### 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

### 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

### 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)

### 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