

Other useful contacts

The Vibe Youth Club, 100 Holder Road, South Yardley,
B25 8AS
t: 0121 303 6224

Umbrella Sexual Health Services
t: 0121 237 5700
w: <https://umbrellahealth.co.uk>

Pause – drop-in service for mental health issues
21 Digbeth
Open hours: Monday, Tuesday, Thursday, Friday: 10am-6pm;
Wednesday: 12pm-8pm; Weekends 11am-4pm

Forward thinking Birmingham – Crisis Team (if you need urgent mental health support)
t: 0300 300 0099 (24/7)

Samaritans
t: 116 123 (24/7)

Birmingham Careers Service
t: 0121 675 6105
e: bcareers@birmingham.gov.uk

Birmingham LGBT
t: 0121 643 0821
e: hello@blgbt.org

Visit our website:
www.swanswellmedicalcentre.co.uk

Swanswell Medical Centre Young Adult Patient Information Leaflet

Did you know that when you reach the age of 13, we remove your parents' mobile phone numbers and email addresses from your medical record? This is to ensure that any contact that we have with you may remain confidential.

Swanswell Medical Centre, 370 Gospel Lane, Acocks Green,
Birmingham B27 7AL
Telephone: 0121 706 5676
Email: bcccg.swanswellmedicalcentre@nhs.net

Our Nurses can help you with:
General health checks; immunisations; travel advice; contraceptive advice & pill checks; review appointments for asthma or diabetes.

Our Nurses are:
Purcelle Davidson (male)
Claire Morton (female)
Greta O'Neill (female)

Our Doctors can help you with:
General health concerns; teenage issues; body changes; self-image; peer pressure; fitting in; mood swings; young carer's advice; sexual health advice.

Our Doctors are:
Dr Sheldon Steele (male)
Dr Spencer James (male)
Dr Navjeet Mangat (male)

We often have female Doctors as trainees, or at our out of hours hub at Hall Green Health – please ask at Reception if you would prefer to see a female Doctor.

If you provide us with your own mobile telephone number and email address, we can communicate with you via SMS and you can use the internet to book appointments online. Just tell a Receptionist that you want to register for online access.

Once you reach the age of 13, you can make your own appointments and you can come on your own (or bring a friend for company).

We operate an 'online triage' method of booking Doctor appointments. Visit our website at swanswellmedicalcentre.co.uk and click on 'Consult your GP' to complete an online form. A Receptionist will review your request and pass it to the appropriate clinician for response. You can telephone the Practice if you have no access to the internet or for Nurse appointments.

The Receptionist will not tell anyone else (apart from the Doctor or Nurse) why you have asked for an appointment. If you telephone for an appointment and do not want to say why you need it, you can tell the Receptionist that it is 'personal' – you will then go on to our Triage system and a Doctor or Nurse will phone you to ask for more information.

If you change your mind after you have made your appointment, or if you need to re-arrange it, that's okay; please let us know that you cannot make it so that we can offer the appointment to someone else. You can cancel appointments by phone, online, or by SMS if you have received an appointment reminder text message.

When you arrive for your appointment, you can either check yourself in on the patient check in system, or you can go to the Reception desk where a Receptionist can mark you as arrived on her computer. You will then take a seat in the waiting area until the Doctor or Nurse calls you in. Keep an eye on the TV screen – a message will pop up with your name on, and will tell you which room to go to (there is a 'chime' every time a new name pops up).

You may book appointments with a doctor to discuss things other than medical problems, for example if you wish to chat about your sexuality or gender in a private and confidential setting.

When you go in to see the Doctor or Nurse, you can go in alone or with a friend or relative. Do not be embarrassed about anything you may have to discuss – our Doctors and Nurses hear a lot of things and will probably have heard something similar from another young person during their working life. The more you can tell them, the better they will know how to help you.

The Doctor or Nurse may ask you some questions. They may also need to examine you. If they do, they will have to ask you for your permission first; this is called getting **patient consent**.

Depending on where on your body the Doctor or Nurse needs to examine you, they may ask a Receptionist or another member of surgery staff to act as a **chaperone**. Your friend may stay in the room with you if you like, but they cannot act as a chaperone. You may also ask for a chaperone at any time – you do not have to wait for the Doctor or Nurse to offer you one.

If you do not understand what the Doctor or Nurse is telling you, you can ask them to explain it more simply – this is about you, not them. Do not be afraid to ask questions, or to ask for printed information if that will help you to remember things after you have left the surgery.

The Doctor or Nurse might type their notes on the computer while you are in the room. This information goes on to your personal medical record. The Doctor or Nurse will not share this information with your parents or guardians without your consent. This is called **patient confidentiality**.

The only time a Doctor or Nurse will break your confidentiality is if they think that you or someone else is at risk of being harmed and needs protection.

If you are unhappy about the way you have been treated at the surgery, then please tell us. You can email us at the address on the front of this leaflet, or fill in a form by the front door at the surgery and hand it in to reception. You may also ask a Receptionist to leave a message for the Practice Manager, Marie, to call you back.