

UNDER STRESS?
IN DISTRESS?
WANT TO GET SOMETHING
OFF YOUR CHEST?

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How to make a complaint

If you're not happy with the service you have received and you want to make a complaint, all GP practices should have a complaints box or procedure.

Help improve GP services

Young Healthwatch wants to hear about your experiences (good or bad) of using health services so they can help improve them. They use the information you give them to provide evidence about what is working well, and what needs to improve, to the organisations who buy and run our health services.

www.healthwatchsheffield.co.uk



- SheffieldYoungHealthwatch
- @YHWSheffield
- 07966 454451

About Us

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Supporting the emotional well-being of young people under 25



We are a group of young people (**the Mental Health Ambassadors**) who volunteer for a young people's counselling service in Sheffield, **Interchange Sheffield**. We are all passionate about mental health and about trying to improve services for other young people. We have been involved in a national project called GP Champions for Youth Health which has been raising awareness of young people's health needs to GPs.



This leaflet has been produced in partnership with Healthwatch
www.interchangesheffield.org.uk

Get it Right With Your GP

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How to get the most out of your GP appointment

This leaflet has been designed by young people for young people and offers you advice around your rights and what to expect when going to see your GP/Practice Nurse.

We know that some young people don't feel comfortable going to their GP, especially about their emotional well-being. We hope this leaflet helps with this so that you can get the support you need.

You can see your GP about a range of issues including:

- physical health
- emotional well-being/ mental health issues such as depression, anxiety, self-harm etc
- sexual health
- drug and alcohol issues

What kind of things can I see my GP about?

Confidentiality Explained!

Here are some facts about confidentiality when going to see your GP/Practice Nurse:

- **Young people have the same right to confidentiality as adults.** This means that when you visit your GP (or another healthcare professional) they are not allowed to share what you talk about. So basically, they can't tell your parents/carers unless you give permission. **The only time your GP will break this confidentiality is if you or someone else may be at risk of serious harm or abuse.** In this instance, they would usually talk through with you the action they would need to take.

- **There may be times when your GP suggests that it might be helpful for you to discuss your problem with your parents/carers or that they phone and talk to them.** They may be suggesting this because they think it would be helpful for you. However, if you are over 16 and

you really don't want your parents/carers to know then you don't have to tell them and you can request that the GP does the same. If you are under 16 and the GP is worried that you don't fully understand the treatment you need, they have the right to contact your parents without your consent but would try and talk this through with you first.

- **The GP can't share information about your health with other professionals outside of the NHS without your permission (e.g. a social worker or teacher).** However, if your GP refers you to another health professional within the NHS, they may ask you if they can share your notes with that person via their shared computer system. You can say no to this and the other health professional will not be able to see all of your notes.

Your Rights!

We know from our consultation with young people that sometimes, going to see a GP can be stressful and at times a frustrating experience. We've pulled together a list of your rights which will hopefully help you get the most out of your appointment:

- You have a choice about which GP you see. You can request a male or female and can ask to see the same GP each time.
- If you have a bad experience with a particular GP you have a right to ask for a different GP next time. If there is only one GP in your practice you have a right to move to a different practice.
- You don't have to have students & trainees in the room with you. You should always be asked.
- You will get more from your appointment if you are able to be honest with your GP and it might help to plan out what you want to say (see over for help with this).
- If you are suffering with depression, anxiety etc, your doctor should talk through options with you and not just offer medication. Counselling should be offered too.

Did you know?

- You can ask for a double appointment (20 mins) if you need it (if you have lots to talk about).
- You can bring someone with you to your appointment.

Want more help?

www.docready.org

This is a really useful website which has also been designed by young people for young people. Doc Ready helps you get ready for your GP visit and in particular, if you are going to discuss your emotional well-being. It has lots more information about your rights and confidentiality. It really is worth a look!!

www.findgetgive.com

Find, Get, Give is another great website designed by young people which tells you about local emotional well-being support in your area.