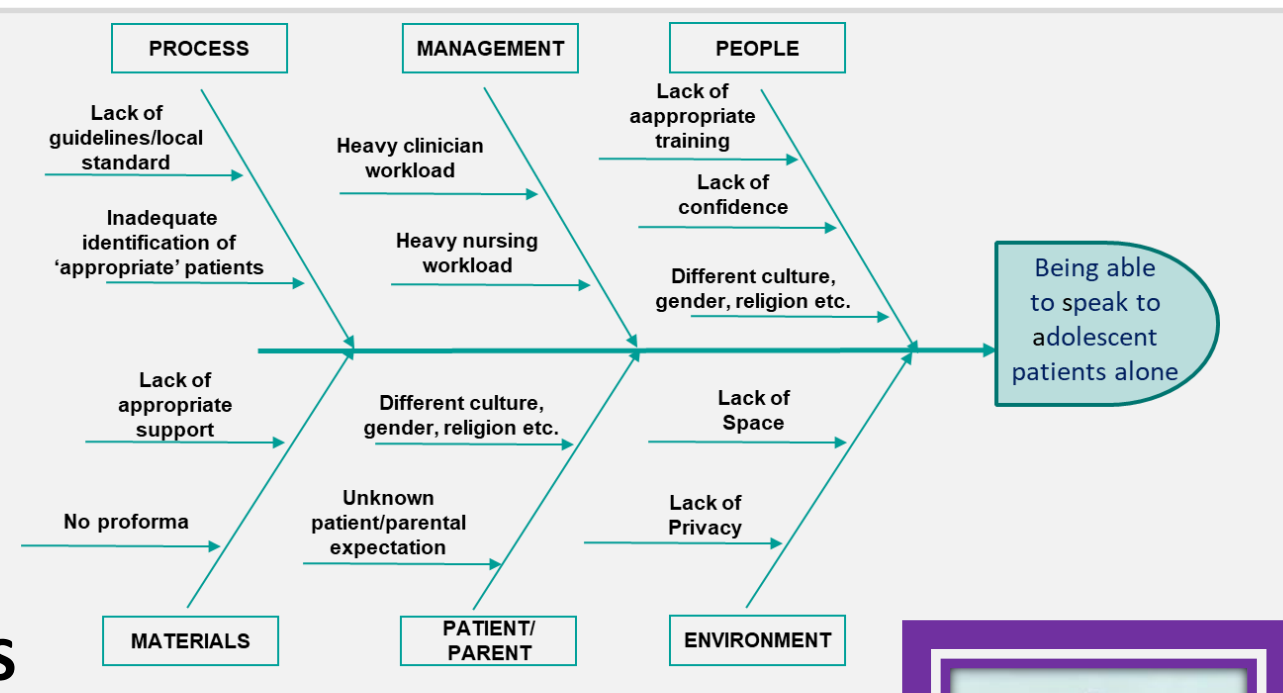


PROBLEM

Young people don't always share problems if spoken to with parents/carers present. Doctors miss key opportunities to identify and address bullying, eating disorders, self-harm, sexual abuse and gang involvement.



DIAGNOSTICS



AIM

By 31/1/19, 80% patients aged 12-16 seen in our Paediatric Assessment Unit (PAU) will be offered the chance to speak to a doctor alone.

MEASURES

No. of young people given the opportunity to speak to a doctor alone.

Inclusion: Age 12-16 + seen in PAU by paediatric team.

Exclusion: Admitted to paediatric ward with plan to speak to a doctor alone.

CHANGE IDEAS

- Raising awareness
- Signposting to resources
- Giving teaching sessions
- Including HEADSS in clerking proforma
- Posters for parents/young people
- Finding a dedicated private space
- Signposting to advice for young people

How do I explain why?

How do I ask parents to leave?

Why should I if there's nothing suspicious?

How do I manage the problems that are brought up?

How do I discuss confidentiality?

How do I find a private space?

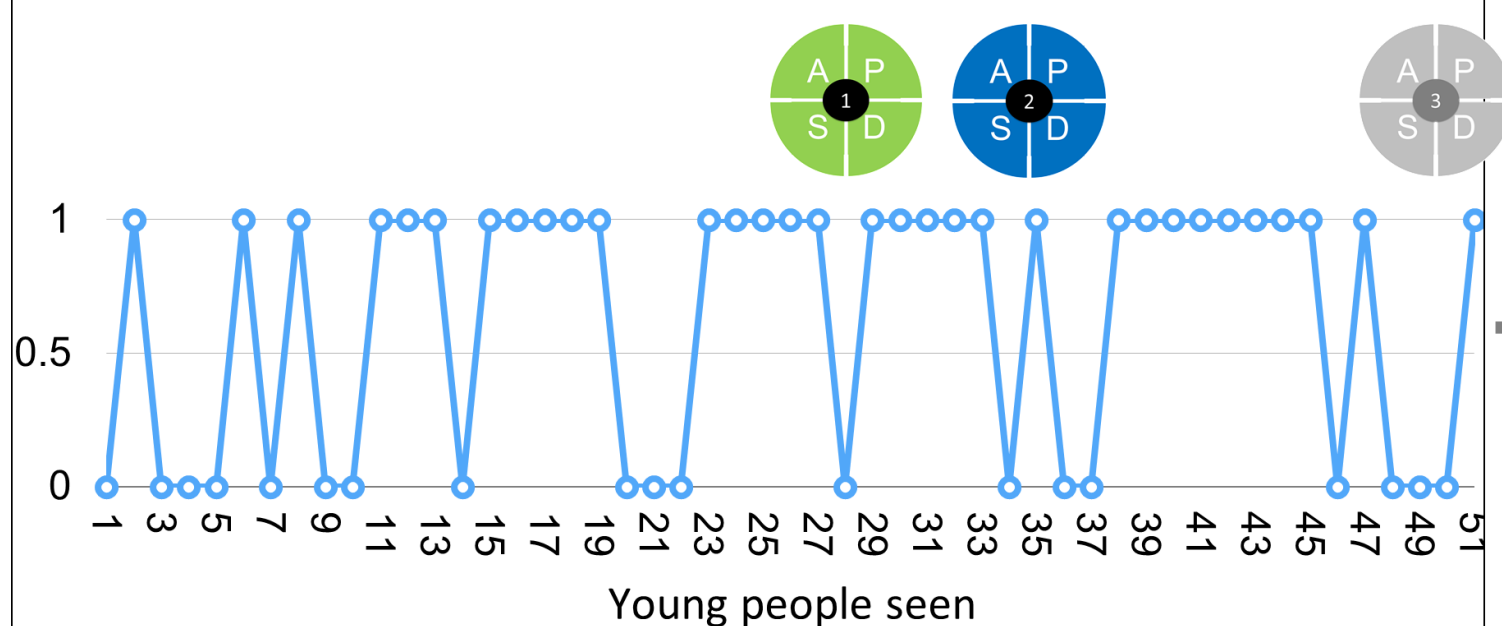
I'm embarrassed!

Do I need a chaperone?

What if there's a language barrier?

	PLAN	DO	STUDY	ACT
1	Raising awareness of good practice	Send message on whatsapp/email explaining project + with e-learning resource	Ask one SHO each day 'the last time you clerked a patient aged 12-16 years old did you offer to speak to them alone?'	Reply to each message personally, make my question more specific.
2	Education on HEADSS and confidentiality	Send message on whatsapp/email with Damian Wood's HEADSS guideline	Ask one SHO each day the initial question plus "if yes, did the young person accept or decline the offer to speak alone??"	First question now mostly 'yes'... need to improve 'yes' rate to second question.
3	Education on how to ask to speak to young person alone	Send message on whatsapp/email with short educational video on how to ask	Ask one doctor of any grade each day both questions	

Young people offered opportunity to speak alone
1 = Yes 0 = No



REFLECTIONS & LEARNING

1. Make sure to ask the right question. I needed to ask 'did the young person accept or decline the offer to speak alone?'
2. It is relatively easy to make a change but more difficult to sustain that change.
3. I need to crunch on more of the fishbones....

FUTURE PDSA cycles:

Implementation of a new clerking booklet for patients aged >10 years old.

Posters aimed at young people and parents/carers.

Creation of a dedicated space to speak to young people alone.