

# Henfield Medical Centre Young Persons Project. July 2015

## **Pace Setter Project Report to date. Dr Olivia Snape, GP.**

### **April 29th 2015**

Meeting with Christine McDermott who introduced us to Pace Setter and agreed that we could choose Young People as our age group to work with. (Present Dr Olivia Snape GP, Sam Strachan Practice Nurse, Sarah Thomas, Administrator )

### **May 19th**

#### **Engagement Stage 1. In House 'Encircle'**

Presentation by Dr OS, Nurse SS and ST to whole practice on Pace Setter and the draft questionnaire.

(Present GPs, Nurses, HCAs Admin staff and reception staff, several were young people)

There was open discussion and those present fed back their ideas and critiqued the draft questionnaire. They were asked to write down ideas or questions for the questionnaire. These were collected.

#### **Ideas and feedback**

- Questionnaire thought to be a good idea- needs redrafting in more 'plain English', to include new questions suggested and put on practice website if possible,
- Open meeting suggested to discuss issues raised and help choose Key Activities for Pace Setter
- To include venues such as sports centre, school, travel clinic, scouts/guides, youth group, to give out questionnaires as well as opportunistically in surgery.
- Text/email all YP in practice to ask them to complete questionnaire and invite them to the meeting
- Doc Ready App discussed
- Cash prize to encourage questionnaires to be completed, e.g. Amazon Voucher as a raffle prize at the open meeting.
- Title of project/questionnaire discussed, ideas suggested, "Be Heard in Henfield" decided upon

**June** - Questionnaire and posters finalised, printed and put up in various places in the village, surgery and on the practice website. YP texted and emailed. All staff to encourage participation of YP they saw.

### **July 8th**

#### **Engagement Stage 2 - "Be Heard in Henfield" Meeting at HMC**

Dr Snape did short a presentation on 'HMC Becoming more Young Person Friendly', including why, some facts and figures and health issues for young people, analysis of the questionnaire results. (see HMC WEBSITE to view the questionnaire )

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=234988&a=H82060> ) There was a good, open, interactive discussion where the young people present gave their opinions and ideas. We also asked them specifically about various topics arising.

Topics and ideas discussed, including those arising from questionnaire results;

**-Birthday card to 15/16 year olds.** Enclose a welcome letter to HMC as a Young Person, introducing the new (to be developed) YP part of website as a resource, asking for their mobile number and highlighting confidentiality, their rights to come alone or with a friend if preferred, offering a YP pack, with information leaflets in.

**-Confidentiality and making appointment issues,**

- a) We need to be careful because automatic text goes to the mobile number on the notes when an appt is made. This is often the parents' not young persons number.
- b) A comment from the questionnaire mentioned reception staff questioning them when asking for an appt was an issue. These needs attention. Consider training of staff especially reception in dealing with YP and making them feel at ease.

**-C-Card**, Most of those present didn't know about it. Suggested action:

Contact GP at Steyning Medical Centre and plan to do a talk together at Steyning Grammar School about YP issues and what we are doing to become more YP friendly.

**-Website**, YP section would be a good idea and utilised, with what we can offer and links to relevant YP services, e.g. counselling, sexual health, alcohol, drug, gambling help lines etc

**-Appointment times**, There need to be YP friendly times, i.e. more before or just after school, maybe drop in and available telephone appointments, maybe consider Facebook type appointments/communication.

**SUMMARY FOR PACE SETTER.**

Key Activities completed; KA 1a. Engagement (as above)

Key Activity in progress ( mandatory) KA 3a. Safe Guarding Audit

3 further KAs to be decided as a result of the engagement processes above.

Suggested Key Activities for HMC Pace Setter Project;

1. KA 2a. **Appointments**; To look into offering more YP friendly times, i.e. reserve some early morning or 4 o'clock ones just after school, (when the bus gets to Henfield)  
Consider having drop in appointments or telephone appointments at that time with GP or Nurse. Discuss at Practice Meeting and implement for a 3 month trial and review.
2. KA 4a. **Education**; Run a whole team education session at an encircle, feeding back the questionnaire and meeting results and educating staff in YP friendly behaviour and consultation skills.  
Also consider an outreach talk with Steyning GP to 14-18year olds at Grammar school. (Useful resource is the 'GP Champions For Youth Health Project ToolKit')
3. KA 1b/1c. **Communication**; Develop a Young Persons section on our practice website with information for them and useful links to relevant resources including voluntary sector services and providers. Contact local Youth officer to help.  
Consider sending a 'Birthday Card' to 15 year olds as above. To be discussed at Practice Meeting before implementation.