



## Evaluation for Investing in Children membership

### Harbinson House Surgery

Harbinson House Surgery provides a Teenage Health Clinic for young people. The clinic was set up in response to an identified need highlighted by young people. Liz Green the Practice Nurse researched the need for such a service after identifying a gap in the provision of care aimed at young people. Liz developed a questionnaire to find out if a clinic was what young people wanted and if 'yes', how and when did young people want the service provided.

The questionnaire provided enough feedback to warrant a clinic being established. The following results were highlighted in 'Implementing a Teenage Health Service in a Primary Care Setting': -

#### Time of day preferred

Afternoon after school	66%
Lunch	17%
Early evening	17%

#### Type of access preferred

Pop in	53%
Appointment	35%
Invitation	12%

#### Topics to be covered

General health	89%
Contraception	60%
Both	55%

Sedgefield Teenage Health Clinic was opened in 2001. Liz Green, the Practice Nurse is the main point of contact in the surgery, with GP's on hand if other services are needed, alongside the school nurse. Other concerns identified by the young people in the questionnaire were also addressed, an example being training/discussion time for reception staff to assist in alleviating concerns regarding confidentiality and attitude.

A follow up survey was conducted in September 2004 to ensure that Sedgefield Teenage Health Clinic was still meeting the needs of the young people who used it. (Please see copies of both questionnaires attached.)

**Evidence of dialogue and change** is presented by the creation of the clinic as highlighted already in my report, and by the young people who continue to use Sedgefield Teenage Health Clinic. On Monday 3<sup>rd</sup> March I visited Harbinson House Surgery and sat in on the clinic.

**Waiting Room** – The clinic has a room available especially for the young people. Young people come straight through the waiting area and do not have to sit and wait to be called in (**as was requested by the young people**).

**Drop in** – The young people meet in the room, often bringing friends in with them. They also chat with other young people who are around.

**Volunteers** – Through her attendance at the clinic one of the young people has become a volunteer. I chatted with Donna on the night of my visit. Donna told me that it means there is someone around if Liz and Cheryl are busy in the consultancy rooms with young people. Donna suggested it would be good if magazines were available, so brought some in.

**Joint Working** – The clinic is provided in partnership with the practice nurse from the surgery who can write prescriptions and the school nurse who can provide other services and see young people at the same time. This also provides a link with the school. Cheryl Dunn the school nurse provides a drop-in at school which Liz also tries to attend.

The clinic is offered on a very informal basis; the young people who attended came into the waiting area and went in with the nurse as she became free. Liz and Cheryl both attended to young people as they came in. The young people were seen with friends or alone if they preferred. Between appointments the nurses came back into the room and chatted with the young people. The young people also felt free to come in and sit until the end of the clinic.

Sian, Marie, Laura and Chris shared a few thoughts about the clinic.

- The young people felt it was on at a good time.
- The service provided is good.
- The young people agreed that they felt comfortable talking to the workers.
- They also said that the drop in is flexible and they are never refused contact.

**Conclusion** - My discussion with the young people was quite general but it was clear that the young people valued the service provided, made use of the service provided and were happy with the surroundings. Their informal relationship with the staff team took away any embarrassment which resulted in young people being happy to 'hang around' for the full session.

Liz started this work as a piece of research for a course she was attending, but in identifying a gap ensured that there was a follow up. With GP support and a 'can do' attitude set up a valuable service which has proved successful. Liz has ensured on-going evaluation to make sure the service continues to meet the needs of the young people in the surrounding area. The clinic adapts and changes as young people suggest new ideas, whilst in essence still providing the same service.

With the agreement of some of the young people I met with I have no hesitation in recommending that Harbinson House Surgery and Sedgfield Teenage Health Clinic receive Investing in Children membership.

**Helen Mulhearn**  
**Investing in Children**  
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