



Young people views and experiences of GP services in relation to emotional and mental health – Research summary

Research carried out by Right Here Volunteers aged 16 – 25. 172 young people aged 16 – 25 consulted across Brighton and Hove during October and December 2011

www.right-here-brightonandhove.org.uk

AIM: to assess young people's experiences of visiting their GP, identify responses they would like in relation to their mental and emotional health, and to identify improvements required to enable them to have an improved experience.

OBJECTIVE: to assist in shaping future health related work in relation to young people

Key messages:

- **Opening hours** are not always compatible with the school and college timetable. More drop ins or lunchtime appointments are needed
- Young people want the choice to request **to see the same doctor** or request a **doctor of a specific gender**.
- Posters and information for young people should be set aside from other medical issues so they are clear and noticeable. They should be kept up to date with clear numbers and **information about places young people can go** to support their mental and emotional health
- Making health questionnaires / quizzes / puzzles available in the waiting room can **increase awareness about mental health issues** and act as prompts for conversations in consultations
- Young people want to be active, well informed participants in the decisions made about their health. **Being involved in decision making** helps young people feel more in control and have a sense of independence, and often assists in their recovery
- Young people want to be offered **additional support and help with treatment options**. They want their GP's to promote well being resources / leaflets and websites and signpost them to local support services. We suggest that GPs utilise and promote the service map www.wheretogofor.co.uk in their practice with young people and the Right Here 'Young Peoples Guide to Looking After Yourself'
- Only 50% of respondents said they would feel comfortable talking to their GP about emotional or mental health issues. Many young people told us they would like to see a **GP who specialises in working with young peoples mental health issues**
- Young people would like **confidentiality outlined clearly** with verbal and visual reminders. 41% of respondents do not know what is confidential when they visit their GP which can prevent them from seeking help.

Further suggestions

- The development of a panel of 'young experts' to facilitate further consultation around health issues for young people in Brighton and Hove. Right Here volunteers aim to support consultation processes with young people in the community around health issues as requested
- Young people feeding into GP training

For copies of the 'Young Peoples Guide to Looking After Yourself', information and publicity about www.wheretogofor.co.uk or a copy of this research report in full please email jo.glazebrook@mindcharity.co.uk



