

appendix three

Youth Friendly Practice Review

Use this checklist to assess the “youth-friendliness” of your practice.

Circle the appropriate answers:

a. Practice Staff

- | | | | |
|---|-----|----|--------|
| 1. Receptionist staff have a friendly and non-judgemental approach to dealing with adolescent patients | Yes | No | Unsure |
| 2. Practice staff respect adolescents’ privacy and confidentiality | Yes | No | Unsure |
| 3. Practice staff have received training on adolescent health issues or dealing with young people | Yes | No | Unsure |
| 4. Practice staff are sensitive to the needs of young people from other cultural backgrounds | Yes | No | Unsure |
| 5. Practice staff have received training on cultural competency or dealing with young people from a CALD background | Yes | No | Unsure |

b. Practice Environment

- | | | | |
|--|-----|----|--------|
| 6. The waiting area has a youth-friendly and welcoming environment for young people | Yes | No | Unsure |
| 7. There are pamphlets and posters displayed in the waiting area dealing with youth-specific health issues | Yes | No | Unsure |
| 8. There are youth-oriented reading materials in the waiting area (e.g. surfing/car/music magazines) | Yes | No | Unsure |
| 9. Posters and resources aimed at specific cultural groups (e.g. CALD, gay and lesbian, indigenous young people) are displayed in the waiting area | Yes | No | Unsure |
| 10. The practice’s confidentiality policy is displayed in the waiting area | Yes | No | Unsure |

c. Practice Administration

- | | | | |
|---|-----|----|--------|
| 11. The practice has a written policy for dealing with young people – covering issues such as confidentiality, consent, crisis calls and billing procedures, etc. | Yes | No | Unsure |
| 12. The practice has a simple information sheet for young people on: how to obtain a Medicare card; making appointments; services a GP can provide; etc. | Yes | No | Unsure |
| 13. Practice staff inform adolescent patients of their entitlement to apply for their own Medicare card from the age of 15 | Yes | No | Unsure |

14. Practice staff provide Medicare application forms and assist the young person with filling out the application	Yes	No	Unsure
15. There are flexible appointment booking procedures for young people	Yes	No	Unsure
16. Waiting times for young people are kept to a minimum	Yes	No	Unsure
17. Longer consultation times are provided to young people where necessary	Yes	No	Unsure

d. Promoting Access

18. Confidentiality is clearly explained to young people (verbally or via written materials) when they first present	Yes	No	Unsure
19. Adolescent patients are bulk-billed	Yes	No	Unsure
20. Crisis referrals are accepted	Yes	No	Unsure
21. Young people without a Medicare card are accepted	Yes	No	Unsure
22. Drop-in appointments are accepted	Yes	No	Unsure
23. The practice opens at hours convenient for young people – e.g. late afternoon, evenings, weekends	Yes	No	Unsure
24. GPs in our practice promote their services to local youth services, schools, etc.	Yes	No	Unsure
25. GPs follow-up when referring young people to other services	Yes	No	Unsure

e. GP Consultation Style

26. GPs explain confidentiality to each new adolescent patient	Yes	No	Unsure
27. GPs have received training in adolescent health and consultation with young people	Yes	No	Unsure
28. GPs adopt a culturally sensitive approach to dealing with young people from diverse cultural backgrounds	Yes	No	Unsure
29. GPs use a non-judgemental and empathetic communication style with young people	Yes	No	Unsure
30. GPs encourage young people to make their own decisions	Yes	No	Unsure
31. GPs consult the young person on the best way to contact them for follow-up, test results, etc.	Yes	No	Unsure

How 'youth friendly' is your practice?

Discuss the findings of this review with your practice staff to identify ways of making your practice more youth friendly.

Parts of this review has been adapted from the Keep Yourself Alive project, of the SA Royal Australian College of General Practitioners, 1998.