

6 December 2010

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Media Release

You're Welcome at the RUH

The Genito-Urinary Medicine Clinic (Sexual Health Clinic) at the Royal United Hospital is one of the first health providers in BANES to achieve the You're Welcome quality standard, which recognises its commitment to making health services young people friendly.

The 'You're Welcome' quality standard, awarded by the Department of Health, sets out principles to help health services - both in the community and in hospitals - to 'get it right' and become young people friendly, ensuring that wherever they live, those aged 11-19 are able to access services that are better suited to their needs.

The sexual health service at the RUH was assessed using specific criteria, which covered ten areas, including accessibility, confidentiality and involvement of young people.

Health Adviser Debbie Chadbon says: "We're delighted to receive the You're Welcome quality standard.

"We ensure that our services are accessible to young people by providing walk-in clinics, which need no appointment, although booked appointments are also available. We also offer late appointments, which fit in with the active lives of our young local population.

"The service we provide is entirely confidential and we make that very clear to anyone coming into the sexual health department. In the waiting room we have a huge banner which states our confidentiality promise - we're here to listen, not to tell.

"As a result of engaging local youth groups and young people who use our services, we've launched a new sexual health website - www.ruh.nhs.uk/sexualhealth - which includes a page specifically for young people and we've redesigned some of our literature, based on their feedback, to make it more upbeat and young person friendly.

"We also have a suggestions box in the waiting area, and once a month we produce a 'You said - We did' poster, which we publicly display, to let people know that we've listened to their suggestions and, wherever possible, acted upon them.

"We are delighted that our efforts to ensure that young people receive the best possible healthcare in a way that is accessible and meaningful to them, has been recognised by the You're Welcome quality standard."

Ends

Notes to Editors

The You're Welcome quality criteria includes:

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

The Sexual Health Clinic at the RUH works closely with other organisations that provide health services for young people. For example, they will sometimes refer young people, if they wish it, to Project 28 and the ASH programme (Alcohol and Sexual Health). They routinely ask young people about alcohol use – because of the link to unsafe sex. They also participate in the Ccard Scheme – a free condom service for young people.

Information on other services such as BADAS, Off the record and Childline is also available in the RUH Sexual Health Clinic.