

Guide to Accessing GP Services for Young People

13 TO 16 YEARS OLD

THE STATION PRACTICE

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THE STATION PRACTICE GUIDE TO ACCESSING GP SERVICES FOR YOUNG PEOPLE



(13 TO 16 YEARS OLD)

When you are young, your parents are usually involved in your healthcare. They may make decisions for you, and speak to health workers on your behalf. However, as you get older, you have more rights. You can decide if you want your parents to be involved or not. This information explains your rights once you are thought to be old enough to make your own decisions about your healthcare information. Patients under the age of 16 should normally be accompanied by an adult when seeing a clinician or collecting medicines. However, under certain circumstances, patients below this age may be seen by a doctor, for example, if parents know that the child is at the surgery. Young people may also see a clinician without parental knowledge i.e. to discuss sexual health matters, including contraception.

Who is this information for and what's it about?

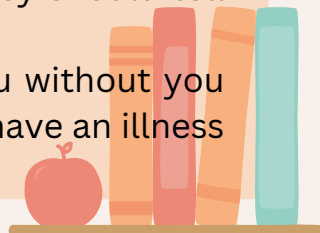
This is for anyone under 16. It explains that anyone who looks after your health must keep information about you private. This may be doctors, nurses, pharmacists or other health workers. You will find information on how things work in the general practice, not other organisations such as your school or other services. If you talk to a clinician about something personal, they must keep this information confidential, even if you are under 16. This could include things like:

- Feeling Down
- Relationships
- Contraception

Sometimes clinicians may need to share information about you to provide the best care. They may share information about you with other healthcare professionals who are looking after you – such as those at another hospital or clinic if you have agreed to be referred there. This helps make your care safer, easier, and quicker.

They will only share information necessary to provide you with the best care. If there are specific details things that you don't want to be shared, let the clinician know. If they believe you are at risk of serious harm or in danger, they may have to tell another adult about it to be able to help you. Even then, they should tell you they are going to do this and explain who they will tell and why.

Sometimes the law allows the NHS to share information about you without you agreeing to it but only in very serious situations, such as when you have an illness that poses a risk to others, like meningitis.



GETTING HELP



What does NHS England have to say?

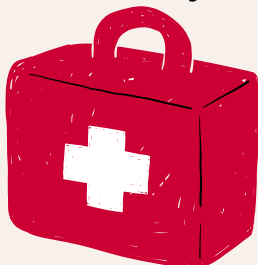
Children and young people (CYP) up to 18 years old make up one-fifth of the UK's population. Improving their health and wellbeing is an investment in future generations and the prosperity of this country.

NHS ambitions for improving the health and wellbeing of children and young people in England are wide ranging and you can read about the programmes here.

How do I make an appointment to see a GP?

You can request an appointment by calling the surgery and speaking to the receptionist or coming here in person. The receptionist will ask who the appointment is for and the reason, to ensure you see the right person at the right time. Your request for an appointment with a GP will be reviewed by a clinician who depending on the reason for your request, will either call you back, or you will be contacted by the reception team to arrange an appointment with the most appropriate clinician. This may be a GP, an Advanced Nurse Practitioner (ANP), a clinical pharmacist, or a First Contact Physiotherapist.

If it's personal, you don't need to explain – just say it's something personal. You can also request to see a male or female clinician if that makes you feel more comfortable.



How do I get register with doctor?

If you're over the age of 13, you can register with a GP by yourself. You can find a list of local GP's in your area on the NHS website: [Find a GP Surgery](#).



If you're under the age of 13, your parents or carers should register you at a doctor's surgery, but it is recommended that children are registered at the same practice as their parent or the person with parental responsibility.



I feel a bit embarrassed asking about my problem.

Please don't worry. Our doctors and nurse are used to dealing with all sorts of health matters and will do their best to help. Ask about what you need to know.

What happens when I arrive for my appointment?

When you arrive, let reception know by giving your name and who you're seeing, or use the self check-in system. Check which floor your appointment is on, take a seat in the waiting room, and wait for your name to be called.

GETTING HELP



Booking an appointment online.

If you are over 16 and would prefer to book your appointment online, please ask at reception for a form to complete for Online Access account and we can set this up for you.

Can I choose who comes to an appointment with me?

Yes. You can come on your own or bring someone with you such as a parent, carer, other family member or friend.

Can I see a doctor by myself?

Yes. There is no reason why you can't ask to see the clinician by yourself. They might want to find out why and might encourage you to tell your parent or carer. But they should try to understand how you feel if you don't want to.

Can I ask to see a male or female doctor?

Yes, and we will do our best to arrange this. As we use a total triaging system for GP appointments, initially you will be triaged by a male doctor but if you would prefer to see a female doctor then please inform the triaging GP about your preference. If you need to see someone urgently though, we may need to offer you whoever is available to make sure you get the help you need.

Can I make appointments without speaking to someone?

If you're feeling anxious or worried, try mentioning this when you are requesting the appointment and we will try to help in any way. You might also want to bring a trusted friend or family member with you for reassurance. It can take time to feel ready to see someone, but it's really important as it will help you get the support you need to feel better. *Check out the [Doc Ready](#), which has great tips on preparing yourself for a GP appointment* Scan the QR Code below to access *Doc Ready*.



What happens if I don't like a clinician?

Most doctors are great at their job and care about their patients. However, there may be times when you don't feel comfortable with a particular clinician or don't get along with them. If this happens, you can request to see someone else in the future and we will do our best to offer you a different clinician where possible.



CONFIDENTIALITY



What does confidentiality mean?

It means keeping your information safe and private. Healthcare staff ensure that all your health information remains confidential, including:

- Anything you say;
- Notes or records made about you;
- Details of any treatment you've received. You can speak to healthcare workers about any aspect of your health with confidence.

Will my parents be given information about me?

Usually, the healthcare workers are not allowed to tell your parents anything you have talked to them about, unless you have given your permission. However, they may suggest that you talk to your parents or an adult you trust. If a health worker may want to send out information to you and you don't want your parents to see this, you can:

- Ask to collect it yourself, or
- Request that nothing is sent.

What if my parents want to look at my health records?

Your health records include information about your health and any treatment you have had. Usually your parents can't see your health records, unless you agree to this. If there's something in your health records that you don't want your parents to see, inform the surgery. If your doctor doesn't think you can make decisions about your health care, your parents may be allowed to see your health records without you agreeing to it. But this would only happen if the doctor thought it was best for you.

Who else can see my records?

If your parent or guardian has been given "proxy access" to your online medical records, then this access will be revoked once you reach the age of 16. If you wish to have your own access to Online Services, you will need to visit the surgery with photo ID and complete a form. Sometimes, people who inspect child protection services may ask to look at the records of young people who have been involved with these services. This is to make sure that children are protected from harm. These inspectors are required to keep your information private unless they believe you are at risk of harm.



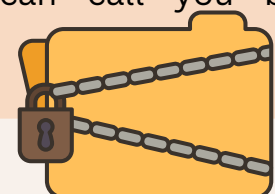
What if I'm unhappy about how my information has been kept or used?

If you think that what you've told a health worker hasn't been kept private or that something in your health records is wrong, please tell one of the health workers who has been involved in your care, or ask your parent or another adult you trust to do this for you.

If you're still unhappy, it's okay to make a complaint. Check out the practice [Complaints leaflet](https://thestationpractice.co.uk/complaints-and-feedback) on our website page: <https://thestationpractice.co.uk/complaints-and-feedback>

Can I have a preferred name added to my record?

Yes, just let the surgery know. We can add a "known as" name to your record so we as a practice can call you by your preferred name.



CONTRACEPTION

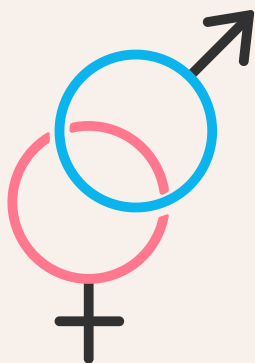


What is contraception?

Contraceptive methods protect against pregnancy. If you use contraception correctly, you can have sex without worrying about getting pregnant or getting someone pregnant. Most methods of contraception won't protect you against catching or passing on a sexually transmitted infection (STI). Condoms are the only method that protects against both STIs and pregnancy. Protect your own and your partner's health by using condoms as well as your chosen method of contraception.

Will they tell my parents?

Contraception services are free and confidential, including for people under 16 years old. This means the doctor or nurse won't tell your parents or anyone else, as long as they believe you're mature enough to understand the information and decisions involved. There are strict guidelines for healthcare professionals who work with people under 16. If they believe there's a risk to your safety and welfare, they may decide to tell your parents.



Where to get free contraception?

Find your nearest sexual health service, including contraceptive clinics. Many of these places offer information, testing and treatment for STIs, including chlamydia. If you've been exposed to the risk of pregnancy, you may also be at risk of catching an STI.

There are lots of contraceptive methods to choose from. You should use a method that suits you, not just because your friends are using it. Don't be put off if the first method you use isn't quite right for you – you can try another.

Emergency Contraception (morning after pill, IUD)

Your contraception guide available [here](#) or scan the QR code.



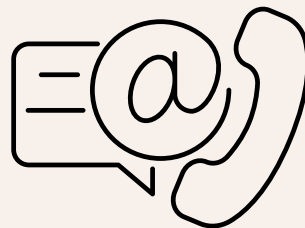
Sexual Health Clinic

Specialist sexual health services offer the complete range for contraceptive, sexual health and other services. For more information please visit their website or scan the QR code below: [Hastings Clinic | East Sussex Sexual Health](#)

Please note that all our doctors offer general contraceptive advice and prescribing of oral contraceptive pills. For further information please contact the Practice.



Scan the QR code to visit Hastings Sexual Health Clinic's website



USEFUL CONTACTS

Helpline Websites

- **ChildLine:** Childline is here to help anyone under 19 in the UK with any issue they're going through. Whether it's something big or small, our trained counsellors are here to support you. Childline is free, confidential and available any time, day or night. You can talk to us:

By calling free on - 0800 1111

or contact us via our confidential email which you can sign up for when you visit our website www.childline.org.uk

- **Samaritans:** The Samaritans provide emotional support for anyone feeling down, experiencing distress or struggling to cope. We're there for people when they need us, which could be any time of day or night. People talk to us for as long as they like, as many times as they like. We don't rush, interrupt or push anyone out of the door. We let people lead the conversation at their own pace. There's no waiting lists, and no assessments.

Samaritans is free, confidential and available any time, day or night. You can talk to us:

By Calling free on - 116 123

Email - jo@samaritans.org

- **Papyrus:** Papyrus is a charity for the prevention of young suicide, offering confidential support and awareness training. If you are a young person at risk of suicide or are worried about a young person at risk of suicide please contact us.

By calling free on 0800 068 41 41

Email - pat@papyrus-uk.org

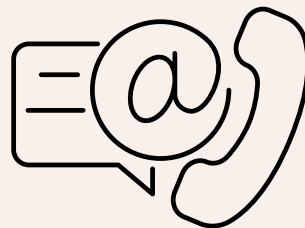
Website - www.papyrus-uk.org

- **The Mix :** The Mix is the UK's leading support service for young people. We are here to help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via online, social or our free, confidential helpline. Our help is free and confidential or all young people under 25.

Call us free on 0808 808 4994

Crisis Messenger - Our crisis messenger text service provides free, 24/7 crisis support across the UK. If you are experiencing any painful emotion or type of crisis in your life, you can text THEMIX to 85258.

Website - www.themix.org.uk



USEFUL CONTACTS

Helpline Websites

- **Mental health support for young people:** This page is about support services for young people and children in East Sussex. They are not crisis or emergency services.

[Mental health support for young people | East Sussex County Council](#)

- **Young Minds :** The UK's leading charity fighting for a world where no young persons feels alone with their mental health.

[YoungMinds | Mental Health Charity For Children And Young People | YoungMinds](#)

- **Healthwatch East Sussex:** Healthwatch East Sussex gather people's views of health and social care services in the county and make sure they are heard by the people in charge. We also provide a free information and signposting service to help people access, understand, and navigate the health and care in East Sussex [Children's & Young People – Healthwatch East Sussex](#)

- **CXK - The Youth Employability Service (YES)** has gathered useful links, information & guidance for Young People across East Sussex who are not in employment, education or training (NEET) [CXK Resources: East Sussex - Resources for Young People](#)

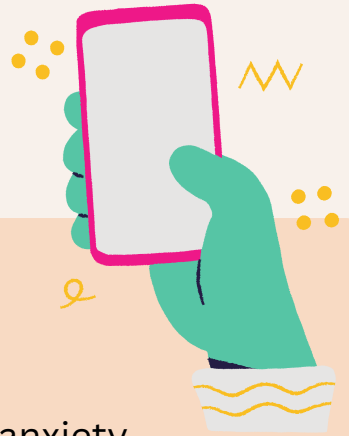
- **Children and Young People with Special Educational Needs or Disabilities (SEND)** <https://www.sussex.ics.nhs.uk/your-care/children-in-care-and-care-leavers/carers-of-children-with-send-or-disabilities/>

- **NHS Online – Young Carers:** If you're a young carer, friends and relatives are often the first people to turn to for help with problems. Talking things through with them can be really helpful. [Help for young carers - Social care and support guide - NHS \(www.nhs.uk\)](#)



USEFUL CONTACTS

Helpline APPS



Explore the apps to help managing the anxiety:

- **Molehill Mountain Molehill Mountain | Autistica**
a free app to help autistic people understand and self-manage anxiety
- **Clear Fear Home - Clear Fear App (stem4.org.uk)** - learn to reduce the physical responses to threat as well as changing thoughts and behaviours and releasing emotions; a free app recommended for 11 to 19-year-olds.
- **Worry Box WorryBox | Burn Your Anxiety (worryboxapp.com)** Letting go of negative thoughts and worries (suitable for younger children app advises 4+)
- **Self Help App for the Mind (SAM) Self-help App for the Mind (SAM) | Self-help App for the Mind (SAM) (mindgarden-tech.co.uk)** an app to support young people to understand and cope with anxiety.



Scan the QR code for
Molehill Mountain App



Scan the QR code for
Clear Fear App



Scan the QR code for
Worry Box App



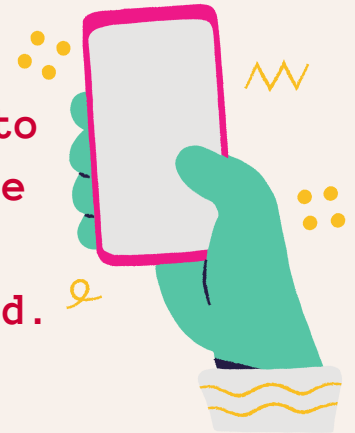
Scan the QR code for
SAM App

Before downloading any apps, it's important to read the terms and conditions carefully. Some apps may require payment or include in-app purchases, so double-check before you download.

USEFUL CONTACTS

Helpline APPS

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Explore the apps to help managing your mood:

- **MoodTools** MoodTools - Feeling sad or depressed? Lift your mood with free, evidence-based tools: Designed to help you combat low mood and alleviate your negative moods.
- **Mood Track** Mood tracking journal and diary for iOS and Android track how you feel and look back to see your moods over weeks, months, and years to learn about yourself.
- **Smiling Mind** Smiling Mind App – Smiling Mind The Smiling Mind app is a good choice if you have young people you want to introduce to meditation.
- **Sorted Teens** Sorted Teens – Sorted Mental Health For 10–15-year-olds and supports development of emotional regulation, self-esteem, resilience, and goal-focused motivation.



Scan the QR code for
Mood Tools App



Scan the QR code for
Mood Track App



Scan the QR code for
Smiling Mind App



Scan the QR code for
Sorted Teens App

is it normal
to feel
ANXIOUS?



No matter how
you feel inside,
we're here to help.



Nobody is Normal

childline

ONLINE, ON THE PHONE, ANYTIME
childline.org.uk | 0800 1111

**NOBODY
is
NORMAL**

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