

HOW TO MAKE AND HANDLE YOUR APPOINTMENT

- To make your appointment please telephone reception on 01643 703289 or come into the surgery and ask at the counter.
- Our receptionists will aim to book you in with the clinician best suited to deal with your needs. In order to do this they will ask the nature of your problem. Everything you tell them is strictly confidential. If you would rather not discuss this with them you are welcome to explain that you would rather not say. The receptionist will not be offended.
- If you would prefer to consult with a male or a female clinician please let the receptionist know when you are making your appointment.
- During your consultation be honest with the clinician. Do not be frightened to tell them anything. They will not judge you or be cross. The more information you can give them the better as this will assist them in helping you.
- You may wish to make some notes before you attend – write down all of the questions you want to ask so that you do not forget.
- Make some notes during the consultation as you can easily forget what you have been told.
- If you do not understand what you are being told during the consultation then please tell the clinician. It is important that you understand everything. If you ask the clinician to explain things again they will not mind as they will want to make sure you understand fully.



IRNHAM LODGE SURGERY
Townsend Road,
Minehead,
Somerset.
TA24 5RG

Health Information
for Teenagers and
Young Adults



Phone: 01643 703289

Fax: 01643 707921

www.irnhamlodgesurgery.nhs.uk

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01643 703289

Please note that you must be registered with Irnham Lodge Surgery to access our services.

Why Should I Attend the Surgery?

You can make an appointment in confidence to see a doctor, our Nurse Practitioner or a Practice Nurse about any health related issue. A Nurse Practitioner is a fully qualified nurse who has undergone further training and can diagnose and prescribe. Age is no barrier – you can request a consultation however old you are.



Confidentiality

Your visit to the surgery and what you tell the clinician in your consultation is strictly private. Every member of our practice team, including reception, is bound by strict rules of confidentiality and cannot discuss your visit to the surgery with anyone. If we need to share information about your consultation with anyone, we will discuss this with you.

Chaperones

You are welcome to bring a friend or relative into any consultation with you. The clinician may also need a formal chaperone, a trained member of our practice team, to sit in on the consultation.

What if I do not want to attend the Surgery?

You can request a telephone consultation with a doctor. The receptionist will take your telephone number and arrange for a GP to call you back. Please feel free to let the receptionist know the best time for the doctor to telephone you. Our doctors are happy to telephone mobile phones.

Information can also be found on our website www.irnhamlodgesurgery.nhs.uk under the Teenage and Young Adult Health section.



HEALTH MATTERS FOR TEENAGERS & YOUNG ADULTS

You are welcome to make an appointment for a consultation on any health matter but here is a list of common matters affecting young people.

Acne & Skin Problems – This is a common problem for teenagers and young people. Our Nurse Practitioner or a GP may be able to help. We would recommend making an appointment with our Nurse Practitioner in the first instance.

Alcohol and Drugs – If you have concerns about misuse our clinicians can offer support and will not judge you. Please arrange a consultation with a GP.

Bullying and Loneliness – Please do not suffer in silence, we are here to listen. Our Nurse Practitioner and doctors can offer support. We would recommend making an appointment with our Nurse Practitioner in the first instance.



Chlamydia Testing – This disease is easily treated but if left it can cause serious complications, including infertility. Many people suffer no symptoms and do not realise they have Chlamydia which is why it is vital to get tested. Patients aged 15 to 24 years are encouraged to test. You can help yourself to a testing kit from the surgery foyer and either test on site here or take this away with you.



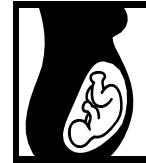
Contraception – Before you start any form of contraception you will need to see our Nurse Practitioner or a doctor who will provide you with information and advice on the options available to you.

Diet and Exercise – If you are concerned about your weight please make an appointment with our Nurse Practitioner who can advise on healthy eating and sensible exercise plans.

Eating Disorders – We can provide support and direct you to specialist services. Please make an appointment with a GP.

Family & Relationship Problems – If you are worried or upset and need someone to talk to our Nurse Practitioner or GPs are here to listen and can refer you on for any specialist help which might be of benefit to you.

Pregnancy – If you think you are pregnant you can make an appointment to see our Nurse Practitioner or a GP who will listen to any concerns you have and discuss your options. We have a Community Midwife and a Health Visitor attached to our practice to ensure that pregnant women have access to a full team from pregnancy to childbirth and beyond.



Puberty & Periods – If you have any concerns you can speak in confidence to our Nurse Practitioner or a GP. We have male and female clinicians available to help and if you have a preference as to whom you consult with please feel free to let our receptionists know.

Sexual Health – If you think you may have a sexually transmitted infection (STI) you should immediately make an appointment to see our Nurse Practitioner or a GP.

Smoking – Cigarettes pose a major health risk and our Smoking Cessation Adviser is here to help you kick the habit. Contact reception to make your appointment.



Stress and Depression – At different times in your life you may feel the burden of stress, during exams for example, which can lead to depression. If you are worried please make an appointment to consult with our Nurse Practitioner or a GP.