

# Papakura Marae

Youth Friendly Primary Care Quality Improvement Project



## The Youth Friendly Primary Care Project

Using the Youth Friendly Primary Care Assessment Tool in their practice - Papakura Marae 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

Papakura Marae Clinic provides strong Maori cultural support for its patients

Clinic staff are in the process of undertaking youth specific professional development

There are other health and psychosocial support services also based at the Marae (including teen parent support, family start, whanau ora, food bank)

Enrolled patients under 18 years of age receive free services

Sore throat services are provided free of charge for enrolled and non-enrolled youth

Papakura Marae links with other community based services to support youth (including green prescription, self management support groups, whirinaki)

## Improvement Ideas

- Consider developing youth health policies, guidelines and procedures. This would include age appropriate use of screening tools.
- Explore opportunities to monitor utilisation and the presenting complaints of young people at your practice.
- Consider free WiFi - with opportunities to send health messages
- Explore opportunities for youth consultation - such as surveys or other feedback mechanisms
- Increase the number of staff who receive HEEADSSS training.

## Changes in Progress

Collaboration is underway with existing Marae based services, this will increase access to services and provide a more streamlined approach to support for youth and whanau

Opportunity for wider collaboration with youth networks have been explored (including Youthline, Locality Youth Networks)

All clinic staff have completed specific Youth Health training, including HEEADSSS assessment

Ongoing consideration is being given to providing free Wifi that is linked to health messages, or screening tools, or consultation options, while also maintaining the security of the PMS