

### **If they give you biscuits in a calm environment and a judgement-free zone**

Having private rooms, and quiet areas that are spacious and open with a nice mix of colours along with comfortable chairs and a clean feeling.

### **Opposite gender of doctor**

Allow people to request a specific gender of doctor. The NHS should explore how doctors of opposite genders can adapt to helping patients who may feel uncomfortable – possibly by providing training to doctors so all genders can feel comfortable getting help from anyone.

### **Having a good connection with someone**

Surrounding yourself with people you feel comfortable with and trying to socialise with new people can build connections. Joining clubs to find people with similar interests can help find friends you can talk to about problems and find help.

### **Make sure you are safe.**

Be open with patients, be supportive of them, make them feel comfortable and make yourself a person to them, sharing your own health stories can help. Also make sure people know you respect their confidentiality when they're talking to you.

### **Might be shy**

Having safe spaces for people to talk and feel comfortable in could help. Let them talk with someone else or to bring a friend or family member in to support them. Being able to see the same doctor/dentist, etc in the same place every time can help people be comfortable and let them build a relationship with them.

### **Confidence in where to get help and when talking about issues**

Therapy dogs could be a good way to make people more relaxed when they talk to someone. Giving people the option to call or text chat might make them less stressed than a face-to-face talk, that or being able to bring a family member or friend who can give support. Its also helpful to stay off social media since it can be really negative and unhealthy.

### **Support you and make you feel comfortable.**

Having the chance to develop a relationship with staff before you need help.

### **Services more around people**

Have a more relaxed atmosphere and comfortable furniture in the waiting room, make things feel less formal. Staff should use simplified language when they chat with you. It would also help reduce stress to remove of scary posters/leaflets – no need to be there for everyone to see.

### **Safe, friendly atmosphere**

Give patents a private room to think or go to if they've had bad news or are struggling, they might need to be alone. The rooms shouldn't look like a hospital environment, make it more like a home somehow.

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### Talk to someone you trust and enjoy spending time with

Having someone to talk to that you can trust and who can keep things confidential would help, it would be good for people to be able to give you their time so that you could talk to them and get to know them and build trust. Helping people know what to do if they realise you're upset, help them know how they can help arrange for you to meet up or talk with someone you trust.

### Being asked

Let people post in ideas or just ask them what they think, or what's wrong. Give people a safe space to talk. We should be boosting children's confidence and saying it's okay to be worried or have problems and that it's ok to ask people if they are ok. Having a worry box or anonymous phone line would help: tell worries without having to speak to staff which can be hard

### They all look like Lord Sugar and interrogate you, and you feel like you are going to have a stroke

Allow people to ask for a certain doctor when they ask for help, make sure and have staff be welcoming and that they focuses on you when talking, they should make sure not to be daunting

### Fear of not being believed

Staff making the effort to agreeing/tell the person sharing with them that they believe them and that they will work together for answers. Give people snacks or drinks to relax them and make it clear there's no pressure coming from the person your asking help from.

### Make people more confident, able to talk about their emotions and build trust with staff.

We can help this probably by teaching staff how to build trust and share their own stories to show people they aren't alone. Letting young people go out and see a mental health centre and speak to staff so they feel comfortable and understand about everything. Another option would be to have people coming in and talking to us about how to tackle our problems and help our classmates if we notice something.

### Easy to talk to, friendly

Staff should learn how to have more flowing conversations, if the person is bright and happy it makes a big difference. Especially if the talk isn't just about your problem, just chatting casually. They also need to learn better communication skills about language and give better explanations of medical vocabulary.

### Not feeling comfortable talking to people you don't know

Having someone you know and are comfortable with in the room for support can help, its also good if you can get to know they person your asking for help. Accessing a specialist who knows a lot about a topic and is really knowledgeable can help put you at ease as well.

### More communication.

Staff need to be friendly and properly explain medication, and your diagnosis to help you understand it. They should work to give an understandable and more depth of information about your health.



### Not feeling judged or threatened, feeling confident

People should ask how comfortable you are and make sure your ok with how many people are in the room, always show you patience, and genuine reactions to make you comfortable and relaxed. People should be encourage to be honest about problems as doctors are there to help, it needs to be made clear they aren't going to judge you.

### Gaining knowledge with your own health problems.

Patients shouldn't use Google to find out information but do a lot, it needs to be clearer where to get advice when you cant talk to someone.

### Fills gaps in knowledge

Make knowledge more widely available, maybe have extra links to good websites on NHS websites so your not just one that one site all the time – give people safe options. They could also make Informative videos people can watch to learn about things instead of reading on a site.

Have some local GP's in to talk to the schools in the area to reinforce the idea that they won't be judged because it's their job to talk about health and its confidential. Make the talks available to lots of people and give time after to ask questions about different things. An app for you to put in your symptoms (in detail) could be useful, let the GPs/doctors get back to you and answer your questions so your not waiting about.

### Lack of knowledge

Doctors should be given more time to talk to patients, being able to trust one another is important, an extra 5-10 minutes to talk, share information and get to know each other would help. Making more knowledge more widely available could help people understand things.

### Privacy

Teach people about their rights, like Human rights, about things that ensure confidentiality, knowing everything stays in this room unless it's a danger to you or someone else makes people a lot more comfortable. Otherwise people might not talk.

### Don't want to look stupid! Can be afraid of being wrong

Having widely available information for people to teach themselves could help. Make sure staff rreassure them that no question is a stupid question and that they're their to help. Working on Improving people self-confidence: have meetings to reassure people and let them know where to go for help and how to get in touch.

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## Helping to develop more services

Have a Confessions box for people to share ideas and issues privately. A School doctor would make it a lot easier to get help when you need it, maybe having a brain storm session to work out how to do it with pupils, doctors and teachers could work. Be provided with more information and a comfortable environment (non-judgemental environment) to let people get access to help when they need it – a 24 hour hotline would help when a doctor couldn't be asked.

## Phone calls to get help

Phone call appointment to let staff get the patient point of view quickly, this only works if people are made aware of the call services that already exist and know how to get in touch.

They should all be free and easy to access, maybe having simplified versions of information sheets that get to the point could help. Distance isn't as big of problem if there are call centres for both mental and physical health support, especially if you have phone call rooms for privacy – maybe even special school phones for pupils to talk to someone about the help they need.

## Not knowing that you need it

Schools need to educate you to know when you need help and where to go to find it. There's a few things that could help;

- Posters in public spaces to give information
- Events in local places to bring people together and learn together
- Having schools educate people on symptoms of illnesses and how to talk about that sort of thing
- having staff travel to local areas to talk to people about symptoms and how the NHS can help would also really help.
- If a friend, family member or teacher is worried they can check up on you and know how to safely.

Tackling issues like this would help younger people feel more confident in their health.

## Transport to get help

Having more bus stops outside front door of hospitals and doctors, so don't have to walk far along with more direct routes for services. Taking on volunteer drivers for disabled people and making sure its promoted so people know about the help they can get.

Having more at-home services and visits would help people who cant get out along with having increased disabled services on public transport and volunteers on normal buses to help disabled people

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## Worried about being judged.

Thing that would make it better, or make people feel less judged would to be make them feel more confident, and to help people be more capable of talking about emotions. Helping people find out more about yours and others mental health so they understand more – this could help build trust in a range of people

## Anxiety, self-consciousness and mental health worries can stop you asking for help.

Famous people talk about it might make people feel more confident about their mental health, especially if you also have workshops in school and have people talk about what happened to them. Having people visit hospital staff to be able to be more confident with sharing with them what is going on and less nervous. Just giving people the chance to talk with others safely can help them overcome any uncertainties they might have.

## Feel like you're going to get judged.

Helping people to talk to someone they trust. Teach them how to cope with worry. Share stories from others so people know that other people have similar worries and fears and work through them. Make sure people know that staff are there to help – maybe teach staff how to speak to you people that making eye contact is important and to not make snap judgments about someone.

## Anxiety

Teaching people breathing techniques or ways to distract yourself from what's worrying you. Helping people to talk to or be with someone they trust. Make sure there are plenty of calm and relaxing areas, encourage people to have a calming routine, to use music and practice ways to calm, themselves.

## Bullying

If you know someone who is a 'bully' make sure their friends help to identify and support a positive change in behaviour. Use groups, clubs to expose bully's to a mixture of people. That way they can learn, make more friends and learn from other young people or find new interests. Make sure pupils know what support there is, that they get lots of anti bullying sessions and can support each other.

## Stigma

Raising awareness of different health issues and that confidentiality is important to make sure people feel safe. It's important to reassure people they won't be judged, we need more education in school, let people meet the doctors/health center staff to learn about their work.

## Mental health

People need to know it's not something embarrassing. There needs to be more advertising for support groups and ways to get help. If we talked about mental health more at school from an early age it could help people understand all the ways to get help and types of mental health issues people can have.

## Fear of being judged

It's important for people to know that GPs won't judge them for anything, it's their job to talk about these things and they are used to difficult conversations. Could GPs come and do talks and speak with pupils? Having a local GP linked with the school would be good.

## They're judging, not respecting each other

Make it clear in advertisements that staff won't be judgemental, it needs to be part of training for staff to never be judgemental even over small things and to listen to people when they talk. People need to know that if you're worried you can phone the doctor/staff to find out what will be happening.

