Glenda’s story 2

With a lot of medical issues or conditions... Doctors and nurses tend to use medical dialogue. Aboriginal people don’t understand that, so they have difficulties understanding and they are saying, ‘Yes,’ to consent to do things where it’s not necessary. And, you know, because they’re not fully understanding what the doctor’s saying.

Easier for people to understand, just the everyday people. And using basic English, and drawing lots of diagrams and things so that people can understand.

Plus, sometimes it takes spending one-on-one time with nurses to gain this. And a lot of nurses, because of the hospital system today... They’re short staffed as well... They haven’t got time to sit down to do one-on-one a lot of the time. So this is where the areas of Aboriginal Liaison or Aboriginal Health Workers within a hospital system can sort of help that.

Now, when a nurse is rude or abrupt or... She might not mean to be rude or abrupt, but it’s just that she’s got limited time to spend with a person so... It comes across to the patient that she’s rude and abrupt and... ‘I don’t want to go back there anymore.’

You’ve heard the expression, ‘Broome Time’? [laugh] Where nothing’s rushed [laugh]. We’ve always said that with our Aboriginal people too... ‘Nothing’s rushed.’