

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



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.

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



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/