



Groups less able to access the care they need, means they may not receive appropriate help, may receive it too late or via less therapeutic or non ideal route.

Sometimes referred to as 'hard to reach' groups, more often than not these people are not adequately enabled or supported to access appropriate care.

Peoples experiences of care including types of care & treatment they receive differ in quality according to various factors.

A persons experience of care & treatment can be affected by the timing of services getting involved in their lives.

people with specific characteristics are predisposed by service & commissioning design or culture, as well as wider societal barriers to have a poorer experience of care



Both access to care & experiences of care influence a persons outcomes & likelihood of recovery.

People who have difficulty accessing help and who experience differential treatment, can have worse outcomes than people who DO NOT experience such difficulties.