



Young Gypsy, Roma & Traveller Views
Of
Health Services

April 2014

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1. Introduction

The following report has been compiled from data collected by Gypsy Life using a survey designed by Healthwatch Nottinghamshire.

Gypsy Life took our survey and spoke to 66 Gypsy, Roma, and Traveller (GRT) young people aged 11 to 19 with most of the respondents (65%) being 16 and over.

- We then compared the findings with answers given by young people in general.
- Only 4 (6%) of the 66 GRT young people were in education.
- GRT young people used only 13 children’s health and social care services, compared to the general young population who used 23 services.
- The top six services used were the same in each group (but in a different order).
- When asked to comment on how satisfied with a service they were, the percentage of young GRT who had mediocre experiences of services (both satisfaction and how young person friendly) was much higher than the general young population.

The scoring system used was as follows:

Red = 1/2/3 out of 10

Yellow = 4/5/6/7 out of 10

Green = 8/9/10 out of 10

Comparison of GRT Young People’s experiences against those of the general young population

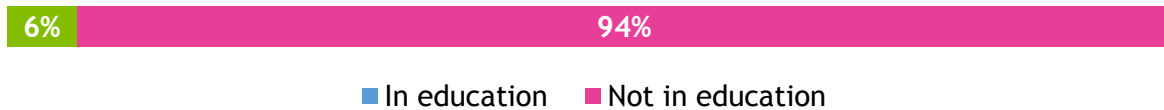
| Service | Satisfaction | | | | | |
|---------------------------------|--------------|-------|-------|-------|-------|-------|
| | YP | GRTYP | YP | GRTYP | YP | GRTYP |
| Dentist | 2.5% | 0.0% | 15.2% | 81.0% | 82.3% | 19.0% |
| Health Centre (to see a doctor) | 20.5% | 12.1% | 13.7% | 72.4% | 65.8% | 15.5% |
| Chemist/Pharmacy | 4.2% | 10.5% | 27.0% | 68.4% | 68.8% | 21.1% |
| Opticians | 2.1% | 0.0% | 25.6% | 64.3% | 72.3% | 35.7% |
| Health Centre (to see a nurse) | 5.7% | 13.3% | 28.6% | 80.0% | 65.7% | 6.7% |
| Accident & Emergency | 14.7% | 16.7% | 35.3% | 79.2% | 50.0% | 4.2% |

| Service | Young Person Friendly | | | | | |
|---------------------------------|-----------------------|-------|-------|-------|-------|-------|
| | YP | GRTYP | YP | GRTYP | YP | GRTYP |
| Dentist | 3.8% | 14.3% | 22.8% | 71.4 | 73.4% | 14.3% |
| Health Centre (to see a doctor) | 5.5% | 12.1% | 19.2% | 72.4 | 75.3% | 15.5% |
| Chemist/Pharmacy | 2.1% | 15.8% | 33.3% | 68.4 | 64.6% | 15.8% |
| Opticians | 6.4% | 0.0% | 25.5% | 71.4 | 68.1% | 28.6% |
| Health Centre (to see a nurse) | 5.7% | 20.0% | 48.6% | 73.3 | 45.7% | 6.7% |
| Accident & Emergency | 17.6% | 20.8% | 29.5% | 70.8 | 52.9% | 8.3% |

2. Demographics of Respondents

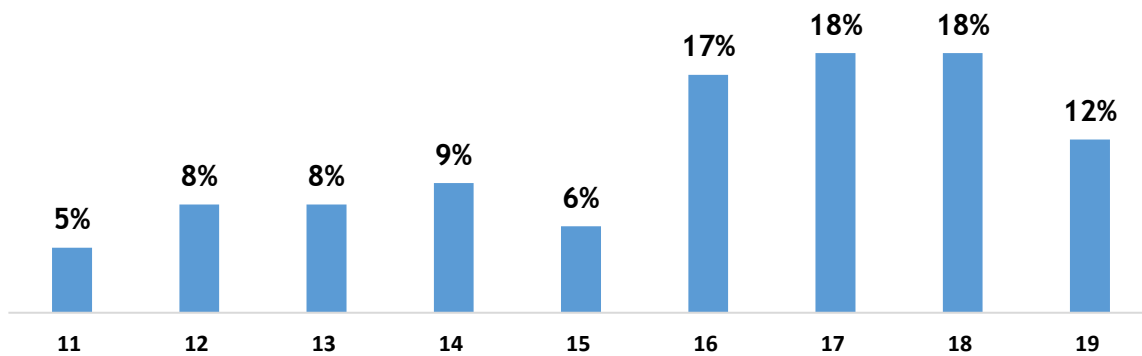
Total number of interviewees: 66
 Number of interviewees in education: 4 6%
 Number of interviewees not in education: 62 94%

Total Percentage of Interviewees - in/not in Education



| Age | Number | Percent |
|-----|--------|---------|
| 11 | 3 | 5% |
| 12 | 5 | 8% |
| 13 | 5 | 8% |
| 14 | 6 | 9% |
| 15 | 4 | 6% |
| 16 | 11 | 17% |
| 17 | 12 | 18% |
| 18 | 12 | 18% |
| 19 | 8 | 12% |

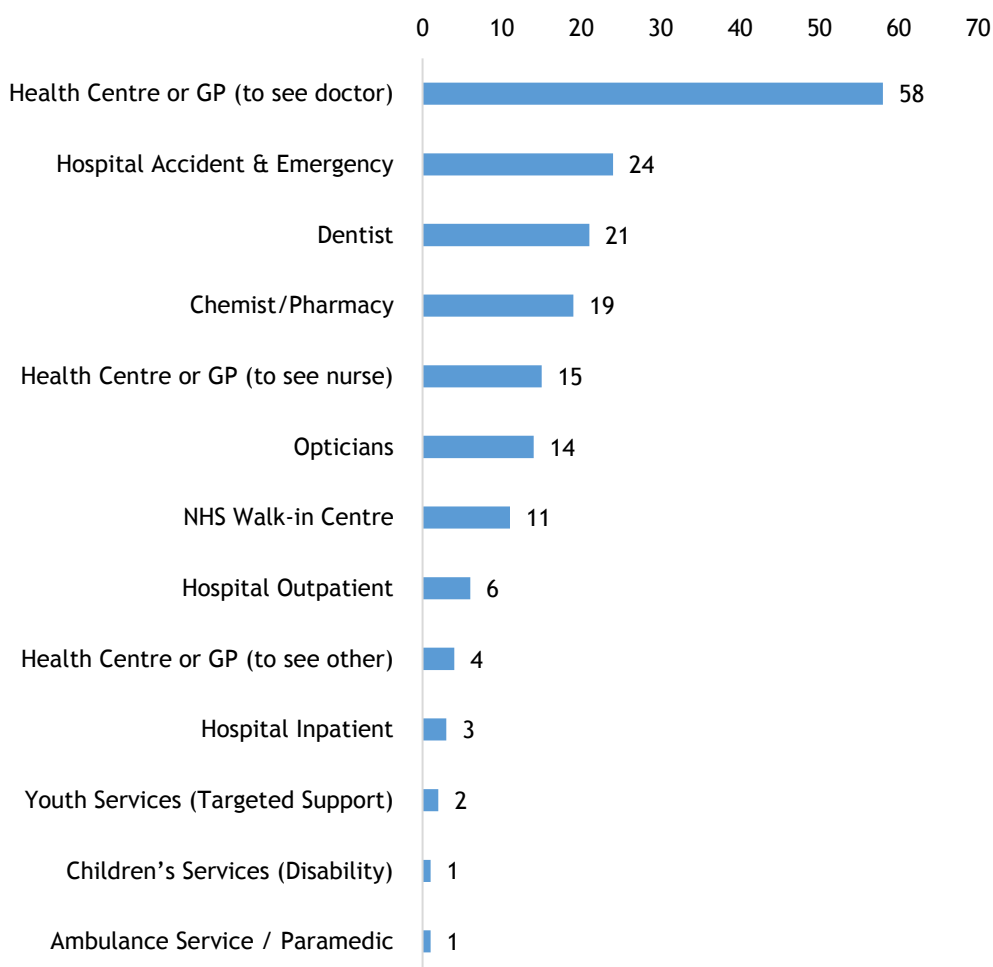
Percentage of Interviewees by Age



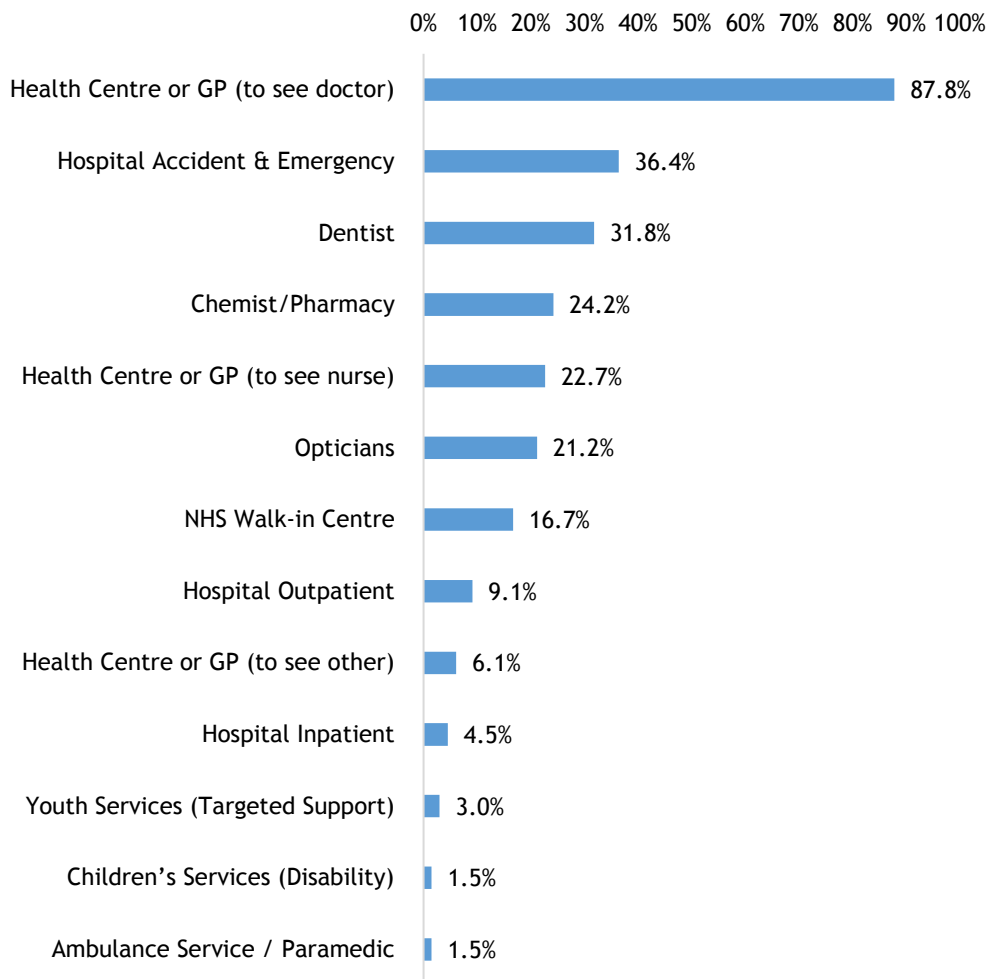
Number and Percentage of Respondents who used a Specific Service

| Service Used | Number | Percentage |
|-------------------------------------|--------|------------|
| Health Centre or GP (to see doctor) | 58 | 87.8% |
| Hospital Accident & Emergency | 24 | 36.4% |
| Dentist | 21 | 31.8% |
| Chemist/Pharmacy | 19 | 24.2% |
| Health Centre or GP (to see nurse) | 15 | 22.7% |
| Opticians | 14 | 21.2% |
| NHS Walk in Centre | 11 | 16.7% |
| Hospital Outpatient | 6 | 9.1% |
| Health Centre or GP (to see other) | 4 | 6.1% |
| Hospital Inpatient | 3 | 4.5% |
| Youth Services (Targeted Support) | 2 | 3.0% |
| Children's Services (Disability) | 1 | 1.5% |
| Ambulance Service / Paramedic | 1 | 1.5% |
| Health Centre or GP (to see doctor) | 58 | 87.8% |

Number of Users of Services



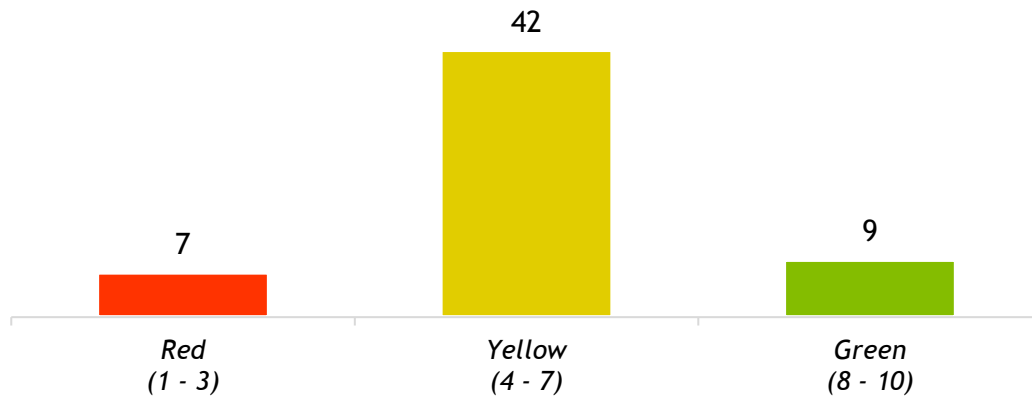
Percentage of Users of Services



3. Summary of Responses.

3.1 Health Centre or GP (to see doctor)

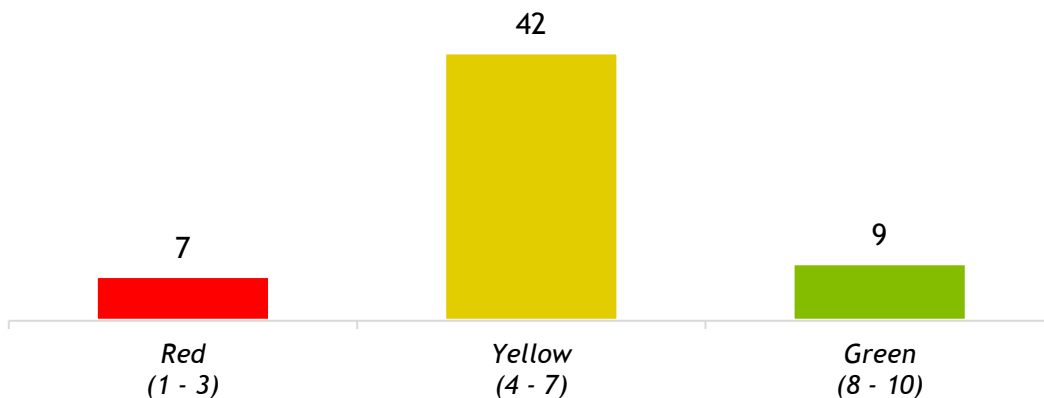
Service Satisfaction
Health Centre or GP (to see doctor)



Source: 58 Responses

| Service Satisfaction | Red | Yellow | Green |
|---------------------------------------|-------|--------|-------|
| Health Centre or GP (to see a doctor) | 7 | 42 | 9 |
| | 12.1% | 72.4% | 15.5% |

Young Person Friendly
Health Centre or GP (to see doctor)

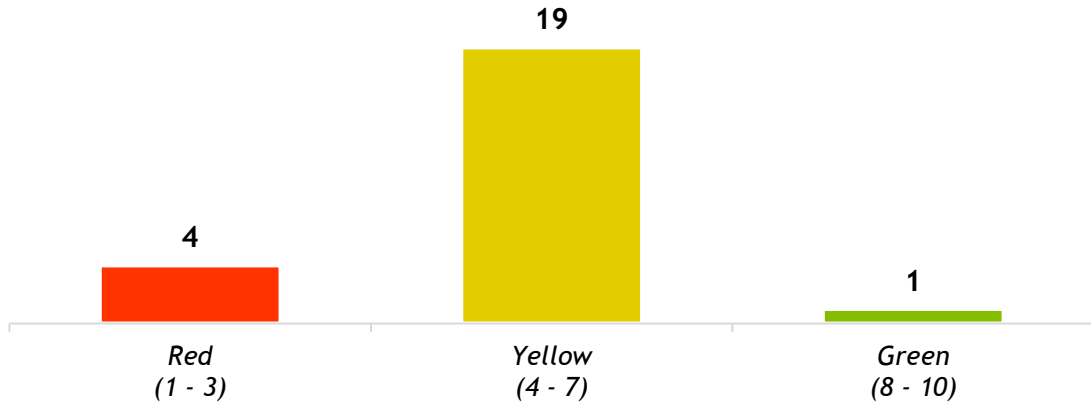


Source: 58 responses

| Young Person Friendly | Red | Yellow | Green |
|---------------------------------------|-------|--------|-------|
| Health Centre or GP (to see a doctor) | 7 | 42 | 9 |
| | 12.1% | 72.4% | 15.5% |

3.2 Hospital Accident & Emergency

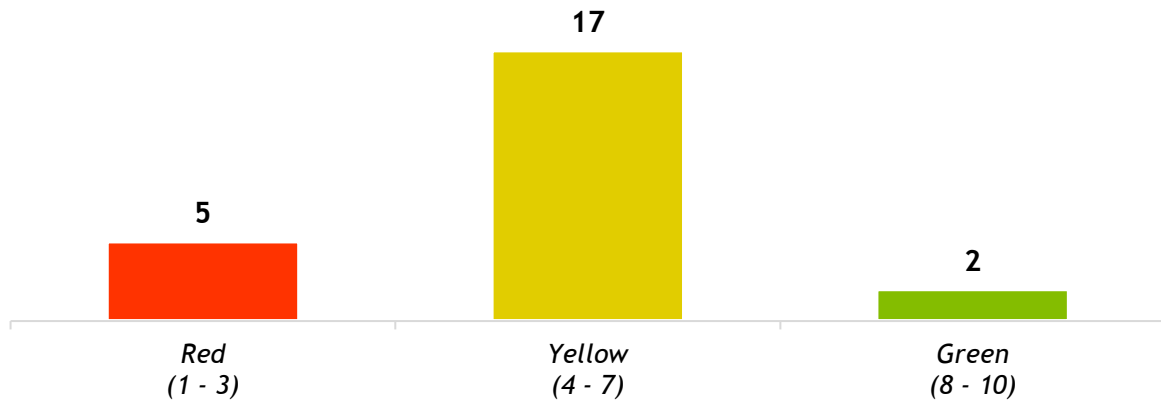
Service Satisfaction Hospital Accident & Emergency



Source: 24 responses

| Service Satisfaction | Red | Yellow | Green |
|----------------------------------|-------|--------|-------|
| Hospital, Accident and Emergency | 4 | 19 | 1 |
| | 16.7% | 79.2% | 4.2% |

Young Person Friendly Hospital Accident & Emergency

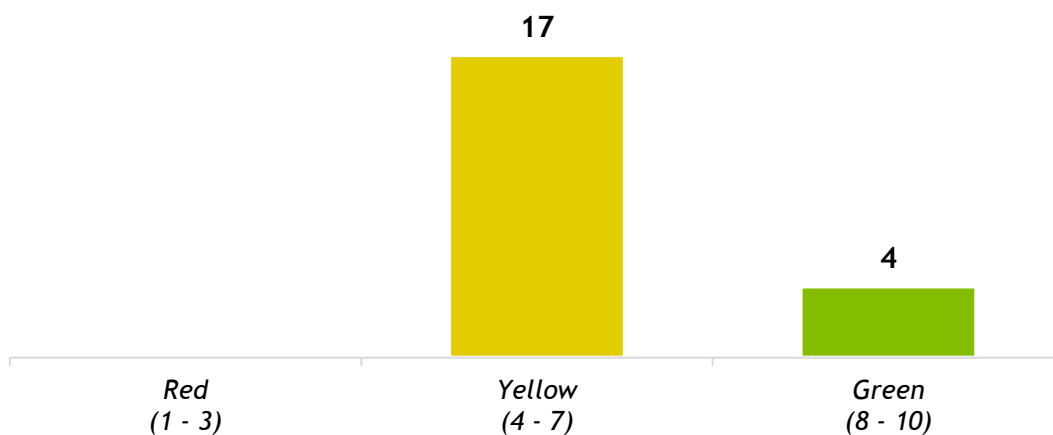


Source: 24 responses

| Young Person Friendly | Red | Yellow | Green |
|----------------------------------|-------|--------|-------|
| Hospital, Accident and Emergency | 5 | 17 | 2 |
| | 20.8% | 70.8% | 8.3% |

3.3 Dentist

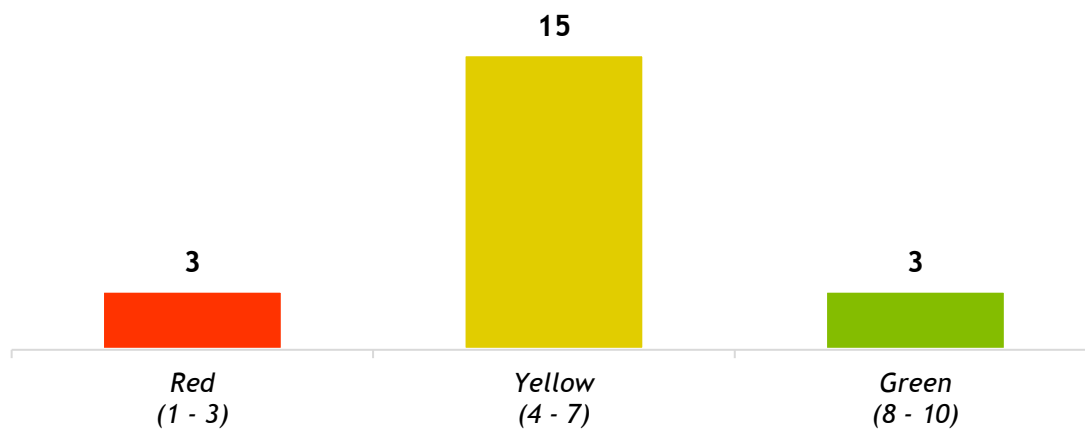
Service Satisfaction Dentist



Source: 21 responses

| Service Satisfaction | Red | Yellow | Green |
|----------------------|-----|--------|-------|
| Dentist | 0 | 17 | 4 |
| | 0% | 81% | 19% |

Young Person Friendly Dentist

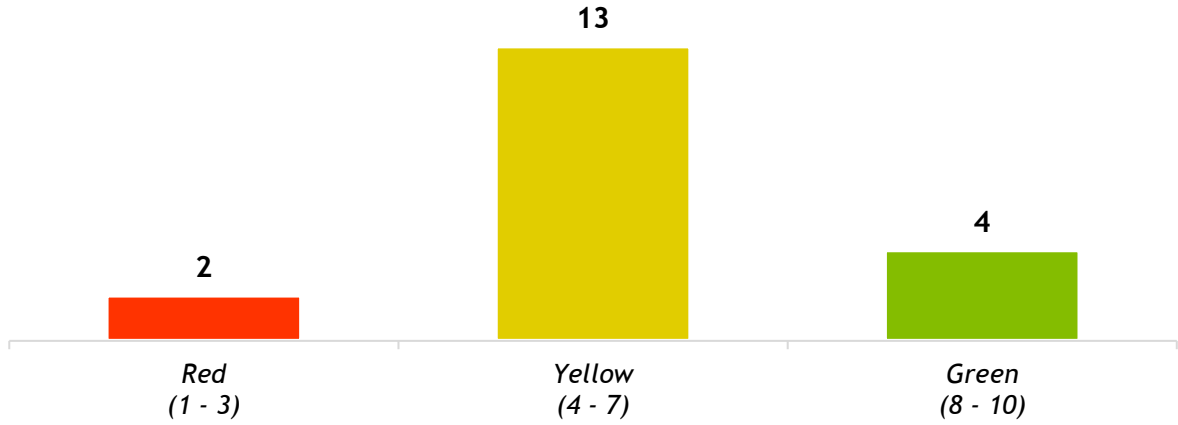


Source: 21 responses

| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-------|--------|-------|
| Dentist | 3 | 15 | 3 |
| | 14.3% | 71.4% | 14.3% |

3.4 Chemist/Pharmacy

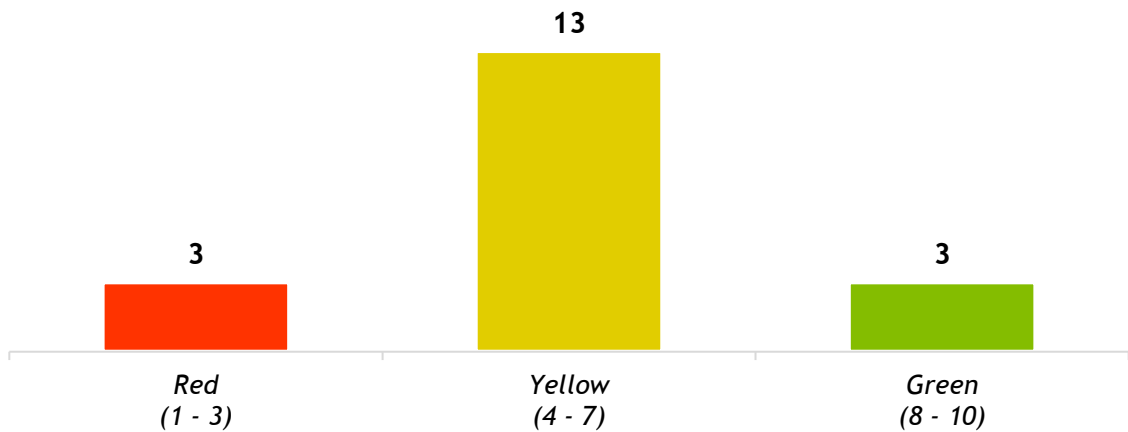
Service Satisfaction Chemist/Pharmacy



Source: 19 responses

| Service Satisfaction | Red | Yellow | Green |
|----------------------|-------|--------|-------|
| Chemist/Pharmacy | 2 | 13 | 4 |
| | 10.5% | 68.4% | 21.1% |

Young Person Friendly Chemist/Pharmacy

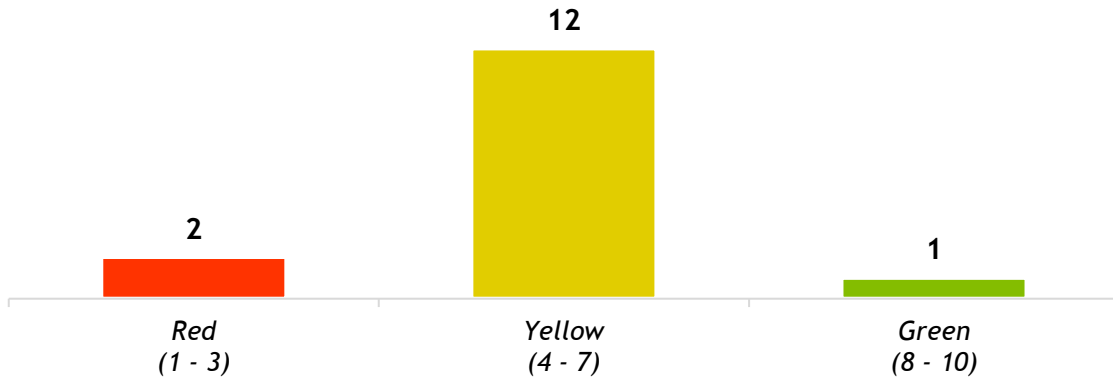


Source: 19 responses

| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-------|--------|-------|
| Chemist/Pharmacy | 3 | 13 | 3 |
| | 15.8% | 68.4% | 15.8% |

3.5 Health Centre or GP (to see nurse)

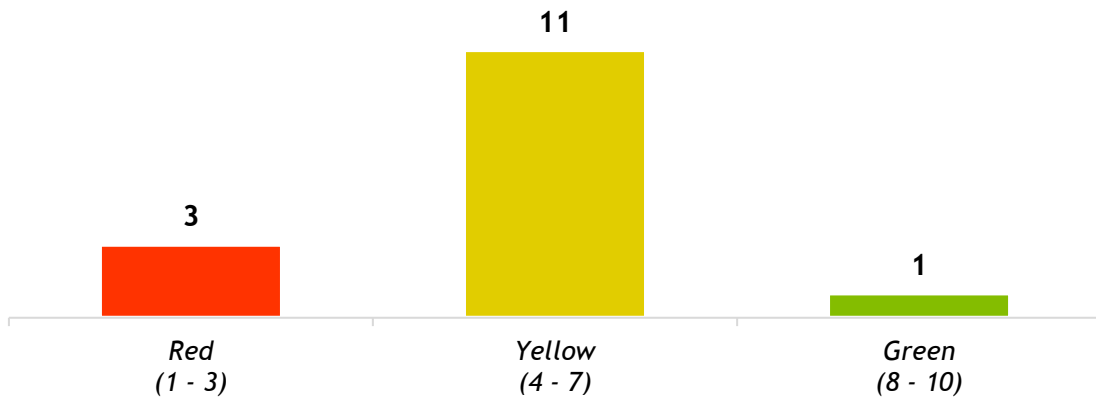
Service Satisfaction Health Centre or GP (to see nurse)



Source: 15 responses

| Service Satisfaction | Red | Yellow | Green |
|--------------------------------------|-------|--------|-------|
| Health Centre or GP (to see a nurse) | 2 | 12 | 1 |
| | 13.3% | 80.0% | 6.7% |

Young Person Friendly Health Centre or GP (to see nurse)

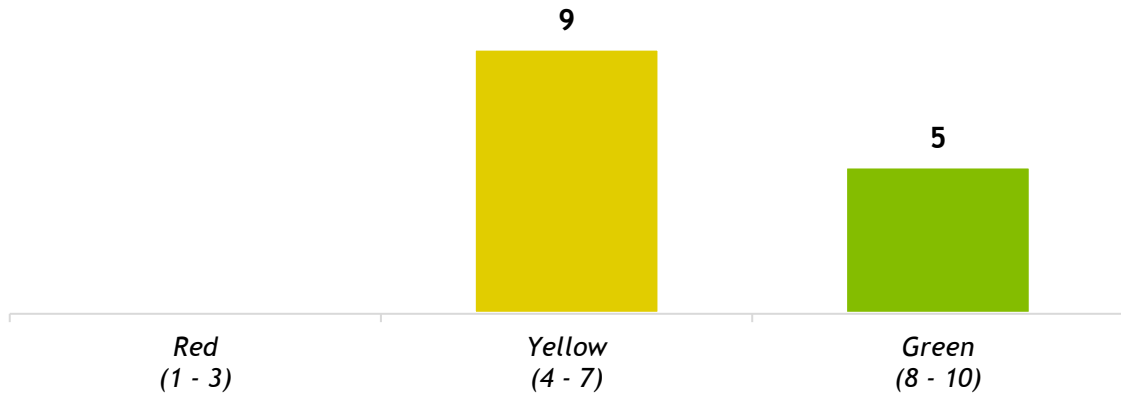


Source: 15 responses

| Young Person Friendly | Red | Yellow | Green |
|--------------------------------------|-------|--------|-------|
| Health Centre or GP (to see a nurse) | 3 | 11 | 1 |
| | 20.0% | 73.3% | 6.7% |

3.6 Opticians

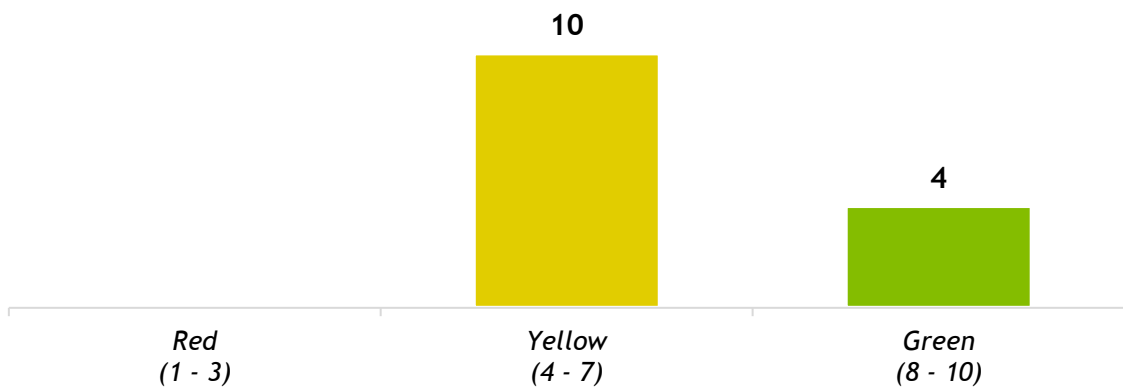
Service Satisfaction Opticians



Source: 14 responses

| Service Satisfaction | Red | Yellow | Green |
|----------------------|-----|--------|-------|
| Opticians | 0 | 9 | 5 |
| | 0% | 64.3% | 35.7% |

Young Person Friendly Opticians

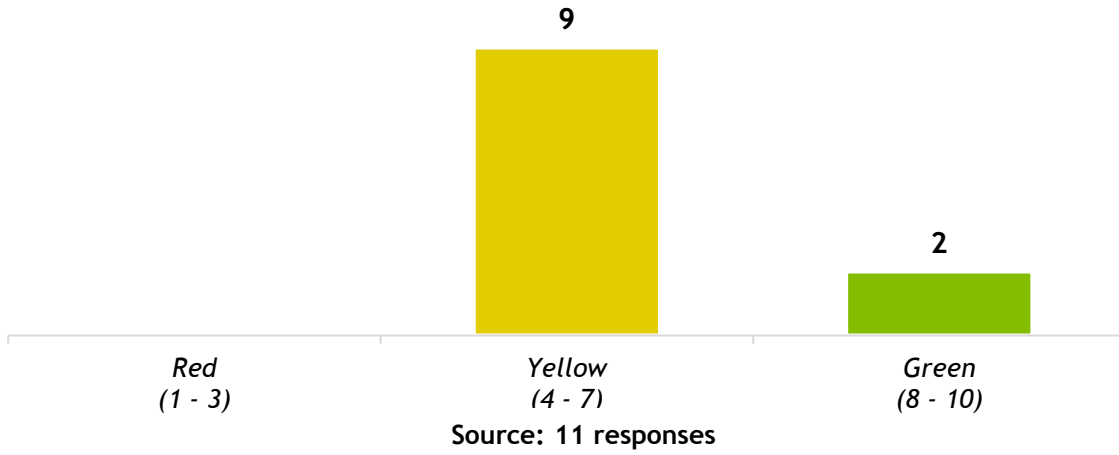


Source: 14 responses

| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-----|--------|-------|
| Opticians | 0 | 10 | 4 |
| | 0% | 71.4% | 28.6% |

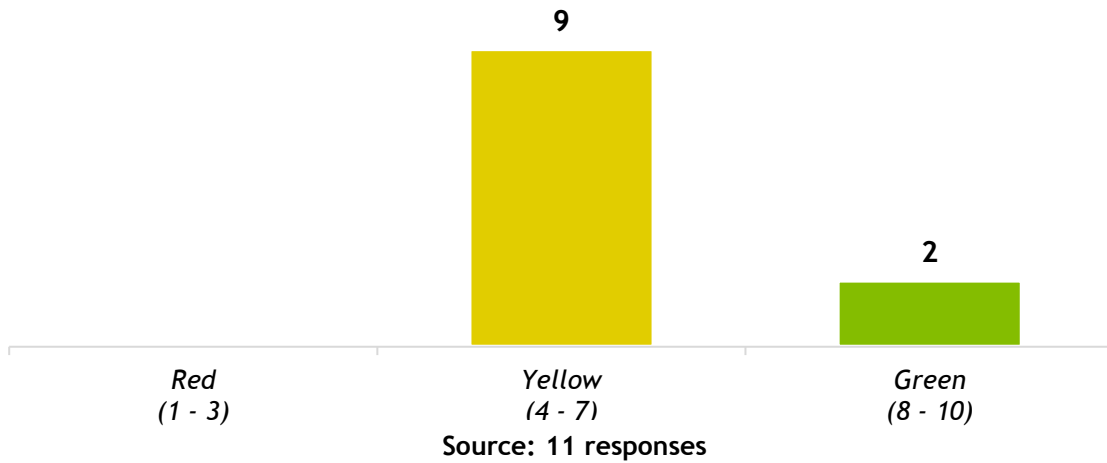
3.7 NHS Walk-in Centre

Service Satisfaction NHS Walk-in Centre



| Service Satisfaction | Red | Yellow | Green |
|----------------------|-----|--------|-------|
| NHS Walk-in Centre | 0 | 9 | 2 |
| | 0% | 81.8% | 18.2% |

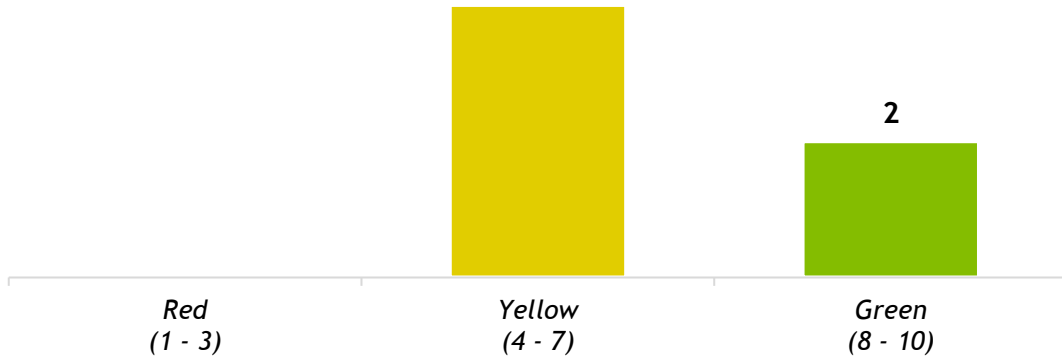
Young Person Friendly NHS Walk-in Centre



| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-----|--------|-------|
| NHS Walk-in Centre | 0 | 9 | 2 |
| | 0% | 81.8% | 18.2% |

3.8 Hospital Outpatient

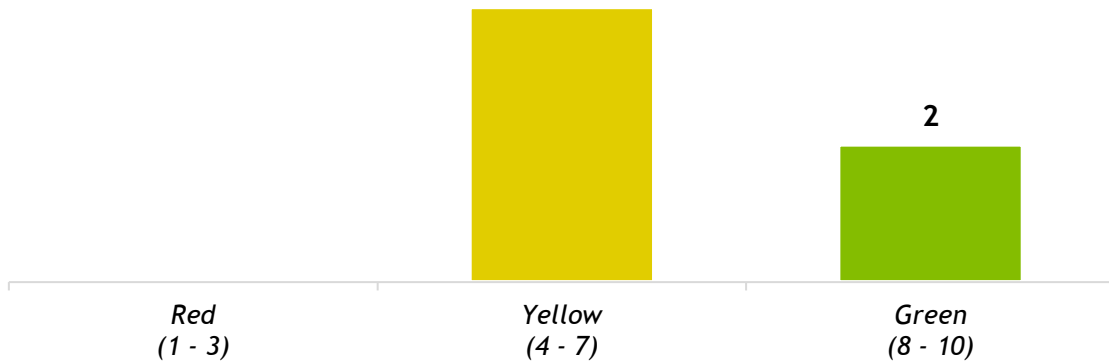
Service Satisfaction Hospital Outpatient



Source: 6 responses

| Service Satisfaction | Red | Yellow | Green |
|----------------------|-----|--------|-------|
| Hospital Outpatient | 0 | 4 | 2 |
| | 0% | 66.7% | 33.3% |

Young Person Friendly Hospital Outpatient

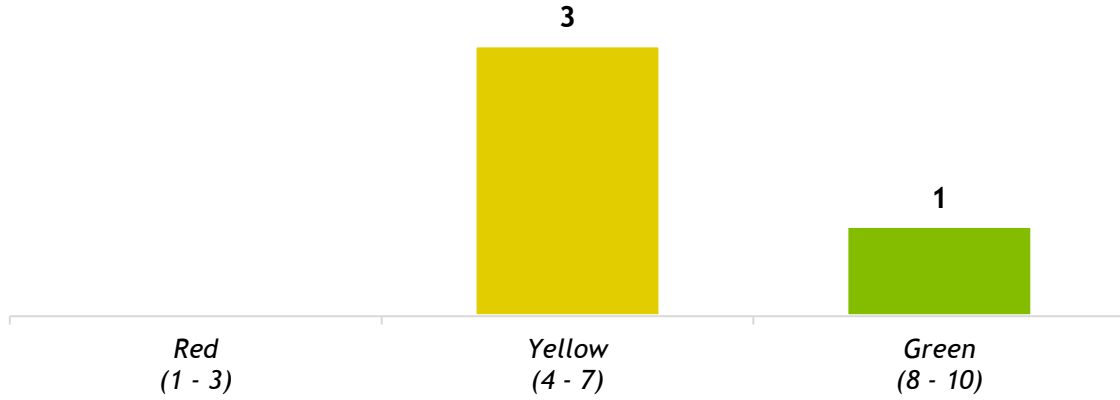


Source: 6 responses

| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-----|--------|-------|
| Hospital Outpatient | 0 | 4 | 2 |
| | 0% | 66.7% | 33.3% |

3.9 Health Centre or GP (to see other)

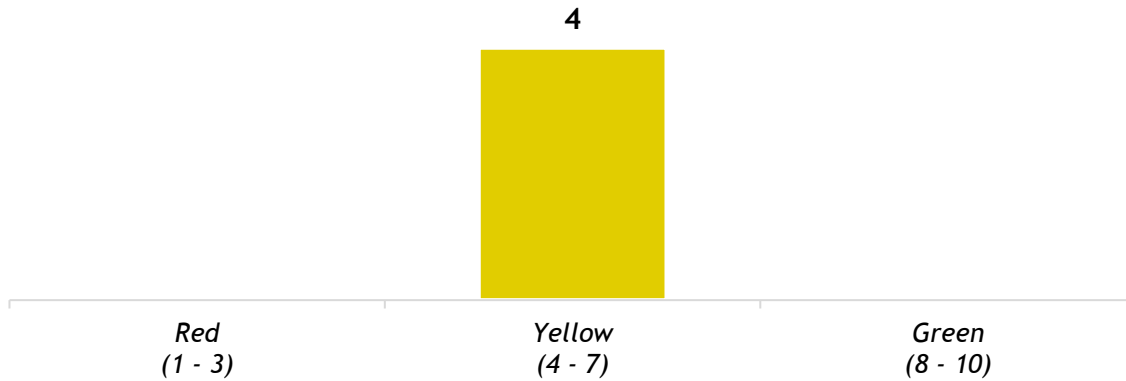
Service Satisfaction Health Centre or GP (to see other)



Source: 4 responses

| Service Satisfaction | Red | Yellow | Green |
|------------------------------------|-----|--------|-------|
| Health Centre or GP (to see other) | 0 | 3 | 1 |
| | 0% | 75.0% | 25.0% |

Young Person Friendly Health Centre or GP (to see other)

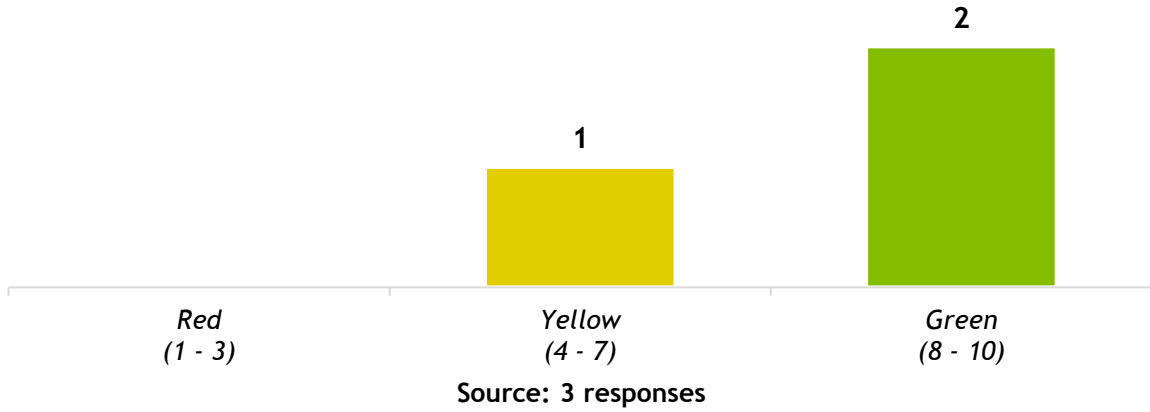


Source: 4 responses

| Young Person Friendly | Red | Yellow | Green |
|------------------------------------|-----|--------|-------|
| Health Centre or GP (to see other) | 0 | 4 | 0 |
| | 0% | 100% | 0 |

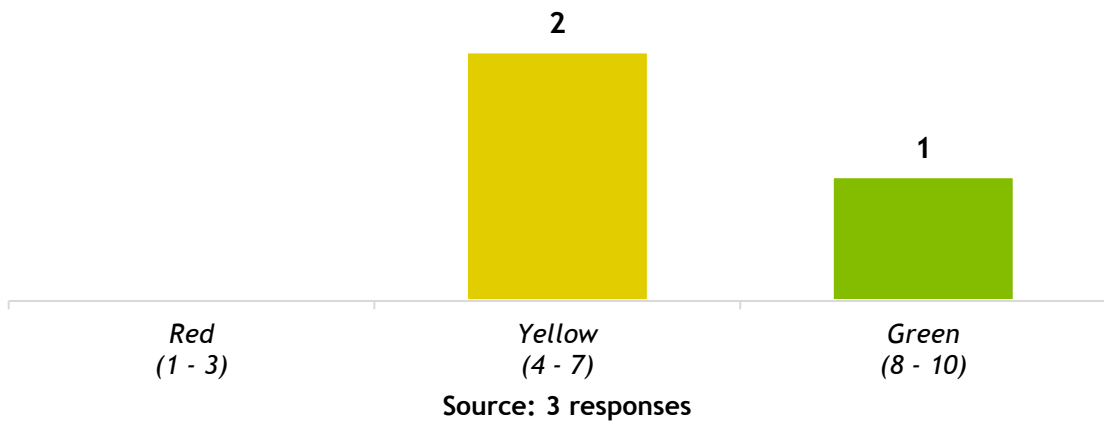
3.10 Hospital Inpatient

Service Satisfaction Hospital Inpatient



| Service Satisfaction | Red | Yellow | Green |
|----------------------|-----|--------|-------|
| Hospital Inpatient | 0 | 1 | 2 |
| | 0% | 33.3% | 66.7% |

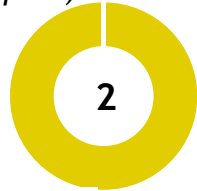
Young Person Friendly Hospital Inpatient



| Young Person Friendly | Red | Yellow | Green |
|-----------------------|-----|--------|-------|
| Hospital Inpatient | 0 | 2 | 1 |
| | 0% | 66.7% | 33.3% |

3.11 Youth Services (Targeted Support)

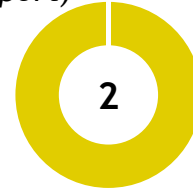
*Service Satisfaction
Youth Services (Targeted
Support)*



■ Yellow
(4 - 7)

Source: 2 responses

*Young Person Friendly
Youth Services (Targeted
Support)*

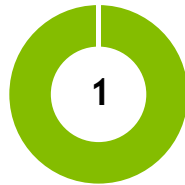


■ Yellow
(4 - 7)

Source: 2 responses

3.12 Children's Services (Disability)

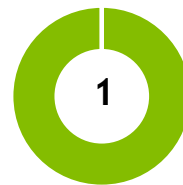
*Service Satisfaction
Children's Services (Disability)*



■ Green
(8 - 10)

Source: 1 response

*Young Person Friendly
Children's Services (Disability)*

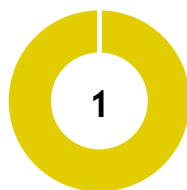


■ Green
(8 - 10)

Source: 1 response

3.13 Ambulance Service / Paramedic

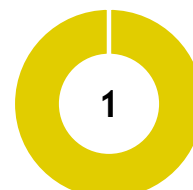
*Service Satisfaction
Ambulance
Service / Paramedic*



■ Yellow
(4 - 7)

Source: 1 response

*Young Person Friendly
Ambulance
Service / Paramedic*



■ Yellow
(4 - 7)

Source: 1 response

4. Who are Healthwatch Nottinghamshire?

Healthwatch Nottinghamshire is an independent organisation that helps people get the best from local health and social care services. We want to hear about your experiences, whether they are good or bad.

We use this information to bring about changes in how services are designed and delivered, to make them better for everyone.

Why is it important?


You are the expert on the services you use, so you know what is done well and what could be improved.

Your comments allow us to create an overall picture of the quality of local services. We then work with the people who design and deliver health and social care services to help improve them.

How do I get involved?


We want to hear your comments about services such as GPs, home care, hospitals, children and young people's services, pharmacies and care homes.


You can have your say by:

 0115 963 5179

 www.healthwatchnottinghamshire.co.uk

 @HWNotts

 [Facebook.com/HWNNottinghamshire](https://www.facebook.com/HWNNottinghamshire)

 Healthwatch Nottinghamshire
Unit 2 Byron Business Centre
Duke Street
Hucknall
NG15 7HP

1. Join our mailing list

We produce regular newsletters that feature important national health and social care news, as well as updates on local services, consultations and events.

You can sign up to our mailing list by contacting the office by phone, email or by visiting our website.

2. Become a Healthwatch volunteer

We need enthusiastic volunteers from around the County to promote the Healthwatch message, to feed information to and from groups, and help us collect people's experiences. We also need specialist volunteers to help us to assess services through Enter and View and other projects.

Interested? Get in touch and we'll let you know what roles are currently available and what to do next.

healthwatch

Nottinghamshire

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Company Registration Number: 8407721

Charity Number: 1159968