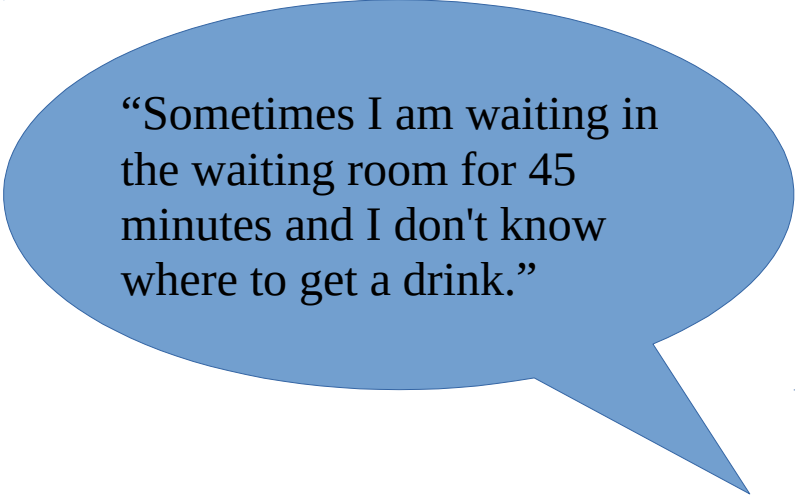
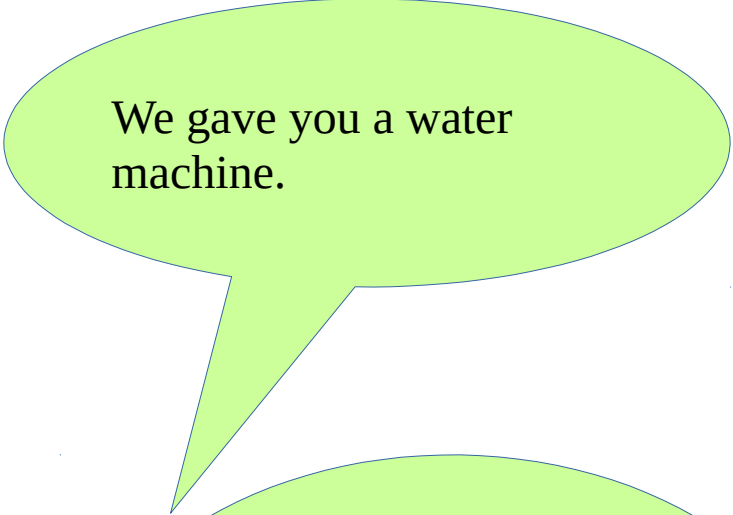


You Said, We Did...

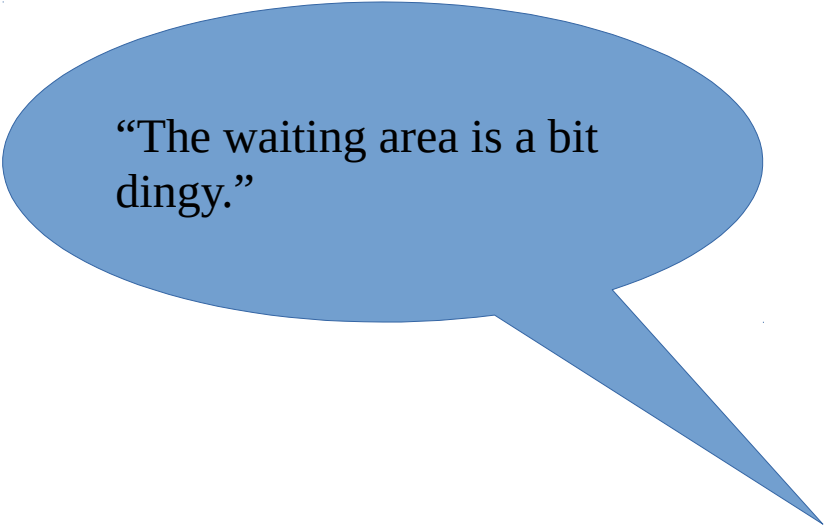
After surveying many of our young patients aged 14-25 in September-October 2014, we made the following changes to make our surgery more young people-friendly.



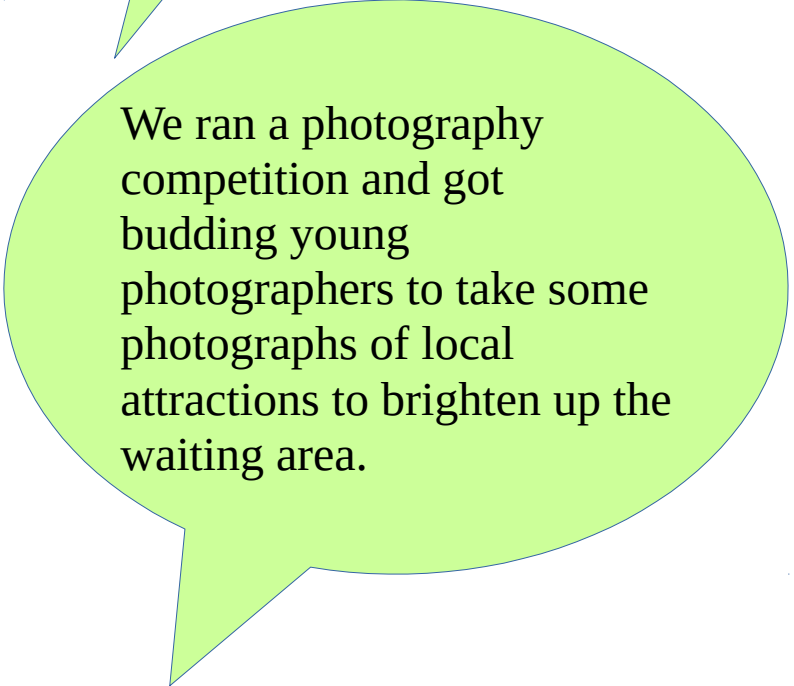
“Sometimes I am waiting in the waiting room for 45 minutes and I don't know where to get a drink.”



We gave you a water machine.



“The waiting area is a bit dingy.”



We ran a photography competition and got budding young photographers to take some photographs of local attractions to brighten up the waiting area.

“Sometimes I feel as if I am being overheard when talking to the receptionist.”

We ensured a visible message was displayed next to the receptionist, explaining that it was possible to speak in private in another room to avoid being overheard.

“I'm not sure where to go to find out information about young people's health.”

We created a new young people's notice board, young people's page on our new website and also a new discreet young people's information box in the waiting area.

“I am not sure if the receptionists know about the challenges young people face when visiting the surgery.”

We ran a training session for our staff to help them understand the challenges young people face when accessing healthcare.

“How does the surgery ensure it is accessible to young people?”

We created a working partnership with the local secondary school.