

*'You're Welcome'* - making health services young people friendly

**YW11-19**



**Young People Friendly  
Health Services**

**DH** Department  
of Health

**NHS**

**YW11-19**  
Young People Friendly Health Services

Quality criteria for making health services young people friendly

**DH** Department  
of Health

# 'You're Welcome'- making health services young people friendly

"I want to know what's going on in the city and contribute to what happens next" - George, Young Person, Portsmouth

"I want to be involved in changing things for the better for young people" - Eliza, Young Person, Portsmouth

"My half sister fell pregnant at 17. I'd like to know what advice is out there to prevent other young people going through what she did" - George, Young Person, Portsmouth

"I want a listening city"- Ben, Young Person, Portsmouth

"Young people I work with want to be better informed about sex education within schools" - Youth Adviser, Portsmouth

"Parents need better support to discuss sex topics with their young people" - Youth Adviser, Portsmouth



# All young people are entitled to appropriate health services

The *You're Welcome* quality criteria sets out principals to support health service providers to improve their services and be more young people friendly.

The quality criteria cover ten areas:

- Access
- Publicity
- Confidentiality and consent
- Environment
- Staff training, skills, attitudes and values
- Joined-up working
- Monitoring and evaluation, and involvement of young people
- Health issues for young people
- Sexual and reproductive health services
- Child and adolescent mental health services (CAMHS)



## How does a service achieve 'You're Welcome' status?

Self assessment using the *You're Welcome* self assessment toolkit

Involve **young people** in the evaluation of the service

Verification of the 'Meets *You're Welcome*' self assessment

Award of the *You're Welcome* quality mark by Dept of Health

*"Young people have told us that we need to do better to ensure confidentiality, respect, and provide more information in health settings. None of this is earth shattering – but it does need a concerted effort to make health services more young people friendly. And when we achieve this we should see the improvements in the take up in contraception that we are particularly looking for." M S(BH)*

# How can we help you implement *You're Welcome* in your PCT?

**You're Welcome –  
Journey for PCTs**

Support for your designated YW PCT leads to implement YW  
Support to enable effective participation of young people in YW  
Commissioning services using YW  
Training and workshops for leads, providers and young people  
Support in verification and building capacity to achieve 2020 target  
Presentations, training materials and resources

**The *You're Welcome* quality criteria, self assessment  
and supporting documents can be downloaded from:  
[www.dh.gov.uk](http://www.dh.gov.uk)**

## **Portsmouth City teaching PCT *You're Welcome* contacts**

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