

Acceptable, Accessible Services

Activity – Access and Common Barriers to Service

Think about a time when you were referred by a GP to some kind of specialist service. If possible, the referral issue should be something which felt very personal, emotional or sensitive. Imagine that your appointment has arrived in the post for a service you don't know anything about.

Make a list of things that would help you feel better about going to the appointment, and things which would put you off or make it difficult.

Try and include:

- The location
- The information which is available to you
- What you would like to see and experience when you arrive

Enter your responses in the spaces below.