

HEALTH AND HAPPINESS CENTRE

Youth Health Primary Care Quality Improvement

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ABOUT THE PROJECT

Youth Friendly Primary Care Assessment Tool was used to guide efforts to improve access to Youth Services. The tool was developed in accordance with the World Health Organisation framework for Youth Friendly Primary Care. This framework promotes care which is effective, appropriate, easy to access and equitable.

ABOUT THE PRACTICE



A family-centred surgery offering a full range of general practice and accident & medical services to you and your family.

- Opening hours: MON-FRI 8am - 6pm | SAT 9am - 11:30am
- Team: Four GPs, three Nursing Staff, and five receptionists
- Street Address: 488 Great South Road, Papatoetoe, Auckland

CHANGES PLANNED

- Standing orders for hormonal contraception
- Youth specific promotional material
- Professional development for staff related to youth health, and HEEADSSS assessments
- Professional development for Sexual Health update
- Further exploration of developmentally appropriate clinical care
RNZCGP endorsed audit of Medical Practice Activity: Developmentally appropriate healthcare for Youth
- Exploration of youth consultation processes related to current and future services



CHANGES MADE

POSTERS IN TOILET

Sexual Health information and advice are placed in toilets where young people go to do testing

INTRODUCTION OF HEALTH 365

- Issue of confidentiality and patient portals for those ages under 16 years
- Worked on written policy for refusal of health 365 unless parents are unable to see data for those aged 13 and over

PARTNERSHIP WITH LOCAL HIGH SCHOOL

Health and Happiness Ltd had already made a few changes prior to assessment due to the high focus on youth health and strong relationships with surrounding schools.