

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

Place

Leeds

West Yorkshire

Year

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