



Creating a young person friendly environment in primary care

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Definitions



- 80% of lifetime cannabis and alcohol use is initiated by the age of 20
- 50% of lifetime mental illness starts by age 15
- 8/10 obese teenagers become obese adults
- 8/10 adult smokers start as teenagers
- Strong links between different risk-taking behaviours
- 70% of adult preventable deaths are the result of behaviours initiated or reinforced in adolescence.

Some key issues for young people and primary care

- GPs tell us they see ‘very few young people’
- Yet young people are frequent users of primary care – young women visit their GP four times a year and young men two times a year on average.
- Age group least satisfied with GP with shortest consultation times

“It doesn’t feel like they listen, just fob you off with medication, and the Drs don’t communicate between each other.”

Young Person

What makes you feel welcome in primary care?

What GPs learnt from young people

- Young people often fail to access healthcare until they are in crisis.
- Won't 'disclose' on first visit
- Allow time to build up trust
- Take concerns seriously – stigma, not being believed
- Perceived barriers- confidentiality
- Real barriers – intimidating staff
- Waiting room - stress, pain management, distractions
- Complex appointment procedures
- Lack of awareness of appropriate use of service
- Technology isn't always good

Making a practice YP friendly

- Appoint a '**champion**' for young people's health
- Let young people **register** with a GP
- **Accessible** and flexible appointments – and book a follow up appointment
- Make the **waiting room** more welcoming for young people
- **Listen** to young people and give them time
- See young people **on their own**, with no lower age limit
- Feel comfortable around **confidentiality** (patient records)
- Record your **data** accurately and use it to see where **improvements** can be made
- Gather **feedback** and complaints and **involve** young people in patient participation groups

Tools and resources



GP CHAMPIONS FOR YOUTH HEALTH PROJECT

TOOLKIT FOR GENERAL PRACTICE



<http://www.youngpeopleshealth.org.uk/our-work/practice/gp-champions>

HEADSSSSS / Teen Health Talk

- A framework for a conversation not an interrogation.
- Confidentiality – parent and YP
- Allows for sensitive topics to be discussed in health context and assess vulnerability.

- Home
- Education/Employment
- Activity
- Drugs/drink
- Sex/Sexuality
- Safety
- Sleep/screens
- Self harm/suicide
- SAFEGUARDING

You're Welcome – 7 standards in the new piloted version

(www.ayph.org.uk/yourewelcome)

The revised standards can be applied to all services :

1. Involving young people in their care and in the design, delivery and review of services
2. Explaining confidentiality and consent
3. Making young people welcome
4. Providing high quality health services – *includes 5 specialist standards*
5. Staff skills and training
6. Linking with other services
7. Supporting young people's changing needs



RESOURCES

- www.ayph.org.uk
- www.ayph.org.uk/yourewelcome - Quality standards for youth friendly health services
- <http://www.youngpeopleshealth.org.uk/our-work/practice/gp-champions> - GP Champions for Youth Health
- <https://www.thewellcentre.org/>
- <https://www.youtube.com/watch?v=9kXDDAKCyQ4&feature=youtu.be> - Well Centre Film
- <http://www.cyphp.org/>

- <http://www.teenagehealthfreak.org/>
- <https://youngminds.org.uk/>
- <http://kidshealth.org/>
- <http://www.healthtalk.org/young-peoples-experiences>

“Working with the voluntary sector encourages you to be more flexible towards young people and more tolerant if they run late, are loud, or turn up to an appointment with a gang of friends”

GP



“Young People don’t want to be sent to a different service for every different problem they are dealing with. They want someone to help them through a variety of different issues, recognising that they’re often connected.”

Be Healthy Advocates

Thankyou!