



Young People (14–20 years)

Independent access to GP care

January 2025



What we did

We talked to the [Youth Voice Bucks Executive Committee](#) who gave us examples of health topics that mattered to young people. One idea was access to GP care. Young people had some basic questions such as how to register with a GP or switch to a different one. They were also not clear about where to seek help in different circumstances and when they were expected to do this independently of their parents/guardians.

We wanted to collect young peoples' experiences of health care and share that information with the people who provide these services, so the latter could understand what impacts young people when they seek care.

88 young people gave us feedback via an online survey (72), or in person at two focus groups (16). All responses were collected between 23 October and 16 December 2024.

Key Findings

- + Three quarters (68/87) of respondents told us they knew where to find medical advice or help for what they needed (e.g. for a rash, anxiety, contraception etc).
- + Two thirds (60/88) of young people said their parents / guardians made their appointments. Half of these teenagers said they did not know how to make an appointment by themselves.
- + 59% (51/86) of respondents were unaware that GP surgery appointments can be booked through the NHS app. Most booked GP appointments by phone.
- + Two thirds (17/26) of those who had booked their own appointments had found booking one difficult. This was because they couldn't get through on the phone or get to a suitable appointment, often because they were at school or college.
- + Only half of those who made their own appointments were aware that they could ask to see a doctor of the same gender.

- + 44% (38/87) of young people didn't realise that when they turn 16, their parents or guardians can no longer see their NHS health information. A third (15/53) of respondents, already 16 years of age (or older), said they were not aware of this.
- + Two thirds (57/85) did not understand the possible consequences of this.
- + Two thirds of respondents (49/87) did not know that they could ask the NHS to continue to share this information with their parents/guardians.
- + Many young people said they would like to get health information from an app (top choice) or an NHS website.
- + Many young people found it hard to get help from their doctor because they couldn't make calls or go to appointments while in school, college, or work. They also faced issues with transportation or didn't fully understand how to use online options like the NHS App.
- + Only 16% of respondents visited a GP on their own. Two thirds of these young people felt listened to by the GP or nurse.
- + Of the 84% who were accompanied to appointments by someone else, half said the doctor or nurse talked directly to them. The other half felt that sometimes the staff spoke to them and sometimes to the adult they were with.
- + Most respondents felt they understood what was being said in an appointment.
- + The most popular response, if they couldn't get an appointment with their GP surgery was to wait for the next day/available appointment or go to a pharmacist.

Our recommendations

We have made the following recommendations to Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB).

Guidance and publicity

- Ensure young people are made aware of the changes in data sharing when they turn 16 e.g. via an app or a video for schools to use in Year 10. Explain what this change means for them, especially where their parents/guardians can assist and where they cannot. This will help teenagers make **informed choices** and ensure parents or guardians can access the teenager's data if that's what the teenager prefers.

Digital services

- ✓ To improve young people's knowledge, share information about the changes that affect them at 16, and other topics that affect their health and well-being through the platforms they use, such as apps and social media.
- ✓ Tell young people more about the benefits of signing up for the NHS app and how to do it. Encourage them to use the app instead of phoning the GP, which may reduce call congestion at a GP surgery. Encouraging more people to use [the NHS app](#) to make appointments with their doctors, where possible, may also reduce complaints about waiting times to access services.

Consent, choice, respect and being listened to

- ✓ Remind practice staff of the time and travel challenges that many teens face when making or going to appointments.
- ✓ Ensure people know they can ask to see a doctor of the same gender if that is what they prefer.
- ✓ Encourage practice staff treat teenagers as equal partners in their health and check that they understand what is said to enable them to manage their health and wellbeing.

What the project was about

Background

When a young person reaches 16 years of age the NHS treats them as an adult and parent and guardian access to their NHS data stops automatically. The GP surgery, or any other part of the NHS, must get the young person's consent before sharing their data and have direct conversations with the person aged 16+ and not with their parents/guardians. A young person can ask their GP surgery to share data – some or all – with their parents or guardians. However, the latter do not have the automatic right to access to their child's data in the same way they do when the child is under 16.

From the age of 13, children can access GP services themselves and use the NHS App or other apps and websites. There are benefits to this.

“As you get older, you can take over more of the responsibility of managing your health and care yourself. This helps you prepare for

being an adult, when you can manage your appointments, prescriptions and any illnesses or conditions on your own.” (NHS)

However, it is our understanding that many under 16’s do not choose to do this. Instead many are happy for, and expect, a parent or guardian to manage this on their behalf. However, this also means they (and their parents /guardians) are not often aware that the young person will be managing their own health from their 16th birthday. Many teenagers assume that health care is the parent’s/guardian’s responsibility until the child turns 18.

“When you are 16, you are treated the same as an adult, and parent and guardian access stops. The GP surgery must get your consent before sharing your data. You can ask your GP surgery if you want your parents or guardians to have access.” (NHS)

There is also an [Easy Read document](#) and a [standard one](#) to explain how young people can get access to online GP services.

Our Aims

We asked 14-20 year olds about their experience of accessing GP care and their knowledge of when they were expected to do this independently.

Our aim was to share what we found with healthcare providers so they can better understand what young people know. We also wanted them to think about the challenges young people face and how they can make visiting the doctor a better experience. Through conversations in focus groups, we also aimed to help young people become more aware of what was expected of them at certain ages, what services were available to them and how to access these.

We expected to hear that young people

- are not aware that their parents/guardians lose access to their NHS data on their 16th birthday
- do not know they can request that their parents/guardians’ access to their NHS data is extended until their 18th birthday
- don’t always know how to get information or access the right care independently
- don’t feel the NHS communicate effectively with them as individuals.

Who talked to us

88 young people provided us with feedback; 72 completed the online survey and 16 attended a focus group.

Where we invited young people to leave a comment, we analysed, and have summarised, these by theme. Where people commented on more than one theme the number of comments is greater than the number people who responded. Full details about who talked to us can be found in Appendix 2. We found the following:

- + 44% (35/80) identified as White British and 14% (11/80) as Asian / Asian British: Pakistani.
- + 74% (61/82) identified as a woman and 18% (15/82) identified as a man.
- + The median age of 88 respondents was 16.
- + Of the 52 people who gave full postcodes, 25% lived in [Opportunity Bucks](#) wards.

What we heard

This report reflects the views of the 88 people who completed our survey or talked with us. All lived in Bucks or were registered with a GP in Bucks. All respondents were also 14-19 years of age, except one person attending a focus group. Full details about how people answered our questions can be found in Appendix 3.

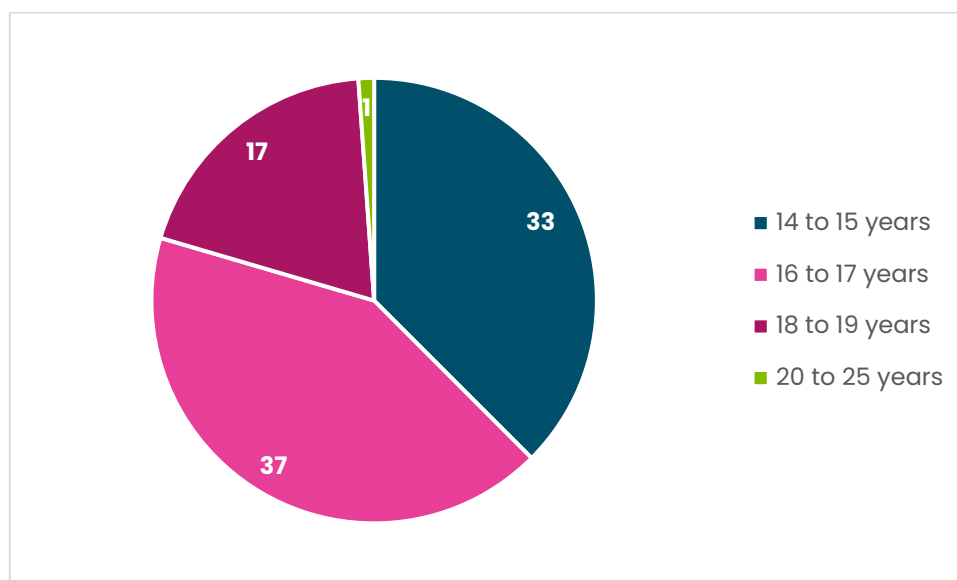


Figure 1 - How old are you?

78% (68/87) of these young people told us they knew where to find medical advice or help for what they needed (e.g. for a rash, anxiety, contraception etc). Of those who said they were not sure, or did not know, 50% were under 16.

Booking appointments

My parent /guardian books my appointments

68% (60/88) of the respondents said their parent or guardian booked GP appointments if they needed one.

48% (32/66) of these respondents told us that, if they had to, they did not know how to book a GP appointment. Half of these were already over 16 years of age.

14% (7/49), (mainly aged 14-15 years of age), said they did not know the name of their GP surgery.

In the focus groups we also asked if they knew that they could ask to see a doctor of the same gender if that mattered to them. None (10/10) of them did.

I book my own appointment

16 young people told us they booked their own appointments and another 12 said they did so sometimes. All were 16 years of age or over.

35%(9/26) said it was easy, or very easy, to book their last GP appointment.

"I have booked an appointment online as well as asking for one in person at my local surgery."

65% (17/26) of respondents said it had been difficult, or very difficult. Most said this was because they struggled to **access the GP services**. One person said it took them 3 weeks to get an appointment.

"Wait times on the phone are really long meaning you can't guarantee an appointment that day as it's a first come first serve system"

For some this meant, giving up on phone access for appointments.

"[because they don't pick up the phone, I] end up going in and get an appointment that way."

However, for others, this was not an option.

"...e-consult is only available at very specific and limited times during the weekdays and never at weekends, so it was difficult to complete ... to gain access to an appointment."

“XX surgery lock the door, so you have to phone. [They] only open it if you have an appointment.”

Many of those who phoned to **book an appointment** couldn't get the call answered in a reasonable time or had to phone at an inconvenient time.

“It only gave me an option to have a call back in the next 24 hours which I couldn't respond to as I was in school, so I then had to phone to sort it out.”

“Having to call at 08.30 in the morning – I'm meant to be in school.”

“Being on hold for ages – it felt like 3 hours once.”

Two people felt the **triage** process was intrusive.

“They took ages answering the phone and then the reception lady asked too many personal questions.”

And another did not feel staff were **caring**.

“Receptionist was very mean, didn't listen, wouldn't let me speak to a GP despite my consultant putting it into my notes that I needed one [an appointment].”

Half (15/28) of these young people were not aware that they could ask to see a doctor of the same gender if that mattered to them. Most people said that in some situations, it wouldn't matter to them what gender their doctor was. However, they would like the choice based on why they needed to see the doctor.

21 young people shared their thoughts on what would make it easier for them to see a doctor or nurse when they needed to. They could choose as many options as they wanted to or offer their own. The top selected responses were:

- + Being able to make calls during school, college or work hours (14).
- + Knowing where to find the right medical help or advice (8).
- + Better understanding of digital options e.g. NHS App (9).

One person said being able to book online appointments at any time is the ideal.

“Not all clinics take bookings through the app”

How is the appointment booked?

Table 1 shows how 87 people usually booked a GP appointment. Respondents could tick more than one option.

Most of those booking appointments for themselves used the phone as did their parents. While few people used an NHS app, teenagers were more likely to use it compared to their parents or guardians.

One person commented that the decision to book a GP appointment was not always the choice of the person wanting to book one.

“cannot book an appointment directly as you can only do e-consult which then determines whether or not you need an appointment”

	I book my appointment, or sometimes do	Someone else books my appointment	Total
Phone the GP surgery	20	50	62
Go onto the GP website	2	7	9
Use an NHS app	10	2	12
Go to the GP surgery in person	3	10	13
I don't know	0	4	4
Other	1	1	2

Table 1 - How do you, or your parent/guardian, usually book a GP appointment?

Table 2 shows 59% (51/86) of respondents did not know they could book a GP appointment using the NHS app. Awareness was greater, however, amongst the young people who booked their own appointments, or sometimes did.

Did you know?	Yes	No	Total
I book my own appointment, or sometimes do	16	11	27
My parent/guardian books my appointment	19	40	59
Total	35	51	86

Table 2 - Did you know you could book an appointment via the NHS app?

Knowledge about the changes in NHS data access from 16 years of age

56% (49/87) of the young people knew that after someone turns 16, the NHS considers them an adult. However, only a third (11/35) of those who were 14 or 15 years of age were aware of this.

Of those respondents who were aged over 16, 53% (25/47) had been to a GP surgery since their 16th birthday, yet a third (16/45) were unaware that their parents could no longer access their data if they had not given permission.

67% (57/85) of the young people did not know what their parents not accessing their NHS data meant when they needed medical advice/treatment from their GP surgery. Many understood that they could keep their NHS data private from their parents. However, most did not understand that their parents would no longer be able to talk about the teenager's health conditions directly with a GP, for example, over the phone. This lack of understanding could affect teenagers in different ways, both practically and emotionally. Many, in the focus groups, were quite shocked when they learned that their parents could not be as involved as they expected. They thought their parents would only be left out if the teenager chose for them not to be involved, or once the young person turned 18. One community organisation told us it was difficult to get young people interested in this subject because they tended to avoid the conversation, believing they didn't need to care or be involved.

"I leave it up to my mum or dad to sort out."

69% (49/87) young people did not know that they could ask the NHS to continue to share this information with their parents/guardians.

Information about health care

88 young people told us how they would like information, about managing their health, provided.

"...Apps are easier to access than fliers and sometimes give more information than websites"

"Via an app like Instagram – it would be easier to access the information via a post where the info is consolidated"

The top selected responses were on an app (53) because they often had a frequently asked questions (FAQs) section, and they were often easily accessible.

“I can easily put an accessible background on an app making it easier for me to read.”

The second most popular response was on an NHS website (41).

“most issues are searched online”

While a few young people liked the idea of a leaflet, and one suggested posting a flier home would get seen, another said they often contained too much information. A few suggested a video would be good.

“Video – short, probably under 1-2 mins”

However, one person said they found videos confusing.

Another two suggested social media should be used.

“Social Media is getting more prominent, youth receive news (from news channel) on social media as well now”

Three people wanted face to face advice.

“I prefer to get personalised advice in person for many of my issues.”

How a young person feels they are being treated

Only 16% (14/86) respondents told us that they usually went to see the GP or nurse on their own. All of these were over 16 years of age. Some people wanted to have private talks about, for example contraception, without their parents being part of the discussion. However, most respondents, (84%), (72/86) usually went with someone else. 64% (9/14) of the young people, who went on their own to an appointment, felt listened to by GP surgery staff. Some felt more could be done by staff in this area.

“Yes most of the time [I feel listened to]. However, sometimes they seem rather dismissive especially with smaller issues”

“Recently I feel like my GP ... mainly just focused on what they needed to tell me rather than taking the time to listen and allow me to explain my situation ...”

Some teenagers told us they thought they were treated differently when they were with an adult compared to when they went by themselves.

“I feel a little less listened to when I’ve gone alone without an adult. ... have been told multiple times to live with pain and hope it would go away with age – mostly when talking about hormonal/uterine issues”

43% (28/65) of the respondents who went with someone else to a GP appointment felt staff spoke to them directly. One person highlighted the importance of staff directing the conversation at the patient.

“...The doctor/nurse speaking directly to me instead of my parent... makes me feel like I am respected.”

Another 52% (34/65) of young people who were accompanied to a GP appointment felt like the doctor or nurse did talk directly to the adult some of the time as well as to them. Several did not mind this although a couple found it awkward. Many felt reassured by this parental/carer involvement.

“I like when my parents are included in the conversation. It makes me feel safer.”

“I know mum will help me feel understood if I word something weirdly.”

However, while one young person saw the benefit of talking to the adult accompanying them, they also highlighted the fact that the questions should be addressed to them in the first place.

“It’s good because my carer understands and can explain in simpler terms, but it’s not aimed at me.”

Another did not like doctors explaining the issue to their parent instead of to them.

We wanted to find out if medical staff could talk to young people in a simple way that helped them feel sure about what was being discussed. Most respondents, regardless

of age, said that they generally understood what the doctor or nurse had told them during their appointment.

“They’re both really friendly and understanding. When I’m unsure I ask again, and they always explain it in a better way.”

However, this sometimes depended on young people having the confidence to ask for an explanation of the jargon or language they don’t understand.

“Yes, [they] do sometimes use confusing terminology but explain when asked”

“I do understand mostly, although some details can be missed which is a problem at times”

One person, who goes to appointments alone, was not confident that they understood as much about their medication as they should.

Others depended more on their parents/carers.

“... if I don’t understand, my parents ask the doctor to tell us more”

If you can’t get a GP appointment...

72 people told us more about where they would go for help if they couldn’t get an appointment with their GP surgery.

	Total
I would wait for the next day/available appointment	39
Go to a pharmacy	32
Talk to a teacher/youth worker/friend or family member	24
NHS 111	22
A&E/Emergency Department, or Urgent treatment centre	18
Social media for advice	9
Other	6

Table 3 - If you can’t get an appointment with your GP surgery, where do you go for help?

They could choose as many options as they wanted to or offer their own. The top two responses were that they would wait for the next day/available appointment and / or go to a pharmacist.

Making things better

Several young people told us they couldn't think of any ways to improve their appointment experience. Three left positive comments.

"Well nothing much; they are all good."

43 other young people told us more about what they thought their GP surgery could do differently to improve their appointment experience. We have summarised the comments by theme.

Over half of the comments (24) requested a better system for **booking appointments** and improving **access to services**. Young people told us it was too difficult to book an appointment at a GP surgery because appointments were mainly made by phone. Young people particularly struggle to wait on the phone at 8.30am when they should be in, or on their way to, school, college or work. Many are also not allowed access to their phones while they are in school or college so are not contactable, or can't contact the GP themselves, during most of the day.

"Make it easier to book an appointment for the GP... if I wanted to book a GP appointment ... I would have to have the day off school in order to ring up the GP at the right time and then wait for them to call me back with the telephone appointment and then see if they want me to go in. This makes it really hard to book an appointment because I don't want to miss school."

"Easier system to book an appointment as calling at 8.30 is time consuming and doesn't guarantee a response"

"[Want to] Be able to make appointments later... after 6th form finishes."

Sometimes, they can't go to an appointment because of the time it is scheduled. They may not be able to get time off or alternatively do not have transport to get them from school or college to the GP surgery.

“Appointments online. More times available as can't always get out of college.”

“My GP should let people make appointments when needed and also make the line for seeing them shorter”

Limited access to **transport** was also mentioned by another person who suggested that there needed to be more sexual health clinics in the county.

“... I can't get to high Wycombe on my own and the clinic there only has limited opening hours.”

Eight young people wanted **better communication** which included clinicians explaining things in a clearer way. A few also wanted GP's to have a more personalised approach whether this meant that they wanted to be treated more like an adult or be sensitive to how young they were.

“Treat older teens more like an adult than a child.”

“Just remember I'm still a child at the end of the day so I'm not going to know/understand it all.”

A few told us they might be given the information and think they understood it but then don't know what to do with that information when they get home.

“Actually tell us where helpful resources can be found and what medicines are helpful and what to do when you are ill, so we don't have to be in a confused state”

Two people suggested **staffing levels** were a problem and hiring more doctors would reduce waiting times. One young person wanted fewer remote appointments.

“They could make appointments more accessible and allow in person bookings rather than telephone bookings. All appointments should be in person to as symptoms can be missed”

One person wanted to have more options regarding which doctor they could see. Three people suggested better **quality of treatment**.

“Maybe give advice what to do with the symptoms given rather than waiting.”

“Don’t use Google whilst in an appointment, definitely makes me feel like they don’t know what they are doing”

Acknowledgements

We would like to thank

- all the young people who gave us feedback about their experiences
- the [Youth Voice Bucks Executive Committee](#) for helping us choose the topic for our children and young people project for 2024/25
- Aylesbury Youth Council and Carers Bucks for each organising a focus group.

Disclaimer

Please note this report summarises what we heard. It does not necessarily reflect the experiences of all young people aged 14–19 living in, or registered with a GP in, Bucks.

Appendix 1

More about our approach

Who we included

We collected feedback from 88 people. All of them lived in Buckinghamshire or were registered with a GP in Buckinghamshire. As well as collecting feedback via our survey we also held two focus groups.

The focus group varied from five to eleven people and took place with Aylesbury Youth Council and Carers Bucks. All participants were informed that:

- Participation in the study was voluntary
- Personal information collected would be stored in accordance with the Data Protection Act 2018
- Transcripts would be anonymised
- Participants could withdraw from the study within 7 days and request that their information be removed and destroyed, where possible.

Who we contacted

To reach out to 14–19 year olds we approached a range of organisations. These included:

Bucks Young Voices Executive Committee	Bucks Mind
Aylesbury Youth Council	Fact Bucks
Youth Concern	Brook
Chesham Youth Council	Buckinghamshire College Group
WWFC	Wycombe Youth Action
Space Chesham	OFHT Walking with You group
Aylesbury UTC	Restore Hope
Lindengate Young Volunteers	East Side Youth Centre
NYAS	Wycombe Mind
Yes Wycombe	Aylesbury Youth Action
Action4youth	Carers Bucks

Brighter Futures Together	Young Enterprise
The Hive	Karima Foundation
Buckinghamshire Army Cadet Force	Community Boards
Local youth centres & clubs	All secondary schools

Who we will share our findings with

We will share our findings with the Care Quality Commission and Healthwatch England, the independent national champion for people who use health and social care services. We also share all our reports with the Buckinghamshire Council Health and Wellbeing Board and the Health and Adult Social Care Select Committee.

We will also share our findings with BOB ICB and Buckinghamshire Healthcare Trust.

How we follow up on our recommendations

We will request a formal response to our recommendations from the BOB ICB. We will follow-up their formal response to confirm what changes have been made.

Appendix 2 – Who did we hear from?

Please tell us your age

	Count
14 to 15 years	33
16 to 17 years	37
18 to 19 years	17
20 year old	1
Total	88

Please tell us if you have a disability

	Count
No	63
Yes	13
Prefer not to say	3
Total	79

Please tell us if you have a long-term health condition

	Count
No	65
Yes	13
Prefer not to say	2
Total	80

Please tell us if you consider yourself to be a carer

	Count
No	66
Yes	12
Prefer not to say	3
Total	81

Please tell us your ethnicity

	Count
Asian / Asian British: Bangladeshi	2
Asian / Asian British: Chinese	3
Asian / Asian British: Indian	4
Asian / Asian British: Pakistani	11
Asian / Asian British: Any other Asian / Asian British background	1
Black / Black British: African	6
Black / Black British: Caribbean	1
Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic	3
White: British / English / Northern Irish / Scottish / Welsh	35
White: Irish	2
White: Any other White background	5
Any other ethnic group	1
Prefer not to say	6
Total	80

Please tell us your gender

	Count
Woman	61
Man	15
Gender fluid	1
Non-binary	1
Trans Male	1
Prefer not to say	3
Total	82

Please tell us your sexual orientation

	Count
Heterosexual / Straight	41
Asexual	3
Bisexual	2
Lesbian / Gay woman	6
Objected to being asked this question	4
Prefer not to say	6
Prefer to self-describe	3
Total	65

Please tell us your pregnancy or maternity status

	Count
Doesn't apply to me	58
Prefer not to say	3
Total	61

Which of the following disabilities do you have?

	Count
Physical or mobility impairment	2
Sensory impairment	2
Neurodevelopmental condition (ADHD, ASD, learning difficulties)	8
Mental health condition	4
Learning disability (Intellectual disability)	1
Long Term condition	4

Do you have any of the following neurodevelopmental conditions?

	Count
Does not apply to me	34
Autism (autism spectrum disorder)	7
Dyspraxia (developmental coordination disorder)	1
Dyslexia	7
Dyscalculia	1
ADHD / ADD (attention deficit hyperactivity disorder / attention deficit disorder)	9
Prefer not to say	4
Other	2

Which of the following long-term conditions do you have?

	Count
Asthma, COPD or respiratory condition	1
Blindness or severe visual impairment	1
Cardiovascular condition (including stroke)	1
Deafness or severe hearing impairment	1
Learning disability	1
Mental health condition	2
Prefer not to say	2
Other	4

Please tell us your religion or belief

	Count
Christian	19
Hindu	1
Muslim	13
Sikh	1
No religion	21
Prefer not to say	7
Other	1
Total	63

Is your gender identity the same as your sex recorded at birth?

	Count
Yes	56
No	2
Prefer not to say	2
Total	60

Please tell us your marital or partnership status

	Count
Single	55
Prefer not to say	4
Divorced / Dissolved civil partnership	1
Total	60

Appendix 3 – What did people tell us?

Do you know where to find medical help or advice for what you need? (e.g. for a rash, anxiety, contraception etc.)

Finding medical advice	Total
Yes	67
No	5
Don't know	14
Total	86

If you need an appointment at the GP surgery, who books this?

Who books your appointment	Total
Me	16
My parent/guardian	59
Sometimes me and sometimes someone else	12
Total	87

If you had to, do you know how to book a GP appointment?

	Total
Yes	34
No	31
Total	65

Do you know the name of your GP surgery?

	Total
Yes	40
No	8
Total	48

For those who booked their own appointments (including sometimes):

Thinking of the last appointment, how easy was it to book this at the GP surgery?

	Total
Very easy	1
Easy	8
Difficult	14
Very difficult	3
Total	26

What would make it easier for you to see a doctor or nurse when you need to?

	Total
Being able to make calls during school, college or work hours	14
Knowing where to find the right medical help or advice	8
Better understanding of digital options e.g. NHS App.	9
Better public transport to GP surgery	5
Having an interpreter	0
Other	1

Can you ask to see a doctor of the same gender if that matters to you?

	Total
Yes	15
No	6
Don't know	7
Total	28

For those over 16: Have you been to a GP since your 16th birthday?

	Total
Yes	25
No	18
Can't remember	4

Total	47
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Did you know that when you turn 16, the NHS treats you as an adult? This means your parents or guardians won't be able to access your NHS information anymore without your permission.

Did you know?	I am 14-15 years old	I am 16-20 years old	Total
Yes	11	37	48
No	23	15	38
Total	34	52	86

Do you know what this means when you need medical advice or treatment from your GP surgery?

Do you know?	I am 14-15 years old	I am 16-20 years old	Total
Yes	9	18	27
No	26	31	57
Total	35	49	84

Did you know that, between the age of 16 and 18, you can ask the NHS to continue to share this information with your parents/guardians?

Did you know?	I am 14-15 years old	I am 16-19 years old	Total
Yes	8	19	27
No	29	29	58
Total	37	48	85

How would you like information, about managing your health, provided?

Media	Total
In a video	14
On an app	52
On an NHS website	41
In a leaflet	15
In person	3
Other	8
Total	

If you go with someone, do you feel the doctor / nurse speaks directly to you most of the time?

	Total
Yes, most of the time	28
No, they mostly speak to the other person (parent/carer)	3
Half and half	33
Total	64

As an unaccompanied teenager, do you feel listened to by the GP surgery staff?

Listened to	Total
Yes	9
No	5
Don't know	0
Total	14

Do you generally understand what the doctor or nurse tells you during your appointment?

Did you understand	Unaccompanied	Accompanied	Total
Yes	55	14	69
No	10	1	11
Total	65	15	80

If you require this report in an alternative format, please contact us.

Address:

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