

PATIENT PARTICIPATION

Young People at Braunton Academy

on Tuesday 2nd February 2016

Attendees

Dr Brian Bennett

Dr Angela Fletcher

Julie Tanton

Jackie Bentley, School Nurse

Carolyn Davenport, Head of Croyde House

20 Representatives from Years 9 & 10 from Braunton Academy

Sue Bennett Practice Manager at Caen liaised with Jackie Bentley School Nurse who is based at both Caen Medical Centre and Braunton Academy, and Carolyn Davenport who is Head of Croyde House at Braunton Academy to arrange a meeting with a group of students from the Academy. The students were selected by their form tutors and were from Years 9 and 10, three of the students were not patients at Caen Medical centre but attend other local practices. The meeting was held at the Academy.

Welcome/ Introduction

Dr Bennett started the meeting by welcoming the students and the visiting team introduced themselves. He explained to the students that the purpose of today's meeting was for us to share information with them about the service we offer but also to learn about their experience and gain any ideas on how we might improve the service we offer from the view of a young person using the service. We also wanted to be made aware of any concerns they might have about coming to the medical centre and how we might make things easier for them to approach the service.

The following areas were raised and discussed.

Appointments with doctors and nurses

Dr Bennett started by asking the students if any of them had any experiences they wished to share when they have attended the practice. One student said that he recently attended for the first time on his own, his mum had booked his appointment but he attended alone. He explained that he had found the process of checking in a bit daunting and was not sure whether he had done things correctly and worried about what happened next, how would he be called, where did he go etc. When asked he said that he felt he could ask for the receptionist on duty for her help, but had felt nervous. Another student said that he did not have a problem attending on his own and felt the system worked well for him. The team agreed that doing anything for the first time can be intimidating but the students agreed that signage at the practice was sufficient. Students who attend other practices said their doctor's come and call for their next patient.

When asked only one student had made an appointment for themselves and they had done this over the telephone. The student said that most of them would telephone the surgery for an appointment rather than present at reception and that they would find the telephone number by searching on-line, they would also search the internet for health information and support services available. The practice team then talked about and explained the on-line booking service available to all patients at the practice, but also made the students aware that their parents may have already activated this service for them. It was OK for them to ask to register for this service themselves but if they are already registered we would need to change the password access, thus disabling the service for their parents.

Dr Fletcher explained that we also offer evening appointments two nights a week and early morning appointments one morning a week and that telephone consultation can be requested if it is difficult to attend the practice. However if a prescription or examination is required then the doctor would probably need to book the student an appointment but that this could be done at a time which is convenient for them. It is also practice policy that nobody is turned away if they say they need to be seen that day, even if all the appointments are fully booked. When asked Dr Fletcher explained that if doctor input is required outside of the practice working hours then NHS111 should be contacted.

Confidentiality

Dr Fletcher explained to the students that confidentiality is very important and that GP's cannot share information with anyone about a young person's health matters, this would only be done in exceptional circumstance which applies to all patients, not just young people, and would only be if the patient was 'at serious risk of harm' or if other people were at 'risk of harm'. Young people attending over the age of 13yrs would be treated the same as an adult with regards to their rights and confidentiality, the doctor would encourage you to speak to your parents but would not force you to do so. Dr Fletcher also explained that the doctors need to be sure that you have understood what has been discussed in your consultation and that you understand the treatment plan agreed.

The students were asked if they were worried about attending the practice because they knew someone who worked at the practice, but those present did not appear to have any concerns about this. It was explained to them that all staff at the medical centre are bound by confidentiality and it would be a disciplinary matter if they were found to be talking about any patient's medical information out of the work setting. The receptionist cannot even confirm to the school that they have attended for an appointment when they were due to be at school.

The practice team explained that you can see any doctor at the practice and that you are not required to see your registered doctor if you do not wish to do so, and if you don't like the doctor you have seen you can see another.

Other services available

Jackie Bentley asked the students if they were all aware of the weekly drop in clinic she holds at the school on a Monday, all present were aware of this clinic. One student commented that the room used by Jackie for these clinics is in a very busy area next to the dining hall, and this could put students off attending as there is often a large group of

students gathering in this area. Jackie and Mrs Davenport explained that in the past the location of this clinic had been reviewed but no suitable alternative room had been found, but agreed to ask for this to be looked at again.

Jackie explained that students can arrange a time to go and speak to her and that she can provide a letter for their tutor as to why they are not in lessons, of course this letter would not give any information other than they had an appointment with Jackie.

Whilst discussing the service Jackie offers at the Academy it became very apparent to the practice team that Jackie has a good rapport with the students and is very accessible and approachable.

None of the students present seemed to know anything about other local services which are available to young people. The doctors explained and talked about 'The Centre' for contraceptive services and Y-Smart for issue with drugs or alcohol misuse. It was suggested and agreed by the students that it might be helpful to have a poster display in the school sign posting these service for the students as they can self-refer. Jackie and Mrs Davenport said they would discuss this with the school. Mrs Davenport explained that some of the services such as Y-Smart and CAMHS (mental health service) attend the school to see students and Y-Smart has in the past given educational sessions to students. The practice informed the students that CAMHS attend the practice fortnightly and Y-Smart also see patients at the practice when it is hard for patients to travel to Barnstaple or meet them at home.

After the meeting had finished with the students Jackie confirmed to the practice team that she can issue emergency contraception, chlamydia packs and c-cards for condoms, but always encourages these students to seek sexual health screening.

Q&A

The Practice team then gave the students the opportunity to ask any questions.

One student asked if it was possible to speak to a doctor if you were concerned about a friend. Dr Bennett explained that it was fine to see a doctor to talk about someone else and this often helps them greatly as when they see the patient it enables them to have a fuller picture of the problem. However the doctor would not be able due to confidentiality to share with you information about their friends health or care plan

Another student asked what age you needed to be to collect a prescription. The team were not sure of this answer but felt it was 16 years, the doctors reported that they had never had a young person return to the practice due to them not being able to collect a prescription they had issued. The practice team said they would find out the answer and feedback via Jackie Bentley. On returning to the practice and discussing this with the local pharmacist the team discovered that the age for collecting a prescription is 16 years but it would be up to the discretion of the pharmacist if a younger person was collecting medication. They would take into consideration the item being collect and if unsure check with the dispensing doctor.

Another student asked would the doctor share information with a parent, e.g. if the parent asked the young person to leave the room whilst a consultation was in progress so they

could talk to the doctor about them. Dr Bennett explained that they could listen to the parent's concerns but would not comment or discuss the care plans for the young person until they were back in the room. In fact he said that the doctor often asks the parent to leave the room so they can talk to the young person alone so they can listen to what they have to say and discuss their own concerns.

Mrs Davenport told the students that if any of them thought of a question after today's meeting that they could ask her and she would contact us to obtain the answer. The practice team also informed the group that they could also email their views or ideas to the practice via the website or pick up a 'suggestions/comments' sheet in the practice waiting room.

Close

Dr Bennett thanked the students for sharing their views with the team and Mrs Davenport for helping to set up the meeting. Jackie Bentley explained to the students that they are of an age when they need to start taking responsibility for their own health and need to be aware of the services available to help them with any health issues they might have. It is important that young people speak up and voice their concerns and needs as often young people services are forgotten, but are just as important.

Outcome/Changes Suggested

- Practice to consider section on our website for young people which would include information about confidentiality and links to local support group such as Y-Smart and 'The Centre'.
- Academy to re-visit the positioning of Jackie Bentley's office.
- Academy to consider noticeboard signing post health services available for young people
- Practice to consider further meeting with older students who might be actively using the services.

Summary/ Discussion

The visiting practice team felt the meeting had been productive and well worth the time spent talking to these young users of the service. The students had participated and shared their views with the team. It was felt that this young group of students were at present not high users of the service and probably still relied on their parents/guardians to arrange doctor appointments and that if a future meeting was held more might be gained from meeting with slightly older students who might wish to access the service for themselves. However the team felt that it was important to educate this younger group as they will be the users of the future.