

# A service user evaluation of the services offered by the Health Access Team

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34

Author(s)

Cartledge, Katie

## Aims

To evaluate the views of Leeds Health Access Team for Asylum Seekers and Refugees clients to determine a client perspective on the service.

## Methodology

Semi-structured interviews were conducted with seven asylum seeker clients.

## Key issues

The evaluation assesses, illustrated by quotes, experiences of accessing services; the content of the appointment; social support; perceptions of what the service is doing well; and offers suggestions for improvements from the interviewees.

## Conclusions

The Health Access Team is providing an accessible and highly skilled service that participants were very satisfied with.

## Recommendations

Some recommendations are offered on improving access to the service, further research needs; and the role of multi-agency partnerships.

Migrant Group

Asylum seekers

Refugees

Refused asylum seekers

Topic

Health

Access to healthcare

Health needs

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