T=Translator  
I=Interviewer  
P12=Participant 12

T=she ask, I explain to her don’t be scary, so [stutter] this is the first time for her to be here and she uh she got the other treatment in VI Kien Khleang, but because VI now just only repairing, they don’t make a new device because of the component like is sidebar, they no have anymore, so that’s why she change to be here [loud banging]

I=ok

T=for today and also she come for asking for sock [laugh]

I=ok [laugh]. So erm…

T=so this…

I=erm, so thank you for your time today, I want to ask erm your opinions and erm experiences of disability, and erm P&O services and healthcare in Cambodia. Ok, erm so to start I’d like to learn a little bit about yourself, how old you are and what grade you’re in at school. [loud banging]

T=so born in 2004 right?

P12=yes

T=ok so uh my name is [name], na?

P12=[name]

T=[name], yeah? I’m 18 years old, I study in grade 8, yeah?

T=yeah grade 8, I’m from Tboung Khmum province

I=ok

T=actually that time [stutter] it was like Tboung Khmum is in Kampong Cham province, but now they they separate it to be one more province, so it’s Tboung Khmum province.

I=yeah, ok. And erm so you live at [name] school?

T=so uh she came to [name] school since she was like uh 12 years old and that time she came to study grade 1.

I=yeah, ok. Erm [loud banging/machinery] and so how often do you get to go back home to the province?

T=so I just only ask her related to how often she goes to her hometown, so she said that it similar to to the other [name] student. That in April or Khmer new year, we’re gonna have small vacation so that is one month and during Pchum Ben so it’s about, we call big vacation for [name] School, they take about 3 months

I=mhmm ok, and erm how many people live at your house at your hometown? [loud machinery]

T=ok so have 6 people in the family, so have uh grandfather, yes, her father, her mother and the elder brother, and herself and the other younger sister.

I=ok. [loud machinery] erm so I would like to hear a little bit more about your disability, what is the cause of it?

T=ok so talk about her disability, so she said that uh she got this problem since she was born.

I=ok

T=so uh that time only her father notice that because her both leg is crossed to each other like this.

I=ok

T=yeah, so that… and then her father didn’t tell her mum because of that time, they [stutter] in Cambodia we always think that when the women just give birth, we we wont tell anything that really painful to her and then she might feel upset. So after a week, her mum or like her father told her mum that she got the problems

I=ok

T=or she has the problems

I=yeah, ok. And erm do you know whether your parents then took you to the hospital or health centre? [loud banging]

T=so erm right now talk about history, so she said that after she was she was uh born up until 13 days

I=ok

T=her parents brought her to erm to Kampong Cham rehab centre, called HI rehab centre

I=mhmm

T=and after that they said that because she was so young so they could not, and either because her feet is really, so I think it club feet, she got club feet. And then after that it could not be using orthosis because it’s really affect so that’s why they ask her parent to brought her to the national paediatric hospital and then they did the surgery, like release the Achilles tendon here, and the back side so after that they did releasing and then they did the serial casting.

I=yeah, ok and can you remember how old, or do you know how old you were when they did the surgery?

T=she could not remember at which age…her mum told her, but she could not remember [laugh]

I=[laugh] ok, but still a baby though?

T=just below one year

I=yeah, ok. Erm and then afterwards did you have PT treatments or was it just the operation?

T=so talk about when she got the treatments. She got treatments at the national paediatric hospital for more than 2 months

I=ok

T=so then after she got that treatment, so up to uh she was 5 year old she got uh rehab treatments in Kampong Cham province and that time they also did like uh PT treatments and also make an orthosis for her.

I=yeah

T=I try to ask more that between that, because after surgery, they always ask the client to come to rehab centre to get the PT or to get the orthosis, yeah if not it’s going to go back to problems.

I=yeah

T=but she said that no, she didn’t get any treatment

I=ok so there was a gap from the surgery…

T=until 5 year old

I=ok, of like no treatment?

T=no any treatment

I=ok. Erm … erm so I’m just going ask a little bit more about your disability again, are you able to walk without the orthosis?

T=ok so she said she is unable to walk without an orthosis

I=mhmm ok

T=I ask her without an orthosis can she only like uh support something to walk or walk with crutches and she said no no

I=ok, erm and then when you are at home do you wear the orthosis throughout the whole day?

T=so for her she study the whole day, right? So she wear since 6am in the morning until 8pm

I=ok

T=I ask her said that during the day time like afternoon its hot, does she take it off? And she said sometime she take but uh she she take it off, but she said when take it off when she put it on, it take more time to put it on so that’s why she didn’t take it off.

I=yeah, ok. Erm and then erm … is there anything your disability stops you from doing that you want to do?

T=so only like uh she has like uh of an idea but I try to explain that for example like she unable, because of her disability so she unable like jump up from the table or jump up from the bed, and after that she said ok, like erm she’s uh is a girl she wanted to play with the other lady right, so they play with the the elastic string and they jump or playing over that, yeah.

I=oh yeah, ok

T=just could not, so she wanted to play as the other young girl, but could not.

I=yeah, and erm did the other young children, did they treat you any differently?

T=so just only ask to explain more because this one is the question, for her and after that she said that for her parents ok, they supportive of her, her father her mother support her, even though the elder brother or younger sister they support her. And her friend at [name] school also they like they support they didn’t say anything, but only the people in around her house

I=mhmm

T=some people they said to her that she’s erm uh like uh lost the leg, other word is it, lost the leg erm tell that to her that she’s disabled people and uh also the young, some people they walk follow her.

I=ok. So erm you find that people that don’t know you very well can be a bit mean to you?

T=so she said that really mean to her, because sometimes she feel upset, she cry and she’s like take a tablet to suicide.

I=oh dear

T=so that’s why I said to her that no no it’s only the people talk and it’s not, don’t hurt yourself

I=yeah yeah

T=so can I explain her a little bit…

I=yeah of course.

[T/P12=talk briefly]

I=ok erm… so how does making an orthosis make you feel?

T=ok so only ask her uh uh for her, she said that uh she she think that an [stutter] orthosis can help her lot like she’s able to walk, because without the device she cannot walk. So when she got the device she’s able to walk, she’s able to do the housework like cooking, cleaning.

I=yeah

T=she can can go for walk with the device

I=yeah, yeah ok. So you think that devices make your life better?

T=yes

I=yeah, ok erm … so when you were, I’m going to ask now a little bit about your service uh rehabilitation service use and healthcare use. So you got your first or first device when you were 5 years old from HI?

T=yeah

I=erm and … how many times did you go to the rehabilitation service HI?

T=ok so she went to HI in Kampong Cham province so she make the device about 4 to 5

I=yeah

T=4 to 5 pair

I=ok, so you went quite a few times there. Did you think the service there was good? Did you like going there?

T=ok so she said that uh, the question firstly, she said that yes that is good. And then she also, I ask more information related to an orthosis, so she got an orthosis HI Kampong Cham province

I=mhmm

T=so the last one she also got it from there, and when she repair, she repair in VI Kien Khleang.

I=ok, so you’ve used different services

T=yeah

I=do you erm prefer HI or using VI? What differences are there between the services?

T=so one more answer, she also have made 1 orthosis in VI in Kien Khleang, but it was not good and she’s unable to walk with that and it’s not comfortable to use.

I=ok

T=so that’s why she’s return back the device and she got back her old one from HI [laugh]

I=yeah ok, why do you think the device was bad, was it just made differently?

T=so she said that when using the device, when like uh the device from VI, she feel like it’s difficult to walk, painful and sometime because it’s like uh, she feel like the knee is soft, so she fell often.

I=mhmm ok

T=so that’s why she change the device

I=yeah ok

T=she could not use it

I=yeah ok, erm so thinking about when you first used the services in HI and VI do you know how your parents found out about the service available? So how did her parents learn about?

T=the service, where the service, can get more service something like that?

T=ok so talk about her parents known about the services, only services she known only in Kampong Cham

I=ok

T= and she also heard from the other people around

I=yeah

T=but about VI service or exceed services, her parents doesn’t know

I=ok

T=so because like VI they known from the [name] school

I=ok ok

T=even though here so they’ve known by the [name] school

I=ok, so erm when you were at the hospital or health centre did they ever tell you, or told you about services?

T=so talk about erm knowing the services that I ask does she, does her parent know uh like after got treatment from national paediatric hospital after surgery, do the hospital, the people in hospital explain that have anywhere that going to provide rehab services. And she said that they told to her parents but uh she also doesn’t know why didn’t bring her to the health cen- to the rehab centre.

I=ok ok, erm so erm what’s the purpose of your visit today?

T=so she come here asking for the sock

I=ok so just the sock, no new device?

T=no

I=no, ok. Erm … erm … [long pause] ok so erm this question might be a little hard, I don’t know if you will be to to answer but erm how do you think P&O services can help people use the service? So how can erm like P&O centres make it easy for people to use them? So what they can do to improve access

T=so what you mean it’s like uh like erm explain to the patient clearly and how do they assess where they can assess

I=no, like erm so some people like can’t obviously come to clinic because it’s too far or too expensive,

T=ah ok

I=erm so like what can P&O services do to make it easy for people to…

T=so talk about her, she’s lack of an idea because I try to explain to her that should be like is it difficult for the people that stay far away, and they don’t know about the services, where they could get the services, right? Example now, I ask only example to her that now we have the uh rehab centre in Kampong Cham, it nearby her house right?

I=mhmm

T=but example if she work in Siem Reap and no rehab centre and she wanted to make the new device or wanted to repair she need to come to Kampong Cham. So I ask her that if no have there, so should be like uh rehab centre must be, have in every province or not, and she said yes.

I=yeah ok. Erm so is there anything else you’d like to add about your experience of disability?

T=so only difficult to walk

I=ok and then I ask one more question and it might be a bit hard but erm if you can change one thing about erm rehab services or healthcare services in Cambodia, what would it be?... so for me I would change like uh the number of services, so I think there should be more available, so that’s what I would change for example.

T=so so it’s like every province must be have

I=yeah yeah

T=explain a lot [laugh] related to the hospital, like when she like see the new baby born with like the club feet so they must go to the health centre to get early treatment, or go to the pharmacy and the people at the pharmacy they understand about where they the client should be able to get the services, or rehab services

I=Mhmm

T=and she said that yes [laugh]

I=ok erm well we’re stop there. So arkun thank you.