

Appointments



You're Welcome Here
Albrighton Medical Practice welcomes all young people

Did you know? ...

- You can come on your own or choose who comes to the appointment with you. This may be a parent, carer or a friend.
- You can ask to see a male or female doctor/nurse. We will do our best to arrange this.
- You can ask us about any health matter. We won't judge you or think your question is silly.

You can make your own appointment, even if you are under 16



Your views are important to us.
If you have any comments, compliments or complaints, please speak to any member of staff and they will do their best to help.

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Can I make my own appointment?

Yes. You can make your own appointment, even if you are under 16. Just ring the practice on 01902 372301. Receptionists may need to ask for a bit more information to make sure you are seen by the right medical staff, but will always keep this information private.

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 ask to see a male or female doctor or nurse?

Yes, and we will do our best to arrange this. 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.

What happens when I arrive for my appointment?

First of all, show you have arrived by checking in using the screen by the front entrance, or if you prefer, let reception know by telling them your name, and who you are seeing. Take a seat in our waiting room, and wait for your name to be called. We have got leaflets and a noticeboard for our teenage patients, so you may want to look at these while you wait.

I feel a bit embarrassed asking about my problem.

Please don't worry. Our doctors and nurses are used to dealing with all sorts of health matters and will do their best to help.

Confidentiality



CONFIDENTIALITY Statement

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about this visit, **but we won't.**

Even if you are under 16 nothing will be said to anyone - including parents, other family members, care workers or tutors - without your permission.

If you are being treated elsewhere - for example at a hospital or a young people's centre - it is best if you allow the doctor or nurse to inform the practice of any treatment you are receiving.

The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you have any worries about confidentiality, please feel free to ask a member of staff.



- We want you to feel happy that what is discussed during your appointment, stays private. We provide a confidential service for all our patients, even if you are under 16.
- The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm.
- We would always try to discuss this with you first.

Useful websites

Here are some websites that you may find useful. Remember, you can speak to a doctor or nurse about any of these health or well-being needs, and they will try to help.

Alcohol

Drinkaware www.drinkaware.co.uk National website

Bullying

www.Bullying.co.uk Helpline: 0808 800 2222

Childline

www.childline.org.uk Tel: 0800 1111

Domestic violence

The Hideout www.thehideout.org.uk

Drugs

Frank www.talktofrank.com National Helpline: 0300 123 6600

Eating Disorders

BEAT (Beat Eating Disorders) www.b-eat.co.uk Youthline 0845 634 7650

Healthy Eating

Change4life www.nhs.uk/change4life

Housing Support and Advice

Shelter www.shelter.org.uk Advice line: 0808 800 4444 (England)

Learning Disabilities

Mencap www.mencap.org.uk Impartial advice on all learning disability issues Tel: 0808 808 1111 (England)

Mental Health

Young Minds www.youngminds.org.uk

Sexuality

Young Stonewall www.youngstonewall.org.uk Tel: 08000 502020

Sexual Health

Brook www.brook.org.uk Tel: 0808 802 1234

Terence Higgins Trust www.tht.org.uk Tel: 01952 221410 (Local number)

Sexual Health Services (Shropshire, Telford & Wrekin) www.staffordshireandstokeontrent.nhs.uk Tel: 0300 123 0994

Young carers

Red Cross, Shropshire www.redcross.org.uk Tel: 01743 457824 (Local number)

Parents and carers

Young people have as much right to confidentiality as adults, even if they are under 16.

As we know, being a teenager isn't always easy. Sometimes young people may feel unable to discuss some health issues with their parents or carers and may need to obtain health advice and support from a health professional on their own.

Our doctors and nurses will always encourage young people to discuss their health concerns with their parents or carers, but they will not break confidentiality if the young person wishes their appointment details to be kept private.

The only time medical staff would break confidentiality is if they were concerned about the safety of a young person. They would take appropriate steps in this case.

The following website is a useful source of information about all aspects of family life.

<http://familylives.org.uk/>

Helpline number: 0808 800 2222

Comments or compliments

Do you want to give feedback about the Medical Practice?

Your views are important to us. Please speak to any member of staff, and they will do their best to help.