

Henfield Medical Centre  
Becoming more Young People  
friendly  
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# Why are we here today?

- RCGP Day **Adolescence is a critical time for health**, physical, sexual and mental health, when risk taking behaviour begins.
- Evidence that Young People come to GP less than other age groups, are the least satisfied with their visits, have shortest consultation times and visit A+E more
- There are **barriers** preventing YP from attending
- Help HMC become more YP friendly
- **Prevention** of future health problems
- Happier and Healthier Young People-Adults

# Pace Setter Pilot

- South East Coast/CCG NHS initiative to promote and improve services for Children and Young People. Share best practice.
- We decided to focus on YP
- Questionnaire
- Open meeting to help decide Key Activities
- Instigate changes. Education, Communication, Appointments,

# What difficulties can a young person have?

- **Physical health** coughs, colds, asthma, acne, diabetes, sports or other injuries, weight, smoking, alcohol, drugs.
- **Emotional health** eating problems, anxiety, anger, stress, sleep, bullying, relationships, low self-esteem (1 in 5), feeling miserable (1 in 4), depression, self harm
- **Sexual health** concerns about puberty, contraception, teenage pregnancy, STDs, general advice, “**C CARD**”

# A few facts

- HMC has 1,090 YP aged 16-24 (94 15 year olds)
- Obesity in teens by age 15 in 1990 was 6%, now 2015 it's 25%
- Mental Health issues in later life can start in teens and could be prevented
- Teenage pregnancies in the UK are highest in Europe apart from Sweden
- Right Here research in Brighton showed 40% of YP weren't clear about confidentiality which prevented them seeking help
- Other surveys show YP have concerns about, **confidentiality**, difficulty making **appointments**, explaining to their doctor **how they are feeling**

# Questionnaire Results

- 30 responses                      51% age 14-16    41% age 22-24
- Come on their own 68%, with parents 24%, with a friend 0% (37% didn't know they could come with a friend)
- Seek advice easily    10% said NO    (if no why? see comments)
- Easy to book appointment    41% said NO    main reason was time of appt
- Doc Ready App            72% said they would use it

# Questionnaire continued

- Ways to talk to Doctor/Nurse? 82% happy with usual appt, easier by telephone 55% facebook 27%
- Feel awkward coming to doctor? 24% YES, (see comments) 24% embarrassed, 10% rather see lady doc, 20% difficult getting appt
- Know where to go for advice? (drugs, alcohol etc) approx 50% yes
- Free condoms, chlamydia, contraception? 79% knew!
- Would you use our website? 82% YES

# What can we do to start..?

- **Registration** make this easier for YP. Only 1 form of ID?
- **Birthday Card** 15 year olds
- **Review methods for booking appointments**
  - timing/phone triage difficult for young people
  - may be intimidating over the phone, consider on line booking (?under 16)
  - be sensitive to their shyness, often find problems hard to explain
  - reception not asking usual questions
  - offer drop in appointment (Read code and audit )
  - any age can book appointment or come to 'drop in' alone or with a friend
  - Doc Ready App

# ....at reception?

- **Be flexible** YP are often late, forget appointments, phone credit issues, text reminders for appts, drop in clinic
- **Waiting Room** imposing place, YP nervous and self conscious, welcome them, maybe they wish to wait outside or in corridor, tolerate friends that may be noisy
- **Young Persons notice board and website** sign post YP to them
- **Confidentiality** know and display policy

# and in the consultation ?

- **Listen** Young People feel GPs don't understand them
  - "can't relate to them, judge them, talk down to them and don't always listen to them or **respect** what they're saying"
  - “no-one wants to give you the time or understanding of your problem”  
“..off you go, you'll be fine”
- **Time** they may have waited months to pluck up courage to come
- **Confidentiality** be confident and clear about this early in consultation

# Consultation continued..

- **See YP alone** any age can see a GP/nurse on their own
  - best practice to have some time alone with them
  - consider asking the trainee or student to leave
- **Follow-up** Initial appointment may be intimidating
  - may present 2 or 3 times before being able to say what is really worrying them.
  - FU appointment in a week if you sense they haven't disclosed
  - call DNAs, **continuity and trust** are important
- **Anything else bothering you?** ask this question at the end
- **Voluntary Sector (Third sector)** be aware of local agencies and use them. Website.

# Summary

- **Birthday Card**
- **Booking appointments** DROP IN (audit), on line, Doc Ready App, sensitivity at reception so consider less questions
- **Waiting Room** late, friends, shy, notice board
- **Consultation** listen, time, respect, confidentiality, see alone, continuity and follow up
- **Website** Voluntary sector
- **Feedback/complaints** after consultation for YP ongoing

Thank you for listening

