

# The Youth Primary Care and Provider and Support Staff Questionnaires

How to use them as part of the Youth Friendly Primary Care Quality Improvement Project

## Youth Primary Care Experience Survey

### Using the Questionnaire

This tool is intended for collecting feedback from the young people using the service. This information can then be used to understand youth perceptions and take steps to provide care that meets their needs.

**The use of and reporting of the results is one of the project milestones of the Youth Friendly Primary Care Project.**

There is currently no standard approach to collecting data on youth satisfaction in primary care settings. This questionnaire is based on the YFHS-WHO+ Questionnaire and is designed to run alongside the HQSC Primary Care Patient Survey that is currently used by practices.

### Uses of the Questionnaire:

- As part of the quality improvement initiative
- for general use alongside the HQSC Primary Care Survey

### Ideas For Distributing the Questionnaire:

- Include as part of a youth display with an anonymous box
- GP hands them out after consultations
- Admin hands out to young people when they come in or when they pay

## Youth Primary Care Provider and Support Staff Climate Survey

### Using the Questionnaire

This tool allows for the identification of areas for discussion and development in respect to meeting youth health needs among the practice staff. This involves staff attitudes and training.

**The use of and reporting of the results is one of the project milestones of the Youth Friendly Primary Care Project.**

Climate surveys are often used in human resources to capture staff perspective on their working environment. In this context - the climate survey is intended to capture primary care staff and support staffs' perspective on the responsiveness of their work environment to youth health needs.

### Uses of the Questionnaire:

- As part of the quality improvement initiative

### Ideas For Distributing the Questionnaire:

- Leave some questionnaires in the staff room with an anonymous box
- Plan to fill them out at a team meeting