



# St Basils – Our Mission



**St Basils** works with young people to enable them to find and keep a home, to develop their confidence, skills and opportunities and to prevent youth homelessness.



- ❖ Young Peoples Take Over Day 2013 St Basils residents met with GP's & CCG Engagement Leads
- ❖ Young People shared their experiences and views about using their G.P.
- ❖ Young People suggested developing a 'Charter' which set out what young people want to be able to expect from their GP practice.
- ❖ The charter was developed by young people over a series of workshops
- ❖ Today this Charter is being presented to BSC CCG as an organisation made up of member GP practices.

**We hope that BSC CCG will endorse the 'GP charter' and encourage its member practices to provide their service in line with the principals of this 'Charter.'**



- ❖ The Charter has 7 Statements.
- ❖ All the statements have been developed by young people.
- ❖ The statements tell GP's what Young People feel they need to help them feel confident and comfortable in accessing and using GP services.
- ❖ The statements are simple and may seem obvious – but reflect that young people do not always feel their needs are well understood, sometimes don't feel listened to and often don't feel involved in choices about their health care.



# NHS YOUNG PEOPLES GP CHARTER



## Access

- ❖ I want to be able to see a GP at a time to suit both of us. I don't want to take time away from training or college during the day.
- ❖ I want to be able to get to the service by public transport.

# NHS YOUNG PEOPLES GP CHARTER



## Believe me

- ❖ When I go to the GP it is often the last resort.
- ❖ Explain to me how the system works if you are referring me to other services, don't judge me, or make me feel as though I have bought it on myself. I am asking you for help.



## Publicity

- ❖ Make sure that information is written in easy to understand language for everyone.
- ❖ Explain clearly how we can get the help we may need and what will happen when we access the services.
- ❖ Make sure that confidentiality is explained, including that we can see a GP without a parent or carer.



## Involving young people in monitoring services.

- ❖ I want to be included in patient satisfaction surveys.
- ❖ Have a suggestion box in the surgery so we can have our say.
- ❖ Use the Department of Health's Quality Criteria for young people friendly health services, called the "You're Welcome Criteria" to help improve your services.



## Staff

- ❖ Staff need to make me feel relaxed and supported. They need to see me as a person, not just a set of problems.
- ❖ Staff need to be trained on how to engage with young people. I need to feel that staff know when to refer me to someone else



## Environment

- ❖ GP surgeries and other NHS buildings should be welcoming.
- ❖ We suggest: a water machine, comfy chairs, enough room for buggies and up-to date information on notice boards relevant to us





## Health issues for young people

- ❖ If I ask for help to improve the quality of my life, refer me to services that can support me with:
- ❖ Smoking cessation, healthy lifestyles, mental health and emotional support, sexual health and other specialist services.
- ❖ We want to know what to expect before being referred to services.

# Pledge for Young Peoples Take Over Day

- ▶ 1. Endorse the Charter
- ▶ 2. Promote the charter to G.P member Practices.
- ▶ 3. Work in collaboration with young people from St Basils Youth Council and residents from the Projects in South & Central Birmingham to achieve sign up to the GP Charter across South Central CCG member practices.
- ▶ 3. Actively seek young peoples views and involve young people when developing services in primary care. – Youth Board are willing to get involved.
- ▶ 4. Work with St Basils and other youth agencies to ensure that staff and members are aware of the needs of young people.
- ▶ 5. Work with st Basils to help reach and give a ‘voice’ to vulnerable young people.
- ▶ 6. Work with local young people to revise the Charter to reflect local young people’s views on what would help them access GP services when they need them.



If you would like ideas on how to ensure your services are young people friendly, please contact Birmingham South Central Clinical Commissioning Group at: [infobsc@nhs.net](mailto:infobsc@nhs.net)

Have a look at the Department of Health's Quality Criteria for young people friendly health services: [www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services](http://www.gov.uk/government/publications/quality-criteria-for-young-people-friendly-health-services)