

## How to make comments, compliments or complaints?

If you have any comments about how the service is run and have suggestions about how we can improve the you can put this in writing in the suggestion box, speak to the Young Person Practice Champion or email us on [NORCCG.railway-a84009@nhs.net](mailto:NORCCG.railway-a84009@nhs.net)

If you have a compliment or a complaint to make about the service you can speak to the Young Person Practice Champion or you can use the above email address.

A formal complaint can be made to Chris Watson or a copy of the complaints procedure is available upon request.

## Access to your information

The doctors and nurses have access to your notes and sometimes other members of the practice team. All staff have undergone confidentiality training, which means they are not allowed to look at notes unnecessarily or talk about patients outside of the workplace.

We would only talk to other people about a situation you may find yourself in if it was necessary to keep you safe from harm. Only the necessary people to help you would be contacted and we will tell you that we are going to do this and why.

## Other resources you may find useful

[www.streetwisenorth.org.uk](http://www.streetwisenorth.org.uk) for counselling and advice on mental health

[www.nhs.uk/livewell/sexualhealthtopics/pages/sexual-health-hub.aspx](http://www.nhs.uk/livewell/sexualhealthtopics/pages/sexual-health-hub.aspx) for sexual health information

**RAILWAY MEDICAL GROUP** YOUNG PEOPLES SERVICES

OFFERING A CONFIDENTIAL SERVICE FOR UNDER 16S

**SUPPORT AND ADVICE**

**FOR YOUNG PEOPLE**

## If you are struggling with:

- \* Bullying
- \* Feeling Low
- \* Stress
- \* Self Harm
- \* Sex
- \* Sexuality
- \* Contraception (Birth Control)
- \* Drugs
- \* Drinking Alcohol
- \* Headaches
- \* Skin Problems (Including acne)
- \* Weight Issues
- \* Diabetes
- \* Asthma

You can come and discuss any of these problems (and any others) with a doctor or nurse

## How to access the service

An Appointment can be made with any of the doctors or nurses in the practice by telephoning 01670 542630/355440 or 01670 355080

If you are unsure about what you do you can speak to the Young Person Practice Champion AMY



## What will happen when you access the service?

When you attend your appointment you need to tell the receptionist you have arrived.

The doctor or nurse will call you for your appointment either by coming into the waiting room or by your name appearing on the screen in the waiting room. Surgeries sometimes run a little behind so don't worry if you don't get called exactly at your appointment time (and prepare for this before your appointment to make sure you have plenty of time.)

It is normal to feel a bit unsure when you first attend an appointment on your own. You can take a friend with you to an appointment if you feel this will make you more comfortable.

You can also speak to the Young Person Practice Champion if you need to.

## How the service is linked to other services?

The doctor or nurse can refer you on to another service if necessary. They may also provide you with information on any other problem you may be concerned about which will have different options about your treatment listed. You may also be given a telephone number to contact for certain services which you can do at your own pace when you feel comfortable.