

Youth Friendly Practice Plan

Greenstone Clinic

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A:

"The issues facing young people today are complex, psychosocial and preventable. Primary care is seen as an important part of prevention - but young people face barriers when accessing the care they need. Such barriers include - privacy and confidentiality, cost and transport."

Q: Why do we need youth friendly Primary Care?

The Youth Friendly Primary Care Project

Using the Youth Friendly Primary Care Assessment Tool in their practice - Greenstone was able to identify areas where they could improve their youth friendliness. Changes were made and proposed accordingly. The assessment tool criteria utilises the World Health Organisation framework for Youth Friendly Primary Care that is equitable, accessible, acceptable, appropriate and effective.

Greenstone's Improvements

Youth Focus Groups

Two focus groups were conducted with health classes at Manurewa High School - one junior and one senior

The main themes identified were:

They did not like long waiting times

Some found clinicians questions to be random or out of the blue i.e moving from discussing an ankle injury to asking 'are you having sex'

Juniors were not focused on the ethnicity or gender of the clinician, their expertise was most important

They wanted free WiFi within the practice

Privacy & Confidentiality

Admin

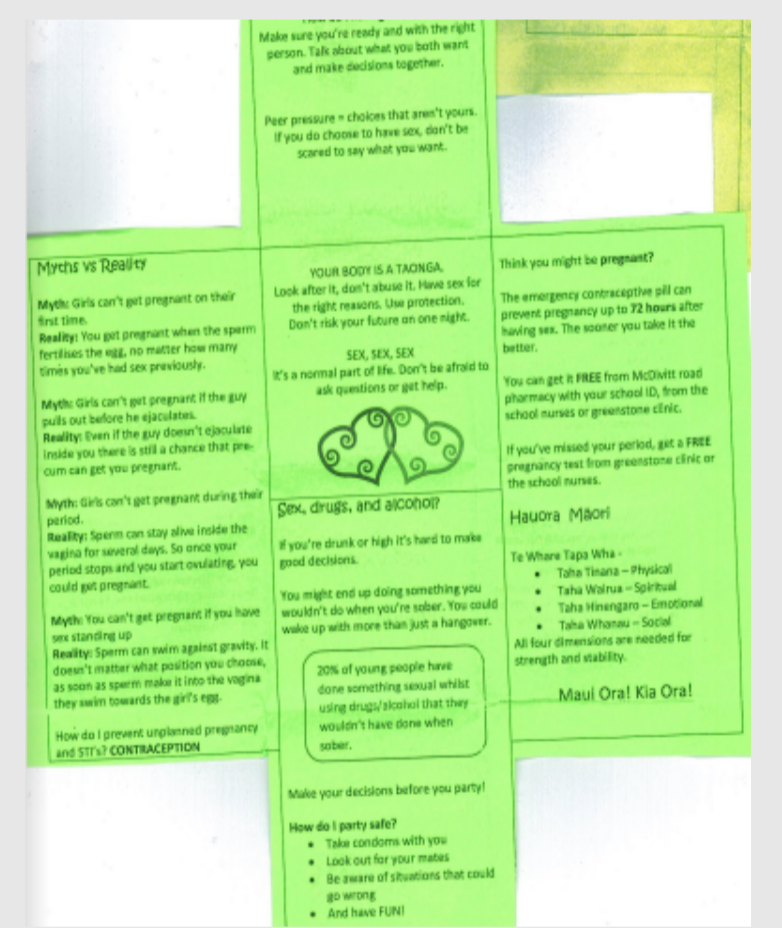
Admin will no longer ask young people why they are booking an appointment. this is a direct response to feedback received from consultation with young people revealing that they are often asked.

Clinical

Clinical staff will introduce a 'shortcut key' that is used at the beginning of each consultation. this will be activated once the clinician has discussed confidentiality and the exception of harm risk with the young person.

Condom Card

Greenstone plans to re-establish the distribution of C-Cards. These are cards that allow young people to access condoms in a confidential manner - they also come with an informational leaflet called a 'tea bag'.



HEEADSSS

Electronic HEEADSSS Screening

Electronic HEEADSSS data entry during the consultation allows clinicians to keep track of patients responses and keep it up to date. This allows for better continuity of care.

Youth Participation

Greenstone aims to set up a sustainable and confidential feedback mechanism for youth who visit their practice.

They are planning to have a confidential form handed out to young people on arrival and put into a box. This will be facilitated by the Admin Youth Health Champion.