

walk the talk

Broadly speaking, a youth-friendly service will:

- Create a welcoming environment
- Let young people know what services are available to them
- Reassure young people that their confidentiality will be respected

Walk the Talk is a national initiative designed to help professionals make health services in Scotland more youth-friendly.

Visit our website to review the evidence for creating more accessible health services for young people and find practical resources to support the development of youth-friendly environments.

walk-the-talk.org.uk

walk the talk

→ 708,412 young people aged 15-24 are registered at GP practices in Scotland

→ In 2002, the World Health Organization (WHO) identified young people aged 10-24 as a priority group for health care providers

→ A perceived lack of confidentiality is the single most important barrier for young people in accessing health services

→ Young people want motivating information to help them make their own decisions about their health

walk the talk

Can you walk the talk?

Seven steps to youth-friendly health services

healthyliving

NHS
Health
Scotland

1 Does your service ensure confidentiality?

Confidentiality is one of the biggest barriers preventing young people from accessing services. It is recommended that all team members sign up to a confidentiality policy, which is prominently displayed. Practitioners can also reassure young people during consultations.

2 Does your team actively discuss how to make your service youth-friendly?

It is important to understand and respond to young people's needs. Why not try asking team members to imagine how young people visiting your service will feel about asking for advice? It may be a useful starting point.

3 Do you train members of your team about young people's health issues?

All team members should be skilled in communicating effectively with young people. Perhaps you could also think about letting young people know who they should contact about different health topics.

4 Do you audit your records to gauge how many young people you are reaching?

Before targeting younger patients, an audit could prove invaluable – look for the total number and gender breakdown of young people on your list, how many smoke, how many seek advice about contraception etc.

5 Do you let young people know what services are available for them?

Posters, special leaflets or even birthday card schemes could help your service to communicate with younger patients. For more ideas, please visit walk-the-talk.org.uk

6 Do you run a young persons' clinic?

School or community health nurses or youth workers may be able to help you set up a clinic and to get young people involved in advising what they would like.

7 Do you involve parents?

Remember that young people should have access to information about confidentiality and consent. In your service leaflet, include information for parents on the policy about providing confidential advice to under 16s, and encourage parents to talk to their children about their health.