

Tell Sandyford

A report for young people



Introduction

Sandyford Young People's Services want to make sure that young people have positive sexual health and respectful relationships. To do this Sandyford provides clinics and other support services for young people. When young people come to Sandyford they get the information, help and support they need to help them to be healthy, happy and safe.

During the Covid 19 pandemic Sandyford had to close some of its clinics, and could only do a lot of emergency support. Now Sandyford wants to reopen more services. To make sure what Sandyford does is what young people want and need, young people were asked to complete a survey called tell Sandyford.

To do the survey young people had to be between 13 and 18 years old and live in one of these areas: East Dunbartonshire, East Renfrewshire, Glasgow, Inverclyde, Renfrewshire or West Dunbartonshire. The survey was completed by 321 young people.

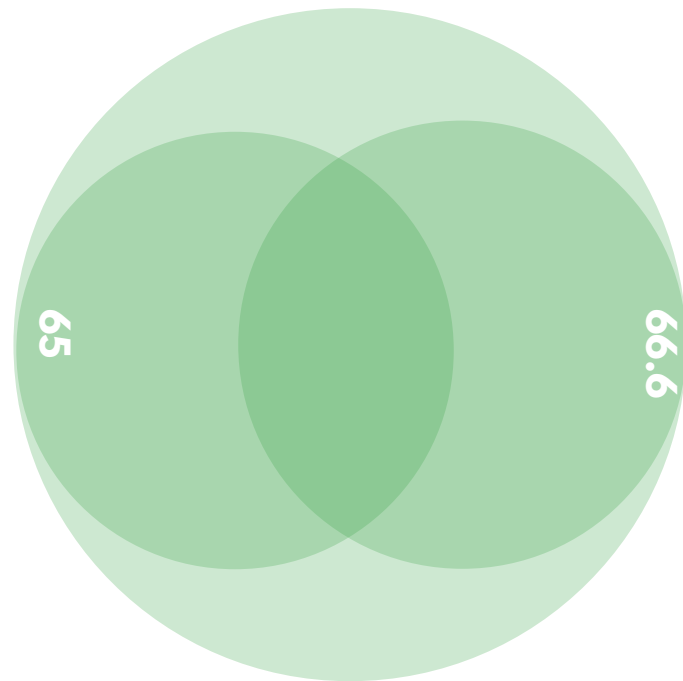
This is a report about what young people said.



Do young people want clinics just for them?

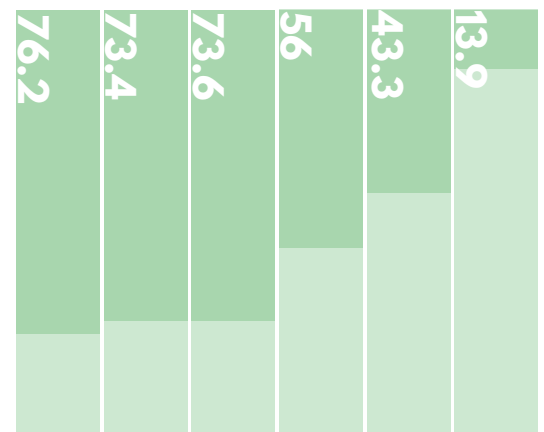
A majority of young people 65% want sexual health clinics just for them.

A majority of young people 66.6% also want to still be able to go to an adult clinic if they want to.



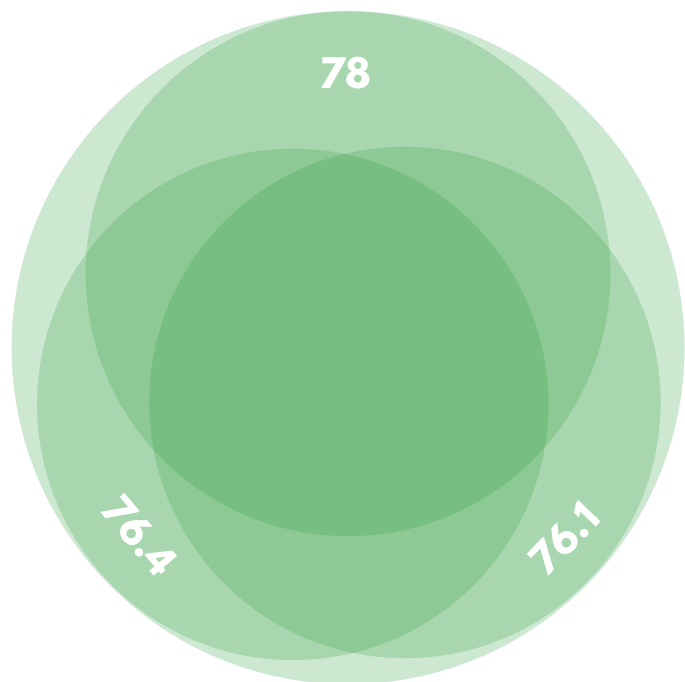
Where should clinics be?

- Most young people 76.2% would like to go to a young people's clinic they know is provided by Sandyford.
- A majority of young people 73.4% would like a young people's service to be as local as possible.
- A majority of young people 73.6% would like a Glasgow city centre clinic, as well as local clinics.
- A majority of young people 56% would like a young people's service to be available at their GP surgery
- Less than half of young people 43.3% would like a young people's service to be available at their local pharmacy
- Few young people 13.9% would like a mobile-van service to visit their neighbourhood.



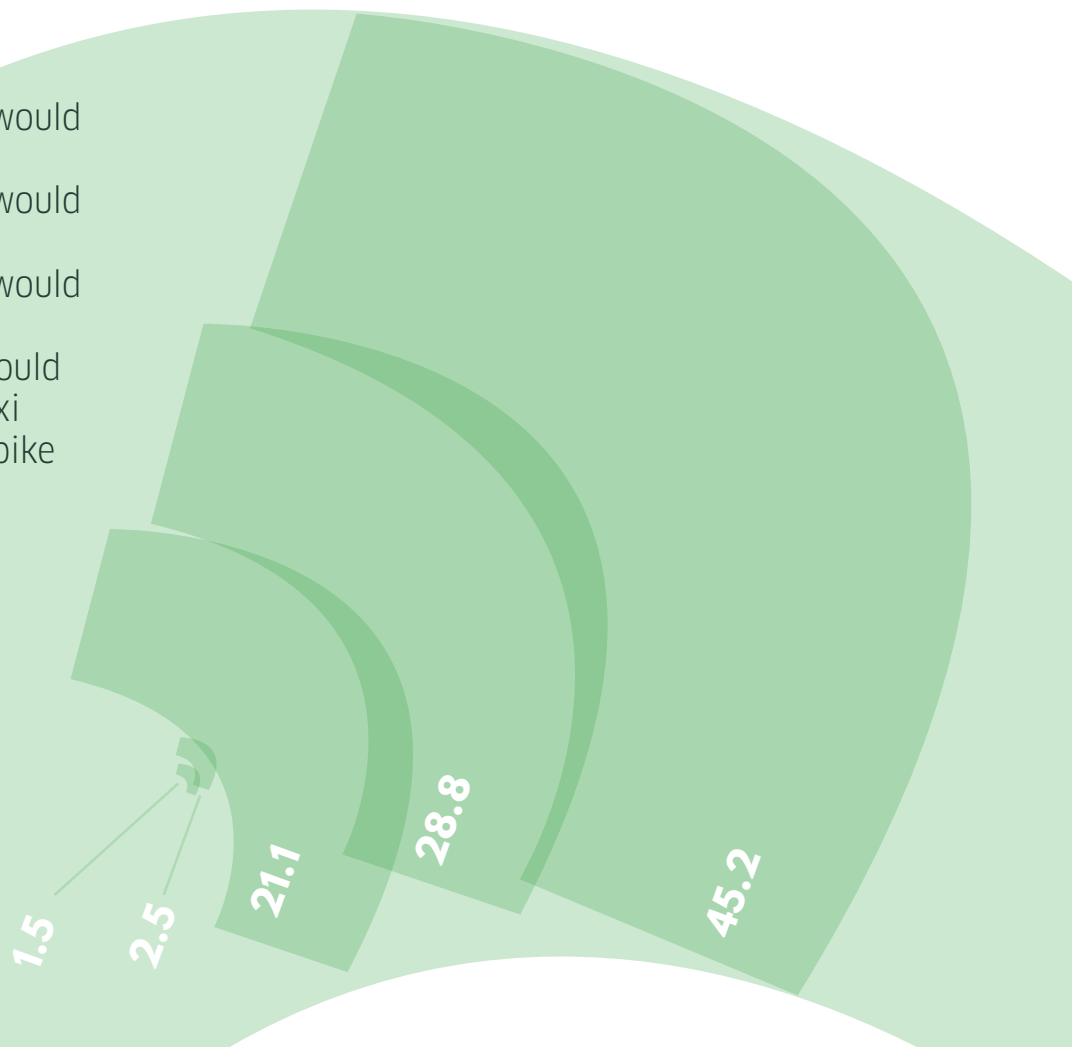
What about making an appointment or drop-ins? How do you want to make an appointment?

- Most young people 78% want clinics to have drop in and an option to make an appointment.
- Most young people 76.4% want to be able to make clinic appointments by phone.
- Most young people 76.1% want to be able to make clinic appointments by going online.



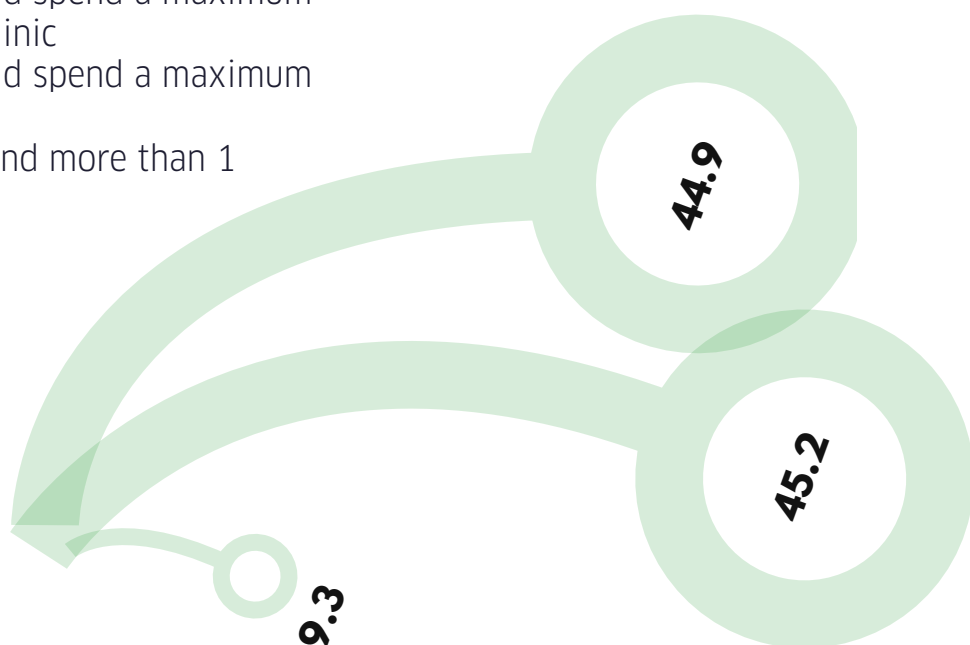
How do you get to a Sandyford clinic?

- 45.2% of young people would usually take the bus
- 28.8% of young people would usually walk
- 21.1% of young people would usually get a lift
- 2.5% of young people would usually get there in a taxi
- 1.5% would go on their bike



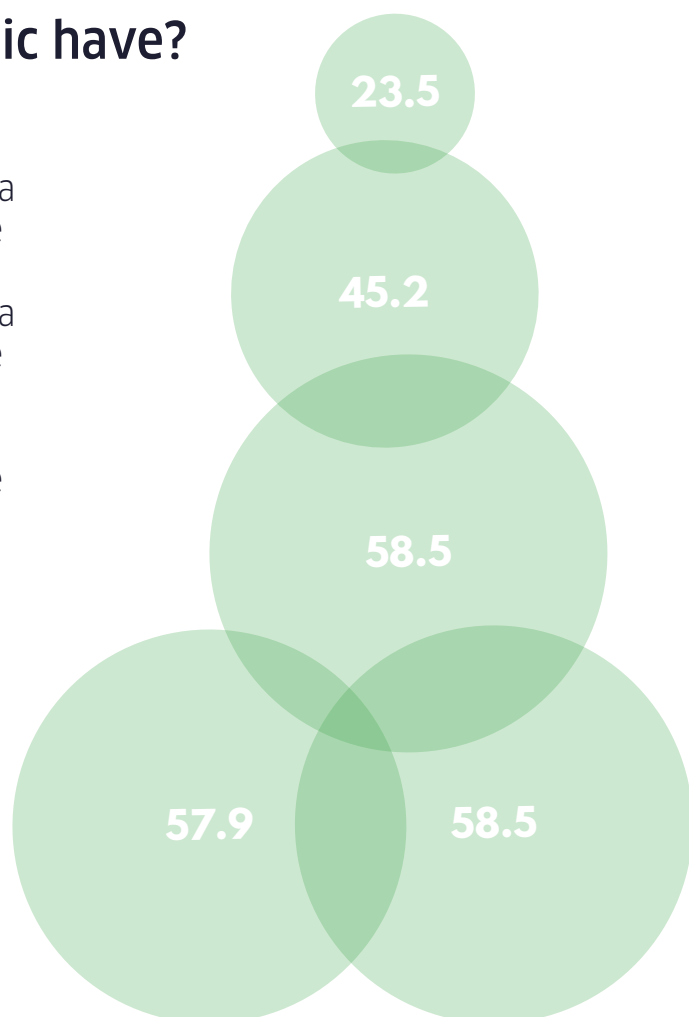
How long would you want to take to get there?

- 44.9% of young people would spend a maximum of 30 minutes getting to a clinic
- 45.2% of young people would spend a maximum of 1 hour getting to a clinic
- 9.3% would be happy to spend more than 1 hour getting to a clinic.



What opening times should a clinic have?

- Less than half of young people 23.5% wanted a weekday clinic to be open after school/college for at least an hour
- Less than half of young people 45.2% wanted a weekday clinic to be open after school/college for at least 2 hours
- A majority of young people 58.5% wanted a weekday clinic to be open after school/college for more than 2 hours
- A majority of young people 57.9% wanted a clinic to be open on a Saturday morning
- A majority of young people 58.5% wanted a clinic to be open on a Saturday afternoon.



What do you want to get from your Sandyford young people's clinic?

- Almost all young people 92% want to talk to someone who won't judge them
- Almost all young people 90.7% want to get tested for infections
- Most young people 86.1% want to talk to someone they can trust
- Most young people 84.8% want to get free condoms
- Most young people 79.6% want to talk about pregnancy
- Most young people 76.8% want to talk about abortion
- A majority of young people 73.7% would want there to be a youth worker at clinics that you can talk to as well.
- A majority of young people 69.3% want to talk about worries about relationships
- A majority of young people 67.5% want to talk about their sexuality
- Less than 1% of young people responded that they would want to talk about PrEP.

TESTING
TRUST **PrEP**
FREE CONDOMS
ABORTION
YOUTH **SEXUALITY**
WORKERS
RELATIONSHIPS
NO JUDGEMENT
PREGNANCY

Do you think Sandyford should have online services? And what would they be like?

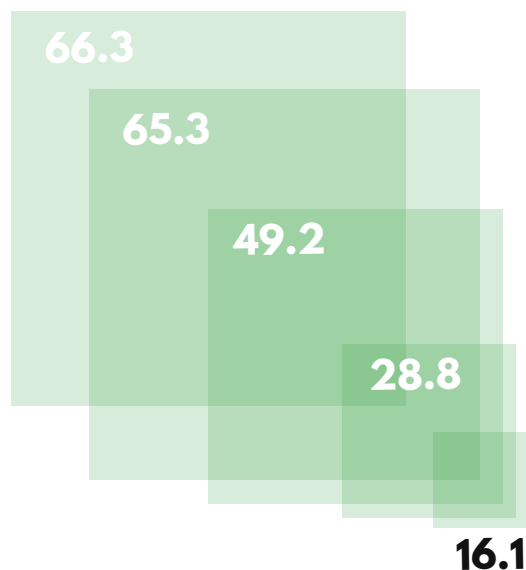
- Most young people 76.4% want there to be online services, as well as clinics you can go to.
- Most young people 72.4% want an online service with live messaging/chat
- Most young people 70.3% want an online/postal service to access condoms or testing kits
- Most young people 52.6% want an online service using messaging/email
- Less than half of young people 44.9% want an online service where they can speak with someone live on screen.

Someone live on screen.

Live messaging/
chat

What would be a good way to tell young people about services?

- Most young people 66.3% want to access information via Sandyford's own website
- Most young people 65.3% want to access information via lessons in school
- Less than half of young people 49.2% think that posters at school or college would be a good way to get information to them
- Less than half of young people 16.1% think that information via a youth group they go to would be a good way to share information
- Less than half of young people 28.8% think that posters in youth, community or sports centres would be a good way to get information to them.



What digital platforms would be good to tell people about Sandyford?

Everybody uses or likes different platforms but this is what we were told.

- Less than half of young people 37.5% think that Snapchat is a good platform to share information with them
- Less than half of young people 27.6% think that YouTube is a good platform to share information with them
- Less than half of young people 25.7% think that Facebook is a good platform to share information with them
- Few young people, less than 1%, think that Instagram or TikTok are good platforms to get information to them.



What would the best young people's sexual health clinic be like?

This was an open question, people could tell us anything that would help them go to a young people's clinic, or make it the best experience for their friends. The quotes that follow are a sample of contributions.

In terms of clinic staff young people have clear expectations and hopes, that staff are kind, caring and trustworthy.

**“Friendly staff?
My experiences at
Sandyford have
always been great.”**

Female age 18

“Kind, open people.”

Female age 15

**“The staff being an actually
diverse range of people. It's no
fun going to somewhere where
I don't feel represented. Unless
clinical clothes are necessary,
it'd be nice to see some of them
express themselves that way.”**

Trans-Nonbinary age 16

In terms of the atmosphere or ethos of the service young people are looking for services that are non-judgemental, confidential, discreet and inclusive.

**“Somewhere you could speak
freely without being judged,
open on weekends”.**

Female age 17

**“It would be a place with no
judgement, where I can feel safe
and looked after if I was hurt”.**

Female age 16

**“Kind staff, comfortable
atmosphere, judgement free
zone, being taken seriously”.**

Female age 17

“It should be local, confidential and be more concerned about making young people feel comfortable in the environment before asking any questions”.

Female age 16

“Keeping everything as discreet as possible so young people dont feel too embarrassed about entering the building or talking about it”.

Female age 17

“Somewhere that is also helpful for lgbt sexual health questions”.

Trans-Nonbinary age 18

“Understanding and non-judgemental. Helpful as can be”.

Male age 18

“People you can go to on a friendly level rather than professional so it’s not so humiliating”.

Female age 18

“A friendly environment where I could go for any questions and not feel judged in any way. Where the answers don’t feel awkward and it’s adult conversation. I would like to be able to go in and book an appointment for that day, like a ‘walk in because sometimes booking appointments can be embarrassing”

Female age 16

Young people shared other ideas about how to make clinics work for young people .

A key issue is confidentiality and knowing that conversations and support can be wide-ranging. Young people also want to see a full range of clinical services re-established and available. Booking systems should also be straightforward, and when they feel they need to, young people should be able to take someone with them to an appointment.

“Nice waiting room, free Wi-Fi snacks and juice”.

Female age 15

“You’re allowed to bring a support person”.

Female age 18

“A place with little intimidation and friendly workers, also a clear description of what to expect prior to going to an appointment or service”

Female age 17

“Confidential, won’t be seen inside by hunders of folk”.

Female age 15

“Private, supportive, freely available contraception and mental support. Advice on abortion and things like the pill”.

Trans-Nonbinary age 18

“A place where we can get a coil fitting considering it’s been two years since Covid started and should no longer be preventing the procedure”

Female age 18

“Be able to speak with a youth worker and bring a friend, be able to drop in”.

Female age 15

“Less clinical more relaxed atmosphere”

Female age 17

“Accessible and accepting. Somewhere that would aim to make people comfortable throughout the process - e.g. asking preferred pronouns and name(s), offering a diverse range of materials for people who otherwise would not be able to access sexual health information.”

Female age 17

“Somewhere you can bring you friends along to, as it may be overwhelming coming alone. Somewhere local to schools are it will be convenient”

Female age 18

What would the best online young people’s sexual health service be like?

This question was also an open question, so that people could tell us anything that would help to access an online/digital service, or make it the best experience for their friends.

Like with the ideas about the best face-to-face clinic, people say that the relationships with staff really matter, they should be caring and non-judgemental.

“Make everyone feel welcome as they will be nervous”.

Female age 14

“No judgment”

Female age 16

“Easy to use, friendly people”.

Female age 17

“Respectful understanding trustworthy”.

Male age 18

“No robots! human interaction”.

Female age 17

“Casual, appealing website design, kind staff”.

Female age 16

An online service should focus on being able to talk openly, with a guarantee of anonymity/confidentiality.

“A place to have open conversations”

Female age 13

“Something where you can chat face to face with a professional or chat anonymously”.

Male age 17

“Confidentiality, open messaging where you can discuss any worries or doubts about sex and relationships”.

Male age 17

With a digital or online service the information should be easy to find and the full resource should be easy to navigate.

“Short queues for live chats and easy to navigate. Definitely have a FAQ page”.

Female age 15

“Easy to navigate, sections on different symptoms and what they could mean, information about STIs and safety”.

Female age 17

“I personally would say a website like this, where it would have subtopics such as contraception, STIs , pregnancy etc where they could have quick access to information and or guidance”.

Male age 16

“Something online with easily accessible info or an online messaging service”.

Male age 18

Digital spaces are also viewed as providing the possibility of more immediately accessible support and information and out of normal hours provision. People said that online services can be a place to talk, whether in person or via chat facilities.

“A space with opening extended opening hours, discreet postal services. Caring and inclusive”.

Female age 18

“Quick responses for young people worried or curious about something”.

Female age 18

“Be able to make an appointment at all times and not told to just keep checking until an appointment becomes available”.

Female age 17

“Open chat functions, options to arrange calls, options to get self-test kits for stds etc delivered to home or a trusted location”.

Female age 17

“Online chat or help service with an employee of a Sandyford clinic. Easier way to book appointments as I had to wait months for an appointment to come up for my implant removal”.

Female age 17

“Being able to message or chat to someone about things you may need help with if you can't get to an in person clinic as that's not an option for everyone”

Female age 16

“Private, similar to ChildLine messaging service”.

Female age 16

“An online messaging system (kind of like a help service for say Curry's PC world)”

Male age 18

“Could be over the phone so it doesn't need to be face to face. Can be as long as you feel you need”.

Female age 16

A huge thank you to everyone who had their say!
Sandyford will now take some time to get services back in place and do the best that can be done to support young people all over NHS Greater Glasgow and Clyde.

**If you want to
know more about
Sandyford or want
to find out how
to talk with us
go here:
ypsandyford.scot/**

