



You're Welcome

Quality criteria for
making health services
young people friendly

"The quality mark of *You're Welcome* will make practices consider how appropriate the services they offer are and make changes to engage young people. We feel that achieving the recognition of *You're Welcome* will ensure that the services we offer are appropriate and acceptable and will encourage young people to attend with confidence that they can trust us."

Dr Anne Connolly GP The Ridge Medical Practice & Clinical Lead for Women's and Sexual Health Bradford and Airedale.
The Practice intends to aim for the *You're Welcome* award.

"It was great meeting new people and doing something that will help make things better for other young people."

Female - aged 13, Mystery Shoppers Group Member, Hull.

"The '*You're Welcome*' programme in Yorkshire and The Humber is doing fantastic work to help children and young people feel comfortable and confident visiting doctors' surgeries, hospitals and other health services."

The Rt Hon Dawn Primarolo, Minister for Public Health.

"*You're Welcome* will further ensure that young people have the best possible access to health services and will place young people at the centre of how services are provided to them."

Paul Johnstone, Regional Director of Public Health NHS Yorkshire and the Humber, Regional Public Health Group.

Helen McMullen, Deputy Regional Director to Director of Children and Learners, Government Office for Yorkshire and The Humber.

"Young people access our service from many different parts of West Yorkshire it will be great to have health services across England aiming for the same quality stamp of approval and ultimately it will make access easier."

Youth Worker, Wakefield.

YW11-19
Young People Friendly Health Services



GOVERNMENT OFFICE
FOR YORKSHIRE AND THE HUMBER

DH Department
of Health



All young people are entitled to appropriate health services.

It is important that NHS and independent (private and voluntary) sector services take young people's needs into account. This includes NHS and independent, primary, community, specialist and acute services, as well as services that are subcontracted to provide health services to young people. It is also important to ensure seamless service delivery to young people, through effectively joined up services across health, local authority, community and voluntary and private sectors.

The *You're Welcome* (YW) quality criteria set out principles to support health service providers to improve their services and be more young people friendly.

What is assessed?

1. Access
2. Publicity
3. Confidentiality and consent
4. Environment
5. Staff training, skills, attitudes and values
6. Joined-up working
7. Monitoring and evaluation, and involvement of young people
8. Health issues for young people
9. Sexual and reproductive health services
10. Child and adolescent mental health services (CAMHS) - targeted and specialist services for young people on psychological wellbeing and mental health

YW11-19
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How do you access the self assessment toolkit?

The toolkit is available at: www.dh.gov.uk you may wish to contact the *You're Welcome* lead within your local PCT when you download the toolkit.

Who do you contact once the toolkit has been completed?

