



Not hard to reach Not hard to please.

This report shows the results based on a workshop which 7 young people who are asylum seekers or refugees have attended. These young people were aged between 13 – 24 years old, had all visited health services and gave us feedback on their experience.

They each summarized the 5 main points of importance to them when asked

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

The statements are taken from the group and this paper summarizes the 5 main recurring points;

- **If we get translators provided when using the health service, both for myself and my parents.**

This greatly helps me because it makes me feel valued as I might understand English but I don't always understand medical terms, and means I do not have the responsibility for translating for my parents. I then feel that the professional cares that I understand what is going on with my health and I feel valued as a person using the service and that my needs count.

- **If the staff are friendly at the health service you are using and focused on you, especially the receptionist**

As the receptionists are usually the first people you see you are more likely to feel welcome in the service, feel more confident and enjoy the whole experience.

Paying direct attention to you makes you feel valued and listened to.

- **It is better if the health service surroundings are nice, clean and welcoming.**

For example; the waiting room, if it looks and smells nice and is clean you feel happier waiting there and you can be comfortable within yourself and relax.

- **It is nice to know that the health service I am using is not racist**

It makes me feel like I am being treated like any other person using the service this makes me feel equal and more likely to open up to the professional that I am in contact with.

- **I like it when you feel that the staff at the health service you are accessing are non- judgmental, and treat me like any other patient regardless of whether I was born in the UK.**

That way you can open up more and are able to confide in them confidential information that may be really important to my health. If they don't judge you, you feel safe and secure in the environment.

