

Highland Park Medical Centre

Youth Friendly Primary Care Quality Improvement Project

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The Youth Friendly Quality Improvement Project

Using the Youth Friendly Primary Care Assessment Tool in their practice - Highland Park Medical 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 mental health and HEEADSSS professional development for staff
- PDSA cycle for development of a process for psychosocial assessment and enrolment for 16 year old patients
- Youth oriented reading and promotional material - add a regular 'Youth Week' promotion.
- Development of youth specific promotional material
- Look at strengthening relationships with Pakuranga College
- Explore nurses standing orders for common conditions.
- Explore youth consultation and feedback

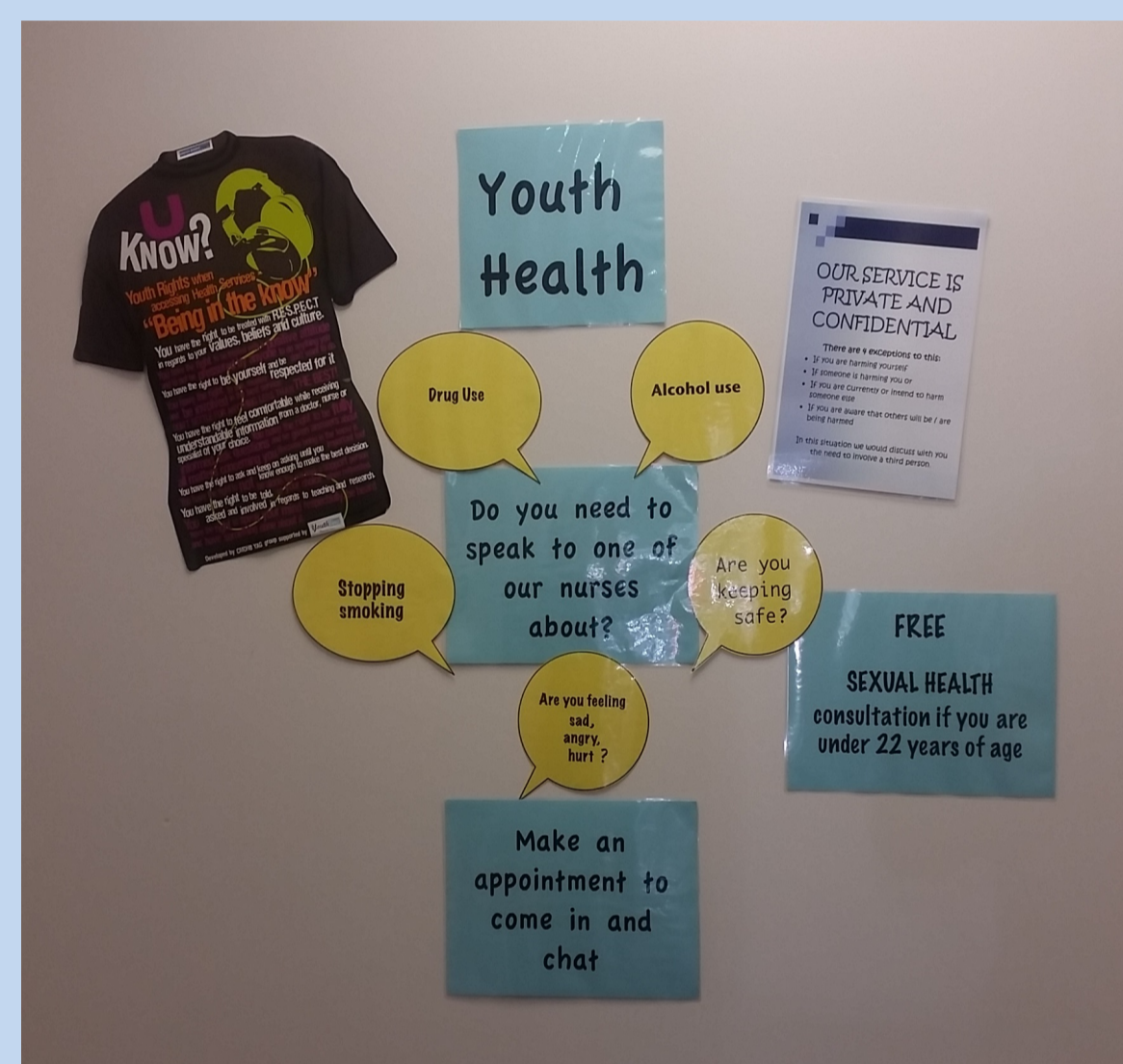
Changes Made

16 Year old Enrolment Visits

- Patients who have just turned 16 are sent an invitation to visit the nurse to undertake a youth assessment and update baseline measures.
- They are advised about confidentiality and update contact details
- Undertake HEEADSSS assessment

Free Wifi

Youth Display Wall



Professional Development for Nurses

- Online nurse training
- standing orders for Emergency Contraception Pill
- nurse lead Sexually Transmitted Infection testing

PHO funding for unlimited free sexual health visits

And More....

- Free condoms in toilets
- In the process of putting out youth focused brochures.
- Youth Page on the practice website
- Once the nurses have done their training - planning to appoint a 'Youth Champion' within the practice