

Listening to young voices

the first step in asking

How youth friendly are
pharmacies in New Zealand?

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Background

- NZ Youth population has unmet health needs
- Relevant pharmacy services
- Pharmacies are accessible



New Zealand Ministry of Health youth health priority areas

Areas in which new pharmacy roles are being developed

- Alcohol and drug use

- Smoking cessation, methadone, needle exchange

- High teenage pregnancy rates

- Emergency Hormonal Contraception

- Sexually transmitted infections

- Chlamydia screening, health promotion

- Obesity and low physical activity – diabetes and CVD

- Weight management, diabetes management, health promotion

- Mental Health

- Dispensing anti depressants, health promotion

Youth Participation

Benefits Research

- Young people experts in youth health
- New ideas/creativity
- Validation/credibility

Benefits Participants

- Opportunity to have a say
- Make friends
- Have fun
- Develop skills
- Make connections



**How has this worked in
practice?**

Youth Advisory Group (YAG)

- Youthline Manukau YAG
- 10 meetings planned at critical points through PhD
- Decision making role

YAG Meeting template

Agenda	Discussion points	Plan	Outcome

Documented feedback loop

Pharmacy Survey



Qualitative
consultation
with YAG to
develop
questionnaire
items

1



Quantitative
questionnaire
data collection
and analysis of
results

2



Qualitative
consultation
with YAG to
inform
interpretation
of results

3

Survey Development

Young People



'Structural' Factors

- Accessibility
- Opening hours
- Youth specific publicity material
- Private consultation area
- Privacy notice
- Confidentiality rights explained
- Male & female staff
- Name & job badges
- Youth specific health info
- YP have opportunities to make suggestions

Pharmacy Services



Survey Development

Young People



'Personnel' Factors

- Do they think services are appropriate for young people?
- Provision of services without parent/carer present
- Level of comfort discussing youth health topics
- Confidence in knowledge/training needs

Pharmacy Services



Feedback on Results

Structural Factors	Yes %	YAG Feedback
Private consultation area	82.9	Not useful without a notice to say the pharmacy has one
Notice about private consultation area	18.4	Simple to fix and would make a big difference
Staff wear job title badges	75.8	Difficult to know who to ask to find information without badges
Young people have opportunities to make suggestions	62.2	YAG had no experience of this- figure probably overestimated
Youth specific health information displayed	31.3	Interpretation of 'youth specific' – must be designed for young people
Confidentiality rights of young people explained	27.8	YAG felt this was one of the most important factors affecting access
Youth specific publicity/advertising	10.6	How will young people know pharmacies could help? Ideas on how to promote services

Summary

- Some challenges
- Lots of benefits
- Young people have a right to be involved in research affecting them



Thank you

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