

You're Welcome Quality Criteria

A national development to improve health services and make them more young people friendly

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You're Welcome Regional Project Lead**



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***All young people are entitled
to receive appropriate
healthcare wherever they
access it***

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



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Department of Health's Vision...

By 2020, all health services that are regularly used by young people - including those based in education settings - meet the *You're Welcome* quality criteria for making health services young people friendly





A key ambition of the Healthy Child Programme (HCP) is to make ‘everywhere as good as the best’

Dr Sheila Shribman

*National Clinical Director for Children,
Young People and Maternity
Department of Health*



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You're Welcome Quality Criteria

- **Accessibility**
Services are easily accessible to all young people at locations and times that meet their needs.
- **Publicity**
Publicity materials make young people aware of the services available and their right to confidentiality.
- **Confidentiality and consent**
Clear policies on confidentiality, competence and consent implemented by all staff and communicated to service users to build trust in services.
- **The environment**
Services delivered from a welcoming and friendly environment that young people feel comfortable to access.



- **Joined-up working**

Services ensure seamless delivery, through effectively joined up services across health, local authority, community and voluntary and private sector.

- **Monitoring and evaluation, and involvement of young people**

Young people involved in the design, delivery and ongoing evaluation of health services. Mechanisms in place to provide appropriate feedback to young people.

- **Health issues for adolescents**

An integrated and proactive approach taken by services to address a range of key health issues.

- **Sexual/reproductive health services and CAMHS**

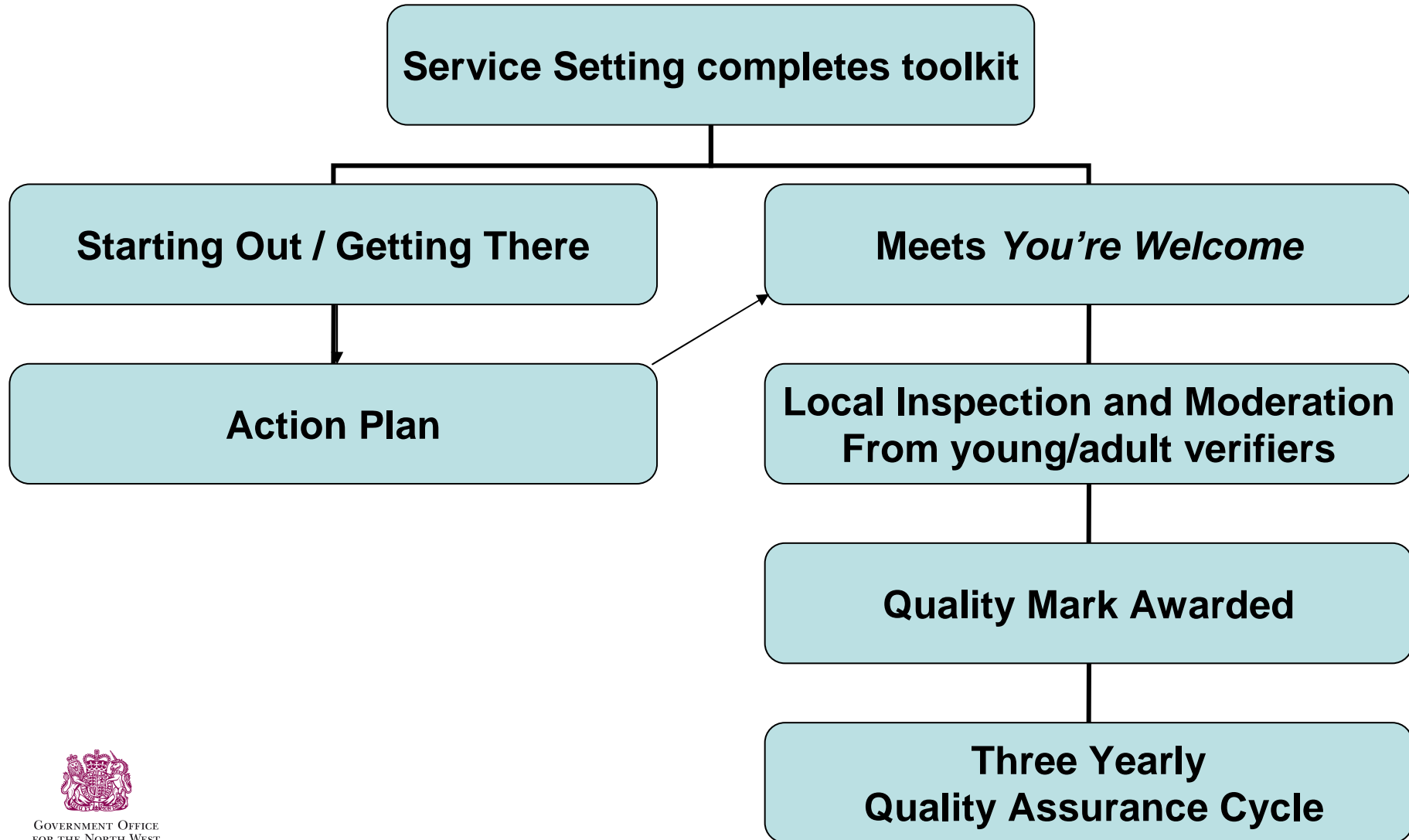


Young People's Involvement in *You're Welcome will.....*

- Contribute to improved health outcomes for children and young people
- Maximise the potential of our children and young people to stay healthy and happy
- Provide a vehicle for more proactive involvement of young people in planning, delivering, evaluating and commissioning health services
- Remove barriers to access and build young people's expectations of health services
- Help us create young person centred health care



The Process



Young People's Involvement in the *You're Welcome Journey*

Examples:

- As young verifiers (Mystery or Know Shoppers)
- As members of the local verification panels (will vary according to regional/local implementation)
- As members of regional QA panels (will vary according to regional/local implementation)
- Delivering Training – services/verifiers/peers
- As a critical friend to help services identify areas requiring action
- To work with services to support them to implement their action plans



CASE STUDY:

Involving Young People – A Vehicle for Change

- Young people involved in service planning, delivery and monitoring of the service from the outset.
- Young people reported - restrictive time (particularly college students), difficulty in contacting a nurse by phone.
- A 'nurse on duty' system was introduced, ensuring that a nurse is now available each day to advise young people, professionals and parents via the telephone.
- The nurse will see any young people who turn up outside clinic times for a face-to-face consultation. Clinic times have also been extended to start earlier one day a week to support college students.
- Feedback from young people indicates that these changes have been welcomed and have improved patient satisfaction and choice.

(Healthy Lives, Brighter Futures: DH & DCSF, 2009)

CASE STUDY:

Involving Young People – A Vehicle for Change

- Young people led research looking at health needs of the peers in their local area – access to the main sexual health service was identified as an issue.
- Young people involved in *You're Welcome* process as young verifiers
 - Verification outcome– concerns about access/location of service and environment due to the multi-agency setting.
- Meeting held with young people and key professionals from LA/PCT to review current service.
- Service being re-located to purpose built facility – young people key role in design and ongoing delivery using *You're Welcome* as a blueprint.



Any Questions?

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***You're Welcome* Regional project Lead**

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To find out more about the Department of Health's national development of *You're Welcome* and the improvement of health services for young people:

Lily Makurah

Head of Adolescent Public Health, Department of Health

Online guidance and resources: www.dh.gov.uk

Specific queries: yourewelcome@dh.gsi.gov.uk



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