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.

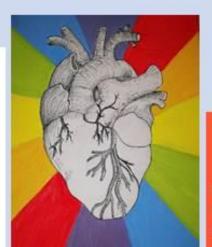
Gender Support Have a more open understanding of current issues. Keeping a wide range of contact with different gender clinics. Use of correct name and pronoun without questioning, helping to create a more comfortable and inclusive environment.

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





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/