



## BRANDON CENTRE FEEDBACK FETE JULY 2014

### Demographics of young people who participated:

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Gender		
Male	Female	Trans/other
11	75	0
Total attendees: 86		

Age			
12-13	14-15	16-17	18 plus
2	13	16	53

Services you use		
Sexual Health	Therapy	Both
70	22	12

### General comments

- Pleasant, quick, effective appointment procedure, helpful , friendly
- Please get some plants for therapy rooms
- I got to counselling and my friends use the sexual health service
- Counselling could be better, having more times and being able to stay more than a year, sexual help being able to have more appointments
- Very efficient, great staff, very welcoming. Easy to get to appointment
- I've gotten to know the nurses and feel comfortable being open about my sexual health with them
- Always feel comfortable talking. Open on weekend
- Always friendly, always here to help. Feel relaxed in the waiting room

- I absolutely love the BC
- Be able to be confident depending on the staff that is there
- Hard because it is not eye catching to notice, there should be notice boards or signs

#### **Love-o-meter (How much do you love the Brandon Centre?)**

- 10%: 0
- 20%: 1
- 30%: 0
- 40%: 1
- 50%: 1
- 60%: 1
- 70%: 1
- 80%: 2
- 90%: 22
- 95%: 3
- 100%: 49

#### **Lucky Dip**

##### **If I were the director of the BC, I would be very proud of.....**

- How clean it is
- How short the waiting is
- The friendly staff, the posters and decorations, shorting waiting times for appointments
- How understanding the nurses are and how much help is offered so helpfully
- Offering counselling to those who can't afford to pay for it
- Offering a nice, comfortable environment for young people in Camden
- The friendly and helpful staff who are always happy and cheerful
- Receptionist and counsellor that work for you, lovely people
- I came in on Thursday and I would just like to say that I was very happy with the service. The staff I saw were very friendly and polite. I would be recommending this place 100%
- A very comfortable place to come to and nice people to work with
- The help provided by the employees
- The friendliness of the staff

##### **If I were the director of the BC, I would improve the service by....**

- Making therapist talk more
- Opening on weekends
- Having a door buzzer
- More private waiting areas
- Opening on weekends

##### **I found my first appointment easy because....**

- I wasn't patronised
- My counsellor (Barbara) made me feel comfortable and easy to talk to

- Very kind and easy to talk to
- The nurse was very nice and so are the other colleagues
- It was so easy to book an appointment – text communication is great
- Friendly staff, knowledge of the services and problems I had
- Very quick and easy
- My therapist was very nice and easy to talk to. The centre is accessible, and the appointment times are flexible
- The staff were welcoming and approachable

**I found my first appointment difficult because...**

- I did not know what to expect from counselling and was worried about explaining certain situations in my life
- My first appointment the staff were friendly and welcoming. I felt very comfortable

**The staff at BC were helpful by being....**

- Polite and welcoming, friendly and supportive

**The reason I chose to come to the BC rather than other services is because...**

- Seem to genuinely care and listen without being judgemental or patronising
- Always friendly, calm atmosphere
- Good times, close to home and friendly understanding staff
- They are friendly
- Of how comfortable they make you feel
- I heard it was a comforting place to come

**I would use another service next time because...**

- I wouldn't
- I felt very welcome and all my issues were dealt with in a good way
- I would come back again because I feel that I am treated in the right way here and I am comfortable here

**I would recommend BC to other young people because...**

- It could really help somebody who needs a service that BC supplies. If I didn't recommend it they could miss out on it
- The BC is there for many different things for young people. Most people would be put off to ask about sexual health but the staff are welcoming and helpful
- The service they provide is more comfortable than other places, they make you feel very at ease and mainly do not judge
- It has helped me to get through the most difficult time of my life
- It is very good for information and very welcoming
- It is very private and a good place for young people
- Everyone friendly, easy location and discrete
- It is fantastic, FANTASTIC!

- Because it is good for help and free condoms
- It is a confidential place, where you are treated as an individual and respected by staff

**I wouldn't recommend the BC to other young people because...**

- Appointments are sometimes hard to get

**Young people who are under 16 years might not feel OK coming to the BC because...**

- Fear of being misunderstood, fear of being treated badly
- They might get judged for having sex underage or being crazy
- Because someone they know (or knows them) might recognise them and ask questions or tell others
- Can be hard to talk to strangers

**Young people who are under 16 years would feel OK to come to the BC because...**

- It is welcoming and easily accessible
- The staff are incredibly helpful and understanding
- Confidentiality, useful information for all ages and friendly staff
- Because it is a friendly environment, open to help them and support people, regardless of their gender, sexuality or background

**The staff at the BC were unhelpful by being...**

- A little hostile at the door
- They weren't unhelpful at all
- All staff were helpful so no comment

**The staff at the BC were helpful by being...**

- Kind and understanding, listening to my problems and concerns in both therapy and sexual health and always being easy to talk to, always feel comfortable
- Helpful but some are rude
- There for me what I didn't know what to do. Giving me support when needed
- Informative, approachable and accessible
- Caring and friendly
- By making me feel comfortable and welcome from the moment of walking in. Always get what I need and appointment always on time

**The reason I come to the BC rather than other services is because...**

- It is a well valued service and treats people with respect
- I trust that everything is private and very understanding
- They are very friendly on the phone and make you feel relaxed
- Of its friendly staff and confidentiality policies
- The staff are helpful and it is easy to get appointments without a long wait

**If I wanted to complain about something at the BC I would not feel able to because...**

- I wouldn't feel able to
- Because I would feel embarrassed to. But I don't think I would need to. If I had any problems I would feel comfortable enough to talk to my therapist about my concerns

**If I wanted to complain about something at the BC, I would feel able to because...**

- It provides a comfortable and confidential environment
- They are so lovely and helpful
- The people are lovely and friendly
- The staff are open and friendly, and I feel able to express concerns with them

**What things would help a first appointment?**

- Nothing, I feel very welcome and comfortable

Nothing at all! Everyone was very friendly and approachable

**Ratings Chart**

	<b>We are doing great - don't change</b>	<b>Ok -but could change a bit</b>	<b>We are doing poorly – make changes.</b>	<i>Any comments:</i>
Treating you well	71	5	1	I find this service very useful and comforting
Listening to you	67	5	0	I make her ears bleed the amount she listens to me
Taking your views and worries seriously	68	5	0	
Knowing how to help you	59	11	0	I would love it if the BC started doing HIV tests
Giving you enough explanation about the counselling service	48	12	1	
Giving you enough explanation about the sexual health service	47	5	1	
Giving you enough explanation about other local services for young people	33	14	10	Haven't heard much about other places Ditto
Providing comfortable facilities	65	13	1	
Providing counselling appointment times that are convenient for you	46	12	3	Evenings/after work appts would be very useful One day on the weekend to be open Open on the

				weekends
Providing contraception and sexual health appointment times that are convenient for you	49	7	1	Increase age range available at the BC please Agreed
Making sure that you don't have to wait long for a first appointment for counselling	47	14	6	A lot quicker than other services/boroughs It is a while but I wouldn't expect less/complain
Making sure that you don't have to wait long on the day for a contraception and sexual health appointment	43	7	0	
Giving you good care	56	5	0	
Involving you in decisions about your care	42	8	0	Understanding
Treating you with dignity and respect	57	3	1	Nurses could be slightly more sensitive in some instances – sometimes it feels like it's your mum telling you off
Being 'young person friendly'	56	7	0	
Being a service that is open to young people regardless of their background	55	2	0	
Being a service that is open to LGBT young people	40	2	0	

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5 September 2014