



What do you think the GP/nurse is there to help with?

- Nurses only for my own specific issues, GP is more for generalised health issues.
- more physical than mental health problems
- if you're unwell and need medical attention
- anything to do with health related issues and advice
- School nurse is there - but we would only really go for an injury or sick
- They are all quite scary people (school nurses)
- initial medical help eg medication or signposting to other clinics
- They are there for when you are unwell and need medical attention and advise as well as emotional advice. They also are there to ask for referrals if you need specific treatment with a specialist.
- need referrals**

What stops young people from going to the GP or nurse when they are ill or need advice?

- Upset about wasting doctor's time
- school nurses - more often that not the school nurses will judge you for not being in lessons and wasting time
- Might make a mental health or learning difficulty that might make it difficult to have the confidence
- have work/uni/school that makes it difficult to go
- primary school - a lot of involvement from the school nurses - secondary is more about injections
- May not know how to explain symptoms or feel comfortable.
- Fear that there taking up strained NHS resources; that their condition is not serious enough to go to the doctor
- Issues such as this don't get spoken about in school
- Some people might not have the support of an adult or feel comfortable booking themselves. May not know how to make an appointment. Very restrictive - maybe a role for teachers/school
- might not be able to get there
- embarrassment
- awkwardness
- anxiety could build up
- school nurse is a last resort - all quite scary
- Thinking they might not be able to understand
- They may not know how to explain the symptoms or what they need help with and may not feel comfortable.
- school nurses - support younger children in primary school
- Parents have other responsibilities - it might not be practical to help take yp to doctor/nurse
- Don't want to come in contact with covid
- Some people may not have a GP near enough to them.
- Massive waiting lists, of up to 3 months for not on the day appointments.
- limited ways of actually contacting them, phoning them can generally give young people lots of anxiety calling them.
- needing to rely on a parent/carer to take you
- Fear of judgement
- may not want to attend with your parents/carers
- some people might not like the fact that they may need to see lots of different GPs

If a young person needs to see the GP/nurse, who usually organises the appointment?

- Until age 16 parents/carers organise appointments. After 16 have to have permission of parents
- parents/carers
- parents
- Usually parent/carer. Some young people not comfortable so ask friends for help or go on their own.
- sometimes book it yourself or a friend
- My parents used to, but I now organise my own appointments as I'm 16.

Do you know that you can go to the pharmacist if you're unwell or need advice? What kind of experience do you think that would be?

I used to work at pharmacy - people used to come in for less severe problems

Usually with their parents if it was a yp

If you needed a prescription - I have never been for advice

Never for advice - just to pick up medication.

4/6 kind of knew they could for advise about medicine



For what sort of health problem do you think you could go to the pharmacy for instead of your GP?

i've personally been for advise and my family do as well

maybe if the doctors are not available

people might feel more confident going into a 'shop' type setting and be more confident about needing advice

depends on why you're going - if you're going for a headache then you could go with adults but more personal or private you would want to go on your own

What other health professionals do children and young people visit? Do you think these are positive or negative experiences?

Being preventing from attending because cancelling the appointment too late

dentist - I actually want to go every six months but the costs are prohibitive. You don't want to waste money on going every six months to be told everything is fine but then you wait till something is wrong and then it is

Nutritionists - young people struggle to eat healthily and need some help. Some can be good some can be bad. May make young people want to do the opposite

More information in schools to explain all of this - not all will know about it or have the opportunity

Anxiety around people looking in their mouths

many different opinions - some are terrified, they don't see them as a person, they just see them as something in PPE

Young people may not know the benefits of seeing different kinds of therapists. May not have been taught methods, feel uncomfortable telling people how they feel. Knowing more about it would be helpful

Therapists - speech and language, art, music. Dieticians. Physiotherapists

dentist - I actually want to go every six months but the costs are prohibitive. You don't want to waste money on going every six months to be told everything is fine but then you wait till something is wrong and then it is

Anxiety around people looking in their mouths

Counsellors - sometimes they are positive or negative. Young people or being referred to make appointments e.g. doctors, schools

many different opinions - some are terrified, they don't see them as a person, they just see them as something in PPE

Being preventing from attending because cancelling the appointment too late



Do you know any children or young people that organise their own medical appointments?

Some young people have to organise everything for themselves depending on home circumstances

Some young people have help from safeguarding leads in school to make appointments for themselves or siblings

What are your ideas about why it is more difficult for some young people than others to go to the GP or nurse?

Sometimes, they or their parents don't speak English and find it difficult to communicate with the GP - or find a GP who speaks their first language

Generally trying to get there transport wise can be difficult

If they had anxiety - finding it really difficult. Main way of contacting is by phone call which can be scary. Could do something different like an online system

Anxiety/confidence issues - if you might have to wait a long time for a service or wait in the waiting room. Can make the anxiety too much and may be overwhelming

Feeling of not wanting to waste people's time

Wait times - people might think that by the time wait time is over the problem will be gone

Having anxiety but also younger children might not know the phone number or the procedure for booking stuff

Mental health point of view - the way they have been taught to behave by the people around them that they should just get on with it and that seeking help is cowardly

It's not easy to arrange a GP appointment even as an adult with a degree. How could a child do it on their own?

Learning disabilities

They may have a learning disability and struggling to explain, so the parent/care will do it



Without giving any names/identifying details, do you know other young people who never go to the GP/nurse?

Some people refuse because of the waiting lists and times

Some don't because of the "8 am" call - when you have to call first thing and put on hold, it puts people off

**Other places they might seek support :
Counselling**

Calling medical professionals from a previous place (someone who has moved to the UK still using doctor from their previous home)

Some young people don't want to go because they're not listened to. Phone appointments from GPs when you don't know them - talking to a stranger

A lot of young people don't feel understood - if you're going for a personal reason the GP may have the wrong ideas or be not sure what to do about it. Makes the young person feel a lot more stressed

We're going to talk to young people, parents and health practitioners about how to make GP services easier to access for young people.

What should we ask about?

You could use a scale to find out who they are booking appointments for, if it's more than themselves e.g. a sibling

"How long to usually have to wait for an appointment?" Find out if there's a difference

Make the questions more personal, rather than a survey

"Where is your nearest practice? What could they do to improve?"

"Do you feel comfortable speaking to your GP?"

IS it down to the lack of support from a parent/guardian that you don't feel comfortable making appointments? Or is it another reason?

"What can we do to make you feel more comfortable?"

What would an ideal GP experience look like? (gives free reign)

Questions about parental influences - how they impact.

If google wasn't around would you be more likely to go to your GP - people rely on the internet instead of their doctor

Questionnaire for GP's to give to YP to evaluate their visit and how to improve it including questions about apprehensions they had before they came.

NICE guidelines - GP's should try their best to ask for feedback from YP and parent SEPERATELY their experiences are different - understanding the difference is important

how far people have travelled/what method of transport they used

Any religious influences

Are there any young people we should particularly try to talk to?

Look at BAME backgrounds - research says specific groups are not going as much and need to know why

Talk to children when they're in school which is a neutral environment from them

Those that are vulnerable

Children from rural areas - caring services are strained and limited to begin with. Many are living in "health care deserts"

young people in rural places

Talk to young people with learning disabilities because they can find it very difficult to get an appointment

Those with difficulties for a long time

Some young people have particular difficulties e.g. health conditions.

Also have a general mix of people - that's how you get the best results. The range of people in society



Some extra suggestions you had for the reserachers

A lot of schools have someone you can speak to about these issues. IT would be helpful if those professionals could make the appointment for them or go with them

Ask young people for their idea about how to make it less stressful

There should be more information encouraging young people to access health services. Many young people are scared about talking to a stranger

PSHE lessons - professionals can run through everything step by step. Rather than having to do it on their own, they would feel more confident

Could create a website with sections for different ages