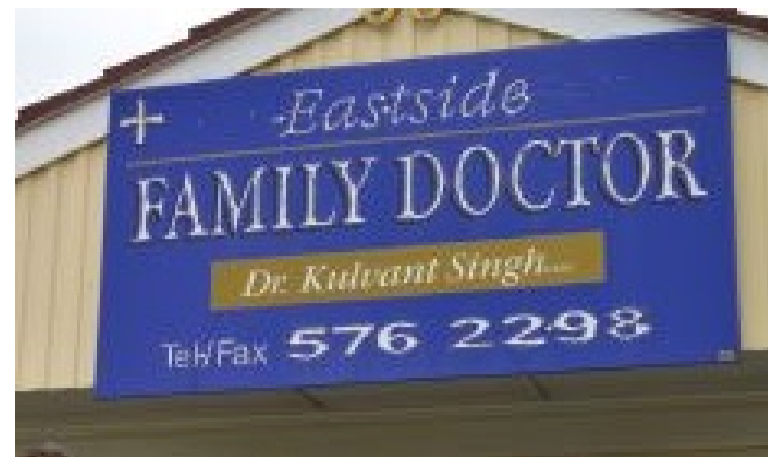


Eastside Family Doctors

Youth Friendly Primary Care Quality Improvement Project



The Youth Friendly Primary Care Project

Using the Youth Friendly Primary Care Assessment Tool in their practice - Eastside Family Doctors 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.

Current Strengths

Eastside Family Doctor provide services to young people with a focus on youth friendly principles such as confidentiality

A strong relationship has been developed with the local secondary school, Edgewater College. This significantly increases access to health services for young people attending this school

Eastside provide free sexual health services to non-enrolled patients under 22 years of age, and are always flexible with fees for youth

Improvement Ideas

- Developing a youth specific practice policy
- Youth specific promotional material for the practice
- Implementation of the planned onsite clinic at Edgewater College
- Explore opportunities for 'youth consultation' - such as satisfaction surveys or other feedback mechanisms
- Explore opportunities to enable onsite mental health, and drug and alcohol support for under 18 year olds

Changes Made

Promotional material has been developed including webpages and poster resources. The webpages include information on health professionals roles, how to enrol with a GP, and how to prepare for an appointment

Feedback and consultation has been undertaken with youth, including questionnaires and face to face discussions. This feedback has highlighted the value of trusting therapeutic relationships, and continuity of care

Future Plans

A flowchart is in development that outlines the process for consultations with youth at Eastside Family Doctors, this includes consent, confidentiality, psychosocial assessment

Eastside Family Doctors are engaged in ongoing education, training, and service development that will support mental health and drug and alcohol support for young people

Planning is underway for an onsite GP service at Edgewater College