

CONTENT

- Youth development
- Barriers to health care access
- Youth friendly care
- Screening risk & protective factors
- Linking with other youth services
- Medico-legal & ethical aspects of consulting with minors

Youth friendly consultation skills:

- Negotiating for time without parents/guardians during consultation
- Discussing confidentiality & exceptions
- HEADSS assessment [53]
- explaining processes to young people
- Giving feedback
- Negotiating management plan with young person
- Consulting with parents/guardians

- Brief intervention techniques based on motivational interviewing principles
- Use of DARN-C mnemonic [92, 93]
Desire (why change); *Ability* (how to change); *Reasons* (3 main reasons); *Need* (importance); *Commitment* (what do you think you will do?)

- Practice staff self-rate the quality of youth friendly processes at their practice
- Feedback of baseline profile data to practice staff: young people's risk-taking vs clinician risk screening (GP, PN); snapshot data(all staff)
- Health risk screening tool
- Youth services in local area list for complex needs of higher risk youth
- Resources for young people & parents: brochures on confidentiality, screening, National Health Service card, youth health risk etc.

- Health risk screening & brief intervention processes implemented at the practice

DELIVERY

- Expert facilitator
- Group discussion
- Case histories
- Readings & resource kit on youth friendly care [90]
- DVD of youth friendly care contrasting poor/good practice vignettes (confidentiality, communication skills & youth friendly reception, waiting room & consultation)

- Expert facilitator
- Role play 1:1 with young person actors providing coaching to clinicians on communication style
- DVD of the youth friendly consultation & HEADSS approach watched prior to workshop [91]
- Accompanying readings
- Logbook for clinicians to reflect on consultation with their patients and processes in own practice

- Expert facilitator
- Role play 1:1 with young person actors providing coaching to clinicians on intervention approach
- DVD examples of motivational interviewing with young people [94]
- Accompanying readings
- Logbook for clinicians to reflect on consultation with their patients and processes in own practice

Practice liaison research assistant:

- Facilitates meeting with champion team (GPs, PNs, PSS in study who would influence practice change)
- Administers youth-friendly practice survey - staff-rate their practice's performance
- Assists staff to prioritise processes to improve
- Feeds back results of baseline profile & facilitates discussion, particularly re mismatches in clinicians' discussions of risks and risk prevalence
- Assists champion team to use screening tool/other prompts in a Plan-Do-Study-Act [57] process (e.g. laminated card with HEADSS categories/question examples)
- Assists practice staff with integrating /updating list of local health care providers in their computerised records & tagging as 'youth' appropriate
- Shows/supplies resources (publically available or project designed if not extant) on risky behaviours & health care access.

- Facilitated by practice liaison research assistant in a second Plan-Do-Study-Act cycle
- Review of risk screening & responding processes
- Modify as appropriate

INTERFACE

WORKSHOP #1

Seminar on adolescent health & development & youth friendly care
(GPs, PNs, PSS; 3 hrs)

WORKSHOP #2

Experiential session- health risk screening
(GPs, PNs; 3 hrs)

WORKSHOP #3

Experiential session- motivational interviewing
(GPs, PNs; 3 hrs)

PRACTICE VISIT #1

Input, review & PDSA #1
(GPs, PNs, PSS;
0.75 - 2 hours)

PRACTICE VISIT #2

PDSA #2
(GPs, PNs, PSS;
~0.5 hours)