



Not hard to reach Not hard to please.

This report was developed by a young mums group at Getaway Girls. The group consisted of 10 young women who are either pregnant or already parents from across Leeds. Their ages varied between 15 – 22yrs with children between the ages of 3months and 4 years. They have experiences of many health environments including anti-natal, post-natal, hospitals, doctors, family planning clinics and health visitors.

When asked “what influences a positive visit” they looked at accessing services for both themselves and their children. The following points are statements from the young people regarding their experiences and feelings as individuals and as parents.

The facilitator asked the question “What are the things that can positively influence your experience when accessing health services?”

The group decided on the following 5 points as the most important.

- 1. When I’m not judged and treated with respect regardless of my age and their opinions of me, my child and my life.**

This helps me feel comfortable with a professional person, makes me feel normal, respected and equal.

- 2. When they speak to me as they would a normal aged parent, mums are meant to know when their own child isn’t well as they know their children better than anyone. Young mums do too.**

This again helps us feel comfortable to express our fears, concerns and opinions to people we see as the experts. Also helps us to feel confident and adequate parents.

3. **When they explain clearly what and for what reason they are prescribing medication, performing an examination or referring us or our children for further tests.**

This makes us feel like respected human beings rather than just any old patient. It also tells us you have really listened to what we have had to say about symptoms and are taking us seriously.

4. **Sometimes When you phone up to try and get an appointment the Receptionist at my doctors can come across to me as being rude, unhelpful and even nosey asking too many questions about why I need an appointment.**

This makes me feel uncomfortable as I feel my illness/symptoms are personal and don't really want to tell a receptionist with no medical qualifications. It also makes me feel unimportant.

5. **I like it when doctors surgery's have a nice clean and safe Children's play area with toys and books, which are in a good condition for my child to play with.**

Doctors waiting rooms are usually very quite, when there is a play area I feel more comfortable for my child to play and make noise which is less stressful for me than trying to keep him sat still and quite on my knee, especially as they never seem to run on time.

