

## SERVICES AND INFORMATION

PLEASE GIVE US YOUR  
**FEEDBACK**

MAKE OUR SERVICES BETTER FOR YOU!



There are lots of organisations that can provide useful information about your health or other services that are available to you. Here are some links below:

Tyneside Mind - Sign up to the Mood Tracker to get daily insights into your ups and downs and spot patterns in your mood and behaviour.

[www.tynesidemind.org.uk](http://www.tynesidemind.org.uk)

Doc Ready - Get ready for the first time visiting your doctor to discuss your mental health.

[www.docready.org](http://www.docready.org)

Brook - Free and confidential sexual health information for under 25s.

<http://www.brook.org.uk>

NHS Choices - Providing you with information about your health and health services near you.

[www.nhs.uk](http://www.nhs.uk)



WHEN VISITING YOUR GP KNOW

**YOUR RIGHTS**

GUIDE FOR YOUNG PEOPLE



## YOUR RIGHTS

As a young person you have the right to...

- Be seen alone or have a friend, family member or member of staff go into the appointment with you.
- Speak to the staff, doctors and nurses confidentially.
- Choose who you see for your appointment, including whether they are male or female.
- Be listened to and treated with respect.
- Have things explained in a way you understand.
- Give your opinion and ask questions.



## CONFIDENTIALITY

You have a right to a confidential appointment at this health service. This means that you can talk to the doctor, nurse, receptionist or any other staff without a fear that they might tell someone else.

Sometimes, confidentiality has to be broken. This will only happen if the person you speak to thinks that you might be in danger or that someone else might be in danger. In this case, the person you have spoken to will try very hard to make sure they can speak to you about this first so that you know confidentiality will be broken and why.

If you would like more information about confidentiality and why it would be broken, please ask a member of staff or your doctor or nurse when you go into your appointment.

## FEEDBACK

We want to hear from **YOU** so that we can make our services better for more young people.

Please leave your comments below and hand this form in to a member of staff or put it in the suggestions box.

How was your visit with us today?

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What was good about your visit?

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What could we do better for your next visit?

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If you could give your visit a rating out of ten, what would it be?

1 2 3 4 5 6 7 8 9 10

Thank you.