

GREATER MANCHESTER

YOUTH HEALTH AGREEMENT

As a **health care professional**, here's what the **GM Youth Health Agreement** means for you and how you can help make it a **success**.

The Greater Manchester (GM) Youth Health Agreement is a guide for young people to use so they know what care and support they should expect when accessing health services in Greater Manchester.

What young people can expect when accessing care	Your commitment
I know what services are available to me and how to access them.	Actively promote your service and share clearly the support you provide and how to access it.
I can access care and support when and where I need it.	Offer flexible access times so young people can receive support when it is suitable for them, including evenings and weekends.
I am not treated unfairly because of my physical or mental illness.	Do not discriminate based on physical or mental illness.
I make decisions about my treatment.	When appropriate, consult with young people before deciding on their treatment.
I have a say in the how the services I use are run.	Give young people clear ways to give their feedback on your service and act on their suggestions.
The places and spaces I get care and support feel safe, welcoming and are accessible.	Work hard to offer a safe, welcoming and accessible environment for all young people.
I trust staff working with me have the right knowledge and experience.	Regular and appropriate staff training to support work with young people and allow staff opportunities to suggest areas for development.
If I am struggling, I know that I won't be forgotten or missed.	Be mindful of young people in complex situations and work with them to ensure their treatment can continue.
If I am accessing more than one service in my area, staff there talk to each other so that I don't have to repeat things.	Communicate regularly and effectively with other services in your locality, especially when a young person is moving from one service to another.
I know what is happening with my care and who is involved.	Share information in an honest, clear and concise way with the young people accessing support.
I know where to go if I need further support.	Help young people to understand where else they can access support and let them know what other services are available.
My views are respected and valued.	Listen to and respect young people's opinions.
I know that my information is kept confidential.	Clearly explain how information is kept confidential and how your consent policies work.
I feel empowered and play an important role in looking after my health and staying well.	Support young people to play an important role in looking after their health and staying well.