

Young People



Are Welcome at Gnosall Surgery

Frequently asked questions

Can I make my own appointment?

Yes. You can make your own appointment, even if you are under 16. Just ring the practice on 01785 822220. Receptionists may need to ask for a bit more information to make sure you are seen by the right medical staff, but will always keep this information private.

Can I choose who comes to an appointment with me?

Yes. You can come on your own or bring someone with you such as a parent, carer, other family member or friend.

Can I ask to see a male or female doctor?

Yes, and we will do our best to arrange this. If you need to see someone urgently though, we may need to offer you whoever is available to make sure you get the help you need.

What happens when I arrive for my appointment?

First of all, show you have arrived by checking in using the screen by the front entrance, or if you prefer, let reception staff know by telling them your name, and who you are seeing. Take a seat in our waiting room, and wait for your name to be called.

I feel a bit embarrassed asking about my problem.

Please don't worry. Our doctors and nurses are used to dealing with all sorts of health matters and will do their best to help.

Chlamydia

Did you know that chlamydia testing kits are available for young people under the age of 24. You just need to collect one from the pile by the pharmacy. You do not need to speak to anyone, once you done the test you send the kit off in the post and you will get the result sent to your mobile phone.

Confidentiality

We want you to feel happy that what is discussed during your appointment, stays private. We provide a confidential service for all our patients, even if you are under 16. The only reason why we might have to consider passing on confidential information without your permission, would be to protect you or someone else from serious harm.

We would always try to discuss this with you first.

Feedback

Your views are important to us if you have any comments, compliments or complaints, please speak to any member of staff and they will do their best to help

Useful websites

Here are some websites that you may find useful. Remember, you can speak to a doctor or nurse about any of these health or well-being needs, and they will try to help.

Alcohol

Drinkaware www.drinkaware.co.uk National website

Bullying

www.Bullying.co.uk Helpline: 0808 800 2222

Childline

www.childline.org.uk Tel: 0800 1111

Domestic violence

The Hideout www.thehideout.org.uk

Drugs

Frank www.talktofrank.com National Helpline: 0300 123 6600

Eating Disorders

BEAT (Beat Eating Disorders) www.b-eat.co.uk Youthline 0845 634 7650

Healthy Eating

Change4Life www.nhs.uk/change4life

Housing Support and Advice

Shelter www.shelter.org.uk Advice line: 0808 800 4444 (England)

Learning Disabilities

Mencap www.mencap.org.uk Impartial advice on all learning disability issues Tel: 0808 808 1111 (England)

Mental Health

Young Minds www.youngminds.org.uk

Sexuality

Young Stonewall www.youngstonewall.org.uk Tel: 08000 502020

Sexual Health

Brook www.brook.org.uk Tel: 0808 802 1234

Terence Higgins Trust www.tht.org.uk Tel: 01952 221410 (Local number)

Sexual Health Services www.staffordshireandstokeontrent.nhs.uk Tel: 0300 123 0994 (Shropshire, Telford & Wrekin)

Young Carers

The Carers Hub - Stafford - SGI Offices, Madford Retail Park, Foregate Street, Stafford ST16 2QY

Or email carershub@peopleplus.co.uk Carers Association Southern Staffordshire

Carers Association Southern Staffordshire

Suite 1A - 1B

The Whitehouse

3A Chapel Street

Stafford ST16 2BX

Telephone: 01785 222365

Fax: 01785 220665

Email: enquiries@carersinformation.org.uk

Website: carersinformation.org.uk

Like us on Facebook: facebook.com/CarersAssociationSouthernStaffordshire

Follow us on Twitter: twitter.com/CASSwecare