

# Roselands Doctors

Youth Friendly Primary Care Quality Improvement Project

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## The Youth Friendly Primary Care Project

Using the Youth Friendly Primary Care Assessment Tool in their practice - Roselands 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.

## Improvement Ideas

- Youth specific promotional material
- Explore opportunities for 'youth consultations' - such as satisfaction surveys or other opportunities for input
- strengthen youth clinical services through youth specific staff trainings
- Increase psychosocial screening for young people
- Youth friendly waiting areas

## Changes Made

### Changes to the Website



Changes were made to the website to promote youth specific health services provided by Roselands such as:

- Jadelle insertions
- IUD consultations and insertions

### Youth Friendly Waiting Area



This was an effort to make the environment more youth friendly.

Youth specific posters were put up in the waiting areas.

### Team Discussions



The project was discussed in doctors meetings - this was to reinforce youth health modules learned in GP training.

## Roselands thought of some other things but faced some practical barriers:

### Free Wifi

- This was something that Roselands had planned to make the environment more youth friendly.
- This fell off the priority list due to concerns about privacy and who was able to access the network.

### More flexible appointments

- Roselands thought about increasing accessibility and allowing walk ins - however this was incongruent with the current practice appointment model.