only they don’t treat well for the disabled people, they don’t treat well comparing the poor and rich people, only.

I=ok, ok, so if they were to treat everybody equally, can ask if she thinks it will improve access, will more people use the service?

T= she said that uh it must be like treat equally with the poor and rich people, so both of them should get equally services. So for example when the poor people come first, and then they she said that … they almost die, but just keep when they said that no money they keep them away, but when the rich people just come later on, and then when they just give money and then even though they don’t get serious uh

I=mhmm

T=serious injury, so they let them first.

I=ok,.. ok. So instead of triaging patients by severity, they do it by cost, who’s paying.

T=mmm

I=ok, so and then to finish, is there anything else you’d like to add about your experience of using P&O service at exceed? Do you think its good or bad or?

SM/P7=[Khmer][laugh]

T=so talk about the, she said she just only wanted to add more, even though like erm the people just walk around here, they should come and say hi and hello to her even though they are not P&O or not the treatment services, but they must come and say hi to her because uh she also want them to be welcome and like not only walk just pass through.

I=ok, so a bit more like, not like welcoming, but just more chatty

T=yes, chatting, mmm

I=ok, just one more thing, do you find that when you use the service here, people are treated more equally?

T=she said no, she said here they just treat equally.

I=ok, good [laugh]

I=so I’ve finished the questions now so thank you