

The Department of Health *You're Welcome* quality criteria are designed to help commissioners and providers of health services improve the suitability of NHS and non-NHS health services for young people.

You're Welcome provides good practice guidance based on local practice and evidence, of what has been found to improve patient experience and health outcomes for young people. Applying the criteria also helps effective use of NHS and public health services.

There are ten themes. The first eight themes focus on topics relevant to all health services in general practice, primary, community and acute settings. Themes nine and ten focus on specialist and targeted provision covering:

- Sexual and reproductive health services
- Child and adolescent mental health services (CAMHS)

Summary of themes:

1. **Access** - This section outlines how to ensure that services are accessible to young people. This section links with Section 2 - Publicity.
2. **Publicity** - This theme highlights the importance of effective publicity in raising awareness of the services available and explaining the extent of confidentiality. Effective publicity enhances access.
3. **Confidentiality and consent** - This theme addresses confidentiality, consent and safeguarding and how these are implemented by staff and understood by service users. This theme supports and is supported by local safeguarding arrangements.
4. **Environment** - This theme addresses the service provision, environment and atmosphere, with the aim of ensuring that they are young people friendly (at the same time as being welcoming to all service users, regardless of age). The 'environment' is taken to include the atmosphere created by physical arrangements as well as staff attitudes and actions. The environment can contribute to ensuring confidentiality for service users.
5. **Staff training, skills, attitudes and values** - This theme addresses the training, skills, attitudes and values that staff need to deliver young people friendly services and ensuring the needs of young people are met.
6. **Joined-up working** - This theme addresses some of the ways to ensure effective joined up delivery.
7. **Monitoring and evaluation** - This theme addresses the importance of young people's involvement in service development, monitoring and evaluation.
8. **Health issues for young people** - This theme outlines the health needs of young people as they go through the transition into adulthood. It includes universal issues affecting all young people and issues affecting those with specific long term health needs.
9. **Sexual and reproductive health services** - This section is only for completion by sexual and reproductive health services including general practice. It is important that all sexual-health related work is informed by evidence of effectiveness. NICE guidance will be of particular importance, as will guidance concerning sexual health and HIV from the British Association for Sexual Health and HIV (BASHH) and the Medical Foundation on AIDS and Sexual health (MedFASH).
10. **Specialist and Targetted Child and adolescent mental health services (CAMHS)** - This theme covers targeted services (such as counselling) and specialist services (such as multidisciplinary teams or inpatient services). Fraser/Gillick competency and the Mental Capacity Act 2005 is also incorporated into section 1.5. It is important that all interventions are based on evidence of effectiveness. NICE guidance will be of particular importance.