



Making a Young People Friendly Health Service

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You're Welcome Quality Criteria

Making health services young people friendly

Best practice guidance from the Department of Health

You're Welcome quality criteria sets out principles that will help health services (including non-NHS provision) become young people friendly. It covers areas to be considered by commissioners and providers of health services. Content is based on examples of effective local practice.

[www.dh.gov.uk/publicationsandstatistics/publications/
publicationspolicyandguidance](http://www.dh.gov.uk/publicationsandstatistics/publications/publicationspolicyandguidance)

The quality criteria cover ten topic areas

- Accessibility
- Publicity
- Confidentiality and consent
- The environment
- Staff training, skills, attitudes and values
- Joined-up working
- Monitoring and evaluation, and involvement of young people
- Health issues for adolescents
- Sexual and reproductive health services
- Child and adolescent mental health services (CAMHS)

Accessibility

Consider the following:

Where?

When?

By whom?

Referrals?

Physical disability?

Accessibility

- **1.1** Where there is a choice about service location, the service is accessible to young people by public transport.
- **1.2** Young people can use the service outside school or college hours, or the service is provided on or very close to a school or college site.
- **1.3** In non-specialist services there are opportunities for self-referral, and clear lines of referral to specialist services as required.

Accessibility

- **1.4** There are opportunities for young people to make appointments and attend consultations without the involvement of a parent or carer. In specialist services where the involvement of parents or carers is desirable for the treatment, young people are routinely offered at least one consultation on their own as well as with their parents.
- **1.5** Young people can request the gender of the member of staff they see. This will be arranged if possible.
- **1.6** The service is easily accessible by people with any form of physical disability or sensory impairment, and is provided in accordance with the Disability Discrimination Act 2005.

Publicity

Consider the following:

How?

What information?

Formats?

Publicity

- **2.1** The service provides leaflets for young people explaining:
 - what the service offers
 - how to access the service
 - what will happen when they access the service
 - how the service is linked to other services
 - how to access other services and get appropriate onward referral
 - how to make suggestions or complaints about the service
 - who else has access to any information that the young person shares with the service, and the circumstances under which information will be disclosed (as outlined in 3.3).

The content and style of the leaflets are appropriate for young people.

Publicity

- **2.2** The service publicity material makes clear:
 - young people's entitlement to a confidential service, including any limitations to confidentiality with regard to child protection, and

that there are opportunities for young people to attend a consultation on their own (as outlined in 1.4).
- **2.3** Service publicity material is available in forms that can be easily understood by young people with learning disabilities. The service will provide information for people with physical disabilities or sensory impairments in an appropriate format. This is in accordance with the Disability Discrimination Act 2005.

Publicity

- **2.4** Service publicity material is available in languages that are used by the local community of young people.
- **2.5** All information provided by the service is kept accurate and up to date.
- **2.6** The service should provide information about other local services for young people, in accordance with the *National Service Framework for Children, Young People and Maternity Services*.

Confidentiality and Consent

Consider the following:

What do staff need?

What do young people need?

Confidentiality and Consent

- **3.1** There is a written policy on confidentiality and consent to treatment and the policy is consistent with current Department of Health guidance.³ The policy includes a clear protocol for the management of child protection concerns and possible breaches of confidentiality. All staff (both clinical and non-clinical) are familiar with the service's confidentiality policy. Regular audits of consent and confidentiality are undertaken.

Confidentiality and Consent

- **3.2** Members of staff have received inter-disciplinary training on the issues of confidentiality and consent and issues pertaining to seeing young people on their own. The aim of this training is to reach a shared understanding of young people's entitlement to confidentiality, and the practical applications of this in situations where different professionals are working together to safeguard vulnerable children and young people. Inter-disciplinary training should be undertaken with local Safeguarding Children Boards (formerly Local Area Child Protection Committees) to ensure that the approaches to child protection are congruent, mutually supportive and in line with *Working Together to Safeguard Children*.

Confidentiality and Consent

- **3.3** Confidentiality and consent policies are made explicit to young people and parents or carers through information on display in the reception area and/or in the waiting area. The information makes clear young people's entitlement to confidentiality and any limitations to confidentiality with regard to child protection.
- **3.4** All staff routinely explain the confidentiality policy to young people and to their parents or carers. The service routinely explains to young people that they have the opportunity to attend a consultation without the involvement of a parent or carer (as outlined in 1.4). Parents and carers are provided with information about health issues that concern young people, and are supported to encourage discussion with their children.

The Environment

Consider the following:

How do we make it young people friendly?

The Environment

- **4.1** Care is delivered in a safe, suitable and young people friendly environment. Young people are not asked, in public, any potentially sensitive questions that might be overheard in the reception or waiting area.
- **4.2** The waiting areas are young people friendly, comfortable and welcoming, and there is appropriate reading material for young people. This information is checked and 'refreshed' regularly to ensure that it is kept up to date.

Staff Training, Skills, Attitudes and Values

Consider the following:

What training do we need?

Where can we access training?

Staff Training, Skills, Attitudes and Values

- **5.1** All staff who are likely to come into contact with young people receive basic training on communicating easily with young people, promoting attitudes and values that are young people friendly, and meeting standards established in the current *NHS Knowledge and Skills Framework*. Staff also receive training on working to current Department of Health guidance on confidentiality and consent and seeing young people on their own (as outlined in 3.2).

Staff Training, Skills, Attitudes and Values

- **5.2** Appropriate staff members receive training and relevant clinical appraisal to ensure that they are competent to:
 - discuss necessary and relevant health issues with young people
 - make appropriate referrals when necessary, and
 - manage difficult consultations.
- **5.3** Appropriate supervision and support are offered to staff who provide one-to-one support to young people.

Joined-up working

Consider the following:

What do we need to do?

Joined-up working

- **6.1** Where possible, other relevant services for young people are co-located within the service. Where this is not the case, the service should provide information about other local services for young people. All staff should be familiar with local service provision and arrangements for referral.
- **6.2** Information about the service is provided to other relevant organisations and to key professionals working with young people.
- **6.3** The service provides young people and their parents or carers with accurate and easy-to understand information about other local services (see 2.6).

Monitoring and Evaluation, and Involvement of Young People

Consider the following:

In what ways can we achieve this?

Monitoring and Evaluation, and Involvement of Young People

- **7.1** Young people are formally consulted in relation to current services and relevant new developments, and they are included in patient satisfaction surveys. Processes are in place to ensure that information gathered from young people is included in survey results and considered in service development plans.
- **7.2** The service invites all clients to give their opinions of the service offered and whether it met their needs – for example by providing a suggestions or comments box with pen and paper in the waiting area, or through online feedback.

Monitoring and Evaluation, and Involvement of Young People

- 7.3 Young people are involved in monitoring the service against the *You're Welcome* quality criteria – for example through mystery shopper studies.
- 7.4 In NHS Trusts and Children's Trusts, young people are actively involved in service design and development, for example through the constitution of a young people's board.

Health Issues for Adolescents

Consider the following:

What areas should this cover?

Health Issues for Adolescents

- 8.1 Programmes of care are developed to deliver key health promotion on:
 - smoking cessation
 - healthy eating and weight management
 - alcohol misuse
 - substance misuse
 - mental health and emotional well-being concerns
 - sexual and reproductive health.

The service also provides leaflets on common health concerns (such as smoking cessation, contraception and sexual health, drugs and alcohol) and information on local specialist services, relevant national websites and helplines.

LET'S DO IT!

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