



All young people are entitled to receive good health care wherever they access it. The You're Welcome quality criteria lay out principles that will help health service to 'get it right' and become young people friendly.

The quality criteria covers the following areas

- **Accessibility -**
Workers should think about if the service is easy to use and if it is in keeping with local young people's needs.
- **Publicity -**
The service should provide leaflets for young people explaining important information.
- **Confidentiality and consent -**
Keep it private unless the young person is in danger.
- **The environment -**
Make it safe, suitable, clean and young person friendly.
- **Staff training, skills, attitudes and values -**
Please have patience, be friendly and know what you are talking about.
- **Monitoring and evaluation, and involvement of young people -**
Make sure children and young people's views are taken into account and action is taken to the satisfaction of everybody, especially the children and young people.
- **Health issues for adolescents -**
 - Smoking cessation
 - Healthy eating and weight management
 - Alcohol misuse
 - Substance misuse
 - Mental health and emotional well-being concerns
 - Sexual and reproductive health

We don't just want to be consulted, we want things to change because you talk to us and get it right.