

## Young LGBT People Accessing Health Services

This extract details the key points of a workshop which was attended by 15 young people from the Wakefield district. The panel of young people was aged between 16 - 19 years old and identify as Lesbian, Gay, Bisexual or Transgender. They had all visited health services on one or more occasions and each young person added valuable input into the report you are about to read.

When asked what influenced a positive visit to health services, the five main themes to emerge consisted of locating the venue, navigating around the venue, greeting and helpfulness on arrival, comfort of the waiting area and staff attitudes. They felt it would be beneficial to the exercise to grade each area accordingly with an option of how it could be improved upon should they feel improvements were necessary. The following bullet points are statements from young people about their own personal experiences of visiting health services.

### Locating the venue

- A map of how to get to the premises was sent with my letter.
- I asked directions on the telephone, the receptionist was very patient with me and explained the easiest way for me to find the building.
- The location was very central, therefore easy for me to find, and not too far from the bus station.

### Navigating around the venue after arrival

- When I first saw the building I was a little intimidated because it was so large and I had no idea where to go. However once entering the building it was clearly sign posted and I easily found the reception.
- On arrival to the premises I had to go to a specific part of the building. Each part was named accordingly and even though there were many across the huge grounds there were signs everywhere. This made finding where I needed to go very easy.

### Greeting and helpfulness on arrival

- I sometimes feel that people know I am gay, and sometimes this can make me quite nervous, and judged. However this was not the case when I approached the receptionist. She was very warm and friendly towards me and made me feel safe and comfortable right away.
- The woman at reception was very helpful. I was a little nervous and felt a little nauseous. She offered to get me some water and asked if I would like some fresh air.

### Waiting area comfort factor

- The seating in the waiting area was very comfortable. The chairs weren't hard; they were soft, and inviting. The building was also very light and airy and not too cramped. I have been in places before which seem over crowded. I have a fear of crowds so this was a welcome change.
- I didn't mind waiting, because there were plenty magazines to read, some of which were gay friendly and there were also posters on the wall saying it's ok to be gay; I liked this. There was also information in the form of leaflets and literature which were relevant to my visit. I found this quite interesting.

### Staff attitudes and approach

- I had never visited the GUM clinic before. I was very nervous because I am also scared of needles. I had to have an injection but he was very understanding of my fear and it didn't hurt at all. He also discussed with me how I could keep safe in the future and told me about the C Card scheme and how I could access it, which was very helpful.

## ***The Fruitbowl***

***Not hard to reach. Not hard to please***