



NATIONAL SERVICE
FRAMEWORK FOR
CHILDREN, YOUNG PEOPLE
AND MATERNITY SERVICES
YOUNG PERSONS' VERSION

Getting it right for you

Health Advice and Support

*The National Service Framework for
Children, Young People and Maternity Services:
Young Persons' Version*

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Health Advice and Support

Like When? - LIKE NOW!

Like Where? - RIGHT HERE!

For me? - For YOU - IF YOU ARE AGED BETWEEN 12 AND 18 YEARS

Me? Why?

Because we want you to squeeze the best out of your life and love it.
But also because sometimes we all get into tough problems and need help
– like when feeling sick, being really down, feeling out of it, wanting
more info about what you may be doing – sex, drugs and stuff like that.
Getting better info and getting better help means getting a better life.

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So how do you know what we want?

You told us – we asked, and asked and asked about what you wanted and you told us that you wanted better info and a better help on things like...

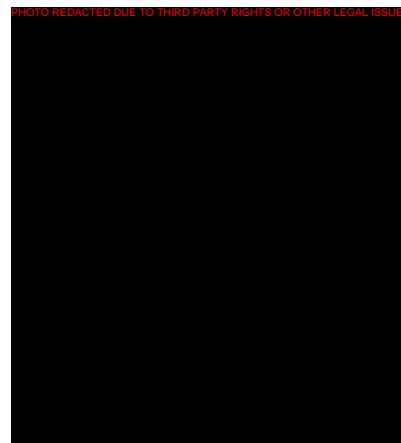
- how to eat well, stay fit, have a good time
- be happy
- stop people from bullying or abusing you
- safer sex
- not harm yourself
- drugs and smoking
- information the way you wanted it like on the web or texts
- not getting hurt in accidents
- things you tell the doctor not being told to anyone else
- what to do about common sicknesses like getting colds, flu, and headaches
- what it's like being disabled, like being in a wheelchair

All that kind of stuff – do you agree?

Yup, but tell me some more 'bout some of these things.

Well – you have got to get experienced about the world haven't you? Learn to do stuff like play sports, ride bikes and all that kind of thing without ending up in a hospital covered in plaster, bandages or a coffin; and then there's not eating so much gunk that it's going to make you totally gross or so little that you're in competition with a toothpick. And there's drugs and drink; parties and people; pimples and periods; hormones and headaches; sex and stress – how far do you want to go? But remember you don't have to be really ill before you can get help. Better talk about things before they go wrong.

Us? We want you to stay well, be happy, and love it all. You might think nothing bad will ever happen to you – but, but, but – it can and it does, and you can keep the good and stop the bad from happening with (sometimes) a 'little help' from us maybe.



O.K so far – but suppose I do get ill?

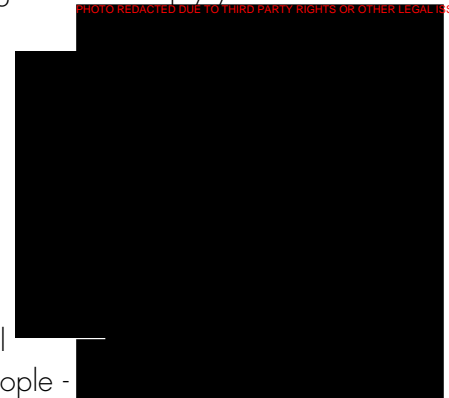
Well let's say you've got something like asthma and about one in ten young people have it at some time. Often it is very mild but it can be quite scary. You feel like you can't breathe. Getting it sorted is a team effort.

There are some things that you can do yourself like avoiding dust, cats or feather pillows or anything else that may bring it on. But that's not always possible. Then there are medicines

which the doc can prescribe to help stop the wheezing from happening in the first place. It shouldn't mess up your life and you will be able to play games and do the things that everyone else does. Your school can make sure you get your inhalers when you need them. Dealing with any other health problems like diabetes and epilepsy are the same – they need a team effort so that you can get on and enjoy your life.

Sounds O.K but what really worries me is something like getting bullied.

I agree and bullies tend to pick on someone for a specific reason – like they wear glasses, have braces on their teeth, are too fat or too thin - things like that. Now who can help and how? Well again it really needs to be all sorts of people - the person who is being bullied can help themselves by trying to ignore the bullying, not 'hitting' back. They can also help themselves, by getting treatment from their chemist and doctor if they have a problem like acne, as there are lots of different cures. Then they can get help from others – by telling their parents, their teachers, their school nurse, their family doctor about what is happening.



Again that's useful – but what about normal everyday sort of other worries?

Right – lets talk 'sex' here. Remember not everyone's having sex, and it's important to wait until you are ready. It may seem embarrassing to talk to adults about it though it is good if you can talk to your parents. You can get more info about sex, relationships, contraception and sexually transmitted infections (STIs) by calling **Sexwise** free on **0800 28 29 30** where you don't have to say who you are. Sexwise and ruthinking can tell you exactly where to go for confidential advice in your area. You can go online at www.ruthinking.co.uk or www.teenagehealthfreak.org and find out about lots of health things without anyone but you knowing. You can also get confidential advice from your doctor, family planning clinic, or young person's centre (even if you are under 16).

We want all doctors, nurses, health workers everywhere who see you to:

- Have respect for you
- Involve you in all decisions about your treatment
- Be nice and polite to you
- Have someone around who can talk your language
- Be sensitive to what you need and want
- Know about your culture and religion
- Get you any special equipment you may need
- Help your family to visit you
- Make sure that you can keep up with your school work

Is that O.K?

What do you think?

So who do we get all this wonderful help stuff from then?

Basically just about everyone – your parents, your teachers, your doctors, your nurses, your friends but we are also helping them to be able to help - so no surprises. You also told us that you needed the help – well like 'now' - and you should get it? So you can also try:

- NHS direct (0845 4647 or www.nhsdirect.nhs.uk)
- www.teenagehealthfreak.org
- www.ruthinking.co.uk
- www.givingupsmoking.co.uk
- Connexions (080 800 13-2-19 or www.connexions.gov.uk)
- Local public libraries
- Youth clubs

Sounds somewhat brilliant but if I want help and don't want them to tell anybody about it?

All health services are meant to help you avoid getting sick, help you when you are sick and NOT TELL ANYONE ELSE about your health problems unless you give permission for them to. Very, very occasionally they may want to tell someone else but they should discuss this with you first. Oh, and even if you are under 16, and the doctor thinks that you understand your health problem that you have O.K, then you can give your own consent to have the treatment.

What about if I have to go into hospital – just in case!

We're teaching everyone in your hospitals to think about you and what you want – late nights and late mornings, lots of computer games, magazines to read, good things on the walls, decent food - you keep telling us – we'll keep telling them.

So do you want to tell us about what you need from your health/medical services and what you think is good/bad or right/wrong about them? Contact your local PAL (every hospital and Primary Care Trust has one).

Want some more information on all this?

Then head for your PC again and go to:

www.ruthinking.co.uk
www.teenagehealthfreak.org
www.talktofrank.com

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