

## **Summary of actions based on the results of the Young people questionnaire – July 2014**

1. For the next questionnaire ensure a younger age group is also targeted 11-13 year olds and to also ensure male patients fill in the survey
2. Practice to identify its young carers do in house publicity along with young carer topic of month to raise awareness. To ensure young carers are targeted in future surveys as no one identified them as a 'carer' when completed the questionnaire
3. For future questionnaire – to not include comments boxes as these were rarely completed, young people prefer multiple choice answers to choose from.
4. To build on the work of the no worries leaflet, a young people leaflet is to be created for patients which could include: young carers representative, no worries/sexual health service, disability awareness representative, asthma information (and any other chronic disease), flu at risk, obesity, domestic violence, mental health information, etc. It would also include information about healthy living, good to be active advice (ie: walking), possibly include information on road safety (as a number of the young people surveyed walk to the surgery), possibly include links or info about bus timetable and the nurses will be asked to provide a list of other relevant patient information leaflets which could be sign posted in the young people leaflet.
5. The carer's representative at the practice is also a brownie group leader and will look through the brownies book to see if there are any useful websites for young people which could be put onto the young people page of the practice website (or included in the new leaflet).
6. Agreed to invite a young person mystery shopper into the practice to ask for help at reception on one of the following topics: condom packs, best to test kits or to book a no worries appointment. This feedback will help the surgery to improve the service and use any comments for staff training.
7. Following the interest in the survey regarding a surgery face book page (15 said yes, 22 said no) the practice to arrange a meeting with a young patient of the surgery to ask specific questions around the best technology for the practice to interact with young people, these include: face book, twitter, Instagram, snap chat, smart phone apps, etc.
8. To aid confidentiality the young people representative at the surgery to create a slip for young people to fill in when she is not available - in case the young person does not wish to speak aloud in the waiting area and tell the receptionist what their question is about.
9. The no worries leaflet to be included in condom packs to further publicise the service and inform young people that there is a young people representative at the surgery (as only 3 patients surveyed knew there was a rep).
10. The notice boards will be reviewed to ensure there is appropriate young people information on display.

**All actions are to be put in place before July 2015  
when the survey will then be repeated.**