

Healthy Young People:

Local and online resources for teenagers living in Ealing (weblinks below)

Stay Well

FIND A GP: Everyone should have one, includes information on how to register

FIND AN NHS DENTIST: NHS Dental care for young people under 18 is free

EMERGENCY DENTIST: How to access an NHS Dentist in an emergency or out of hours, call 111

EYE TESTS FOR YOUNG PEOPLE: Free on the NHS. If you have any concerns about your vision speak to your GP or local optician

VACCINATIONS: Information on when to have them. If in doubt speak to your GP surgery

SEXUAL HEALTH AND CONTRACEPTION: Local advice and clinics call 020 3255 0084 or 020 8966 6315

SEXUAL HEALTH LONDON: Free sexual health service

DRUGS AND ALCOHOL: Information and support

DRUG INFORMATION: Honest information about drugs, their effects and the law

STOP SMOKING SUPPORT: Cigarettes and vapes, call 0300 123 1044

THE MIX: Essential support for under 25's

Get Active & Youth Services

YOUNG EALING FOUNDATION: Promotes local activities and opportunities

YOUTH SERVICE: Free for young people aged 11-19 years; after school clubs, evening sessions and occasional programmes during the day

YOUNG CARERS SERVICE: Free information and advice, fun activities in school holidays, regular after school clubs and one to one support

GET ACTIVE: Find free and low-cost local activities for all the family

PARKRUN: A free, community event where you can walk, jog, run, volunteer or spectate. Parkrun is 5k and takes place every Saturday morning

EAT WELL: Information and guidance about eating a healthy balanced diet

Mental Health & Wellbeing

Please speak to your school or GP if you are worried about your mental health

BEST FOR YOU NHS: Mental health digital platform for 11-25 year olds

KOOTH: Online counselling every day until 10pm

YOUNG MINDS: Information and helpline for young people, parents and professionals

SCREEN TIME ADVICE: Screen time recommendations and health effects

SLEEP ADVICE: A good sleep routine is really important for health and wellbeing

ANTI-BULLYING ADVICE: How to deal with bullying and get help

EXAM STRESS ADVICE: Tips and advice in the lead up to exams

SPEAK CAMHS: If you're a young person or parent / carer worried about mental health call the Speak CAMHS helpline 0800 328 4444 and choose Option 2 for CAMHS for support

THE CIRCLE: A drop in café and hub offering support to children young people and their parents who are in active mental distress and at risk of crisis located in Ealing

Parenting Support

PARENTING SERVICE: Parenting programmes, courses and workshops

EALING LOCAL OFFER: Support for children, young people and families with special educational needs or a disability

Keeping Safe

EALING DOMESTIC ABUSE SERVICES: Find local help and support

NATIONAL DOMESTIC VIOLENCE HELPLINE:

If you are a woman experiencing abuse: 0808 200 0247

If you are a man experiencing abuse: 0808 801 0327

WOMENS AND GIRLS NETWORK: Providing advice and specialist support for victims of rape or sexual assault. Call free on 0808 801 0660 or email advice@wgn.org.uk

EALING CHILDREN'S INTEGRATED RESPONSE SERVICE (ECIRS): If you are concerned that a child or young person has been harmed or is at risk of harm call ECIRS immediately on 020 8825 8000 (24 hours for emergency calls). If a child/young person is in immediate danger call the Police on 999

CHILDLINE: Free confidential advice and support call 0800 1111

Community & Financial Support

EALING HOLIDAY ACTIVITIES AND FOOD (HAF):

Programme offers free holiday activities and a nutritious meal during the Easter, Summer and Christmas school holidays across Ealing

FOODBANKS: Provide free nutritionally balanced emergency food and support to local people

COST OF LIVING SUPPORT: Information about all the different sources of help, benefits, grants and money saving discounts Ealing Council has on offer call 020 8825 7170

HELP WITH HEALTH COSTS: Help with hospital appointments, visits and health related costs

SHELTER: Housing advice on homelessness, council housing, eviction and more

EALING HOUSING: Provide information on all housing issues for Ealing residents

For more information please visit the Ealing Family Information Service on:

www.ealingfamiliesdirectory.org.uk

Tel: 020 8825 5588 Email: children@ealing.gov.uk

How the NHS works for young people

1 When can I make decisions about my healthcare?

You can make decisions on your own **before 18 years old** if your healthcare professional feels that you have a good understanding of the situation (competence)

2 When can I make my own appointment?

You can make an appointment with a GP at any age

From 16 you can access GP online services, where you can book & cancel appointments, see test results and order repeat medications

From 16 years, your parent/carer should only make, change or cancel your appointments if you have agreed (consent)



3 When can I see a healthcare professional (doctor/nurse) on my own?

At any age

Everything you tell a healthcare professional should stay confidential unless you give permission to share or your safety is at risk

You should be told before any information is shared

4 Can I see a doctor/visit a clinic without my parent/carer being told?

Yes. If you don't want your parent/carer to know about a visit, this information should be kept private

Your healthcare professional might encourage you to speak to your parents (or someone you trust) if they think it would be helpful

If your healthcare professional is concerned about your safety, they may need to share information with other professionals

5 When can I use a pharmacy on my own?

You can ask your pharmacist for advice at any age

From **16 years old** you can collect your own prescriptions and can buy over the counter medications

Under 16 years you can collect some prescriptions, ask your pharmacist for more information



6 Can my parent/carer still help me when I'm 16 or older (e.g. book or accompany me to appointments)?

Yes, when you turn 16 **it's your choice** how much to involve them

More tips...

Involving your parents, or **someone you trust**, can be helpful at any age

You can **bring a friend or parent/carer** to an appointment or request a chaperone (chaperones have been trained to provide unbiased support for patients)

As you get older, it can be really valuable to start seeing healthcare professionals alone for the whole or part of your appointment

It can help to **write down** any concerns and questions, or make a diary of your symptoms, and take this to your appointment

If you're unsure about something a healthcare professional has said, **ask them to explain again**

Some people find it helpful to write important information down during/after an appointment

Try to be as **open and honest** about your worries/concerns so that the healthcare professional can help

If you are unhappy with the care you have received, it is important to **feedback** (find out how to feedback)

For young people, your **healthcare documentation** should be addressed and sent to you – speak to your healthcare professional if this is not happening

Keep the **contact details** for your GP, school nurse and other healthcare professionals and a reminder of your appointments **in your phone**

If there is not time to cover all your questions in one appointment ask about **booking a follow up**

As a young person, can you share an example of when healthcare has worked well for you?

"My GP is amazing! She listens to me and looks at me as a person"

Anon, 16 years old

