

# Children and Young People's experience of their local GP practice

We spoke to a diverse group of Young People

**225** young people



**63** identified as LGBTQ

**AGED**

12-25



**Positives** 👍

- 67% felt that their GP understood their needs
- 63% felt they could ask their GP questions

**Negatives** 🙄

- Communication
- Appointment availability
- Lack of gender support

## Appointments



- 166 Parent/carer books their appointment
- 167 Parent/carer came to their appointment
- 48 Young people go on their own
- 151 Have never been offered an appointment without a family member

## What do young people do when they feel ill

- 139 Discuss their issue with their family
- 82 Ring the GP practice
- 69 Google their problem



## Where GP practices can improve

**Communication** Use more child friendly language and talk through every choice.

**Appointments** A quicker, more flexible booking system. Quicker waiting times and open availability.

**Gender Support** Have a more open understanding of current issues. Keeping a wide range of contact with different gender clinics. Use of correct name and pronoun without questioning, helping to create a more comfortable and inclusive environment.

**Service** Increase support for mental health and people with learning difficulties. Be supportive toward any social group. More funding for services overall.

Use of pronouns and gender neutral toilets are important  
Half of the young people felt unsure that GP staff are welcoming to LGBTQ patients

These words are important to us

Asexual  
Support  
Bi-sexual  
Pansexual  
Awareness  
Gay Challenge Trans  
Listen Inclusive  
they/them  
Pronouns  
Lesbian



Overall experience at GPs

45% Good ✓  
28% Ok



Thank you for your involvement and feedback.

For the full report and to see what we will do next go to:

[www.calderdaleccg.nhs.uk/get\\_involved/](http://www.calderdaleccg.nhs.uk/get_involved/)