

Chinese Voice Project Report

Sheffield Chinese Community Centre

June 2018

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healthwatch
Sheffield



The aim

The aim was to enable 100 members of the Sheffield Chinese community to take part in our Chinese Voice project. We wanted to understand their views and experiences of local health and social care services. This project received a #SpeakUp grant from Healthwatch Sheffield.

What we did

The Sheffield Chinese Community Centre conducted surveys and one to one interviews, held two workshops and a focus group meeting with Chinese members in May 2018 in order to obtain feedback about their experiences and views on local health and social care services.

We have engaged a total of 127 Chinese members to complete the survey questionnaires and three members in the focus group meeting for our research. Copies of the questionnaires used can be found in appendix 1 and appendix 2.

Demographics

In terms of the survey respondents:

- 70 were Cantonese speakers, 48 were Mandarin speakers and 9 speak mainly English.
- Respondents were aged between 16 and over 80 years old.
- 89 respondents were female and 38 respondents were male.
- 11 respondents aged between 16 and 25 were students and 44 respondents were employed / self –employed individuals and the rest of the respondents were either retired or unemployed people.

What we found out about health services

The results from the survey are described in detail below.

Respondents' own health

When asked to describe their health, 17 people said that they were 'unhealthy' or 'very unhealthy' and 53 people described themselves as 'healthy' or 'very healthy'.

GP practices

When asked about visits to their local GP, most respondents reported that they had visited their GP 1-4 times in the last 12 months.

51 respondents rated their local GP practice as 'good', 61 out of 127 respondents rated it as 'average' and only 8 respondents rated it 'poor'.

About 80 % of respondents prefer to visit their local GP to help their health problem instead of going to the Walk-in Centre or the A & E department in the hospital.



Hospital

In terms of hospital visits, respondents had visited 1-3 times in the last 12 months and the main reason for their visit was for a follow-up or due to a referral by their GP.

66 respondents rated the hospital(s) they visited as 'very good' and 'good'. 52 respondents rated it as 'average' and only 4 respondents rated it as 'poor'.

Most respondents also found the clinic/ outpatient department of the hospitals were clean.

Other health care services

About 1/3 of respondents had received medical care from other sources and the reasons for them to do so included mainly language barriers, unavailability of their doctor, seeking a second opinion and their belief that Chinese medicine is more effective.

About medical professionals

Most respondents agreed that nurses and doctors are friendly and courteous and they have enough time to discuss their medical problem with the medical professionals. However 20 respondents thought that it is not easy to communicate with the nurses / doctors.

Overall Experience of Health services

When rating their overall experience of health services, between very poor (0) to very good (10), 52 respondents rate it average, 40 respondents rate it good and 13 respondents rate it very good.

What we found out about social care services

Use of services

82 % (104 out of 127) of respondents didn't receive any social care support services in the past 12 months and only 12 out of 127 respondents had received support from social care services.

Information about services

59 % of the respondents found it difficult to find information and advice about support, services and benefits provided by social care service. As a result 57 % of our respondents will seek help from the Sheffield Chinese Community Centre, 28 % of our respondents will seek help from Citizens Advice Sheffield and 24 % of our respondents will seek help from their friends and relatives.



Which services are used?

For those respondents who had received support from social care, it included mainly equipment provided by the local council to help their mobility, care home services and money from the local council to pay for their care services.

Satisfaction with services received

Eighteen respondents commented that they are 'satisfied' with Social Services and only two respondents stated that they are 'very dissatisfied'.

The services with which respondents were satisfied are the help for them to get food and drink, to feel safe at home, in having social contact with people.

However 10 out of 12 respondents who received social care services think that they don't have enough choice over the care and support services they receive. (By 'choice' we mean being able to choose from a range of care providers and services and make changes as and when required.)

Twenty-four respondents think social care services could help people to have a better quality of life and 100 respondents didn't make any comments as they didn't have experiences of the services.

Overall Experience of Social Care services

Sixteen respondents think their overall experiences of social care services are average but two respondents rated their experiences as 9 out of 10 and four respondents rate it 10 out of 10 – meaning that their experiences were very good.



About Healthwatch Sheffield

Healthwatch Sheffield is the city's local consumer watchdog for health and social care services. The organisation exists to help adults, children and young people to influence and improve the way health and social care services are designed and run in the city. Healthwatch Sheffield is completely independent from the NHS and Sheffield City Council.

About the #SpeakUp grants

In 2017/18 Healthwatch Sheffield ran a small grants programme called 'Speak Up'. The programme was designed to enable local organisations and community groups to gather views and experiences of health and social care services from Sheffield residents, especially from those who do not traditionally have a voice. The aim is to ensure that health and social care decision makers in the city hear from a diverse range of people about their experiences of services.



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Appendix 1: Survey Questionnaire – simplified version



Chinese Experiences and Views of Local Health and Social Care Services Questionnaire

by Sheffield Chinese Community Centre

谢菲尔德华人社区中心当地健康与社会支援服务调查问卷

The purpose of this questionnaire is to collect information about the experience and views of the Chinese community members regarding local health and social care services. By completing this questionnaire, you will help Healthwatch Sheffield, the health services authorities and Sheffield City Council to gain a better understanding of your needs and experiences. With this better understanding, these public service providers will be able to develop Health and Social Care Services more appropriate for the needs of the Chinese Community. **There are four sections in this questionnaire: The first two sections focus on Health Services (Section A) and Social Care Services (Section B). You only need to fill out sections that are applicable. In Section C, please provide some basic information about you. In Section D, please indicate if you would like to be invited to a future focus group.**

本调查问卷的目的是收集有关本地华人关于当地健康和社会支援服务的经验和观点的信息。通过填写此调查表，您将帮助 Healthwatch Sheffield，卫生服务机构和谢菲尔德市政府了解您的需求和经验。有了更好的理解，这些机构将能够开发更适合本地华人社区需求的健康和社会支援服务。**本调查问卷有四个部分：前两部分重点关注健康服务（A 部分）和社会支援服务（B 部分）。您只需填写适用的部分。在 C 部分，请提供一些关于您的基本资料。在 D 部分，请说明您是否希望被邀请参加未来的焦点小组。**

Section A: Your views and experience on Health Services

A 部分：您对卫生服务的看法和经验

1. Which of the following best describes your overall health?

1. 以下哪项最能描述您的整体健康状况？

- ☐ Very Unhealthy – Serious medical history. Very imbalanced diet and no exercise.
非常不健康 - 严重的病史。非常不平衡的饮食和不运动
- ☐ Unhealthy – Some serious medical history. Imbalanced diet and little exercise.
不健康 - 一些严重的病史。不平衡的饮食和少量运动
- ☐ Average – Some medical history. No set diet or fitness regime.
平均 - 一些病史。没有固定饮食或运动
- ☐ Healthy – Little or no medical history. Balanced diet and active lifestyle.



健康 - 很少或没有病史。均衡的饮食和积极的生活方式

- ☐ Very Healthy – No previous medical history. Balanced diet and very active lifestyle.
非常健康 - 没有以前的病史。均衡的饮食和非常活跃的生活方式

2. How many times have you visited your GP at your local clinic in the past 12 months?

2. 在过去的 12 个月中，您去过当地诊所几次？

3. How many times have you visited a hospital in the past 12 months?

3. 您在过去 12 个月中去过医院多少次？

4. If you have visited a hospital in the past 12 months, please indicate the reason for your visit(s). (Please choose all that apply.)

4. 如果您在过去 12 个月内曾去过医院，请说明原因。（请选择所有适用的。）

- ☐ A&E 急診 ☐ Follow-up checking 后续检查 ☐ Referral 诊所转介
☐ Other 其他 _____

5. Did you receive any medical care from other sources outside the local clinic or hospital?

5. 您是否从当地诊所或医院以外的其他来源获得医疗服务？

- ☐ Yes 是 ☐ No 否

6. If yes, why did you do so?

6. 如果是的话，您为什么这样做？

- ☐ Unavailability of the doctor 医生没空
☐ To seek for second opinion 寻求第二意见
☐ Language barrier 语言障碍
☐ the Chinese medicine are more effective 中医更有效
☐ Other 其他 _____

7. In regards to treating your health problems, how would you rate your local clinic?

7. 关于治疗您的健康问题，您如何评价您当地的诊所？

- Very poor 很差 Poor 差 Average 一般 Good 好 Very Good 很好



8. In regards to treating your health problems, how would you rate the hospital(s) you visited?

8. 关于治疗您的健康问题，您如何评价您访问的医院？

Very poor 很差 Poor 差 Average 一般 Good 好 Very Good 很好

9. Please rate the following statements.

9. 请评价以下声明

	Strongly disagree 强烈不同意	Disagree 不同意	Neutral 没意见	Agree 同意	Strongly agree 强烈同意
Nurses are friendly and courteous 护士很友好和礼貌					
Doctors are friendly and courteous 医生非常友善和礼貌					
It is easy to communicate with the nurses / doctors 很容易与护士/医生沟通					
I have enough time to discuss my medical problem with the doctor/ health officer or nurse 我有足够的时间与医生/卫生官员或护士讨论我的医疗问题					
The clinic /outpatient department of the hospitals are clean 医院的诊所/门诊部是干净的					

10. If quality of service is equal, which source of care would you prefer?

10. 如果服务质量相同，您更喜欢哪种卫生服务来源？

- ☐ I would prefer to go to a walk-in clinic 我宁愿去 Walk In Clinic
- ☐ I would prefer to go to the local clinic (personal physician / GP) 我宁愿去当地的诊所 (私人医生/ GP)
- ☐ I would prefer to go to the hospital emergency room 我宁愿去医院急诊室



☐ Other 其他 _____

11. Overall, your experience on Health Services is (Please circle a number)

11. 总的来说，你的健康服务经验是 (请圈出一个数字)

I had a very poor experience

I had a very good experience

我的经验很差

我的经验很好

0 1 2 3 4 5 6 7 8 9 10

12. Other comment on Health Services:

12. 对健康服务的其他评论

Section B: Your views and experience on Social Care and support Services

B 部分：您对社会支持服务的看法和经验

1. Did you receive any social care and support in the past 12 months?

1. 你在过去 12 个月里得到过任何社会关怀和支持吗？

☐ Yes 有

☐ No 没有

2. In the past 12 months, have you generally found it easy or difficult to find information and advice about support, services or benefits provided by the Social Services?

2. 在过去的 12 个月中，您是否发现通过社会服务提供的支持，服务或福利方面的信息和建议通常很容易或难以找到？

☐ Easy 容易

☐ Difficult 难

3. If it is difficult, where will you go to seek for help?

3. 如果很难，你会去哪里寻求帮助？

☐ Sheffield Chinese Community Centre 谢菲尔德华人社区中心

☐ Sheffield Citizen Advice and Law Centre 谢菲尔德市民咨询和法律中心

☐ Friends and relatives 朋友和亲戚

☐ Other 其他 _____

4. Please tick (✓) the box which shows the social care and support services you have received

4. 请在显示您收到的社会支持服务的方框里打勾 (✓)



- ☐ Equipment provided by the local council to help your mobility
由当地议会提供的设备，以帮助您的移动
- ☐ Care home services
关爱家庭服务
- ☐ Money received from the local council for payment of your care services
从当地议会收到的用于支付您的护理服务的钱

5. How satisfied or dissatisfied are you with the nurses / staff who are paid to help you?

5. 你对帮助你的护士/工作人员有多满意或不满意？

- ☐ I am very satisfied 非常满意
- ☐ I am satisfied 满意
- ☐ I am neither satisfied nor dissatisfied 没有意见
- ☐ I am dissatisfied 不满意
- ☐ I am very dissatisfied 非常不满意

6. How satisfied or dissatisfied are you with the social care and support services provided? (help you to get food and drink, to feel safe at home, in having social contact with people, etc.)

6. 您对所提供的社会护理和支持服务的满意度或不满意程度如何？
（帮助你获得食物和饮料，在家中感到安全，与人接触等）

- ☐ I am very satisfied 非常满意
- ☐ I am satisfied 满意
- ☐ I am neither satisfied nor dissatisfied 没有意见
- ☐ I am dissatisfied 不满意
- ☐ I am very dissatisfied 非常不满意

7. Which of the following statements best describes how much choice you have over the care and support services you receive? (By 'choice' we mean being able to choose from a range of care providers and services and make changes as and when required)

7. 以下哪项陈述最能描述您对您获得的护理和支持服务有多少选择？（根据“选择”我们的意思是能够从一系列护理提供者和服务中进行选择，并根据需要进行更改）

- ☐ I do have enough choice over care and support services
我对护理和支持服务有足够的选择
- ☐ I don't have enough choice over care and support services
我没有足够的护理和支持服务选择
- ☐ I don't want or need choice about care and support services
我不想或不需要关心和支持服务的选择



8. Do care and support services help you to have a better quality of life?

8. 护理和支持服务是否有助于您获得更好的生活品质？

☐ Yes 是

☐ No 否

9. Overall, your experience on Social Care and Support Services is
(Please circle a number)

9. 总的来说，你在社会关怀和支持服务方面的经验是(请圈出一个数字)

I had a very poor experience

I had a very good experience

我的经历很差

我的经验很好

0 1 2 3 4 5 6 7 8 9 10

10. Other comment on Social Care and Support Services:

10. 关于社会关怀和支持服务的其他评论：

Section C: About you

C 部分：您的基本资料

Age 年龄: _____

Gender 性别: ☐ Male 男性 ☐ Female 女性 ☐ Others 其他 _____

Spoken Language 语言: ☐ Mandarin 普通话 ☐ Cantonese 粤语 ☐ English 英语

☐ Others 其他 _____

Occupation 职业: ☐ Student 学生 ☐ Unemployed 失业 ☐ Retired 退休

☐ Employed/self-employed 工作/自营 ☐ Others 其他 _____

First half of postcode 前一半邮编: _____

Section D: Participating in Our Focus Group

The Sheffield Chinese Community Centre is planning a focus group to further discuss your experience accessing Health and Social Care Services. Are you interested in being contacted about this in the future?



谢菲尔德华人社区中心正在筹划一个焦点小组，以进一步讨论您访问健康和社会关怀服务的经验。您是否有兴趣在未来接触此事？

☐ Yes 是 ☐ No 否

If yes, please leave your contact details.
如果是，请留下您的联系方式。

Name 姓名: _____
Email 电子邮件: _____
Phone number 电话号码: _____

Thank you for filling out this questionnaire and please return this questionnaire to the
Sheffield Chinese Community Centre, 157 – 159 London Road, Sheffield, S2 4LH

感谢您填写此问卷，并将此问卷寄回谢菲尔德华人社区中心 157 – 159 London Road,
Sheffield, S2 4LH



Appendix 2: Survey Questionnaire – traditional version



Chinese Experiences and Views of Local Health and Social Care Services Questionnaire

by Sheffield Chinese Community Centre

雪埠華人社區中心當地健康與社會支援服務調查問卷

The purpose of this questionnaire is to collect information about the experience and views of the Chinese community members regarding local health and social care services. By completing this questionnaire, you will help Healthwatch Sheffield, the health services authorities and Sheffield City Council to gain a better understanding of your needs and experiences. With this better understanding, these public service providers will be able to develop Health and Social Care Services more appropriate for the needs of the Chinese Community. **There are four sections in this questionnaire: The first two sections focus on Health Services (Section A) and Social Care Services (Section B). You only need to fill out sections that are applicable. In Section C, please provide some basic information about you. In Section D, please indicate if you would like to be invited to a future focus group.**

本調查問卷的目的是收集本地華人使用當地健康和社會支援服務的經驗以及觀點的信息。透過填寫此調查表，您將幫助 Healthwatch Sheffield，衛生服務機構和雪埠市政府了解您的需求和經驗。有了更好的理解，這些機構將能夠開發更適合本地華人社區需求的健康和社會支援服務。**本調查問卷有四個部分：前兩部分關注健康服務（A 部分）和社會支援服務（B 部分）。您只需填寫適用的部分。在 C 部分，請提供一些關於您的基本資料。在 D 部分，請說明您是否希望被邀請參加未來的焦點小組。**

Section A: Your views and experience on Health Services

A 部分：您對衛生服務的看法和經驗

13. Which of the following best describes your overall health?

1. 以下哪項最能描述您的整體健康狀況？

- ☐ Very Unhealthy – Serious medical history. Very imbalanced diet and no exercise.
非常不健康 - 嚴重的病史。非常不平衡的飲食和不運動
- ☐ Unhealthy – Some serious medical history. Imbalanced diet and little exercise.
不健康 - 一些嚴重的病史。不平衡的飲食和少量運動
- ☐ Average – Some medical history. No set diet or fitness regime.
平均 - 一些病史。沒有固定飲食或運動
- ☐ Healthy – Little or no medical history. Balanced diet and active lifestyle.



健康 - 很少或沒有病史。均衡的飲食和積極的生活方式

☐ Very Healthy – No previous medical history. Balanced diet and very active lifestyle.

非常健康 - 沒有病史。均衡的飲食和非常活躍的生活方式

14. How many times have you visited your GP at your local clinic in the past 12 months?

2. 在過去的 12 個月中，您去過當地診所幾次？

15. How many times have you visited a hospital in the past 12 months?

3. 在過去的 12 個月中，您去過醫院幾次？

16. If you have visited a hospital in the past 12 months, please indicate the reason for your visit(s). (Please choose all that apply.)

4. 如果您在過去 12 個月內曾去過醫院，請說明原因。（請選擇所有適用的。）

☐ A&E 急診 ☐ Follow-up checking 後續檢查 ☐ Referral 診所轉介

☐ Other 其他 _____

17. Did you receive any medical care from other sources outside the local clinic or hospital?

5. 您是否從當地診所或醫院以外的其他來源獲得醫療服務？

☐ Yes 是 ☐ No 否

18. If yes, why did you do so?

6. 如果是的話，您為什麼這樣做？

☐ Unavailability of the doctor 醫生沒空

☐ To seek for second opinion 尋求第二意見

☐ Language barrier 語言障礙

☐ the Chinese medicine are more effective 中醫更有效

☐ Other 其他 _____

19. In regards to treating your health problems, how would you rate your local clinic?

7. 關於治療您的健康問題，您如何評價您當地的診所？

Very poor 很差 Poor 差 Average 一般 Good 好 Very Good 很好



20. In regards to treating your health problems, how would you rate the hospital(s) you visited?

8. 關於治療您的健康問題，您如何評價您去過的醫院？

Very poor 很差 Poor 差 Average 一般 Good 好 Very Good 很好

21. Please rate the following statements.

9. 請評價以下聲明

	Strongly disagree 強烈不同意	Disagree 不同意	Neutral 沒意見	Agree 同意	Strongly agree 強烈同意
Nurses are friendly and courteous 護士很友善和禮貌					
Doctors are friendly and courteous 醫生非常友善和禮貌					
It is easy to communicate with the nurses / doctors 很容易與護士/醫生溝通					
I have enough time to discuss my medical problem with the doctor/ health officer or nurse 我有足夠的時間與醫生/衛生人員或護士討論我的醫療問題					
The clinic /outpatient department of the hospitals are clean 醫院的診所/門診部是乾淨的					

22. If quality of service is equal, which source of care would you prefer?

10. 如果服務質量相同，您比較喜歡哪種衛生服務來源？

- ☐ I would prefer to go to a walk-in clinic 我寧願去 Walk In Clinic
- ☐ I would prefer to go to the local clinic (personal physician / GP) 我寧願去當地的診所 (私人醫生/ GP)
- ☐ I would prefer to go to the hospital emergency room 我寧願去醫院急診室
- ☐ Other 其他 _____



23. Overall, your experience on Health Services is (Please circle a number)

11. 總的來說，你的健康服務經驗是 (請圈選一個數字)

I had a very poor experience

I had a very good experience

我的經驗很差

我的經驗很好

0 1 2 3 4 5 6 7 8 9 10

24. Other comment on Health Services:

12. 對健康服務的其他評論

Section B: Your views and experience on Social Care and support Services

B 部分：您對社會支援服務的看法和經驗

11. Did you receive any social care and support in the past 12 months?

1. 你在過去 12 個月裡得到過任何社會關懷和支援嗎？

☐ Yes 有

☐ No 沒有

12. In the past 12 months, have you generally found it easy or difficult to find information and advice about support, services or benefits provided by the Social Services?

2. 在過去的 12 個月中，您是否發現社會服務提供的支持，服務或福利方面的信息和建議通常很容易或難以找到？

☐ Easy 容易

☐ Difficult 難

13. If it is difficult, where will you go to seek for help?

3. 如果很難的話，你會去哪裡尋求幫助？

☐ Sheffield Chinese Community Centre 雪埠華人社區中心

☐ Sheffield Citizen Advice and Law Centre 雪埠市民諮詢和法律中心

☐ Friends and relatives 朋友和親戚

☐ Other 其他 _____

14. Please tick (✓) the box which shows the social care and support services you have received

4. 請在顯示您收到的社會支援服務的方框裡打勾 (✓)



- ☐ Equipment provided by the local council to help your mobility
由當地議會提供的設備，以幫助您的行動
- ☐ Care home services
關愛家庭服務
- ☐ Money received from the local council for payment of your care services
從當地議會收到的用於支付您的護理服務的錢

15. How satisfied or dissatisfied are you with the nurses / staff who are paid to help you?

5. 你對幫助你的護士/工作人員有多滿意或不滿意？

- ☐ I am very satisfied 非常滿意
- ☐ I am satisfied 滿意
- ☐ I am neither satisfied nor dissatisfied 沒有意見
- ☐ I am dissatisfied 不滿意
- ☐ I am very dissatisfied 非常不滿意

16. How satisfied or dissatisfied are you with the social care and support services provided? (help you to get food and drink, to feel safe at home, in having social contact with people, etc.)

6. 您對所提供的社會護理和支持服務的滿意度或不滿意程度如何？
（幫助你獲得食物和飲料，在家中感到安全，與人接觸等）

- ☐ I am very satisfied 非常滿意
- ☐ I am satisfied 滿意
- ☐ I am neither satisfied nor dissatisfied 沒有意見
- ☐ I am dissatisfied 不滿意
- ☐ I am very dissatisfied 非常不滿意

17. Which of the following statements best describes how much choice you have over the care and support services you receive? (By 'choice' we mean being able to choose from a range of care providers and services and make changes as and when required)

7. 以下哪項陳述最能描述您對您獲得的護理和支持服務有多少選擇？（對於“選擇”我們的意思是能夠從一系列護理提供者和服務中進行選擇，並根據需要進行更改）

- ☐ I do have enough choice over care and support services
我對護理和支持服務有足夠的選擇
- ☐ I don't have enough choice over care and support services
我沒有足夠的護理和支持服務選擇
- ☐ I don't want or need choice about care and support services
我不想或不需要關心和支持服務的選擇



18. Do care and support services help you to have a better quality of life?

8. 護理和支持服務是否有助於您獲得更好的生活品質？

☐ Yes 是

☐ No 否

19. Overall, your experience on Social Care and Support Services is (Please circle a number)

9. 總的來說，你在社會關懷和支持服務方面的經驗是 (請圈選一個數字)

I had a very poor experience

I had a very good experience

我的經驗很差

我的經驗很好

0 1 2 3 4 5 6 7 8 9 10

20. Other comment on Social Care and Support Services:

10. 關於社會關懷和支持服務的其他評論：

Section C: About you

C 部分：您的基本資料

Age 年齡: _____

Gender 性別: ☐ Male 男性 ☐ Female 女性 ☐ Others 其他 _____

Spoken Language 語言 ☐ Mandarin 普通話 ☐ Cantonese 粵語 ☐ English 英語

☐ Others 其他 _____

Occupation 職業: ☐ Student 學生 ☐ Unemployed 失業 ☐ Retired 退休

☐ Employed/self-employed 工作/自營 ☐ Others 其他 _____

First half of postcode 郵遞區號前三碼: _____

Section D: Participating in Our Focus Group

The Sheffield Chinese Community Centre is planning a focus group to further discuss your experience accessing Health and Social Care Services. Are you interested in being contacted about this in the future?



雪埠華人社區中心正在籌劃一個焦點小組，以進一步討論您訪問健康和社會關懷服務的經驗。
您是否有興趣在未來接觸此事？

☐ Yes 是 ☐ No 否

If yes, please leave your contact details.
如果是的話，請留下您的聯繫方式。

Name 姓名: _____
Email 電子郵件: _____
Phone number 電話號碼: _____

Thank you for filling out this questionnaire and please return this questionnaire to the
Sheffield Chinese Community Centre, 157 – 159 London Road, Sheffield, S2 4LH
感謝您填寫此問卷，並請將此問卷寄回雪埠華人社區中心 157 – 159 London Road, Sheffield,
S2 4LH