**Local Offer Review**

**Frequently Asked Questions requested by Children and Young People**

**Health Services:**

* **How can I make sure I am looking after myself properly?** 
  + There are Padlets to help young people look after themselves and to find out where to go for help here: [Thriving in Bury for Children and Young People (padlet.com)](https://padlet.com/ThriveinBury/thriving-in-bury-for-children-and-young-people-7d27kblqxj8s1u8r)
* **How do I register with a GP or a dentist?**  
  *If you’re looking to register with a GP or dentist, you might decide to pick the surgeries that are closest to your home. You can find this by searching on Google. GP surgeries take patients that live within their catchment area – this means that you have to live close to the surgery to register there. If you live in a catchment area for more than one surgery, you might find it helpful to read some reviews online to decide which one to choose. After you’ve chosen, you can visit their website or visit them in person to register as a new patient.*
* **How do I book a doctor or dentist appointment?**  
  *Each surgery will have its own procedure for booking appointments. Sometimes you can do it online, sometimes through the NHS app, and sometimes you have to phone them in the morning when they open to book a same-day appointment. You can ask the surgery when you register or look on their website to find out how to book an appointment. Dentist surgeries will usually text or phone you when you are due a check-up, but you can always phone them if you would like to have something looked at sooner.*
* **How can I check accessibility at my GP surgery?**  
  *You can email or phone your GP surgery to find out more about accessibility. It might be helpful if you have specific questions prepared in advance. It is also a good idea to let them know you have access needs so that they can make a note of it on your records – for example, if you can’t use stairs and they don’t have a lift, they can make a note that you can only be seen for appointments on the ground floor.*

*If you have a diagnosis learning disability, from the age of 14 you are entitled to an annual health check which can be arranged via your GP surgery.*

* **How do I arrange hospital appointments?***If you think you need a hospital appointment, you should always go through your GP first. They may then refer you to a specialist based in a hospital. The hospital will usually book an appointment for you and send you a letter in the post as well as a message on the NHS app informing you of when it will be, but if the date or time doesn’t work for you, you can phone to rearrange it. If they don’t do this, they will probably phone you to talk about the referral and pick an appointment time.*

*If you have a personal profile or pen portrait, it is helpful to share this with any health professionals, especially if reasonable adjustments need to be made for your visit.*

* **How can I access my health records?**  
  *You can use the NHS app to do this. Go to ‘Your Health’ and then ‘GP Health Record’. If you can’t find what you’re looking for, call your GP.*
* **What do I do if I’m hurt? (e.g., nosebleed)**  
  *If you have a minor injury that can be helped with first aid, try and find a nearby first aider – there will be one in school or any community venue (for example the leisure centre). You might also be able to help yourself depending on what the injury is – sometimes all you need is an antiseptic wipe and a plaster. If you think your injury can’t be helped with only first aid, you can call 111 to get some advice. This is the NHS non-emergency line. You don’t need to call 999 unless you are experiencing an emergency like a seizure. It can also be helpful to get a second opinion from an adult – maybe ask someone at home or school if they think your injury is serious or not.*
* **What do I do if I see someone have a medical emergency, like a seizure?**  
  *Dial 111 or 999 if you or someone else experiences a seizure for the first time.*

*If you or someone else is known to have seizures, a care plan should be in place which can include rescue medication or advice about when to contact emergency services. The following link to the Epilepsy Action website will provide information about different types of seizure:* [*Just for kids - Epilepsy Action*](https://www.epilepsy.org.uk/living/parents-and-children/just-for-kids)

*There is a pdf to download on this page to give guidance about resuscitation. (saved in CYP FAQs on Q:)*

* **Why do I need an injection (vaccination) if I feel okay?**  
  *If you’ve been taken to the doctor for an injection, you are most likely getting a vaccination. Everyone gets vaccinations, and you will probably have quite a few throughout your lifetime. They can be called vaccines for short or immunisations. Vaccines teach your immune system how to create antibodies that protect you from diseases. which means you are less likely to catch an illness or disease or to reduce the effects of a disease.*
* **Can I help my friends if they feel unwell? Can I go to the pharmacy on their behalf?**  
  *You can definitely help your friends if they are unwell. However, they may already have an adult looking after them, so make sure you ask first whether they need help. You might help by making them a drink, or you might help by calling 111 for medical advice, or 999 in an emergency – there are lots of ways to help people. If your friend needs medicine and they can’t get it themselves, you can go to the pharmacy on their behalf. You will have to take their prescription if they have a paper copy, but usually the pharmacy will have a digital version. You might want to take their government issued photo ID with you (this could be a passport or a driving license) just in case the pharmacy wants to check it. It is also important to remember that some people pay for their prescriptions, so you might need to take some money with you.*
* **What do I do if I feel ill at school?***If you are at primary school, tell your teacher as soon as possible if you start to feel ill. If you are at secondary school, your school may have a nurse that you can visit if you feel ill, or you can find a member of your Pastoral department who can help. Make sure you act straight away so you can get help as quickly as possible.*
* **What can I do in the waiting room if the doctor is running late?**  
  *Some waiting rooms have a television that patients can watch, or toys and magazines. You might decide to take your own book or game with you. Sometimes there are delays, and that’s okay. But if you feel anxious, you can ask the receptionist for help.*

*If you start to feel overwhelmed in the waiting room, ask the receptionist if there is an alternative place for you to wait.*

* **How can I be supportive and kind to my friends if they are unwell?**  
  *You can have a look at our self-care guide and see if there’s anything in it that you could do for a friend. For example, you could make them a get well soon card, bring them a cup of tea, or visit them to talk about how they’re feeling. Always be kind and be available to listen and support your friend.*
* **How can I find out information about my diagnosis?**

*You can visit any of these Padlets for more information about Health and Health diagnoses:*

[My Neurodiversity support padlet](https://padlet.com/jcase33/my-neurodiversity-support-padlet-3s2xyzzp9i1xflte)

[Epic Autism Resources (padlet.com)](https://en-gb.padlet.com/spectrumgaming/epic-autism-resources-e9k3m18miqwgiy1w)

[Bury Childrens Epilepsy Service (padlet.com)](https://padlet.com/burycypi_thrive1/bury-childrens-epilepsy-service-u38u37dnu6ncsqef)